

| Area                 | Issue   | Target Date to be resolved   | Update   |
|----------------------|---|--|--|
| <b>Employer Hub</b>  | *Monthly Contribution Process Error: at the Data Validation - Stage 2 step, the process is giving error 2.21 "The previous Month's Contribution is missing" for all rows. But the previous month's contribution is not missing on any folder. | 10th Jan 2023 - After meeting with Civica, the priority has been escalated and we expect issue to be resolved by <b>end of Jan 2023</b> . Until then, manual intervention is needed. | Resolved.  |
|                      | *Monthly Contribution Process Error: at the Data Validation - Stage 5, the process prevents employers from progressing further, the process loops to the beginning of Stage 5.  | 10th Jan 2023 - After meeting with Civica, the priority has been escalated and we expect issue to be resolved by <b>end of Jan 2023</b> . Until then, manual intervention is needed. | Resolved.  |
|                      | Error notification: SSRS report on the employer hub.  | <b>Middle of Feb 2023</b> , SQL technicians needed for allocation at Civica.   | Sitting with the SQL team, <b>23rd Feb</b> will be updated.  |
|                      | An annual return for the employers who did not get onto the Hub this year is needed, and then to request monthly returns from April 2023.   | <b>March/April 2023</b> .  | Friday <b>24th Feb 2023</b> , I push with AON to follow up with members and continue to import data, resolving the backlog.  |
|                      | Streamline employer hub process, current validation has too many steps and takes unnecessary time.  | <b>23rd Feb 2023</b> , meeting with Andy Hatch to review validation steps. Import of data will be faster.  | Tbc.   |
| <b>Member Portal</b> | The portal is slow to load certain documents. When it does, process errors occur or it cannot be started. e.g. when clicking 'Update My Nomination', the error appears:   | 18th Dec 2022 - Changes were made to fix the nomination issue. Awaiting changes to be made in live by Civica service desk, by <b>end of Jan 2023 latest</b> . More testing is needed | Wed <b>22nd Feb</b> and Thu <b>23rd Feb 2023</b> , will be looking into retirement projection issues with Tim. He recognises certain issues some members have been experiencing. |

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|                  | 'An error occurred creating the process'.  | and member feedback to ensure all is working fine.   | Performance is quicker and nomination issues now fixed.                                     |
|                  | Members logins were not recognised by the system, authentication issue.          | Resolved 21st Feb 2023, the members were missing client profile on web service logins.   | Resolved.   |
| <b>UPM Calcs</b> | Calc Error: Death in retirement.   | Manual calcs are being performed and compared to UPM output for 3 months.<br><b>Middle of Feb 2023</b> we expect progress to be made and issue resolved. | On course, meeting with Andy on <b>23rd Feb</b> , he will be discussing calc team feedback. |
|                  | Death of a preserved refund (Calc error accounts elements)                       | Manual calcs are being performed and compared to UPM output for 3 months.<br><b>Middle of Feb 2023</b> we expect progress to be made and issue resolved. | On course, meeting with Andy on <b>23rd Feb</b> , he will be discussing calc team feedback. |
|                  | Late interest on pension not being paid.   | Manual calcs are being performed and compared to UPM output for 3 months.<br><b>Middle of Feb 2023</b> we expect progress to be made and issue resolved. | On course, meeting with Andy on <b>23rd Feb</b> , he will be discussing calc team feedback. |
|                  | Death in Deferment: no grant pay.  | Manual calcs are being performed and compared to UPM output for 3 months.<br><b>Middle of Feb 2023</b> we expect progress to be made and issue resolved. | On course, meeting with Andy on <b>23rd Feb</b> , he will be discussing calc team feedback. |
|                  | When reaching the calculation stage on the LG Trivial Commutation Quote process, | Manual calcs are being performed and compared to UPM output for 3 months.  | On course, meeting with Andy on <b>23rd Feb</b> , he will be discussing calc team feedback. |

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|                      | we get error: "Unknown Doc Type" and are unable to continue.  | <b>Middle of Feb 2023</b> we expect progress to be made and issue resolved.                                      |           |
| <b>ABS</b>           | Annual Allowance review, record check to see if update is happening and where data sits.  | 22nd Feb 2023, example cases sent to Andy Hatch. Currently being investigated. 23rd Feb 2023, should be updated. | Tbc.      |
|                      | Altair to UPM transition, the CARE values were split in two screens on Altair. We need to investigate what data out of the two screens UPM picked up. | 23rd Feb 2023, will receive update from Andy about where data sits.  | Tbc.      |
|                      | Reviewing the SQL behind ABS process on UPM to streamline.  | 24th Feb 2023, will work with AH.  | Tbc.      |
| <b>Payroll Error</b> | Effective date blocking movement of UPM process for payroll membership.   | Resolved, tweaks were made to the process maps.  | Resolved. |
| <b>UPM Test</b>      | The test hub was never mirrored.  | Now we have a test site that mirrors the live environment.   | Resolved. |