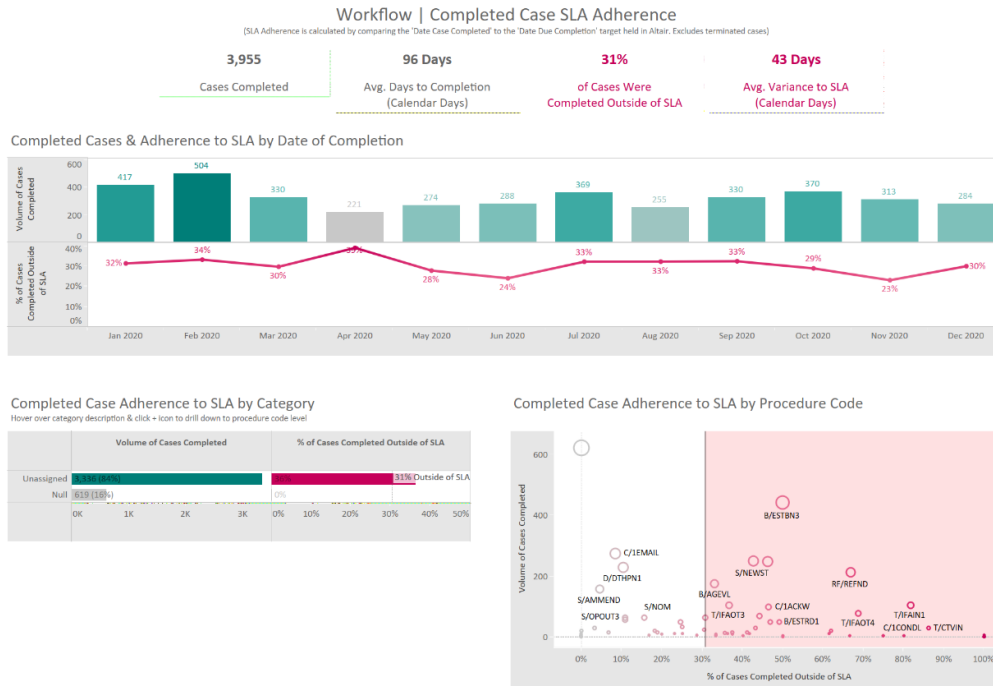
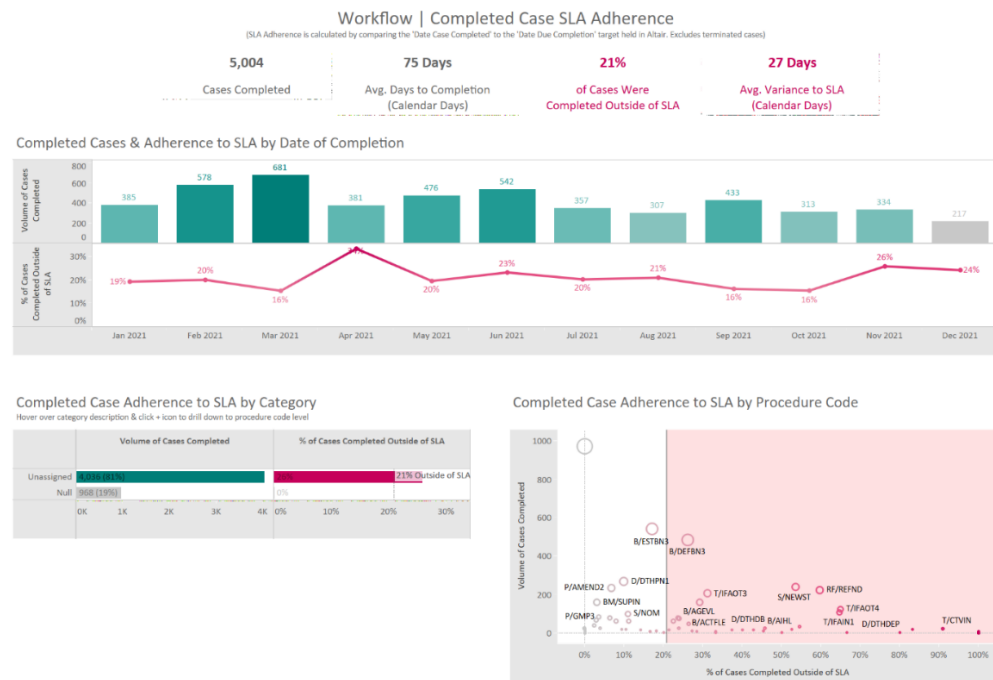


# Pensions Administration Service Performance Report

## Workflow Completed Cases 2020



## Workflow Completed Cases 2021



# Workflow Case Volume Summary 2020

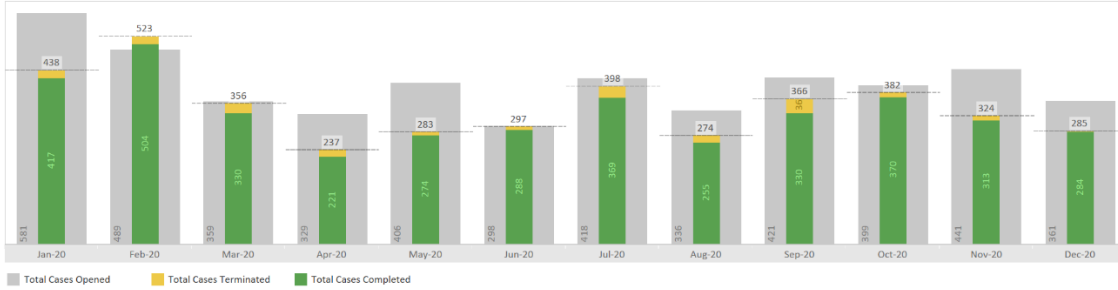
## Workflow | Case Volume Summary

(Shows total volume of cases opened and total volume of cases closed over the period)



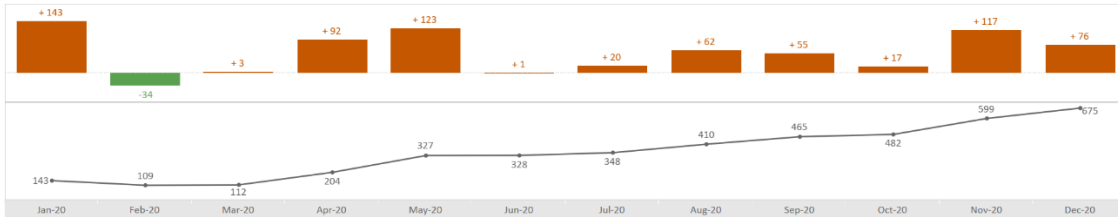
### Total Cases Opened & Total Closed Per Period

Total closed cases are broken down to show volume completed and volume terminated



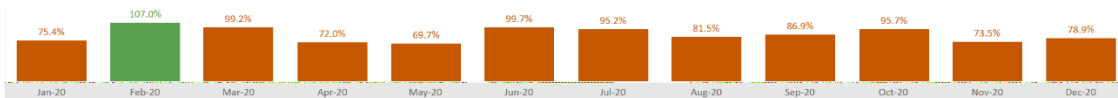
### Opened to Closed Variance

Calculated by subtracting total cases completed & total cases terminated from total cases opened - bars show variance per period & line shows running total



### Open > Closed Ratio %

Less than 100% indicates growth in open case volume during the period



### Summary Data Table

Hover over the date axis & click + icon to drill down to individual days

		Total Cases Opened	Total Cases Completed	Total Cases Terminated	Total Cases Closed (Completed + Terminated)	Variance (Opened minus Closed)	Running Sum of Variance	Open > Closed %
2020	Q1	1,429	1,251	66	1,317	112	112	87.5%
	Q2	1,033	783	34	817	216	328	75.8%
	Q3	1,175	954	84	1,038	137	465	81.2%
	Q4	1,201	967	24	991	210	675	80.5%
Grand Total		4,838	3,955	208	4,163	675	675	81.7%

# Workflow Case Volume Summary 2021

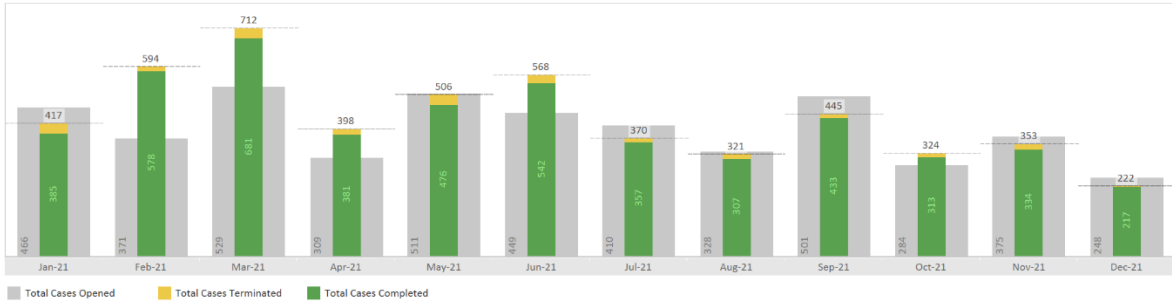
## Workflow | Case Volume Summary

(Shows total volume of cases opened and total volume of cases closed over the period)

**4,781** Cases Opened     
 **5,004** Cases Completed     
 **226** Cases Terminated     
 **5,230** Total Closed (Completed + Terminated)     
 **-449** Opened to Closed Variance (Less cases were opened than were closed over the period)     
 **109.4%** Opened to Closed %

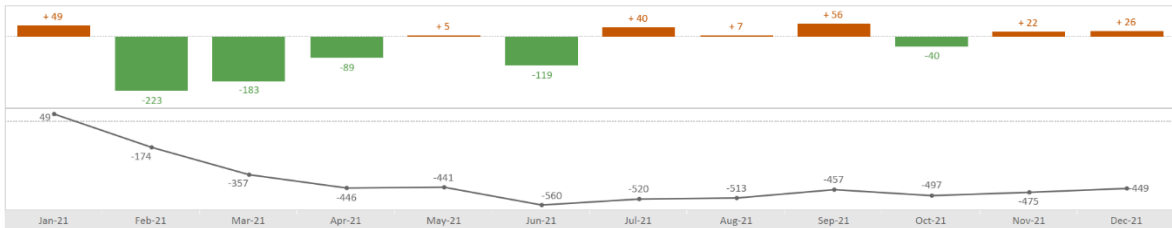
### Total Cases Opened & Total Closed Per Period

Total closed cases are broken down to show volume completed and volume terminated



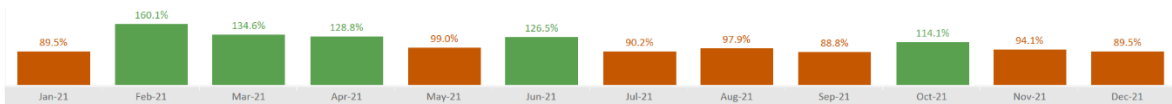
### Opened to Closed Variance

Calculated by subtracting total cases completed & total cases terminated from total cases opened - bars show variance per period & line shows running total



### Open > Closed Ratio %

Less than 100% indicates growth in open case volume during the period



### Summary Data Table

Hover over the date axis & click + icon to drill down to individual days

	Total Cases Opened	Total Cases Completed	Total Cases Terminated	Total Cases Closed (Completed + Terminated)	Variance (Opened minus Closed)	Running Sum of Variance	Open > Closed %
2021 Q1	1,366	1,644	79	1,723	-357	-357	120.4%
Q2	1,269	1,399	73	1,472	-203	-560	110.2%
Q3	1,239	1,097	39	1,136	103	-457	88.5%
Q4	907	864	35	899	8	-449	95.3%
Grand Total	4,781	5,004	226	5,230	-449	-449	104.7%