South Yorkshire Pension Authority UPM implementation review; Moving Forward

- Introductions & background
  Ian Taylor (Operations Manager) and Andrew Smith (Product Development Director) will be in attendance.

- History
  A history of the business, its growth, and the standard product concept will be discussed in order to provide some context against the issues that have been experienced and outlined in the Annual Review.

- Lessons learned
  The journey throughout the implementation period has been well defined by Gary Chapman in the Annual Review. Whilst painful and volatile, the process has helped identify the areas for significant improvement, some of which will be discussed during this session.

- Changing a cultural signature
  The Civica Pensions team provide a service, not just a software solution. An active program of cultural improvement is underway in order to ensure that all teams are focused on the values of the organisation. Quality of service provision is a focus area, paying specific attention to clarity, transparency, communication, end user experience and consequence.

- Structure changes and organisation
  Overview by Ian Taylor.

- Civica Pensions Product Roadmap
  Overview by Andrew Smith.

- Performance improvements and delivery schedule
  Overview by Andrew Smith.

- Staff retention & recruitment
  As highlighted in Section 10 of the Annual Review, resource experience and retention has been a concern. An overview will be provided on the activities conducted by the Civica Pensions senior management team to alleviate concerns and prevent any such circumstances affecting the long term service continuity.