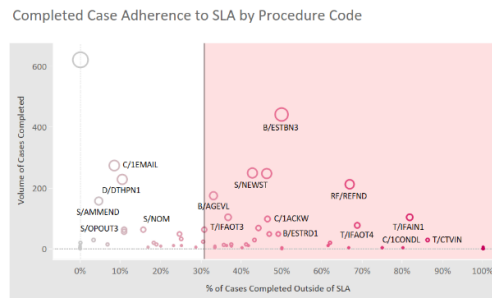
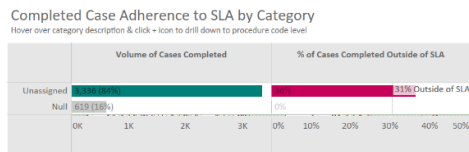
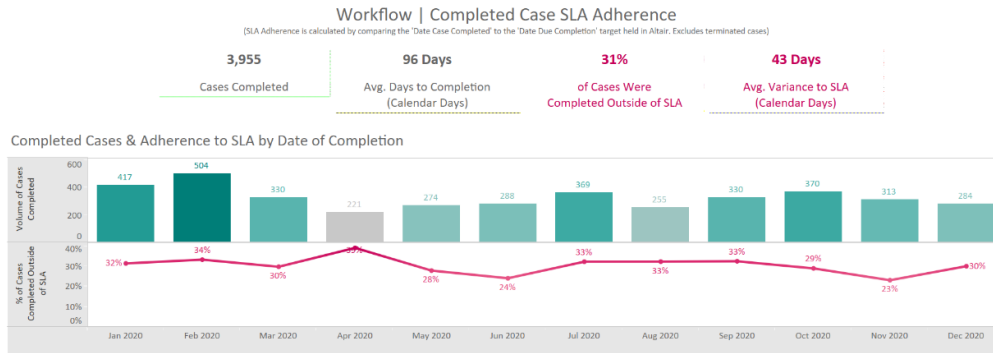
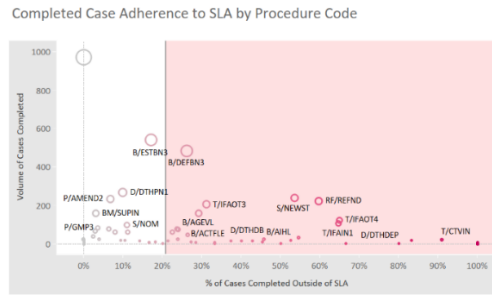
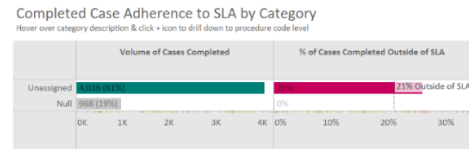
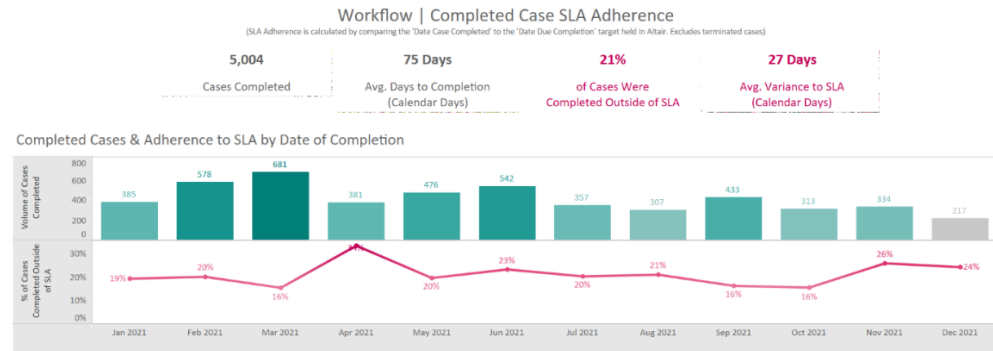


Pensions Administration Service Performance Report

Workflow Completed Cases 2020



Workflow Completed Cases 2021



Workflow Case Volume Summary 2020

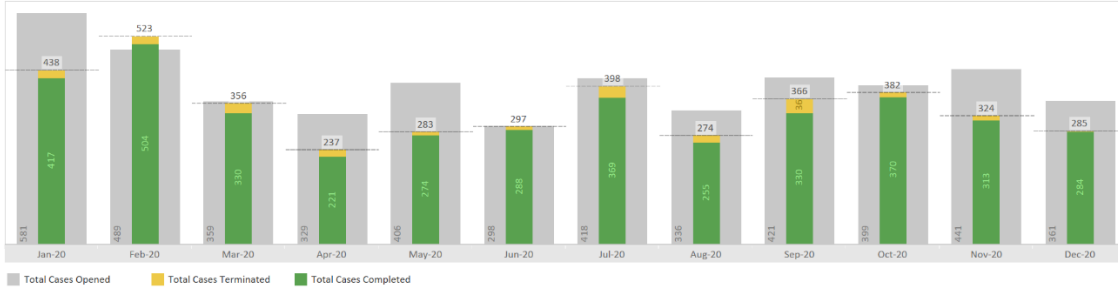
Workflow | Case Volume Summary

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



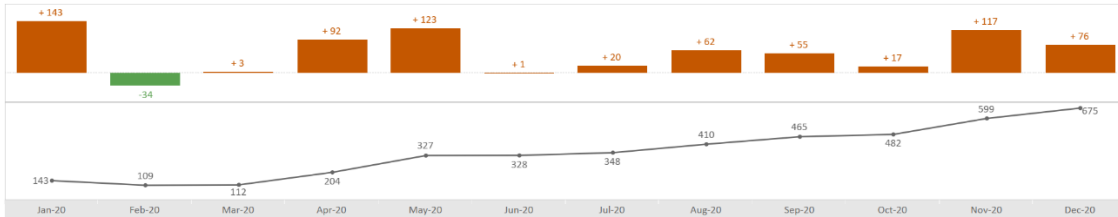
Total Cases Opened & Total Closed Per Period

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



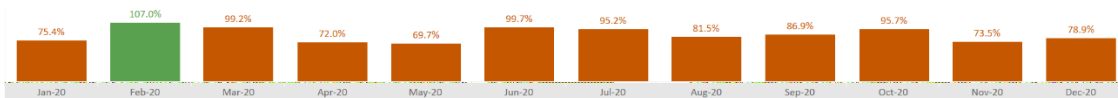
Opened to Closed Variance

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

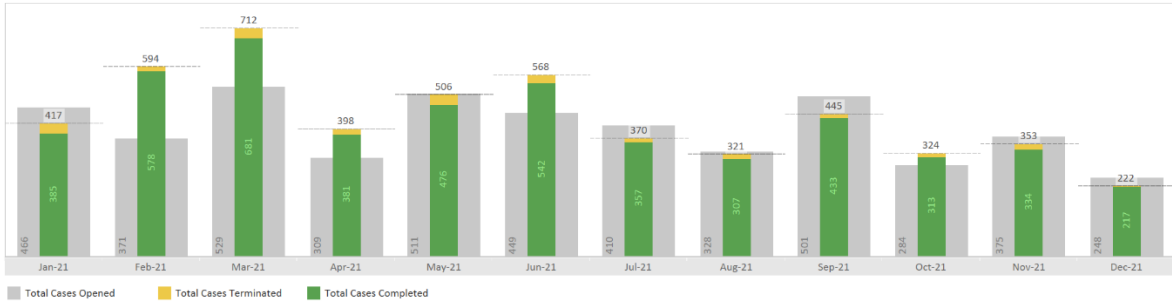
Workflow | Case Volume Summary

(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 %

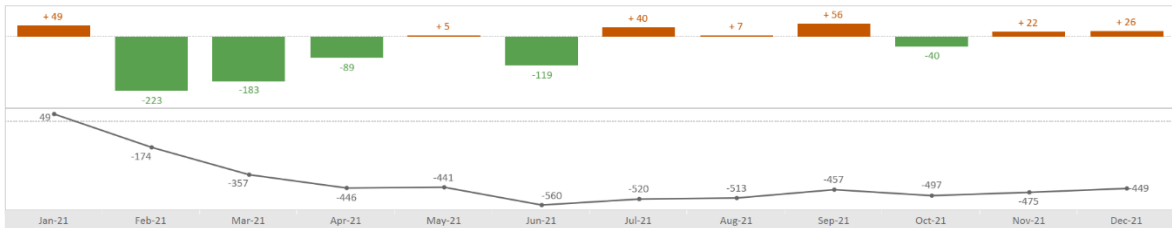
Total Cases Opened & Total Closed Per Period

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



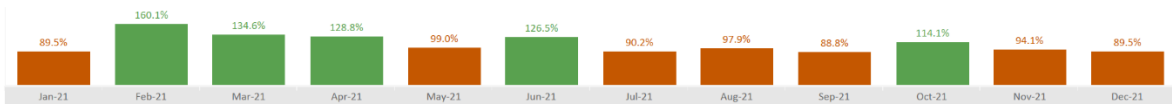
Opened to Closed Variance

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%