



## Case Study

### NUI Galway Pensions Office – Pension Administration Services 2013 - 2015



**National University of Ireland, Galway**

**Project Background** Since its establishment in 1845, NUI Galway has become one of Ireland's leading centres of academic excellence. With over 17000 students, 2400 staff, and 90000 Alumni in more than 100 countries, NUI Galway has a distinguished reputation for teaching and research excellence in the fields of arts, social science, and Celtic studies, business, public policy and law, engineering and informatics; medicine, nursing and health sciences, and science. In today's market driven climate it is the Universities brand that plays the key role in attracting and sustaining this level of students.

The Pensions Office is responsible for ensuring that all staff members in NUI Galway are aware of their pension entitlements, are prepared for retirement and any benefits they are legally entitled to. In 2013 the NUI Galway Pensions Office sought to move from a paper based model to a system in which pension estimates would be automatically calculated. MAPS were engaged by the National University of Ireland, Galway, to supply Pension Administration Services and to Project Manage multiple phases of the Pensions Project.

#### Project Objectives

- To generate pension benefit estimates for all current NUI Galway employees with a pension entitlement
- To generate pension benefit estimates for all former NUI Galway employees with a deferred entitlement
- To prepare the data for migration to CorePension.
- To migrate data to CorePension
- Solution Testing

#### Project Deliverables

- Pension benefit estimates for all current NUI Galway employees with pension entitlements
- Pension benefit estimates for all former NUI Galway employees with pension entitlements
- Data migration sheets
- Data migration
- Test report detailing testing carried out to ensure the data migration was successful

**Challenges** There were a number of challenges presented by the project including the operation of several separate schemes by the University, historic variations in data management, and the actual volume of data requiring analysis and migration.

**Methodology** MAPS met with Pensions and Investment Officer to review the pension statement generation process. MAPS staff undertaking project execution met with Pension Office employees and received training in the preparation of pension statements. A cut off date for the data migration was agreed between all stakeholders and templates for the data migration sheets agreed.

MAPS extracted relevant employee history details from NUIG systems and records, analysed these details and prepared a comprehensive Pension Benefits Estimate using existing NUIG templates, for all current NUIG employees and any former employees with deferred pension entitlements. A copy of the estimate was saved onto the employees electronic pension file and a copy printed out to be added to the employees paper file. MAPS liaised with Pension Office staff where necessary to complete the estimates. Following completion of the estimate employees were contacted where necessary and provided with their individual pension details.

Following completion of the estimate, the data was extracted by MAPS for future migration to CorePension. A weekly status report was prepared by MAPS for the NUIG Pensions Office manager in order to provide an update on project progress.

The data will be migrated to CorePension in 2015 and following migration MAPS will undertake testing activities to ensure that data has been successfully migrated and prepare a test report to provide a record of the testing outcomes to the NUIG Pensions Office.

**Key Outcomes** The NUI Galway Pensions Office – Pension Administration Services 2013 Project resulted in the creation of approximately 2500 individual pension benefits estimate statement for all eligible NUIG employees and former employees.

MAPS produced data migration sheets containing all employee pension details for migration to CorePension.

The migration sheets will be used to migrate data to CorePension, scheduled for 2015. Following migration MAPS will carry out testing to ensure that data has successfully migrated.

MAPS will develop a test report and present this to the Pensions and Investment Officer.

## Reference / Testimonial

Ms. Triona Lydon, Pensions and Investment Officer, Pensions Office, NUI Galway.

Telephone: 091 494527

Email: [triona.lydon@nuigalway.ie](mailto:triona.lydon@nuigalway.ie)

### **Management and Professional Services Ltd – Company Profile**

Management and Professional Services Ltd (MAPS) is a Galway based company that focuses on providing high quality services and solutions to a broad range of customers both nationally and internationally. MAPS' customer base includes many public sector organisations as well as clients from private industry and the company strives to create and maintain long term successful relationships with clients.

Through strategic links in place with industry leading vendors, MAPS can deliver an array of consultancy and advisory services based on best practices, best of breed technology, best value and most importantly best fit based on a deep understanding of business. As an organisation, the company goal is to excel at providing objective advice on established and quality assured best of breed technologies and business solutions. MAPS' reputation for delivering unbiased advice is founded upon the premise of having the requisite experience and expertise across a broad range of disciplines.

MAPS have extensive experience with both public and private sector organisations in the areas of Project Management and Implementation; Business and Process Analysis; Process Mapping and Process Re-Engineering; Process and Workflow Improvement; Change Management; Human Resource Management; Service Level Agreements and Key Performance Indicators; Post Project Review. MAPS' broad expertise derives from having delivered many successful projects ranging in scope, and across many disciplines over the past 10+ years.

#### **MAPS Ireland Ltd.**

Parkmore Business and Technology Park, Galway, Ireland

[www.mapsirl.com](http://www.mapsirl.com)