

# TERMS OF REFERENCE (ToR)



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| 1. PURPOSE   | 2. BACKGROUND   | 3. SCOPE   |
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| <p>The purpose of this Terms of Reference is to outline the scope and objectives of the current PSG group (formerly known as PAG).</p> <p>This document also incorporates the activities of the group, membership policy and describes how PSG fits with the overall Criterion Governance structure.</p> <p>The PSG ToR reflects the PSG objectives and ensures that these are consistent with and complementary to the SaGE and the Technical Group (TG).</p> | <p>During 2006 a Process Architecture was developed by Criterion and the Life and Pensions Industry through a series of workshops. Once established it was then necessary to set up a governance group whose responsibility it was for ensuring the Process Architecture was developed and maintained in line with the automation of key business processes.</p> <p>The PSG Group was formed and was given the additional responsibility for making recommendations to the Sponsor Forum on potential standards projects acting as a challenge board prior to projects being put forward for final approval. PSG are also able to undertake research activities to determine business problems and to identify the feasibility for a Criterion resolution to these business problems.</p> <p>Over time, Criterion took on board the majority of the day to day responsibility for the Process Architecture and the Foundation Business Services framework developed in 2007. As a result, PSG no longer had direct activity in this area.</p> <p>PSG has become one of the key Governance Groups, continuing the 'challenge board' role, and maintaining responsibility for research activity. It has also developed into a key networking function for Providers, BOSS, Portals and Advisers where they are able to share industry views and learn more of the direction the industry is taking with e-commerce.</p> | <p>The scope covers:</p> <ul style="list-style-type: none"> <li>• Products specifically Protection including Permanent Health Insurance (PHI) and Critical Illness Cover (CIC), Retirement, Investment and Collective Investments. Group and member level where appropriate; Offshore products are included;</li> <li>• Processes: as defined by the Process Architecture, specifically including Lead Generation, Registration, Sales, Setup, Servicing and Settlement.</li> <li>• The PSG will consider developments that require the following types of parties to communicate: <ul style="list-style-type: none"> <li>• Product Providers;</li> <li>• Service Providers/Portals/Aggregators/ Back Office System Providers;</li> <li>• Advisers (National, Network, Small/Individual) via Back Office Systems;</li> <li>• Client (Employers &amp; Employees for Group Business);</li> <li>• Third Parties (GPs, FSA, DWP).</li> </ul> </li> <li>• The implications of legislative changes on the Industry are in scope of PSG.</li> <li>• The types of projects covered are all business projects such as, research, development and implementation projects. Also covered are business infrastructure</li> </ul> |

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|            | <p>As a result of Criterion's developing role in the assessment of opportunities and in the delivery of Business Services with the objective of removing costs from the industry, a further review of PSG has been undertaken in 2008. This review has focussed on the potential input required from PSG into the development of new services and in the additional responsibilities around managing the maintenance and support of existing Standards, to alleviate the pressure on the workload of the Sponsor Forum. In addition, PSG will also take on the role of assessing and prioritising work being undertaken by the OTG.</p> <p>As a result of this shift in emphasis it is now appropriate to update the PSG Terms of Reference.</p> | <p>projects such as, Process Architecture and FBS improvements.</p> <ul style="list-style-type: none"><li>• PSG will focus on the detail of 'immediate' or 'today' activities in prioritisation, scoping and guiding project work.</li><li>• Prioritisation of Technical projects will be covered. However, progress on these activities will be undertaken by the Technical Group.</li></ul> |

| 4. OBJECTIVES   | 5. TIMESCALES/RESOURCE REQUIREMENTS  | 6. RELATED GUIDELINES  |
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| <p>The Objectives of PSG are to:</p> <ul style="list-style-type: none"> <li>manage the Programme Plan Workstreams and prioritise the work within these workstreams;</li> <li>undertake research to investigate particular business problems and to research feasible solutions to these business problems;</li> <li>make recommendations to the Sponsor Forum on proposed projects to: <ul style="list-style-type: none"> <li>develop new Standards;</li> <li>propose new versions of Standards for Sponsor Forum approval where appropriate;</li> <li>develop / support services;</li> <li>facilitate implementation of Services / Standards;</li> </ul> </li> <li>manage the Change Request Process;</li> <li>provide direction to Criterion Working Groups in resolving scope, Process Architecture and Foundation Business Services related issues when requested;</li> <li>maintain, and review PSGs own operation and the operations of Business Project Working Groups;</li> </ul> | <p><b>Involvement Effort:</b></p> <p>Involvement in PSG is on-going throughout the year. Meetings take place quarterly and a new schedule is issued at the start of every year.</p> <p>PSG members are expected to dedicate approximately 1 man day a month to PSG, this is an average over the whole year. 12 days a year which is made up of 4 man days at meetings, 4 man days meeting prep and follow up activity and up to 4 additional days for project updates, feeding back on documents etc.</p> <p>This is in additional to any involvement in working groups.</p> <p><b>Activities of PSG Members:</b></p> <ul style="list-style-type: none"> <li>to attend the 4 meetings in a year;</li> <li>to review and feedback on PSG documentation when requested;</li> <li>to arrange for individuals within their own organisations to become involved in working groups/project.</li> </ul> <p><b>Membership:</b></p> <p>Membership of PSG is restricted to the following organisations:</p> <ul style="list-style-type: none"> <li>Criterion Shareholder Product Providers;</li> <li>Advisers;</li> <li>Portals;</li> </ul> | <p>There are a number of procedures that assist in the smooth running of PSG activities:</p> <ul style="list-style-type: none"> <li>PSG Project Proposal/Approval Process.</li> <li>PSG Voting Principles.</li> <li>Research Group Guidelines.</li> <li>'Fit for Purpose' Criteria.</li> </ul> |

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| <ul style="list-style-type: none"><li>• promote the benefits and use of the Process Architecture and FBS;</li><li>• act as a conduit for networking and discussions relating to industry business problems and industry initiatives.</li></ul> | <ul style="list-style-type: none"><li>• Back Office Systems;</li><li>• Hubs;</li><li>• Aggregators;</li><li>• Wrap Providers.</li></ul> <p>The SaGE has the ultimate decision on new organisations wishing to join PSG.</p> |                       |