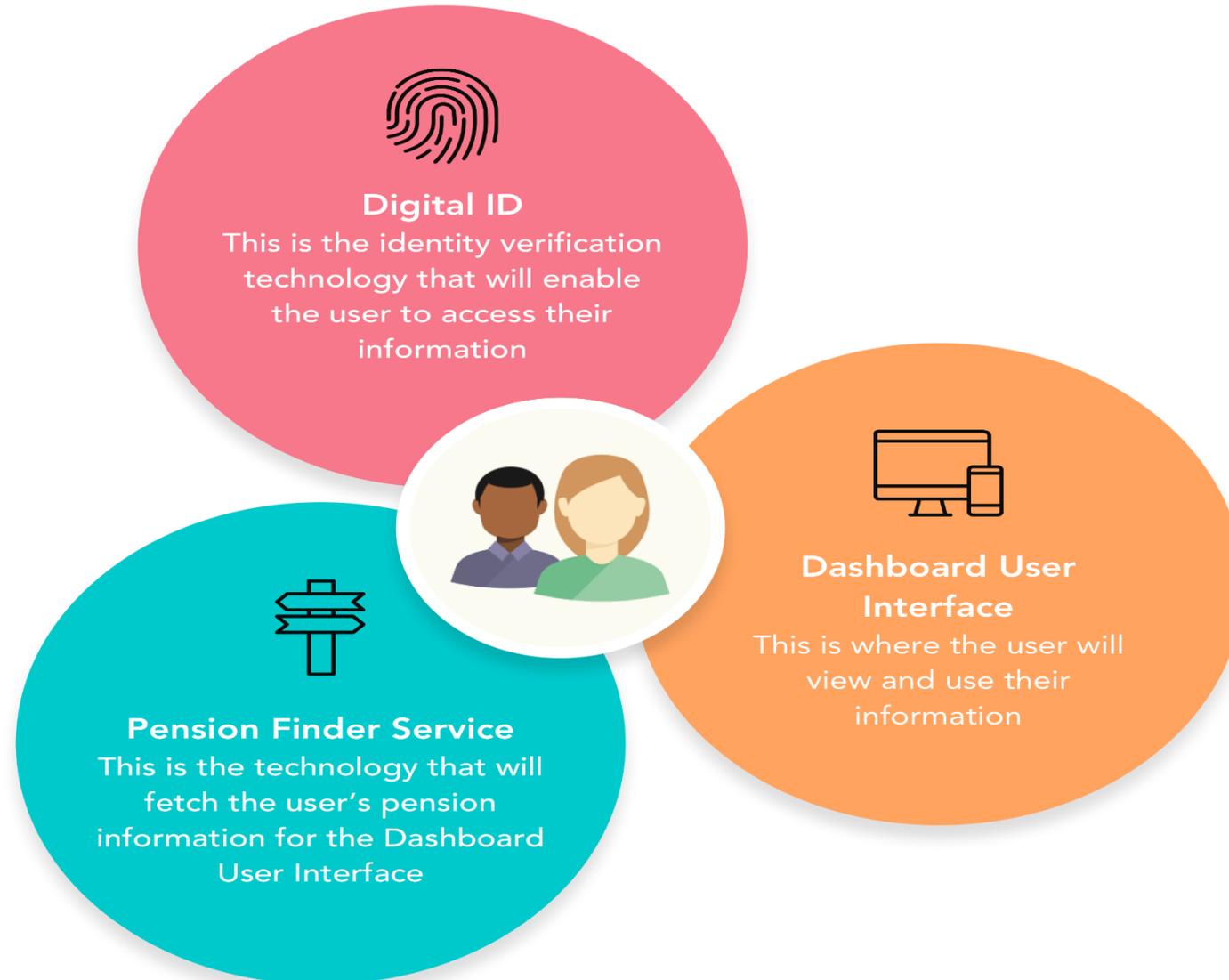


Alpha Phase Team



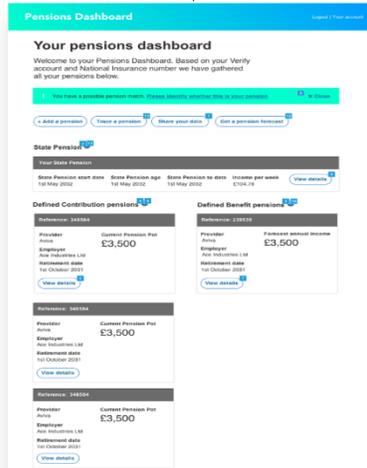
Pensions Dashboard Model





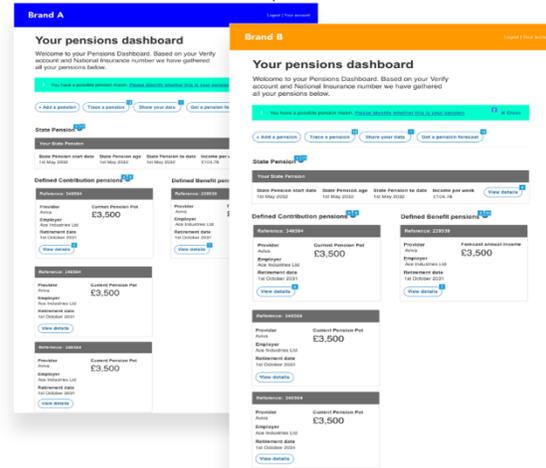
Dashboard User Interface

Single destination model



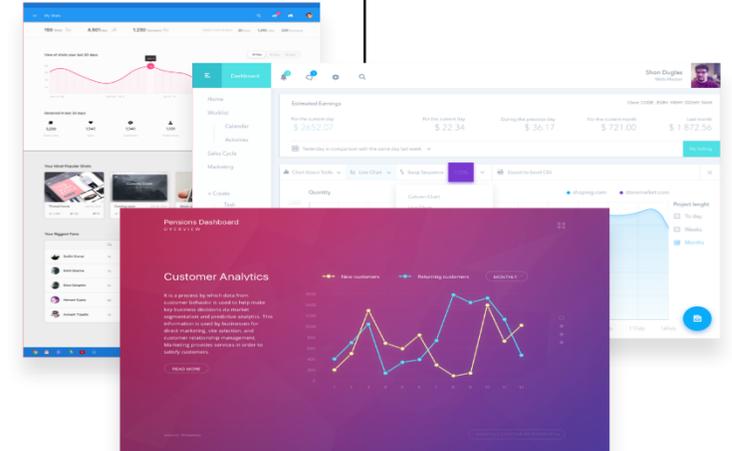
Dashboard accessible through a single digital destination

White-labelled model



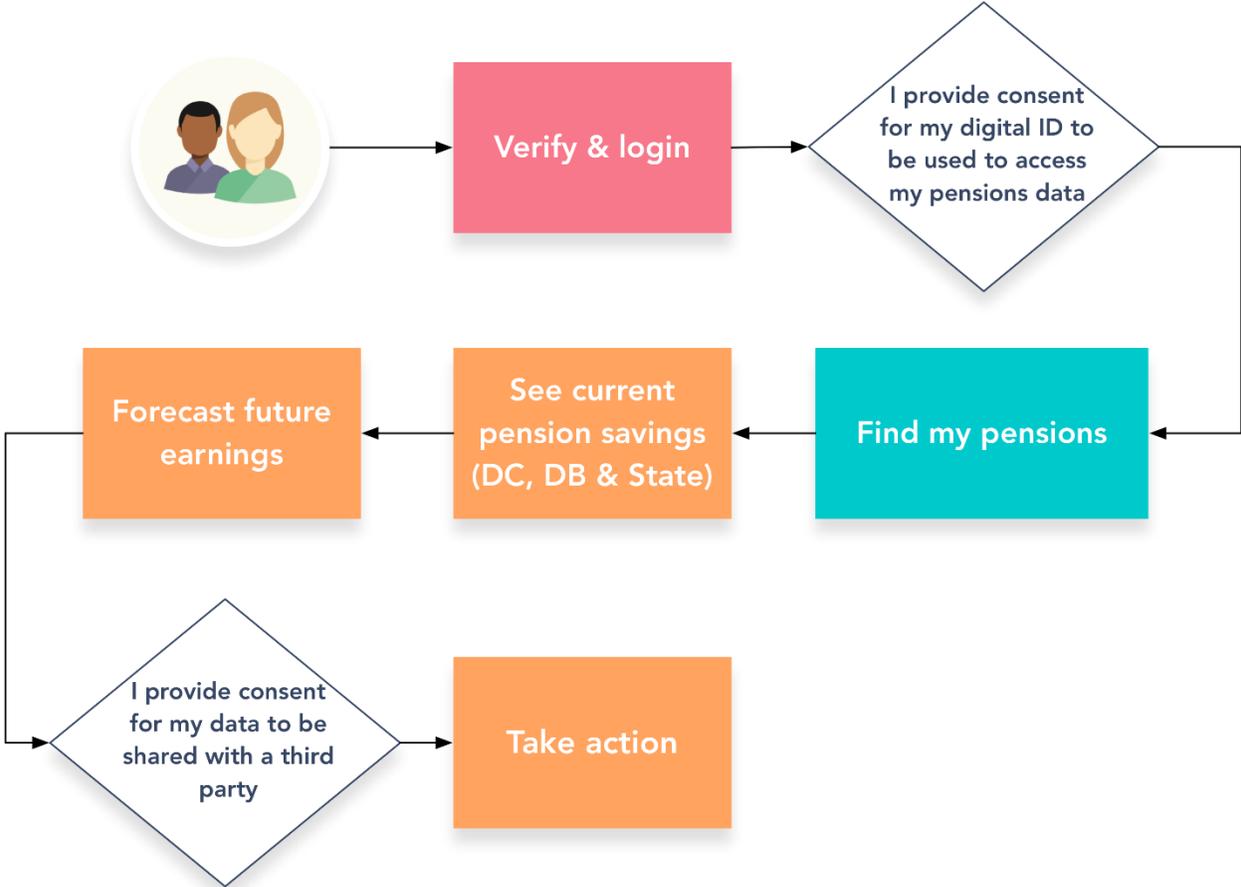
Dashboard accessible through many digital destinations, but view remains consistent

Federated model



Dashboard accessible through many digital destinations and can be customised

Customer journey





Your pensions dashboard

[Logout](#) | [Your account](#)

Welcome to your Pensions Dashboard. Based on your Verify account and National Insurance number we have gathered all your pensions below.

! You have a possible pension match. [Please identify whether this is your pension](#) [Close](#)

[+ Add a pension](#) [Trace a pension](#) [Share your data](#) [Get a pension forecast](#)

State Pension [?]

Your State Pension			
State Pension start date	State Pension age	State Pension to date	Income per week
02/07/2017	65	£155.65	£155.65
View details			

Defined Contribution pensions [?]

Reference: 348584	
Provider Aviva	Current Pension Pot £8,000
Employer Ace Industries Ltd	
Retirement date 02/07/2017	
View details	

Defined Benefit pensions [?]

Reference: 239539	
Provider Kent Pension Fund	Forecast annual income £3,250
Employer Kent County Council	
Retirement date 02/07/2017	
View details	

Reference: 672943	
Provider LV=	Current Pension Pot £12,000
Employer Eurondo	
Retirement date 02/07/2017	
View details	

Reference: 598794	
Provider Standard Life	Current Pension Pot £5,000
Employer Synive	
Retirement date 02/07/17	
View details	

Your pensions dashboard

[Logout](#) | [Your account](#)

Welcome to your Pensions Dashboard. Based on your Verify account and National Insurance number we have gathered all your pensions below.

! You have a possible pension match. [Please identify whether this is your pension](#) [Close](#)

[+ Add a pension](#) [Trace a pension](#) [Share your data](#) [Get a pension forecast](#)

State Pension [?]

Your State Pension			
State Pension start date	State Pension age	State Pension to date	Income per week
02/07/2017	65	£155.65	£155.65
View details			

Defined Contribution pensions [?]

Reference: 348584	
Provider Aviva	Current Pension Pot £8,000
Employer Ace Industries Ltd	
Retirement date 02/07/2017	
View details	

Defined Benefit pensions [?]

Reference: 239539	
Provider Kent Pension Fund	Forecast annual income £3,250
Employer Kent County Council	
Retirement date 02/07/2017	
View details	

Reference: 672943	
Provider LV=	Current Pension Pot £12,000
Employer Eurondo	
Retirement date 02/07/2017	
View details	

Reference: 598794	
Provider Standard Life	Current Pension Pot £5,000
Employer Synive	
Retirement date 02/07/17	
View details	



Pension match

[Logout](#) | [Your account](#)

[Back to Your Dashboard](#)

We have a pension that is a close match, but would like you to confirm some additional details to verify the record.

To add this pension to your dashboard choose one of the the following options



Enter the postcode you lived at in March 1993

Submit

or



Contact your pension provider using the contact details below

Aviva - Tel: 0800 068 6800

Please quote this reference number: QSR34994



Pension Forecast

[Logout](#) | [Your account](#)

[Back to Your Dashboard](#)

Use the tool below to get an idea of how much your pension could be worth at your selected retirement date. The tool below is based on [these assumptions](#).

Target retirement age

0 65

Target income in retirement

0 £20,000

Monthly pension payments

0 £200

Your estimated annual retirement income

Target income
£20,000

Shortfall: -£7,307

Defined contribution: £1,349

Defined benefit: £3,250

State Pension: £8,094

Participant feedback

“It’s extremely [useful], because at the moment you’re just having to go to all these different places. It’s partly down to me because I haven’t amalgamated it all, but [the dashboard] would be ideal.”

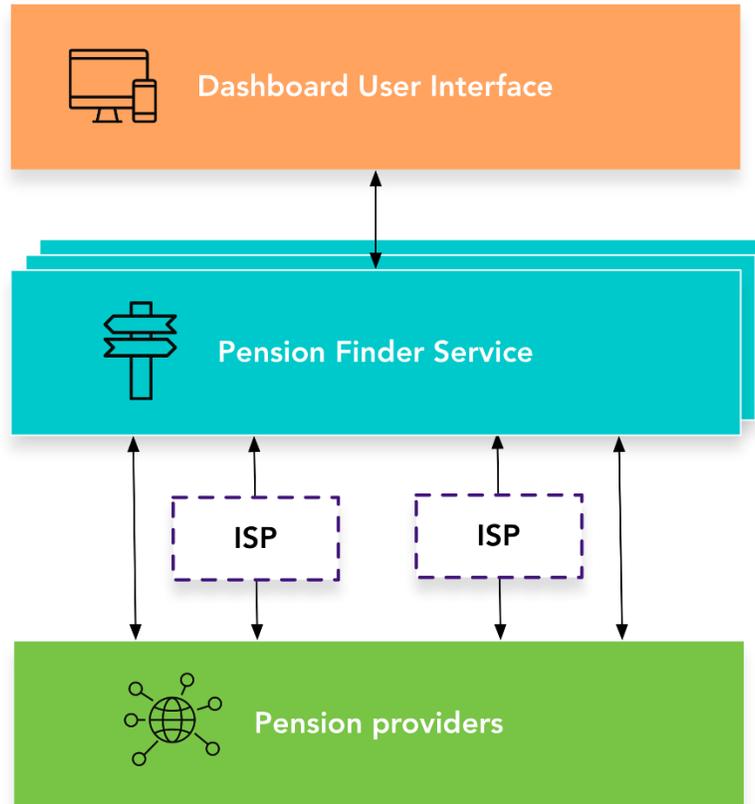
“I think it’s a brilliant idea. I think it’s a very, very good idea. I think it can’t come quick enough for a lot of individuals, and I’d certainly sign up to this tonight because I think it’s just giving you easy access to something that, at the moment, I think a lot of people are a bit vague on.”

“I think it gives you information that is out there, but it’s not at your fingertips, and this is putting it right at your fingertips at any time. At the moment I don’t have that access to that at that time. You know it takes me ages to draw it all together. I need to phone people, I need to email people, just drawing it all together and putting it in one nice little package.”

“Do you have a timeline of when it’s coming?”



Pension Finder Service



- Digital ID
- Consumer consent to share data with third party tools

- New open APIs / data standards for 'Find' and 'Value' messaging
- One or more service providers – pros and cons depending on number of dashboards
- Register of all parties

- Data Providers can optionally use Integration Service Providers (ISPs) to support messaging / batch, create single customer views, cleanse data

- More than 200 pension companies and trustees have to "open up" their admin systems to support real-time 'Find' and 'Value' messaging



Architectural Principles

1. The Pensions Dashboard must be designed first and foremost with the best interests of the consumer in mind.

2. The Pensions Dashboard should encourage competition where competition is consistent with other architectural principles e.g. with the best interests of the consumer in mind, in support of low-cost efficient services.

3. Controls must be in place to ensure that the Pensions Dashboard data access policy is subject to informed consumer consent to appropriate data at relevant points in the process.

4. The Pensions Dashboard should be designed to support future innovation.

5. The Pensions Dashboard must comply with relevant laws and regulation e.g. the Data Protection Act

6. The Pensions Dashboard must be compliant with the responsibilities of pension trustees.

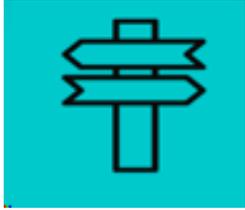
7. The Pension Finder Service should be 'dashboard agnostic' with the aim of supporting one or more Dashboard User Interfaces.

8. The Pension Finder Service open data standards and architecture should support the requirements of the Pensions Dashboard governance model

9. The Pension Finder Service must adhere to the principles of consumer consent, open data standards and other minimum standards as determined by the Pensions Dashboard governance model.

10. Pensions Dashboard providers and pension data providers will need to be approved and be authorised through governance processes. The relevant data for this will be maintained in a central governance register.

11. The Pension Finder Service must be designed to the highest levels of performance, availability, security and recoverability with supporting service level agreements (to be defined).



Principles for the development of Open Data Standards

1. The Pension Finder Service must use Open Standards which are free-of-charge and fit-for-purpose. In particular, they must be designed so that they are in the best interests of the consumer and also support low-cost efficient services thereby minimising the cost burden placed upon the industry.

2. The Open Standards must be managed by the Pensions Dashboard governance function with professional and robust controls in place. Governance and controls must include industry-agreed change-management and version-management procedures.

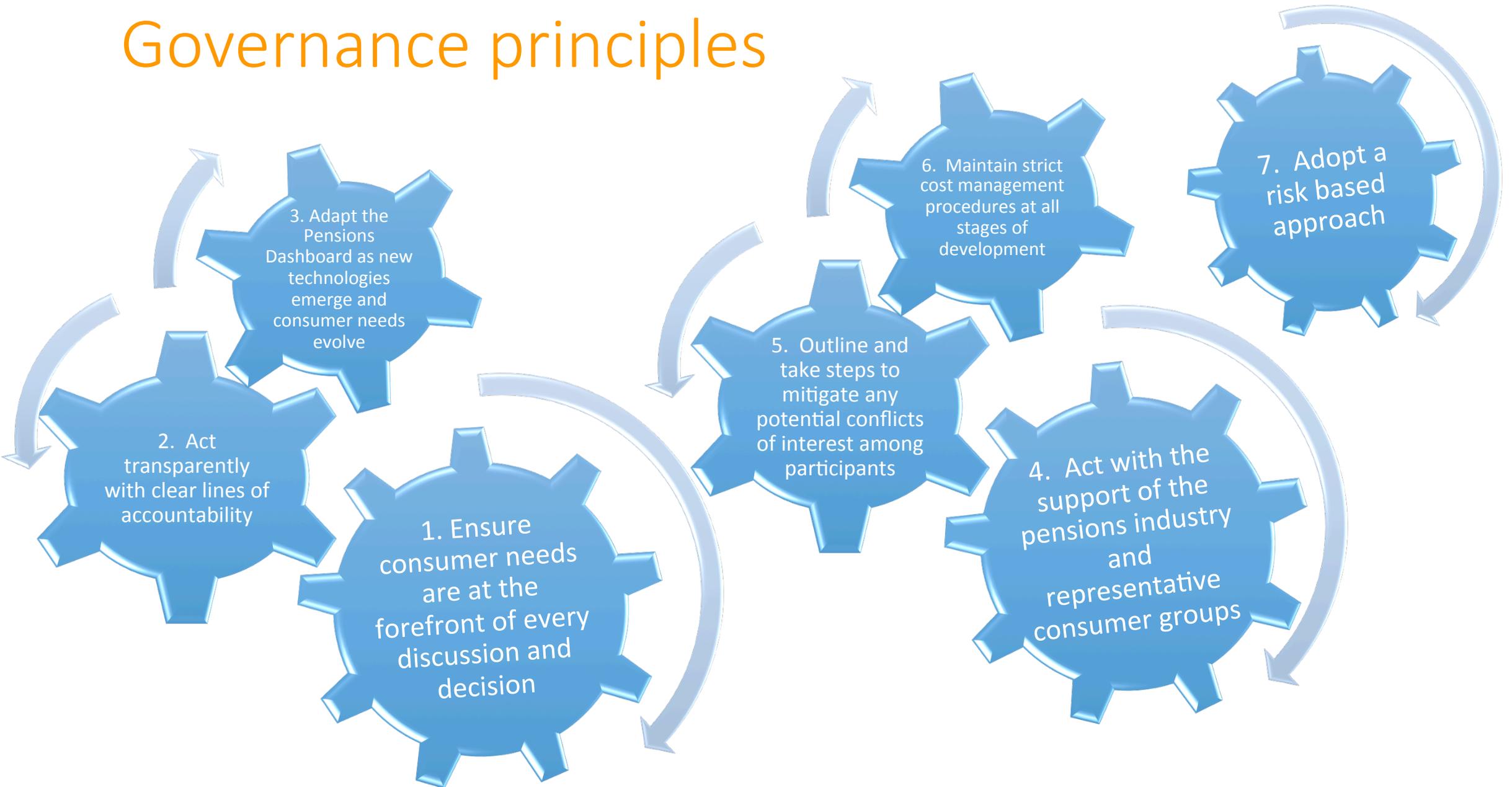
3. The Open Standards governance and controls must cater for different rates of adoption of standards and service functionality by a subscribing organisation.

4. The Open Standards must promote consistent results and not be open to misinterpretation.

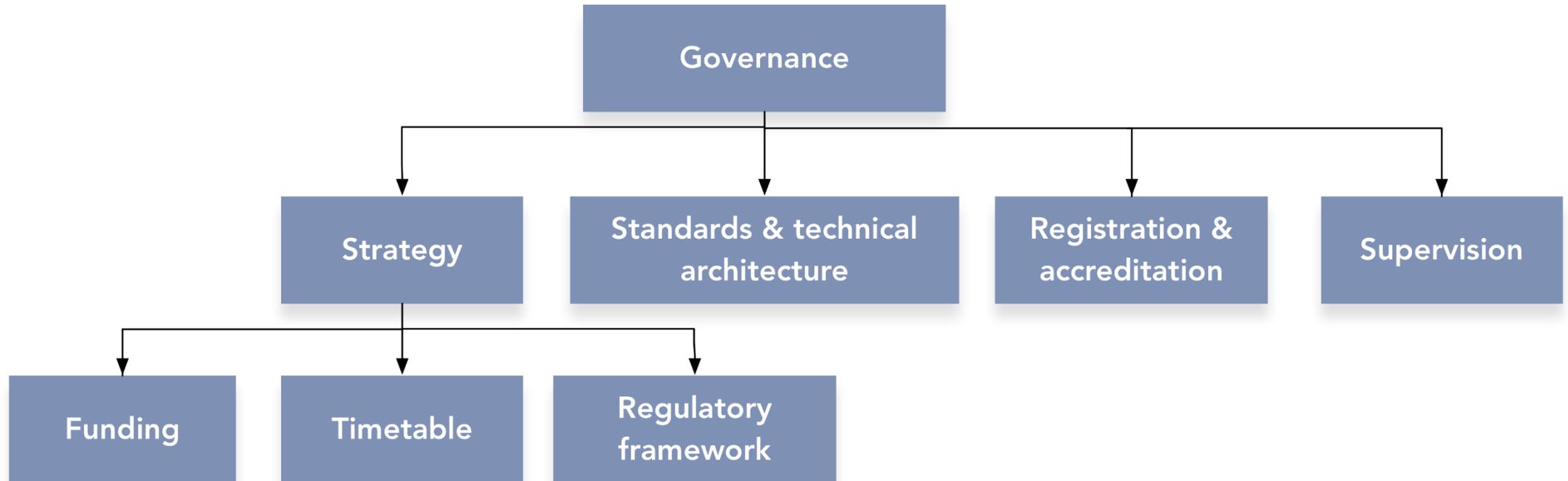
5. The Open Standards will be created using modern design principles.

6. Existing industry standards should be re-used where reuse is consistent with other architectural principles e.g. fit-for-purpose, in support of low cost efficient services.

Governance principles



Governance



Recommendations & next steps

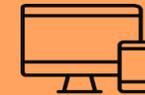
Implement a robust and overarching governance structure



Digital ID

This is the identity verification technology that will enable the user to access their information

Build a single destination dashboard capable of being white-labelled



Dashboard User Interface

This is where the user will view and use their information



Pension Finder Service

This is the technology that will fetch the user's pension information for the Dashboard User Interface

Architecture will be future proofed to enable evolution to support other models

Next steps:
Build a end-to-end prototype
Develop cross-organisational governance structure

Alpha 1 Jan to May 2016	Set-up Jun to mid-Jul 2016	Alpha 2 Mid-Jul to Dec 2016	Beta Jan 2017 - onwards	In service 2019
----------------------------	-------------------------------	--------------------------------	----------------------------	--------------------

- Architecture and open standards workstream
- User journey and prototype workstream
- Consumer research workstream
- Comms and engagement workstream



- Technical architecture and standards
- Ownership and funding framework
- Regulation and legal framework
- Product scope and market coverage
- User interface and design
- Consumer testing and research
- Marketing and user take-up

