OBS PROJECT SIGNED OFF

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THE SSNIT Executive Team and the Operational Business Suite (OBS) Vendors have officially signed off the OBS Project. The ceremony took place on April 29, 2016 at the Pension House, Accra.

The SSNIT team was led by Mr Ernest Thompson, the Director General. The OBS Vendors were led by Mr J.S Choo, the Project Manager, Mr Razak Moud Mazlan, Senior Vice President, Mr Yoti Yaacob, Vice President, all of Silverlake, Mr Ahmed Faudzli, Vice President, Mr Subramaniam Athinarayanan, Project Manager, both of Hei Tech, Mr Jimmy Ting, Managing Director, Data Micron, Ms Juliet Kramer, CEO Perfect Business Services Ltd and Mr Charles Boako-Aggrey, Project Coordinator, Perfect Business Services Ltd.

The OBS Project is an enterprise-wide application, designed to enable Social Security and National Insurance Trust (SSNIT) carry out its core mandate.

SSNIT implemented the Phase 1 in May 2014, while the Phase 2 commenced in July, 2015.

The suite has been designed to cover Record Keeping and Document Imaging, Member and Employer Registration, Contribution Management, Compliance and Prosecutions, Benefits Administration and Relationship Channel Management (R.C.M).

The suite also incorporates such Self-Service Management components as the Biometric Terminal and a Portal.

The project started in 2012 with Messrs. Perfect Business Services Ltd (Ghana) / Silverlake (Malaysia) Consortium as contractors.

Mr Thompson, the OBS Project Sponsor, commended past Executives of SSNIT for initiating the Project. He also praised the current Executives for the wealth of knowledge they brought on board, which helped with the implementation. He also commended staff for their support throughout the project.

Mr Thompson stressed the need for further skills training for the MIS staff and charged the MIS Division to come up with a training plan.

The Director General said that even though the project had been officially signed off, work would still continue and the relationship between the vendors and SSNIT would not be affected.

Mr Laud Senanu, Ag. GM Operations and the OBS Steering Committee Chairman, remarked that the OBS was the single most important initiative taken by SSNIT to enhance service delivery, through the application of technology.

Speaking for the vendors, Mr Yoti Yaacob, expressed his delight with the steadfastness of the two teams, which kept them afloat in the face of difficulties. He encouraged them to remain focussed and see the project through the end.

He commended the Director General for his continuous support and guidance throughout the Project and expressed
Mr John Mensah, the OBS Project Manager touched on the critical role Mr Ernest Thompson played as the Project Sponsor. He said the Director General’s active participation in the Project went a long way in ensuring its success. Also present at the ceremony were Ms Sheila Sampson, GM Admin. and HR, Mr Peter Hayibor, GM General Counsel, Mr Stephen Yeboah, Chief Actuary, Dr Caleb Afaglo, Ag. GM MIS, Mrs Rosemary Sackey, Ag. GM Benefits, Mr Van Hein-Sackey, Ag. GM Special Projects, Ms Eva Amegashie, Corporate Affairs Manager, Mr Elikem Amenuvor, Internal Audit Manager.

**By Rita Aduako Agyen Takyi, Corporate Affairs Rep.**
THE Operations Business Suite (OBS) is the single most expensive investment in technology made by the Trust to improve operational efficiency and enhance service delivery through application of Technology,” Mr. Laud Senanu, Acting General Manager, Operations and Chairman of the OBS Steering Committee has observed.

He made this observation in his welcome address at the signing-off ceremony between SSNIT and the OBS Vendors at Pension House, Accra recently.

The OBS Project which started in November 2012 was tasked to develop and implement the OBS software solution for the Trust.

Prior to the implementation of the OBS, the Trust had operated such legacy application systems as E-BOS, HRMS, Accounting Systems, Records Management Systems and others which were not integrated.

To ensure efficiency in the Trust’s operations, the OBS solution was proposed by Management and the Board of Trustees of SSNIT.

The new application system automates the core business activities of SSNIT, which includes the Re-registration of members, Fresh Registration, Payment of Contribution, Compliance Enforcement, Benefits Administration and Relationship Channel Management (RCM).

Mr. Senanu said the novelty of the OBS dovetailed into the Director General’s vision of achieving organizational success through Technology, Leadership and Coordination.

He indicated that the OBS Solution would ensure integration with internal legacy systems as well as external systems such as bank payments, Nationwide Health Insurance Authority and Student Loan Trust Fund.

It also has in its package value added services such as SSNIT Biometric Terminal, Portal and SMS Messaging Facility.

Mr Senanu said the implementation of the OBS had come with the creation of an ultra-modern SSNIT Contact Centre, a Biometric Registration Unit, and the Scanning Bureau Development of Functional Change Document/ OBS Modules.

Others are User Acceptance Testing of the Modules, Data Conversion and Migration, Creation of a Secure Network and Data Centre Infrastructure, Seminars, Walk-through, Training Programmes for Managers on the use of the Portal to submit Conjugation Reports and Public Sensitization to the OBS.

Mr Senanu conceded that there were a few outstanding issues related to Data migration, which the technical team would work with the Vendors to resolve.

For instance there were some Change Requests which the Vendors have obliged to work on. He disclosed further that the Trust had entered into Service Level Agreement with them which would enable the Trust to continue to benefit from their expertise for a given period.

Mr. Senanu said even though the parties to the agreement were signing off the existing contract, he was optimistic that the Vendors would avail their services generously to help resolve the outstanding issues including the unbalanced data challenges.

“On behalf of the Steering Committee, Management and Staff of the Trust, I would like to express my deepest appreciation to the OBS Vendors for their sacrifice, excellent delivery of their services and above all keeping faith with our changing demands throughout the life – span of this project monumental project, he ended.

By James Addy
Corporate Affairs Dept.
Mr John Hagan Mensah, the Project Manager of the OBS in a report has highlighted some lessons the Trust could learn from the OBS and made recommendations on it.

Mr Mensah mentioned data migration as very critical to the success of the project. He said in view of challenges with data, the dates for the transition from one phase of the project to the other had to be rescheduled. He advised that in future projects, the data migration should be discussed thoroughly at the commencement of the project and viewed from a 360-degree perspective.

He said because the OBS system is new to the SSNIT environment, Users and Technical staff should be given continuous training on it.

“The Data Management Services Department and the Data Controller should be assigned the responsibility of reporting to Management on a monthly basis, issues relating to data quality, accuracy and completeness. This would enable the Organization to take proactive decisions on the management of data and its associated challenges”, he stressed.

Mr Mensah called for the creation of a structure whose responsibility would be the continuous review and update of the business processes to reflect new policies, regulations and trends. This would involve training some of the programmers at the IT Application Management Department as Business Process Analysts and assign them that responsibility.

He said that in future projects, the change management activities should begin at the initial stages, to help allay the fears of staff during the implementation and increase the commitment of staff. He emphasised that key and knowledgeable staff should be released entirely for the project, especially during the critical milestones.

Mr Mensah after his presentation symbolically handed over the voluminous report to Mr Laud Senanu, General Manager, Operations and Chairman of the Steering Committee.

By Rita Aduako Agyen-Takyi
Corporate Affairs Dept.
THE Unionised Staff of the Social Security and National Insurance Trust (SSNIT) and some Management Staff joined thousands of workers to mark the 2016 May Day.

May Day also called International Workers Day, is celebrated globally every year to mark an incident on May 1, 1886 when approximately 35,000 workers, mostly immigrants went on street protests in Chicago, USA to demand eight–hour workdays among others.

May Day is a national holiday in many countries but in some of these countries it is celebrated as Labour Day as in the US which is celebrated on the first Monday of September.

May Day had since been celebrated in many countries as a day where groups of placard-waving workers with catchy inscriptions march to draw government, employers and the public attention to their demands and challenges.

This year’s May Day celebration was held under the theme “Election 2016: The Role of Organised Labour.”

The National Parade was held at Wa in the Upper West where the President John Mahama addressed the workers while other parades were held at regional and district capitals.

The Unionised staff of SSNIT from the Pension House, and some of the Branches in Accra and Tema took part in the regional parade held at the Tema Sports Stadium.

Adorned in their light–green polo shirts and caps embroidered with the SSNIT logo and displaying both the SSNIT and the Ghana flags, they made their way from the compound of the SSNIT Tema Harbour Branch to the stadium which is a few metres away.

Ms Sheila Sampson (left), the General Manager Administration and HR and Mr Peter Ahadzie, Tema Area Manager
The workers were joined in the procession by Ms Sheila Sampson, General Manager, Administration and HR. They marched majestically before the dais where the dignitaries were seated. Other managers that joined the march were Mr Peter Ahadzie, Tema Area Manager, Ms Sophia Ametame, Acting Somanya Branch Manager and Mr Edmund Adotey, Industrial Relations Officer.

Addressing the SSNIT Staff later at a reception, Ms Sampson, who represented the Director General, said the Management of SSNIT recognises the role played by the unionised staff in the achievement of the Mission and goals of the Trust.

She said, May Day is not just for unions but labour which includes management.

“We all work and we are all paid,” she explained.

Ms Sampson commended the workers for supporting the vision of the Director General in achieving organisational efficiency through technology, leadership, sound investments and also deployment of the Operational Business Suite (OBS).

Ms Sampson said the management of SSNIT was committed to improving conditions of service of staff as far as its resources could support.

She disclosed that SSNIT Board of Trustees had approved a new job structure and progression system to take effect in January 2017. She appealed to staff to cooperate to help implement it in a manner that would ensure industrial peace.

Referring to the theme of the celebration, Ms Sampson asked SSNIT staff not to engage in multiple voting but to go and cast their ballots peacefully during the elections.

Mr Noble Kwei Armah, National Executive member of the SSNIT Local Union said, May Day presents an opportunity for workers to raise their collective voice with respect to their demands and challenges.

He said the SSNIT Local Union had over the years teamed up with the SSA to create a good and healthy working relationship with management.

Mr Armah exhorted the workers to work harder in order to move the Trust forward and to abide by the policies of the Trust.

He asked the workers not to involve themselves in negative attitudes that would bring down productivity or practices that would make management to take disciplinary action against them.

Touching on the theme for the May Day celebration which is “Election 2016: The Role of Organised Labour,” Mr Armah asked the workers to avoid electoral offences such as impersonation, riots and hooliganism.

“Remember that if this country is at war, (God forbid) your regular income can never be assured. You will suffer,” he concluded.

By James Addy
Corporate Affairs Department
SIERRA LEONE SOCIAL SECURITY OFFICIALS END STUDY TOUR.

TWO Benefits officers from the National Social Security and Insurance Trust (NASSIT) of Sierra Leone have paid a week’s visit to SSNIT.

They were Mrs Linstina Fowler and Mrs M’Ma Dimoh.

The delegation who were in Ghana to study the operations of SSNIT, interacted with the Pensions, Lump Sum, Records, Management Information System (MIS), and Corporate Affairs Managers.

At the end of the visit, the Sierra Leone team expressed satisfaction with the administrative and Benefits Processing systems of the Trust. They commended SSNIT on its migration to the Operational Business Suite and the electronic archiving of records.

Some of the SSNIT Managers they interacted with were Ms Rosemary Sackey, Ag. GM Benefits, Mr Harold Brookman-Ammissah, Pensions Manager, and Mrs Beatrice Osato, Lump Sum Manager and Mr Michael Quaye, Records Manager.

From left, Mrs Beatrice Osafo, Lump Sum Manager, Mrs Linstina Fowler, Benefits Officer, Sierra Leone, Mrs Rosemary Sackey, Ag. GM Benefits, Mrs M’Ma Dimoh, Benefits Officer, Sierra Leone, Mrs Wereko-Ampim Opoku, Complaints and Adjudication Manager and Mr Harold Brookman Ammissah, Pensions Manager.
THE SSNIT Executive Team have undergone a day’s training on Business Intelligence (B.I.) held at La Palm Beach Hotel in Accra.

The Business Intelligence (B.I.) is an analytic tool used to understand the operations of an organisation. The B.I. complements other technologies such as the OPERtional Business Suite (OBS) and the oracle financials that make the work of the Trust easier.

Members of the Executive Team that participated in the training included Mr Ernest Thompson, Director General, Nii Adja Nabla, GM Finance, Ms Sheila Sampson, GM Administration and HR, Mr Laud Senanu, Ag. GM Operations, Dr Caleb Afaglo, Ag. GM MIS, Mr Noel Addo, GM IDD, Mr Van Hein-Sackey, Ag. GM Special Projects.

Others were Mrs Rosemary Sackey, Ag. GM Benefits, Ms Rebecca Lomo, Chief Internal Auditor, Ms Eva Amegashie, Corporate Affairs Manager, and Mrs Gifty J. Annan, Company Secretary.
ABOUT 60 workers who participated in the May Day parade at the Jubilee Park in Kumasi had the opportunity to be re-enrolled on the SSNIT pension scheme by a combined team from the Adum and Asafo Branches of the Trust.

About 45 smart cards were distributed at the parade grounds.

In an exercise dubbed “Bringing SSNIT Services to your door step,” the Branches collaborated to erect a SSNIT stand to render some vital services to our cherished customers.

The services offered on that day were: distribution of Smart Cards; Re-enrolment of existing members; fresh registration and the handling of enquiries on SSNIT. One Pensioner also called to have his Pensioner Certificate renewed.

In an interaction with some workers at the rally, they expressed their appreciation to SSNIT for the innovation and commended the efforts at improving its services with modern technology.

The exercise attracted some positive media publicity in the metropolis.

By Bright Onomah,
Area Corporate Affairs Rep., Kumasi
THE Area Manager, Mr Frank K. M. Molbila, has called on the Retired Judicial Service Staff Association of Ghana (REJUSAG) members to see retirement as a new challenge in life and a time for new opportunities.

He indicated that national and local personalities could be living testimonies that retirement need not be times of misery and inactivity. He made this revelation at the inauguration of the REJUSAG in Kumasi.

Speaking on the theme, “Life after retirement: A noble officer of the Judicial Service” Mr Molbila advised members to ensure that they are healthy enough to enjoy their free time and make judicious use of their retirement income by spending modestly and investing in low and safe-yielding areas. They should also join social groups such as the REJUSAG and activities of their mother Association, SSNIT Pensioners Association to share information, offering support and keeping themselves lively.

He assured the group of prudent investment by SSNIT to enable a continuous indexation of the pension benefits to help mitigate possible inflationary trends in the economy.

Earlier, the Special Guest of Honour, Justice Alex B. Poku-Acheampong, the Judicial Secretary who stood in for the Chief Justice of the Republic of Ghana, expressed worry about the worsening conditions of service of staff of the Judicial Service.

Justice Poku-Acheampong assured the participants of better days ahead after their next negotiations with Government.

He advised members on the need to keep healthy and be active to kill the boredom associated with cessation of work.

Amongst the personalities present at the function were Mr Alex Nartey, President of JUSAG and Justice Gibson K. Adzagli, Supervising High Court Judge who chaired the function.

By Bright Onomah,
Area Corporate Affairs Rep., Kumasi
HOW TO TREAT DEPRESSION

INTRODUCTION
According to the WHO, “Depression is a common mental disorder that presents with a depressed mode, loss of interest or pleasure, feelings of guilt or low self-worth, disturbed sleep or appetite, low energy and poor concentration. These problems can become chronic or recurrent and lead to substantial impairment in an individual’s ability to take care of his or her everyday responsibilities. At its worst, depression can lead to suicide, a tragic fatality associated with loss of about 850,000 lives every year.”

Headaches and sleep problems are common. Depression can affect the back, digestion and more.

Sleep Problems
Depression can affect your body as well as your mind. Trouble falling or staying asleep is common in people who are depressed. Some people make the effort to sleep but cannot and tend to feel restless.

Chest Pain
It can be a sign of heart, lung or stomach problems, so see your doctor to rule out those causes. Sometimes though, it is a symptom of depression. Depression can also raise your risk of heart disease. People who have had heart attacks are more likely to be depressed.

Fatigue and Exhaustion
If you feel so tired that you do not have energy for everyday tasks – even when you sleep or rest a lot, it may be a sign that you are depressed. Depression and fatigue together tend to make both conditions seem worse.

Aching Muscles and Joints
When you live with ongoing pain, it can raise your risk of depression. Depression may also lead to pain because the two conditions share chemical messengers in the brain. People who are depressed are three times as likely to get regular pain.

Digestive Problems
Our brains and digestive systems are strongly connected, which is why many of us get stomach aches or nausea when we are stressed or worried. Depression can get you in your gut too-causing nausea, indigestion, diarrhoea or constipation.

Headaches
One study shows that people with major depression are three times more likely to have migraines and people with migraines are five times more likely to get depressed.

Changes in Appetite or Weight
Some people feel less hungry when they get depressed. Others cannot stop eating. The result can be weight gain or loss, along with lack of energy. Depression has been linked to eating disorders like bulimia, or binge eating.

Back Pain
When it hurts you there on a regular basis, it may contribute to depression. People who are depressed may be four times more likely to get intense disabling neck or back pain.

Agitated and Restlessness
Sleep problems or other depression symptoms can make you feel this way. Men are more likely than women to be irritable when they are depressed.

Sexual Problems
If you are depressed, you might lose your interest in sex. Some prescription drugs that treat depression can also take away your drive and affect performance. Talk to your doctor about your medicine options.

TREATMENT OPTION – EXERCISE
Research suggests that if you exercise regularly, it releases chemicals in your brain that make you feel good, improve your mood and reduce your sensitivity to pain. Although physical activities alone would not cure depression, it can help ease it over the long term. If you are depressed, it can sometimes be hard to get the energy to exercise, but try to remember that it can ease fatigue and help you sleep better.

Credit: WebMD

QUOTATION
‘The biggest mistake we could ever make in our lives is to think we work for anybody but ourselves’

Brian Tracy, Personal and Business Coach
STAFF of the Ashanti Bekwai office have organized a send-off party in honour of Mrs Theresa Opoku Agyeman-Duah of the Bekwai office who retires after 38 years of dedicated service with SSNIT.

Theresa also known as “Mama Thess,” was described in a citation as a well focused, dedicated and an organized individual who would always follow up on issues to their logical conclusion as a Benefits Officer.

The dexterity with which she carried out her duties revealed many cases of impersonation, thus saving the Trust a lot of money, the citation said.

In her response, Mrs Agyeman-Duah thanked all present for their words of encouragement, gifts and time. She advised the youthful staff to be devoted to their work since that could take them as far as they wanted in their career.

The occasion was graced by the Area Manager, Mr Frank Molbila, Messrs Alfred Quaye and Peter N. Adu Amoah, Branch Managers for Ashanti Mampong and Bekwai respectively, Mr. Enoch Acheampong retired Area Manager Mr. Hagan Brown retired Branch Manager, Bekwai and some staff from other offices in the Kumasi Area.

At the same function, Miss Florence Asiedu-Serebour, the Branch Manager, Korle-Bu and a former Manager at the Bekwai office, was officially honoured by her former office staff with some gifts and a citation for her exceptional managerial skills that saw the Branch surging ahead in most operational activities during her tenure.

It was during her tenure that the Branch was adjudged the “Public Institution of the year” in the Bekwai Municipal Area by the Assembly in 2013. The citation described her as a listening Manager and a good counsellor.

By Bright Onomah,
Area Corporate Affairs Rep., Kumasi

Mrs Theresa Opoku Agyeman-Duah receiving her citation presented to her by Mr. Frank Molbila, Area Manager, Kumasi.

Ms Florence Asiedu expressing her appreciation to the gathering.
GOASO BRANCH HOLDS SEMINAR FOR EMPLOYERS

ABOUT 345 employers and other representatives have attended a day’s seminar at Goaso in Brong Ahafo on workers’ contribution payments and also familiarized themselves with new developments and initiatives by SSNIT.

The seminar held at the Asunafo North Municipal Assembly hall also took the employers through the importance of worker registration - casual, temporal or permanent.

Other topics discussed included the need to submit contribution reports at the end of every month, Biometric Registration and the opportunity for workers who are 50 years and above to visit any SSNIT branch to update their records.

Mr Patrick Agblemor, the SSNIT Goaso Branch Manager appealed to the employers to submit contribution Reports at the end of every month and pay their contributions on time.

Ms Gertrude Ayinsah, Area Manager for Sunyani urged all employers who are indebted to SSNIT to quickly pay up to enable SSNIT credit the workers.

BY SYLVESTER TEPREY
AREA CORPORATE AFFAIRS REP, SUNYANI

SMS NOTIFICATION, USING MISSION MODE

THE Trust has implemented a new Short Message Service (SMS) solutions called Mission Mode to replace the current bulk SMS solution to facilitate effective and efficient information dissemination.

A memo signed by Mr Richard Nunoo, IT Service Manager and addressed to all Branch Manager, explained that the new solution makes it easy to standardize information communicated to our members.

The system would be centralised at the Contact Centre, and disseminated as follows:

• Notification for member card collection for new and re-enrolment.
• Notification to Employers for the CR submission
• Notification to Employers for CR payments
• Any special official information the Branches require to be sent to the members.

The branches are subsequently required to:

Ensure that all card arrivals are performed in the OBS system.

Forward the current employer list including their contact mobile numbers to the contact centre by 20th May 2016.

This is to help build the employer contact database in the mission mode.

Any subsequent employer update are to be sent to the contact centre.

The contact centre would use the employer list to send notifications to employers on monthly basis for CR submission and payments.

The IT Data Management Services Department would also generate the list of outstanding card arrivals daily, and forward them to the Contact Centre, which would in turn send the information to the branches for collection, the memo stated.
MR Dennis Agbevor, Senior Benefits Assistant at the Denu Branch of the Trust has been installed Gyasehene of the Beum Traditional Area under the stool name Nana Tebulebu Omandzi II.

The installation ceremony was held at Dzolu Buem in the Jasikan District of the Volta Region.

Mr Agbevor expressed thanks to the management and staff of SSNIT for their support.

2015 PERFORMANCE REVIEW CONFERENCE

• Continued from the April Edition

MIS DIVISION

Introduction

• The performance of the MIS Division for the Year 2015 was based on the following metrics:
  • Projects Delivery
  • Technology Performance
  • Data Integrity
  • Service Management
  • Application Development

Performance for 2015 - Projects Delivery

• Operational Business Suite Project
• The MIS Division spearheaded the deployment of the OBS Project to support the core business.
• The following modules have been deployed as at December 31, 2015
  • Registration based on S3 and PintarID
  • Biometric Solution based on Innovatrics Web AFIS
  • Document Management Solution based on IBM FileNet to digitize both current and old business document
  • Contact Centre Solution based on Avaya

• Relationship Channel Management
• Portal Solution
• Submission of Contribution Report through the Portal
• Payment of 1st Tier Contribution through the bank
• Fraud Management
• Train users at all levels on the use of the system
• Hardware for the OBS solution
• Business Intelligence Solution

The OBS solution has fully been deployed and the system is stable.

• Change requests have been received from the users for the provision of some functionalities to assist their work.

• Continue to work with the solution providers for the provision of the approved change requests
Oracle Self Service and Performance Management
• The system has automated HR functions
• The system has fully been deployed.
• All HR issues are handled through the systems
• Some functionalities include the following:
  • Performance Management
  • Absence Management
  • Learning Management
  • Service Request
• Users at all levels were trained on use of the system
• The system is stable and in use.
• Oracle Procurement
  • The system has automated the procurement and stores functions of SSNIT.
  • The system has fully been deployed.
  • Selected users from all SSNIT offices were trained on the use of the system.

• Oracle Siebel Case Management System for Legal
  • The functions of the Legal Services Division have been automated by the system.
  • The system allows the digitization of the legal documents
  • The system has fully been deployed.
  • Various classes of users were trained

• Oracle Financial Management System
  • The MIS Division working in conjunction with the Finance Division is automating the functions of the Finance Division.
  • Parts of the system have been deployed as at December 31, 2016.
  • Various classes of users have been trained

A new IT Help Desk system based on CA Technologies was deployed to production
• An IT system automating the processes at the Data Centre was implemented

Performance for 2015 – Technology Performance
• During the period under review the MIS Division achieved a performance of over 95% in terms of the availability of the following:
  • Data Centre Infrastructure
  • Data Centre Networks
  • Wide Area Networks
  • Systems Security
  • Internet Services and Corporate Email
• Developed and tested a solution to allow selected users and offices to access SSNIT data outside the SSNIT Office.
  The LAN at the following were also upgraded for higher performance: Konongo, Ashanti Mampong, Techiman, Yendi, Bawku, Sefwi Wiawso, Ho, Somanya, Benefits, Adabraka, Axim and Takoradi
• The MIS Division collaborated with the OBS vendors and IBM to provide an interim solution for handling the system demand from the OBS.
• Implemented of VoIP telephony at Airport City, Kokomlemle and Adum to facilitate intra office communication

Performance for 2015 – Data Integrity
The MIS Division worked on the legacy data for migration to the OBS solution. The data set included the following:
• Benefits Data 7,887,824 records
• Registration Data 4,422,769 records
• Members Financial Data 307,401,656 records
• Employers Financial Data 21,865,572 records

• Redevelopment of the Corporate Intranet
• A solution to handle the processing and payment of Emigration Benefits in the interim

SERVICE MANAGEMENT
Performance for 2015 — Hardware Support

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Activity Performed</th>
<th>Target Consumer</th>
</tr>
</thead>
<tbody>
<tr>
<td>345 Desktops</td>
<td>Memory upgraded</td>
<td>Branches &amp; Benefits Dept.</td>
</tr>
<tr>
<td>20 Desktops</td>
<td>Motherboard replacement</td>
<td>Branches</td>
</tr>
<tr>
<td>16 Desktops</td>
<td>Acquired to meet critical demand</td>
<td>Branches and Deps.</td>
</tr>
<tr>
<td>209 Printers</td>
<td>Acquired to meet demand</td>
<td>Branches and Deps.</td>
</tr>
<tr>
<td>34 single unit UPS</td>
<td>Acquired to relieve critical unstable power challenges</td>
<td>Branches</td>
</tr>
<tr>
<td>347 Desktops</td>
<td>Acquired to support OBS Phase II implementation</td>
<td>Branches &amp; Scanning Bureau</td>
</tr>
<tr>
<td>154 Laptops</td>
<td>Acquired to meet demand</td>
<td>Branches and Deps.</td>
</tr>
<tr>
<td>80% of all computers</td>
<td>Anti-virus installation</td>
<td>All Offices</td>
</tr>
<tr>
<td>100% ICT Equipment</td>
<td>Captured in Inventory system and labelled</td>
<td>All Offices</td>
</tr>
<tr>
<td>40 Single unit ups</td>
<td>Battery Replacement Acquired to meet critical demand</td>
<td>Branches and Deps.</td>
</tr>
<tr>
<td>45 Scanners</td>
<td>Acquired to meet demand</td>
<td>Branches and Deps.</td>
</tr>
<tr>
<td>300 ICT Equipment</td>
<td>Decommissioned</td>
<td>All Offices</td>
</tr>
<tr>
<td>All ICT Logistics</td>
<td>Need assessment and Budget for 2016</td>
<td>All Offices</td>
</tr>
</tbody>
</table>

Performance for 2015 – Clean Power
Installations of Centralized AVR and UPS was implemented at 5 Branches/Offices to mitigate the erratic power challenges;
• Adabraka
• Weija
• Somanya
• Tema C2
• Portfolio Performance Monitoring Department

Performance for 2015 – IT Support
IT support services was provided to ensure availability of IT logistics and systems to prevent undue interruption of operations at the Branches.
• 80% of OBS, hardware and other incidents reported at the IT Service Desk were successfully resolved.
• 100% of legitimate access request for systems were granted
• Ad-hoc guidelines were sent through emails to users of the OBS systems
• ICT consumables were procured to replenish stocks
• 85% of incidents reported to vendors were resolved within SLA set targets

Application Development
Performance for 2015 – Application Dev
• Redevelopment of the Corporate Website
2015 PERFORMANCE REVIEW CONFERENCE

• A system for monitoring payments through the Swift and ACH prior to the implementation of the Oracle Financial Management System
• Developed a system to integrate the Students Loan System with the OBS.
• Developed a system to reconcile 2nd Tier CAGD data for the NPRA
• Developed a system for escalating and approving Benefits payments prior to OBS implementation.

Challenges 2015
• Handling multiple concurrent projects
• Coping with new technology
• Legacy Data challenges

Way Forward 2016
Action plan for 2016 has been developed and will form the basis of the Division’s activities.
• Work within budget 2016.
• Train IT Staff in MIS and other Divisions to support the new technologies.
• Fully deploy the information kiosks.
• Fully deploy the OBS portal solution.
• Resolve issues with the legacy data challenges.
• Automate the Investment and Development functions of SSNIT.
• Implement a business continuity programme management system.

Continue the LAN Upgrade existing and open offices
• Fully deploy a solution to allow selected users and offices to access SSNIT data outside SSNIT offices. This solution is important for the day offices and users who are required to access SSNIT data from home, etc.

Conclusion
• The successful achievement of the project(s) have been possible through the remarkable support of the IT Staff and other dedicated staff of Mother SSNIT.
• The Division will continue to collaborate with all stakeholders to continuously improve our processes, systems and service delivery in order for SSNIT to achieve enterprise transformation, operational excellence and the members experiencing superior customer.

FINANCE DIVISION
INTRODUCTION
The Finance Division provides services to all other Divisions within the Trust.
The Division provides financial expertise and quality information to Management, the Board of Trustees and other Stakeholders in accordance with statutory and legal requirements and policies.
We are also involved in planning, organizing, controlling and monitoring financial resources to achieve organizational objectives.
The Division in 2015 operated with seven (7) Departments.

STAFF RETIREMENT
The under-mentioned staff retired from the Trust in the month of MAY 2016.

<table>
<thead>
<tr>
<th>NAME</th>
<th>DEPARTMENT / BRANCH</th>
<th>JOB TITLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr Mohammed Alhassan</td>
<td>Yendi</td>
<td>Asst. Compliance Officer</td>
</tr>
<tr>
<td>Mr. Frank Anim</td>
<td>Research</td>
<td>Senior Research Analyst</td>
</tr>
<tr>
<td>Mr Philp Akanvaa Atindama</td>
<td>Tamale Area Office</td>
<td>Operations Monitoring Mgr.</td>
</tr>
<tr>
<td>Mrs Elizabeth Jehu - Appiah</td>
<td>Agona Swedru</td>
<td>Benefits Officer.</td>
</tr>
<tr>
<td>Mr Prosper Lumor</td>
<td>Mampong Ashanti</td>
<td>Secretary/Data Entry Asst.</td>
</tr>
</tbody>
</table>

CONTRIBUTIONS IN ARREARS - APRIL 2016

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>AMOUNT (GH¢ MILLION)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private Establishments</td>
<td>70.44</td>
</tr>
<tr>
<td>Controller and Accountant General’s</td>
<td>119.02</td>
</tr>
<tr>
<td>Subvented</td>
<td>78.83</td>
</tr>
<tr>
<td>TOTAL</td>
<td>268.29</td>
</tr>
</tbody>
</table>
STATISTICS ON OPERATIONS
CONTRIBUTIONS COLLECTED (APRIL 2016)

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>TARGET (GH¢'000)</th>
<th>ACTUAL (GH¢'000)</th>
<th>VARIANCE (GH¢'000)</th>
<th>% PERFORMANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private Establishment</td>
<td>105,321.97</td>
<td>101,354.03</td>
<td>(3,967.94)</td>
<td>96.2</td>
</tr>
<tr>
<td>Sub-vented</td>
<td>2,076.32</td>
<td>0.00</td>
<td>(2,076.32)</td>
<td>0.0</td>
</tr>
<tr>
<td>CAGD**</td>
<td>198,361.32</td>
<td>79,344.02</td>
<td>(119,017.30)</td>
<td>40.0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>305,759.61</td>
<td>180,698.05</td>
<td>(125,061.56)</td>
<td>59.1</td>
</tr>
</tbody>
</table>

** A/c General’s Target represents arrears as at March 2016 plus unpaid current contributions for the month of April 2016 (i.e. moving target).

ARREARS RETRIEVED (APRIL 2016)

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>TARGET (GH¢'000)</th>
<th>ACTUAL (GH¢'000)</th>
<th>VARIANCE (GH¢'000)</th>
<th>PERFORMANCE %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private Establishments</td>
<td>9,167.56</td>
<td>21,492.13</td>
<td>12,324.57</td>
<td>234.4</td>
</tr>
<tr>
<td>Controller and Accountant General</td>
<td>119,188.86</td>
<td>171.55</td>
<td>(119,017.30)</td>
<td>0.1</td>
</tr>
<tr>
<td>Sub-Vented Organisations</td>
<td>742.68</td>
<td>0.00</td>
<td>(742.68)</td>
<td>0.00</td>
</tr>
<tr>
<td>TOTAL</td>
<td>129,099.10</td>
<td>21663.69</td>
<td>(107,435.41)</td>
<td>16.8</td>
</tr>
</tbody>
</table>

STUDENT LOAN REPAYMENTS - APRIL 2016

<table>
<thead>
<tr>
<th>MONTH</th>
<th>Payment Mode</th>
<th>Cash GH¢</th>
<th>S.S.F. GH¢</th>
<th>Benefits GH¢</th>
<th>Total GH¢</th>
<th>MONTHLY TARGET GH¢</th>
<th>% PERFORMANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAR, 2016</td>
<td></td>
<td>296,746</td>
<td>171,268</td>
<td>38,186</td>
<td>506,200</td>
<td>1,000,000</td>
<td>50.62</td>
</tr>
<tr>
<td>1989- JAN. 2016</td>
<td></td>
<td>63,540,143</td>
<td>117,387,868</td>
<td>9,069,740</td>
<td>189,997,751</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>APR 2016</td>
<td></td>
<td>250,151</td>
<td>229,355</td>
<td>68,925</td>
<td>548,431</td>
<td>700,000</td>
<td>70.35</td>
</tr>
</tbody>
</table>

PROSECUTIONS
SSNIT COURTS (April 2016)

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>TOTAL NO. OF CASES</th>
<th>AMOUNT (GH¢)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CASES INITIATED</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cases Filed in Court</td>
<td>609</td>
<td>2,085.60</td>
</tr>
<tr>
<td>New Cases Initiated</td>
<td>1,455</td>
<td>3,116.87</td>
</tr>
<tr>
<td>Cases Disposed of</td>
<td>491</td>
<td>1,406.49</td>
</tr>
<tr>
<td>Arrears/J-Debt retrieved April 2016</td>
<td></td>
<td>3,195.96</td>
</tr>
<tr>
<td>Cases Pending in Court as at April 2016</td>
<td>558</td>
<td>10,788.70</td>
</tr>
</tbody>
</table>
# NEW ESTABLISHMENT / WORKER REGISTRATION

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>FEBRUARY 2016</th>
<th>MARCH 2016</th>
<th>APRIL 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Workers Registered</td>
<td>16,107</td>
<td>17,926</td>
<td>20,067</td>
</tr>
<tr>
<td>New Establishments Registered</td>
<td>666</td>
<td>516</td>
<td>516</td>
</tr>
</tbody>
</table>

ISSUED BY THE CORPORATE AFFAIRS DEPARTMENT
30/05/2016

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