

CYNGOR SIR POWYS COUNTY COUNCIL

**Pension Board
8th November 2019**

REPORT BY: Pension Fund Manager

SUBJECT: Workflow and Document Imaging Transition Update

REPORT FOR: Information

1. Introduction

1.1 Further to risk PEN033 identified on the Fund's risk register, this report has been prepared to provide Board with an update on the progress of the transfer of the Pensions Administration Workflow and Document Imaging system into the existing pensions administration software.

2. Background and Process

- 2.1 In November 2018, work commenced on the transition of the workflow and document imaging from the existing software into the Altair system, provided by Heywood. This would involve the rationalisation over 100 existing workflow processes and several hundred thousand member documents from two systems into one. The deadline for completion of the project, is 31st January 2020.
- 2.2 There are numerous benefits in transferring into one system from two, such as maintenance of one system rather than two, increased efficiencies from end to end processing within one system, reduced numbers of processes to maintain, improved reporting (to meet CIPFA annual reporting requirements), reduced indexing through the use of barcoding on documents and integration with the member online portal.
- 2.3 Part of the transition would involve installation and testing of scanning software, testing of sample documents following the export. It was also an opportunity to review existing workflow within the section and reduce the number of workflow processes by approximately half, reducing maintenance time, reporting complexity and increasing ease of use for the administration team.
- 2.4 In acknowledgement of the severity of the risk attached to this process, a workgroup was created consisting of members of the Pensions Section and one member of staff has been allocated to work on this full time, until the end of the project.

3. Current position

3.1 At the date of preparing this report, 80% of the workflow processes have been created/replicated within the Altair system with priority placed on the most used ones (estimates/retirements/deaths etc) and the majority of the work flowing through the administration team is now driven by the Altair workflow system.

- 3.2 The remaining processes are those lesser used ones and work is continuing to transition them.
- 3.3 New documents have all been indexed to Altair from 1st October 2019 and the historic documents have been extracted from the existing system and are currently being checked ahead of being loaded into the Altair system. The historic documents are available as view only in the existing system.

4. Remaining Work

- 4.1 Complete set up of remaining workflow processes and test, prior to release.
- 4.2 Test load of documents into Altair and manually index those documents that are not automatically mapped, due to a change in pay number for example.
- 4.3 Complete/transition of the outstanding or incomplete processes from existing workflow system.
- 4.4 Extract any existing workflow information for reporting and retention purposes.

5. Recommendation

Note and acknowledge updated progress to date and outstanding work ahead of the 31st January 2020 deadline.