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	Civica monthly summary of internal progress (Sept)	Summary of any relevant engagement with clients (Sept)	RAG Status with expected delivery date	Other comments (e.g. any SYPA actions required, unforeseen impacts, etc etc)
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	Civica conducted an exercise to reduce the KDL by some 200 items in line with the UPMv29.4 release. The resulting KDL was published on our User Hub site. An updated version wil be issued with each UPM release.	The content and operation of the KDL is an agenda item of the Public Sector User Group to review how issues raised are added to the KDL to make it as current as possible.		
	Performance and reporting	3.3.2	Partially meets requirements	Visibility on errors/ommissions reported by other clients			The KDL consolidates all known issues and identifies their origin.	The process to determine items for inclusion on the KDL and the point at which they should be added is subject to discussion at the Public Sector User Group.		
	Upgrade Services	3.5.9	Partially meets requirements	Need to treat errors in upgrade implementation as priority fixes	Ongoing improvement plan	On-going	Issues identified during release UAT should be raised on the Civica Service desk and prefixed with the current release reference. These are then prioritised by SD for support.	Following the relelase/implementation of UPM v2022. Feedback will be sought from customers about their experience of the release via meetings with Account Managers		
		3.5.10	Partially meets requirements	Upgrade documentation needs to be comprehensive and include full details of all new, improved or amended functionality			Civica has taken on feedback from cusomters on the content and format of the relelase documentation has implemented the changes.	Positive feedback on the revised documentation has been received from customers		
	Training and system guidance	3.6.8	Partially meets requirements	Comprehensive user manuals needed in some areas			The availability of online user documentation is part of the UPM longer term strategy.			
	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	Proposals for the Civica DBA service were signed off by SYPF and the service is being delivered at SYPA			
			Not currently provided	System Health checks						
			Not currently provided	Advice on database housekeeping to ensure optimal performance						
Data Requirements	Bulk Data Load	5.1.4	Partially meets requirements	Enhance data load facility by producing errors and warnings prior to system update	Project to improve Monthly Data Collection in place with the following items to be reviewed. 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	Fixes for all SYPA LANDESK calls in relation to Monthly Returns that have been classified as a Production Defect (ie – do not perform as outlined in the original specification) will be included in an Aggregation/MR release before 30 September 2022.	Engagement with customers has identified a number fo enhancements to the Monthly Returns functionality. These enhancements will be delivered in a later UPM release.		
		5.1.8	Partially meets requirements	Improve functionality for system to continue to be used during bulk loading/interfacing (e.g. MDC)						
Reporting		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					
Benefit Calculations	Aggregations	12.2.1	Partially meets requirements	Multiple calculation and write-back errors to be resolved		30-Sep-22	Fixes for all SYPA LANDESK calls in relation to Aggregation that have been classified as a Production Defect (ie – do not perform as outlined in the original specification) will be included in an Aggregation/MR release before 30 September 2022.			
	Aggregations		Partially meets requirements	Also issues with subsequent benefit calculations.	To be addressed as part of calculations improvements project					
	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 deficiences. 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.			Known defect up to April 2022 were fixed in the April 2022 Calculation release with the Calculations Warranty release due for delivery before end of September 2022			
	Refunds/Deferreds	12.2.10	Partially meets requirements	Number of known errors to be resolved.						
	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.						
	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).						
Bulk Processing	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.	To be Delivered in the next Main software Release	30-Sep-22	Work on the the overpayments functionality has progressed to the specification stage. However, currently there is no timeline for when this will be available. Further update on Payroll to follow			
		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						
		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.		on-going	Microsoft product compatibility is released annually - We maintain the list of supported MS software in the release documentation.			