EMPLOYER READINESS GUIDE: 2015 PENSION SCHEME IMPLEMENTATION

For the attention of the Senior Responsible Person, HR or Finance Director

Are you ready for the implementation of the new 2015 pension scheme?

Contents

The document contains the following sections:

Introduction

This document has been produced to assist Employers, Shared Services and Payroll providers with delivering changes to implement the new 2015 pension scheme.

You or your nominated 2015 lead will need to review this document to ensure you meet your obligations.

You **must**:

- Change your payroll systems and processes;
- Manage the distribution of Options Packs as part of the Options Exercise (where applicable); and
- Migrate members into the new 2015 scheme at the right time.

Detailed information about how you go about this can be found in this document. It covers:

- **why** you have to make the changes;
- **who** needs to make the changes;
- **what** changes you need to make;
- **when** the changes need to be made; and
- guidance on **how** you make the changes.

Who is this document for?

This document should be used by:

HR Directors (or the person with responsibility for the 2015 changes) – who will be responsible for the overall conduct of the project plan / self-assessment and reporting to your internal Management Board.

2015 Leads – who will be accountable for the following day-to-day management of the changes, including:

- completion of the self-assessments;
- development of the project plan;
- management of payroll system / process changes;
- preparation for member migration;
- safe receipt and storage of Options Packs (where applicable);
- distribution of Options Packs to staff (where applicable); and
- return of any undeliverable packs (e.g. for those members who have left employment).

Shared Services/Payroll Providers (where used), who will be accountable for payroll systems and process changes.

Reminder

As you will be aware from previous communications, a new Civil Service pension scheme will be introduced in April 2015 as part of the Government's wider public service pension reforms.

On the 1st of April 2015 the majority of Principal Civil Service Pension Scheme (PCSPS) members will transfer into the new scheme.

Some members will be given the option to transfer into the new scheme on the 1st of April 2015 or at a specified later date, dependant on their age. This is known as the Options Exercise. It is a one off choice which cannot be reversed and members cannot change their decision later.

Options Packs will be sent directly to members or via their Employers. The distribution approach will follow that of the additional contributions letters exercise in March 2014, unless Employers tell MyCSP otherwise.

May 2014

You will have been engaging with MyCSP's Data Integrity Team to correct and validate data for those members who will be part of the Options Exercise. Remember: you have until the 31st of May to complete this task.

October 2014

The Options Exercise will commence in October 2014 and will run until the end of December 2014.

As part of the exercise eligible members will be sent an Options Pack, which will include a personalised Statement and a 'Your Choice' Guide. The statement will show the pension benefits they might expect to receive should they move into the new scheme at the end of their Tapered Enrolment end date. It will also direct members to further information tools that will support them in their decision-making.

April 2015

Your payroll system changes and processes need to have been developed, tested and implemented by the 1st of April 2015, in order for you to be ready to migrate members into the 2015 scheme at the right time.

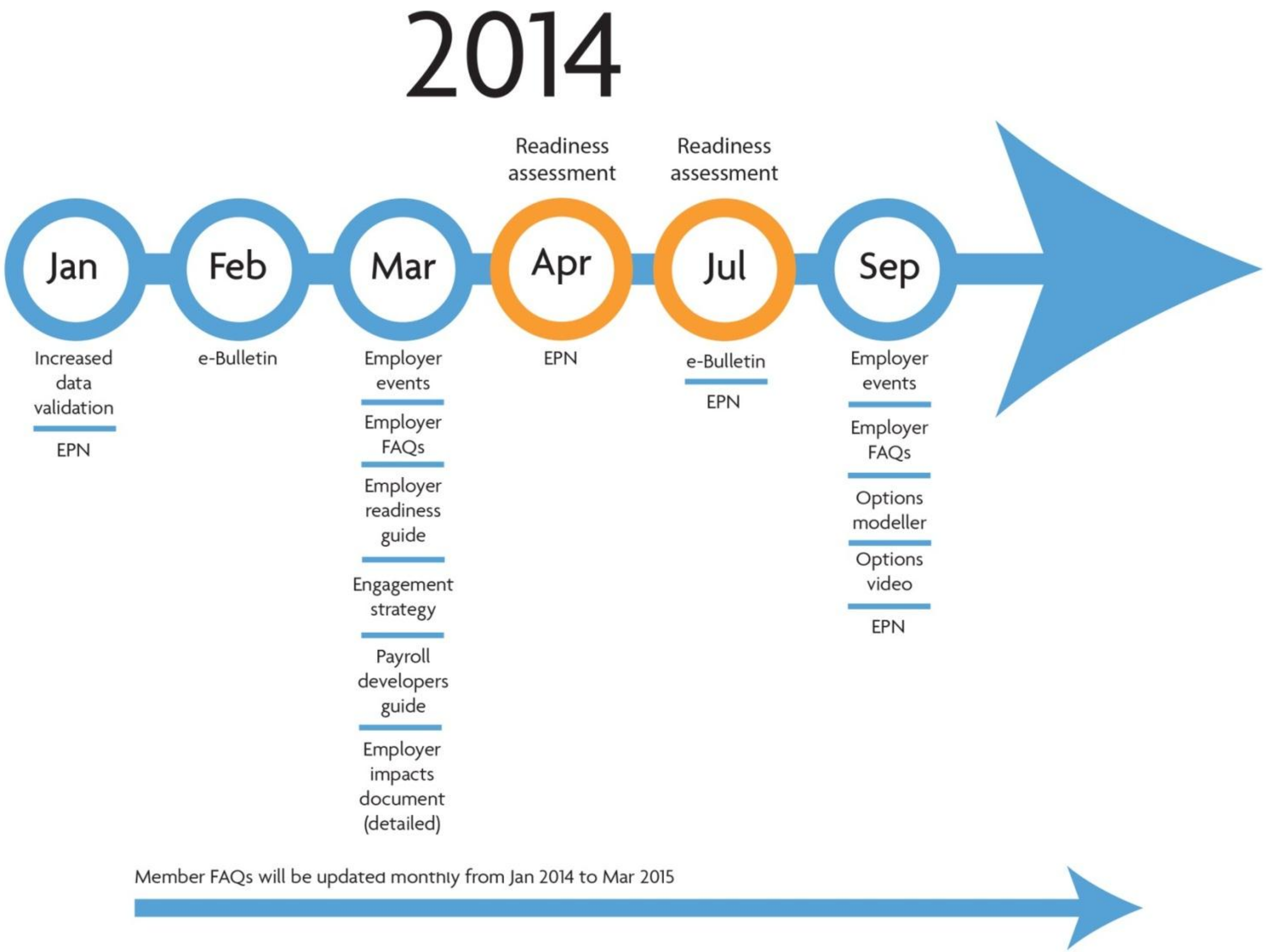
Working together

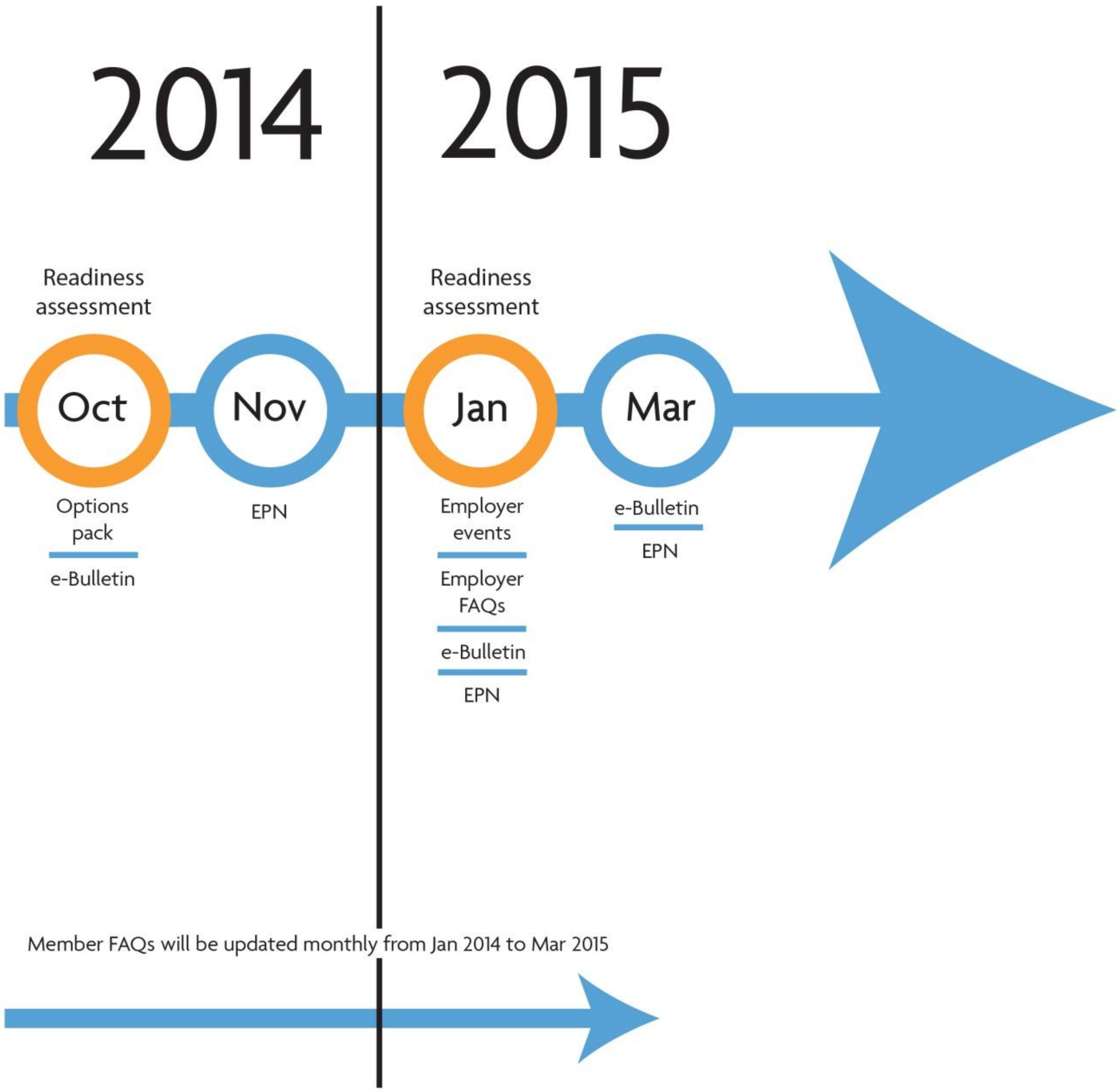
The successful implementation of the 2015 scheme relies on a partnership between those managing the exercise within each Civil Service pension organisation (you), Cabinet Office and MyCSP.

The 2015 Programme is here to support you and will engage with you on a regular basis to assist you through the changes.

The 2015 Programme will prepare and publish communications materials that you will need to ensure members read in order to understand the scheme changes.

Communications Timeline 2014 and 2015




2014
2015
Readiness assessment
Readiness assessment
Oct
Nov
Jan
Mar
Options pack
e-Bulletin
EPN
Employer events
Employer FAQs
e-Bulletin
EPN
e-Bulletin
EPN
Member FAQs will be updated monthly from Jan 2014 to Mar 2015

Your roles and responsibilities

- You must support the changes by making the necessary changes to your systems and processes and be ready to migrate the right members into the new scheme from the 1st of April 2015.

- Where you have opted to distribute the Options Packs to members directly, you are required to store and distribute the packs in a secure manner in accordance with all procedures regarding personal data. The Options Packs should be treated confidentially, like an employee's pay advice. We will let you know when your Options Packs are due.

- You will need to raise awareness of the new scheme and Options Exercise by signposting members to the communications material on the website at www.civilservice.gov.uk/pensions/reform/2015-changes

You should not:

• Advise members about what decision to make or provide financial advice.

• Amend or rebrand any of the Programme communications products.

• Leave Options Packs in unsecure areas.

• Leave Options Packs undelivered where they are not for your staff or where your staff are absent. These packs will have to be returned in a secure manner with a note explaining why they cannot be delivered.

What you need to do

The following points discuss key high level activities that you will have to carry out. A further breakdown of these activities into tasks is provided in a project planning tool on page 9.

1 – Understand what you need to do

A number of documents have been produced to help you make the necessary changes to support the introduction of the new 2015 pension scheme. These documents include: the Employer Impacts Documents, Payroll Developers Guides and this Employer Readiness Guide. A selection of documents has also been made available to help members understand how they are affected by the introduction of the new scheme.

To support the 2015 scheme implementation you need to make sure you have read and understood all the relevant documents. We will also seek reassurance that you have appointed people to support you if you are not around, for example due to holiday or sick leave. You and the people supporting you will be expected to keep up to date with latest information about the scheme changes by checking the website and reading through Employer Pension Notices (EPNs). If you do not currently receive EPNs please let us know, so that we can add you to the distribution list.

You need to understand what payroll system and process changes are required in relation to:

- Member migration;
- Managing service history;
- Ill health retirement;
- New joiners / Re-joiners;
- Enhanced Data Validation;
- Retrospective allocation of earnings to year earned;
- Changes to year end processing;
- Added years and pension contracts;
- Effective Pension Age; and
- Ceasing Widow Pension Scheme contributions.

2 – Put a project plan in place

To help you manage these activities and to plan your tasks, you need to put a project plan in place. This will help you keep track of what you need to do and by when. We have included a sample project plan on page 9, which you can use or adapt.

3 – Check quality of member data

It is essential that members who will need to make a decision as part of the Options Exercise receive an accurate projection about their pension benefits. We will need to use accurate and up to date information about their scheme membership and salary.

You are responsible for the correct data being provided to MyCSP, as outlined in the Participation Agreement. We recognise there is a lot of historical data to cleanse, therefore we are prioritising the data cleanse effort (starting with those members who will be part of the Options Exercise). Cabinet Office and MyCSP are working in partnership to support you in resolving data challenges.

If you are sent any requests or reports from the MyCSP Data Integrity Team you will need to make sure that these are actioned in a timely manner.

4 – Have a point of contact and support in place

We will need you to tell us who is responsible for the 2015 changes in your organisation. If you are part of a larger organisation it may be necessary for you to nominate a deputy contact and a support team to help you manage some of your tasks – we will ask you for contact details. If you believe the contact details we hold for your organisation are incorrect then please e-mail 2015employers@cabinet-office.gsi.gov.uk with the correct information.

5 – Carry out self-assessments

You will need to carry out self-assessments throughout 2014/2015 and report your findings to us at 2015employers@cabinet-office.gsi.go.uk.

6 – Put a plan in place to distribute the Options Exercise Packs

Where you have opted to distribute the Options Packs to members yourself, you will need to ensure each member receives the information. We strongly recommend that Options Packs are issued within a week from receipt. We strongly advise against leaving Options Packs in someone's pigeonhole or on their desk. We suggest that you get a signature from the member to record that they have received their pack.

If your members do not regularly visit the main office because they work from home or travel, you should make arrangements to send them their pack. However, you should check they know it is coming and make sure they confirm receipt. The same applies for members on maternity or long-term sick leave.

Where we are distributing your Options Packs you need to tell us if you have groups of members that will require special arrangements, for example members working overseas.

Where Options Packs are to be sent to members, remember it is imperative to provide us with the correct member addresses to support this.

7 – Put a plan in place to manage member migration

You will have to migrate members to the new scheme on the 1st of April 2015. Following this, you may need to migrate members every two months for up to 6 years and 10 months if you have members to migrate who are coming to the end of their Tapered Enrolment date. You need to have processes documented to manage the migration on time and to take into account new joiners and re-joiners.

8 – Redirect member queries to the contact centre

Members who will take part in the Options Exercise will be provided with the information they need to make a decision. However, they may approach you with queries. To address those queries that you are unable to answer, an Options Exercise specific contact centre will be in place.

9 – Check any special circumstances that might affect your ability to deliver the changes

If you have special circumstances which may affect your ability to deliver the changes to support the implementation of the new 2015 pension scheme, you should identify what these might be and put plans in place to manage them. If you are not sure, please make sure you contact the employer engagement team at 2015employers@cabinet-office.gsi.gov.uk

Your project plan

The section includes some key points to consider when developing your project plan.

For you to be able to use this plan you will need to determine your start dates and allocate resources to the activities.

The length of time taken to complete the activities will depend on the resources available and the size of your organisation. We have left the last column blank so that you can fill in your own dates, and also a 'your comments' section for you to make

You need to complete this section

Your comments box can be used to make notes on your plan

Activity	When?	Responsible?	What is it?	What do you need to do to prepare?	Target Date
1 Enhanced Data Validation Document	February 2014	MyCSP	Document to inform you of the interface validation changes and actions you need to carry out;	Ensure you understand this document and the impacts to your business, and that the relevant parties within your organisation review this document. **Your comments:**	

2 Detailed Employer Impacts Document	March 2014	2015 Programme	Document to provide the next level of detail on Migration, New Joiners / Re-joiners, Payroll Interface and Process Changes, Effective Pension Age and Retrospective Earning Adjustments.	Ensure you understand this document and the impacts to your business, and that the relevant parties review this document. **Your comments:**
3 Provide key contact details	March 2014	You	The Programme requires you to update key contact details. A request will be submitted to you via an EPN.	Send your key contact details to 2015employers@cabinet-office.gsi.gov.uk **Your comments:**
4 Employer Engagement Strategy	March 2014	2015 Programme	Documented approach about how 2015 Programme will engage and support you and assess your readiness to implement the 2015 scheme changes.	Review strategy. Larger Employers will be engaged with on a 1-2-1 basis; small employers will have the opportunity to talk with the Employer Engagement leads on conference calls. Any major concerns should be raised via 2015employers@cabinet-Office.gsi.gov.uk **Your comments:**

5 Confirm Distribution Preference	February 2014	You	You should confirm whether your Options Packs will go direct to members or if you would like to manage the distribution.	MyCSP will assume your distribution approach will be the same as the Additional Contributions letters unless informed otherwise. If you would like to change your distribution approach please inform dawn.clarke@mycsp.co.uk **Your comments:**
6 Data Cleanse Reports	February 2014	MyCSP	You should have received your data cleanse reports.	Work with the MyCSP data cleanse team to complete data cleanse items; for any issues contact dataintegrity@mycsp.co.uk **Your comments:**
7 Signpost members to communications products	February 2014	You	The 2015 Programme published updated information about the new scheme in early February 2014. You should be signposting members to this content and providing hard copies to those members	Signpost members to communications materials **Your comments:**

				who do not have internet access.	
8	**Prepare your project plan and gain approval from the designated manager who is responsible for the 2015 changes in your organisation**	Prior to April 2014	You	Complete the next few pages of this document and produce an outline of how you are planning to implement the 2015 scheme changes. You should get approval of your plan from the designated manager responsible for the 2015 changes.	Use the activities outlined in this document to clarify how you will approach the 2015 scheme changes and set up a project file. **Your comments:**
9	**Initiate Internal Project Meeting**	Prior to April 2014	You	Introduction to the 2015 scheme changes and those who will be working to implement it.	Set-up regular meetings to report, monitor and track progress / risks / issues. **Your comments:**
10	**Complete self-assessment 1**	April 2014; July 2014, October 2014 and January 2015.	You	Use the self-assessments in this document to rate your readiness on each of the points which need to be addressed.	Go through self-assessment stage by stage. If you are not rating yourself as 2 on each point you will need to go back and put more detailed plans in place. If you have any issues raise these with the Employer Engagement leads

				Submit your reports to 2015employers@cabinet-office.gsi.gov.uk **Your comments:**
11 **1-2-1 Assessments / Conference Calls**	April 2014; July 2014, October 2014 and January 2015.	All	The Employer Engagement Leads will meet with you to discuss your self-assessment either face to face or on the phone and will then assess your overall readiness.	Attend conference calls / 1-2-1 sessions. Where 1-2-1 sessions are requested you will need to arrange a meeting room facility, and ensure availability of key staff working on the 2015 scheme changes. Refer to your April checklist for more information to prepare **Your comments:**
12 **Share Payroll Developers Guide**	April 2014	You	Payroll Developers Guide and other key documentation that is available will enable Payroll systems teams to implement the necessary changes.	Ensure Payroll systems teams or whoever provides your IT services are engaged and have received the Payroll Developers Guide and other key documentation that is available **Your comments:**

13 Complete Data Cleanse for Tapered Enrolment Group	May 2014	You/MyCSP	You will have been working over the last couple of months with the Data Integrity Team to resolve any data issues by the 31st of May 2014 on the Tapered Enrolment Group.	Data cleanse complete for Tapered Enrolment Group **Your comments:**
14 Agree approach for managing distribution of Options Packs to members (where applicable)	July 2014	You	Where you have opted to receive Options Packs – the packs must be distributed as quickly as possible.	Put a process in place to ensure the most effective and secure method of distribution Consider maternity leave, long term sick, secondments as part of your planning **Your comments:**
15 Develop training plans	July 2014	You	You will need to develop training plans for all of the IT and business changes you are making.	Develop training plans **Your comments:**
16 Signpost members to communications products	August 2014	You	The 2015 Programme published updated information about the new scheme at the end of July 2014. You should be	You must not amend or adapt any of the 2015 Programme communications material or branding.

			signposting members to this content and providing hard copies to those members who do not have internet access.	You must ensure that the communications are not interpreted as financial advice. We expect you to signpost members to the scheme communications on our website
17 Finalise member address	August 2014	You	You will have been working on member addresses through the data cleanse exercise, but you should do a final check in August to ensure the up to date address is on the interface prior to the Options Packs being distributed.	Run an exercise with your members to ensure any house moves have been captured and updated on the interface **Your comments:**
18 IT Development	July 2014	You	We have included this as a guide: we expect you to be entering the development stages of your IT change, or be near to it.	Liaise with IT partners early, and provide the Payroll Developers guide to them in April 2014. **Your Comments:**
19 Confirm delivery and storage arrangements	September	You	Where you have a large workforce there could be	Each pack contains confidential financial information and needs to

	/ process for receiving the Options Packs	2014		several boxes.	be securely stored from the period between receipt and distribution to members. **Your comments:**
20	**Receive Options Packs and put into safe storage**	On receipt of packs (October 2014)	You	Member packs will be delivered for the attention of your 2015 lead.	Receive and sign for the delivery and then store in line with activity. Whilst the majority of packs will be sent in one delivery, it is possible that a number of smaller deliveries will follow. **Your comments:**
21	**Distribute Option Packs**	On receipt of packs and within 1 week	You	You have around 1 week to distribute the Options Packs. Remember any delays could impact the member's time in which to make their choice.	You may wish to hand deliver or hold a drop in session, factor in people on annual leave, maternity etc. and know what to do with packs that were not collected / refused / not in your employment etc. It may be good practice to obtain a signature from each member to confirm receipt. **Your comments:**

22 List of members who have been sent an Options Pack	Oct 2014	MyCSP	MyCSP will send a list of members who were sent an Options Pack.	You may want to keep this to cross reference with what you have distributed **Your comments:**
23 Signpost members to communications products	November 2014	You	The 2015 Programme published updated information about the new scheme at the end of October 2014. You should be signposting members to this content and providing hard copies to those members who do not have internet access.	You must not amend or adapt any of the 2015 Programme communications material or branding. You must ensure that the communications are not interpreted as financial advice. **Your comments:**
24 IT Testing	November 2014	You	We have included this as a guide: we expect you to be entering the testing stages of your IT change, or be near to it.	Liaise with IT partners Test the solution and align to business processes **Your Comments**

25 Training	January 2015	You	You will need to design and deliver training around your system and business change.	Identify training requirements Identify staff that need to be trained Deliver training **Your comments:**
26 Member migration / new scheme implementation	April 2015	You	You will be ready to migrate members into the new scheme for the 1st of April 2015.	Migrate members Ensure everyone is trained Ensure people aware of how long the migration exercise will last **Your comments:**

Readiness Assessments

The Employer Engagement Leads from the 2015 Programme will help you to ensure that you are ready to implement the 2015 scheme changes.

All employers will have to conduct self-assessments and report to the 2015 Programme.

It is our intention that, in the main, larger employers will be visited by someone from the Employer Engagement team to seek assurance that you are on track to deliver what is required. This visit will also help you to plan and prepare and to report any issues you are facing. The Employer Engagement leads will review your self-assessment with you. They will also provide advice, guidance, answer any questions you have and share best practices from other employers which you may find useful.

The Employer Engagement team will engage with smaller employers via telephone. However, if you have particularly complex issues we may visit you for a face-to-face discussion.

Employers are responsible for engaging their shared services/payroll providers where necessary to ensure they are ready to implement the changes. The Employer Engagement leads can help you plan and prepare with your suppliers.

The 2015 Programme has initiated discussions with the shared service centres and the Cabinet Office Crown Oversight Function to ensure that a joined-up approach is taken (in particular, to avoid employers paying for work already commissioned by another employer using the same payroll provider).

Likewise, for users of payroll providers we urge you to work with other clients of your supplier (where you have a shared platform) to drive forward shared working and costs.

There will be four readiness assessments points, and a final 'health check' prior to go live. You must carry out the self-assessments and submit your results to us at 2015employers@cabinet-office.gsi.gov.uk

You should be scoring a 2 on each part of the self-assessment. If you are not, you will need to put more detailed plans in place.

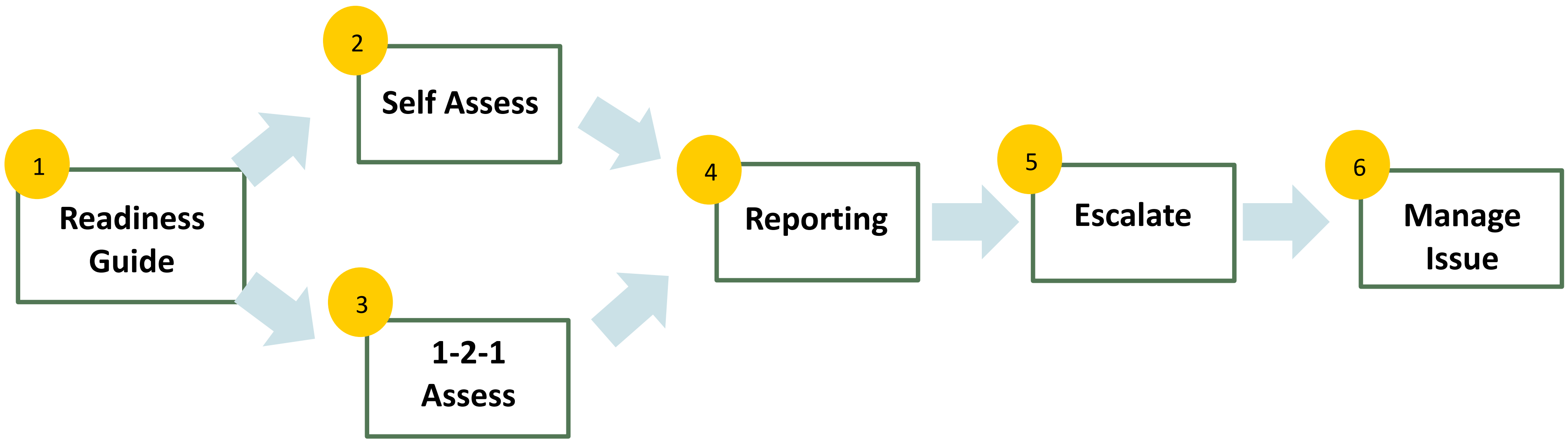
Escalation

There may be times during the self-assessments and visits that the Employer Engagement leads will need to escalate issues to senior management for consideration and action.

The Employer Engagement leads will work with you to plan any follow up actions.

Employer Readiness Process

This process shows the Employer Readiness process. The process will be repeated four times in April, July and October 2014 and in January 2015. The fifth time, in March 2015, will be a final 'health check' prior to Go Live.



Self-Assessments

The following pages set out the self-assessments that you will need to undertake. You should complete the following sections and score yourself 0, 1 or 2 for each of the questions. You should add up the scores and send your self-assessment results and commentary to 2015employers@cabinet-office.gsi.gov.uk. Please indicate which Employer you are in the subject of your eMail, for example: DWP – April 2014 Self-Assessment.

On the following pages we have provided you with self-assessments for July 2014, October 2014 and January 2015. Please note that we will reissue the revised self-assessments a month in advance, as it is likely things will change as the Programme evolves.

The self-assessments will be based around the following themes;

- Data health check;
- Employer implementation planning and approach in relation to:
  - Member migration to the new scheme;
  - Payroll system and process changes;
    - System development, testing, implementation
  - Preparation for the Options Exercise (where appropriate);
    - Availability of personnel to receive Options Packs;
    - Storage of the Options packs;
    - Distribution of Options packs (drop in centres, internal mail, etc.);
    - Know where to point members to on the website for more information;
    - Returning undelivered Options packs (i.e. refused, left, deceased, new post);
  - Internal communications planning;
  - Training; and
  - Existence of any special circumstance locally that affect the implementation.

Self-Assessment – April 2014

Complete by **10th April 2014**, and return to 2015employers@cabinet-office.gov.uk

Are you ready?	Criteria			Your rating and reason for rating. What action is being taken to reach level 2 of the criteria?
	0	1	2	
Do you understand the 2015 changes and what they mean to you?	We have not read any of the 2015 materials that have been issued We have not met to discuss what the changes mean to us We have not passed the Developers Guide to the systems teams We have not attended an employer event	Some, but not all, of our team have read the 2015 materials; but we are not sure on the detail We have met to discuss the changes, but have not made any plans We have attended an employer event	Yes we understand the changes and what we need to do We have regular meetings set-up We have shared the Developers Guide with our systems team We have attended the employer events	

Are you ready?	Criteria			Your rating and reason for rating. What action is being taken to reach level 2 of the criteria?
	0	1	2	
Have you established a project team and produced a project plan?	We have not established a team or a project plan	We have discussed establishing a project team and are in the process of producing a plan	We have a team We have a plan. We understand it is a living document, but we know what the key themes are to cover	
Are you clear of your responsibilities to support the delivery of the 2015 scheme changes?	I do not know what my responsibilities are	I am still not fully clear on my responsibilities. I have set aside some time to contact 2015employers@cabinet-office.gsi.gov,uk to clarify the questions I have I haven't yet briefed the rest of my team on their responsibilities	I am fully clear on all my responsibilities I have briefed my team so they are also fully aware of their responsibilities	
Do you understand / know what to do with	I do not understand it –	Yes, I have read it, but I am not sure what it means. I	Yes, we understand the document and have clarified	

Are you ready?	Criteria			Your rating and reason for rating. What action is being taken to reach level 2 of the criteria?
	0	1	2	
the Enhanced Data Validations document?	what am I supposed to do?	have passed it to the team dealing with the data I have set-time aside to contact the data cleanse team at dataintegrity@mycsp.co.uk	any questions we had	
Do you understand / know what to do with the payroll developer's guide?	I do not understand it – what am I supposed to do?	Yes, I have read it, but I am not sure what it means. I have passed it to the systems team I attended the payroll workshop but did not understand	Yes, we understand the document and have clarified any questions we had We attended the payroll workshop	
Are you on track to complete the data cleansing for the Tapered Enrolment group?	We have not done any data cleansing	We are doing the data cleanse, but we are having issues. We have not contacted MyCSP for help	We are on track to complete data cleanse activity by the 31^{st} of May	

Are you ready?	Criteria			Your rating and reason for rating. What action is being taken to reach level 2 of the criteria?
	0	1	2	
Have you commenced process mapping (current process / future process)?	We have not started	We have a plan of what we will map, and when we will start	Yes, we have started and know what processes we are mapping	
Do you know who to contact if you have any issues?	No	I think so	Yes, it's 2015employers@cabinet-office.gsi.gov.uk	
Have you signposted members to the new information about the new pension scheme that the 2015 Programme published in early Feb?	No / I wasn't aware of the instruction	I am aware that the new information was published in early Feb, and have a plan in place to ensure members are sign-posted to them	I have sign-posted members to the new information and ensured that members with no internet access have been provided with printed copies. I can also confirm that the messages and branding of the 2015 Programme's communications products	

Are you ready?	Criteria			Your rating and reason for rating. What action is being taken to reach level 2 of the criteria?
	0	1	2	
			were not altered in any way.	
Completed by:			Date:	
Position:			Contact details:	
Approved by:			Date:	
Position:			Contact Details	

Self-Assessment – July 2014

This is for information only. This self-assessment will be reissued to you in June 2014, as assessment items may change.

Are you ready?	Criteria			Your rating and reason for rating. What action is being taken to reach level 2 of the criteria?
	0	1	2	
Are you in the development stage of the systems development lifecycle?	No, we are still in the design phase	We are finalising the design phases, but looking at the plan, we should be able to make some time up.	Yes	
Have you finalised the data cleanse for the Tapered Enrolment group?	No	N/A	Yes	
Have you designated someone to receive your Options Packs, and made plans for storing the Options Packs securely?	We have not decided who will take receipt of the Options Packs or where they will be stored	We have allocated someone to take receipt of the Options Packs. We have an idea where we might store them but we do not know how secure and safe the storage is yet	We have allocated someone to take receipts of the Options Packs, and we have a deputy in place. We have sent MyCSP our contact details. We know exactly where to store the	

Are you ready?	Criteria			Your rating and reason for rating. What action is being taken to reach level 2 of the criteria?
	0	1	2	
			documents and it is secure	
Established a plan for distributing Options Packs	We do not have a plan for distributing the packs to members	We have decided how we will distribute the packs but not yet considered those members who work remotely or who are absent	We have a documented plan in place for distributing packs to all members	
Have you completed process mapping?	No, we have not started	Yes, we are about 50% complete	Yes, we have completed all process mapping.	
Have you commenced an internal training plan?	No, we have not started We do not know what training is required	Yes, we have started, but we have not completed it We have set some time aside to review the documentation and design a training plan. We know we can talk to the Employer Engagement leads for guidance	Yes, it is complete and it has been agreed.	

Are you ready?	Criteria			Your rating and reason for rating. What action is being taken to reach level 2 of the criteria?
	0	1	2	
Are you aware of the new communications products that the 2015 Programme plans to publish at the end of July – and do you have a plan in place to signpost members to them?	No I am not aware of the new communications due to be published and / or I haven't got any plans to signpost members to them	I am aware of the planned communications to be published at the end of July and intend to put a plan in place to ensure members are sign-posted to them	I am aware of the planned communications to be published at the end of July I have a plan in place to signpost members to them My plan will ensure that members with no internet access are provided with printed copies I can confirm that the messages and branding of the 2015 Programme's communications products will not be altered in any way	

Self-assessment – October 2014

This is for information only. This self-assessment will be reissued to you in September 2014, as assessment items may change.

Are you ready?	Criteria			Your rating and reason for rating. What action is being taken to reach level 2 of the criteria?
	0	1	2	
Have you commenced the development stage of your systems changes?	No, we have not started development yet; we are in the design stages	Yes, we are still developing the system	We have completed development and are in the testing phases	
Do you have scheduled training?	No, we do not have training scheduled and we do not have a training plan	N/A	Yes, our plans have been agreed and we have scheduled the training	
Have you distributed your Options Packs?	No, we have not distributed our options packs	No, we have not finished, however, we know what to do with packs that we are unable to deliver	Yes, we have completed distributing the Options Packs, and have returned any we were unable to deliver	

Are you ready?	Criteria			Your rating and reason for rating. What action is being taken to reach level 2 of the criteria?
	0	1	2	
Are you aware of the new communications products that the 2015 Programme plans to publish at the end of October – and do you have a plan in place to signpost members to them?	No I am not aware of the new communications due to be published and / or I haven't got any plans to signpost members to them	I am aware of the planned communications to be published at the end of October and intend to put a plan in place to ensure members are sign-posted to them.	I am aware of the communications to be published at the end of October I know to signpost members to them My plan will ensure that members with no internet access are provided with printed copies I can confirm that the messages and branding of the 2015 Programme's communications products will not be altered in any way.	

Self-assessment – January 2015

This is for information only, this self-assessment will be reissued to you in December 2014 as assessment items may change.

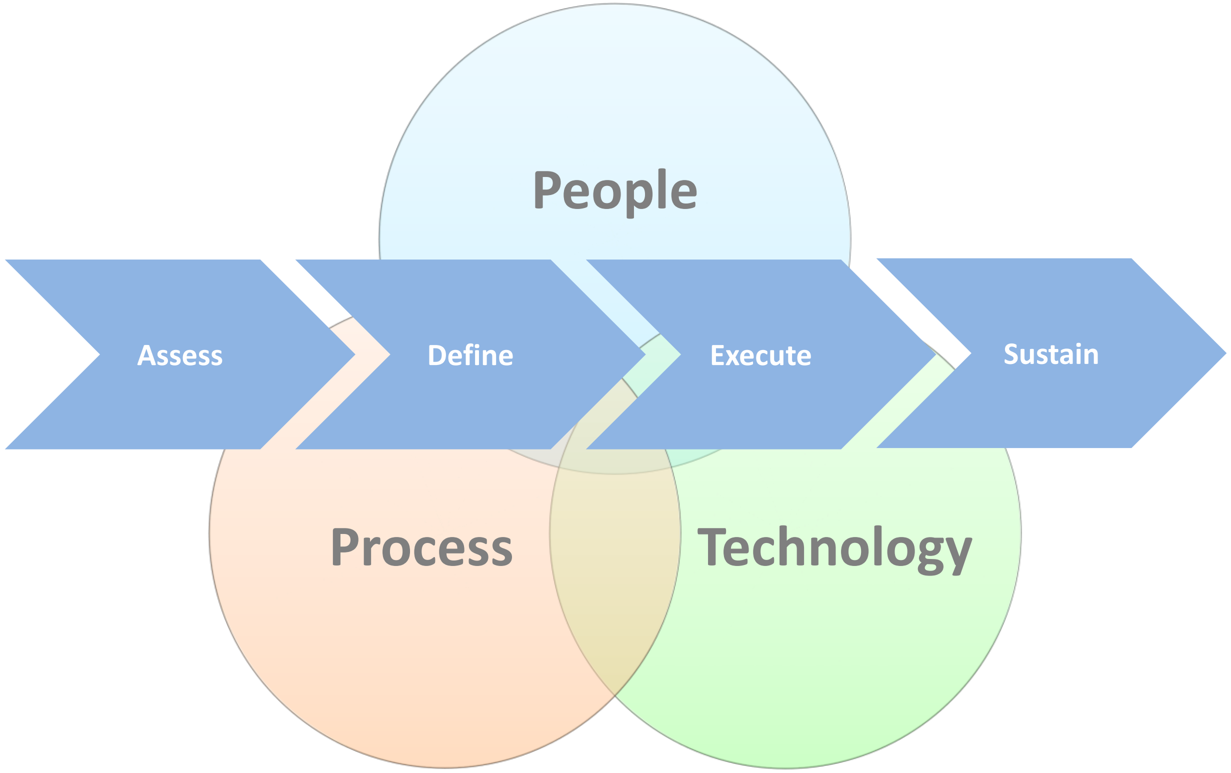
Are you ready?	Criteria			Your rating and reason for rating. What action is being taken to reach level 2 of the criteria?
	0	1	2	
Have you commenced the testing stage of your systems changes?	No, we have not started testing yet; we are in the development stages.	No, but all of the test scripts are written and we are confident we have sufficient time	We are in the testing phase and we are on schedule to be IT ready for the 1st of April 2015 Or, we have completed the testing phase	
Have you commenced training?	No, we have not commenced training	No, we have not commenced training, but we have a plan in place and we will be 'business ready' for the 1st of April 2015	Yes, we have commenced training	
Are you aware of the Pension changes update e-bulletins that the 2015 Programme plans	No I am not aware of the Pension changes update e-bulletins due to be published and /	I am aware of the planned Pension changes update e-bulletins to be published at the end of January and mid-	I am aware of the planned Pension changes update e-bulletins to be published at the end of January and mid-	

Are you ready?	Criteria			Your rating and reason for rating. What action is being taken to reach level 2 of the criteria?
	0	1	2	
to publish at the end of January and mid-March – and do you have a plan in place to signpost members to them?	or I haven't got any plans to signpost members to them	March, and I intend to put a plan in place to ensure members are sign-posted to them	March; I have a plan in place to signpost members to them My plan will ensure that members with no internet access are provided with printed copies I can confirm that the messages and branding of the 2015 Programme's communications products will not be altered in any way	

Change Management

We appreciate that not everyone in receipt of this document works in a project environment. Therefore, we have provided with you with some information to explain some of the concepts of change management that may help explain the change process, and help you with your project planning and self-assessment.

This diagram represents four stages of transition to move from point A to point B: Assess Define, Execute and Sustain. These stages are underpinned by People, Process and Technology and should be considered at every stages of transition.



ASSESS

Under assess you may want to think about the following things:

- Identify and measure the problem (people, process, technology)
- Develop business case / cost vs. benefit
- Document historic barriers
- Define objectives
- Define success measures

DEFINE

Under Define, you may want to think about the following things:

- Develop requirements
- Develop change plan (people, process, technology)
- Develop stakeholder and communications plan
- Develop training plan
- Design process

EXECUTE

Under Execute, you may want to think about the following things:

- Develop and deliver changes (people, process, technology)
- Alert members to information about the changes, provided by the 2015 Programme
- Train staff
- Readiness / Self – assessment

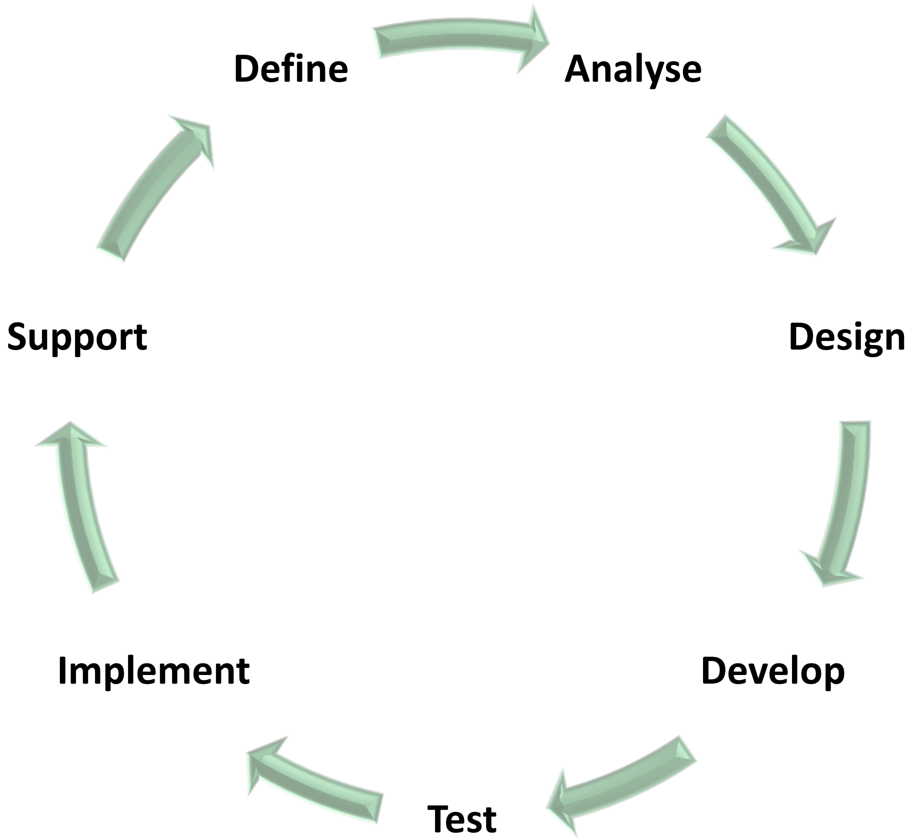
SUSTAIN

Under Sustain, you may want to think about the following things:

- Monitor change (people, process, technology)
- Evaluate change results against objectives/success measures
- Document lessons learned

System Development Lifecycle

As with the above, we appreciate that not everyone works in an IT project environment. Therefore, we have provided with you some information to: explain some of the concepts of system development; to help you with the process of the IT changes; to help you plan; and to help with your self-assessments.



DEFINE

Under define you may want to think about the following things:

- Problem unstructured
- Develop business case / cost vs. benefit
- Define objectives
- Define success measures
- Define scope

ANALYSE

Under Analyse you may want to think about the following things:

- Problem structured
- Define requirements and functions of system
- Define operations system will support

DESIGN

Under Design you may want to think about the following things:

- Translate requirements into features and operations in detail
- Design of user interface
- Processes
- Business Rules

DEVELOPMENT

Under Development you may want to think about the following things:

- Development of system functionality based on agreed requirements and design

TEST

Under test you may want to think about the following things:

- Test the solution as per your requirements and try to break the solution as well, make it do things it should not.
- Resolve any errors, bugs or interoperability issues.

IMPLEMENT

Under implement you may want to think about the following things:

- Migrate solution into production or ‘live’
- Ensure users are trained and can use the system
- 2015 Programme
- Communicate the change

SUPPORT

Under support you may want to think about the following things:

- Performance of the system
- Monitoring of the system
- Issue / incident management
- Bugs/ upgrades