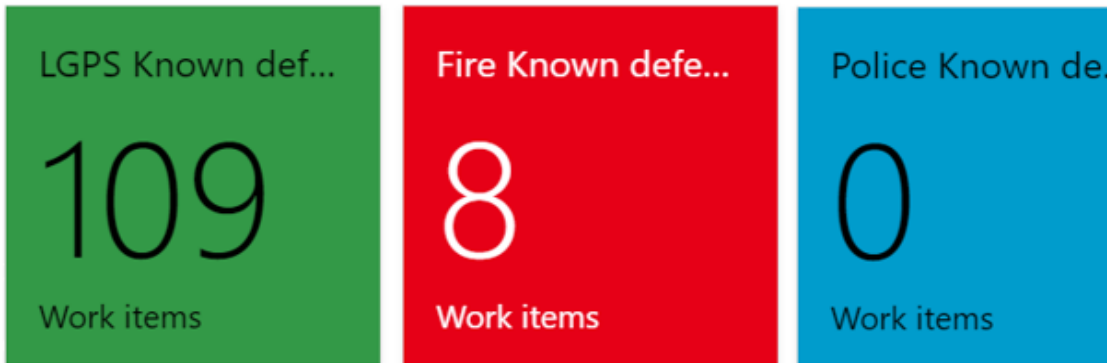


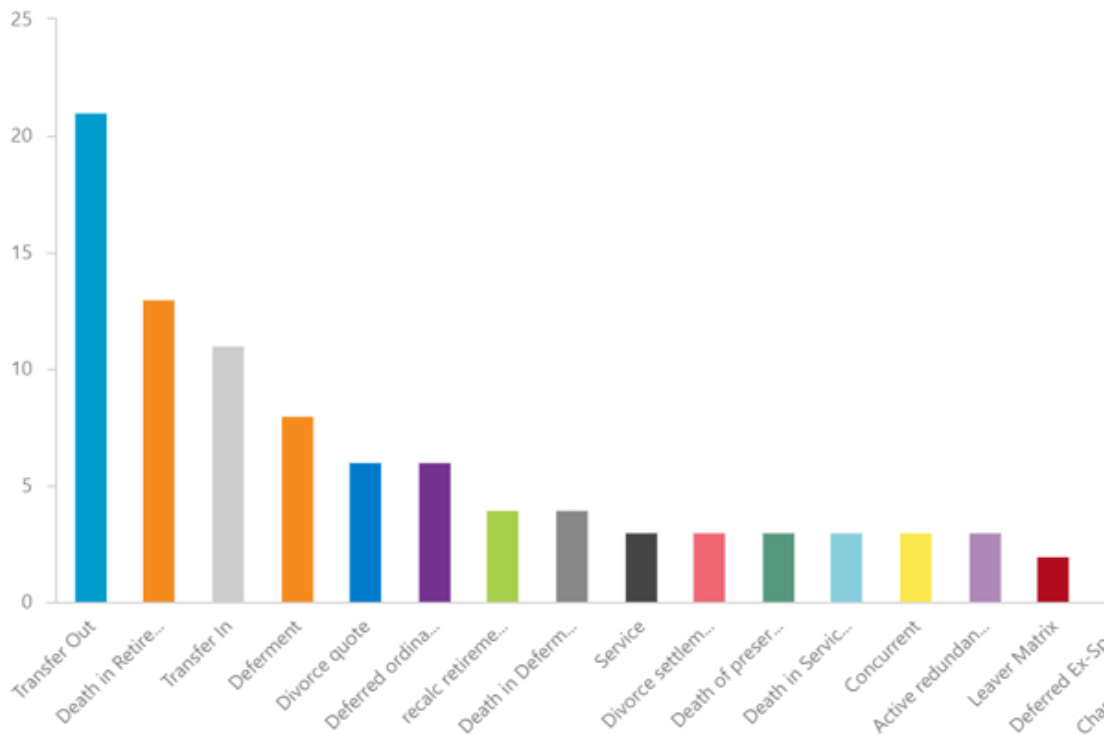
Summary of improvements needed to comply with Specification of Requirements

Main Category	Sub Category (if applicable)	Reference (if applicable)	Current Status of Compliance	Summary of improvements needed/comments	How the improvement will be met	Timescale	
General Requirements of the Provider	Client relationship management		Meets requirements	May need to improve reporting on issues identified below.	Updated and improved Known Errors List	30-Sep-22	
	Performance and reporting	3.3.2	Partially meets requirements	Visibility on errors/ommissions reported by other clients			
	Upgrade Services	3.5.9	Partially meets requirements	Need to treat errors in upgrade implementation as priority fixes			
		3.5.10	Partially meets requirements	Upgrade documentation needs to be comprehensive and include full details of all new, improved or amended functionality	Ongoing improvement plan	On-going	
	Training and system guidance	3.6.8	Partially meets requirements	Comprehensive user manuals needed in some areas			
	General Consultancy	3.7.2	Not currently provided	Comprehensive back up and maintenance plans for SQL databases	See Call-Off Schedule B section 5.1.1 which defines the UPM Database Management Service included within the services in the contract	01-Mar-22	
Data Requirements	Bulk Data Load	5.1.4	Not currently provided	System Health checks			
			Not currently provided	Advice on database housekeeping to ensure optimal performance	Project to improve Monthly Data Collection in place with the following items to be reviewed.		
			Partially meets requirements	Enhance data load facility by producing errors and warnings prior to system update	LANDesk Number: 267561,186748, 264729, 18593, 21769, 24515, 300519, 319373, 341664, 345371, 424237, 302731, 331176, 370543, 555525, 564811, 566468, 588159, 598296, 600220, 631939, 677795	30-Sep-22	
		5.1.8	Partially meets requirements	Improve functionality for system to continue to be used during bulk loading/interfaces (e.g. MDC)			
Reporting Benefit Calculations		8.3.6	Partially meets requirements	Need ability to report reliably on TPR common and conditional data (currently done by DART)	This facility is already available		
	Aggregations	12.2.1	Partially meets requirements	Multiple calculation and write-back errors to be resolved			
		Partially meets requirements		Also issues with subsequent benefit calculations.			
	Transfers in	12.2.2		Number of known errors to be resolved.			
	AVCs	12.2.4		Certain update fields missing.			
	Annual Allowance/scheme pays debits	12.2.7	Not currently provided	A large number of deficiencies. Functionality included in latest release (in test) but a number of significant gaps identified.			
	Pension sharing	12.2.8	Partially meets requirements	Number of known errors to be resolved.			
	Refunds/Deferreds	12.2.10	Partially meets requirements	Number of known errors to be resolved.	To be addressed as part of calculations improvements project	30-Sep-22	
	Death Benefits	Various	Partially meets requirements	Number of known errors to be resolved for death from different status types.			
	Voluntary Retirement	12.2.12	Partially meets requirements	2 known errors to be resolved.			
	Flexible Retirements	12.2.13	Partially meets requirements	System can not calculate partial flexible retirement.			
	Transfer out	12.3.2	Partially meets requirements	Significant number of known errors.			
Bulk Processing	Deferred into payment	12.3.5	Partially meets requirements	6 known errors to be resolved.			
	Pension adjustments	12.4.1	Partially meets requirements	Known errors with retirement recalculations			
	Civica Known Error Log	Not listed		Contains significant number overall of known issues (many included above).			
	Annual Pensions Increase	11.2.1	Partially meets requirements	Development work required on Pensions Increase program	Delivered in release 29.4	31-Jan-22	
	CARE Revaluation	11.3	Partially meets requirements	Number of identified errors with CARE Revaluation			
	Payroll and Payroll Interface		13.1.6	Partially meets requirements	Pre-RTI submission checks and reports required.		
			13.4.4	Partially meets requirements	Improve functionality to update GL for stopped or rejected payments		
			13.6.4	Not currently provided	Calculation of net overpayments (e.g. on deaths) and updating payroll	To be Delivered in the next Main software Release	30-Sep-22
			13.9.2	Partially meets requirements	Reconciliation of pensioner numbers between payrolls		
		13.9.4	Not currently provided	Individual payroll result calculations			
System Environment, Security and IT	Microsoft Compatability	15.8.2	Partially meets requirements	Need to ensure compatability with latest MS software as caused issues in past.	Compatibility detail released annually	on-going	

This is Civica's own breakdown. However, it does not include the following: Monthly Data



Issues by Calculation Type (LGPS)



Known Issues Log – September 2021

Commercial in Confid



ience - Customer