

NATIONAL PENSIONS REGULATORY AUTHORITY



NPRA/GD/ICT/01/11

GUIDELINES ON INFORMATION COMMUNICATION TECHNOLOGY FOR APPROVED TRUSTEES

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1. INTRODUCTION

- 1.1 The purpose of these Guidelines is to provide the basic Guidelines for Approved Trustees in relation to Information Communication Technology (ICT) requirements, pursuant to provisions of the National Pensions Act, 2008 (Act 766).
- 1.2 In developing these requirements, the National Pensions Regulatory Authority (NPRA) has provided Corporate Trustees with minimum requirements as to how it could achieve prudential objectives of the requirements.
- 1.3 These Guidelines are not intended to be all encompassing, references to the Act and the regulations shall always be taken into consideration.

2. GENERAL

Pension processes require transactions and associated data to flow seamlessly between the Authority, Approved Trustees, Pension Fund Managers and Custodians.

A proactive management of the Pension Administration environment is imperative to a successful running of the system. Consequently, the desired system is based on the following major thrust:

- 2.1 To enable effective and efficient customer service to the delight of the contributors.
- 2.2 To provide cost efficient operations.
- 2.3 To facilitate easy flow and accuracy of information that will serve as the life blood of the Define Contribution Pension Scheme.
- 2.4 To make the administration of the Pension Systems transparent to all participants
- 2.5 Provide for easy collaboration among all participating entities
- 2.6 Provide for the simplification of the contribution procedures
- 2.7 Guarantee the adequate distribution of payments to the individual accounts
- 2.8 Enable Security in the flow of money and information
- 2.9 Guarantee accuracy on the process of payment of benefits
- 2.10 The key issues to be considered for efficient information flow and effective system interoperability among the scheme's stakeholders are:
 - 2.10.1 System Management: Hardware, Operating System, Application, Database, Storage and Backup
 - 2.10.2 Network Management: Telecom Infrastructure Management, Configuration Management, Performance and Security.

3. HARDWARE

The desired system shall have all the standard specifications found in a server used for mission critical operations like Pension Administration Package system, including a high degree of interoperability with the other RISC base system and devices.

3.1 Servers

As a minimum requirement, each Approved Trustee shall have a high grade Application Server, two Database Servers, with one to serve as a backup, and a Communication Server.

3.2 Operating System

Linux, Windows or any international recognize server operating system

3.3 Auxiliary Devices

- Security Firewall
- Intrusion Detection Devices
- Modems & Routers
- Enterprise Antivirus

3.4 Communication

- VPN link to the Authority (through any of the appropriate medium)
- Broadband Internet access.

3.5 Call Center Systems

There shall be a need for a well equipped call center to take care of contributors' enquiry and other stakeholders' information needs. IVR and other business intelligent applications would be highly desirable.

3.6 Collection/Remittance

Collection shall be operated through, amongst others, collaboration with existing payment platform such as switching systems. Consequently, the system is expected to have the capability for integration with major e-payment platforms.

3.7 Disaster Recovery

The key disaster recovery methods shall include:

- Mirroring of the database in different locations.
- Complete redundancy of all components of the server
- A Standby server to take over the functional server in case of server failure
- Regular backup of the database onto a different physical location in the form of Compact Disk or DAT Media

3.8 Security Features

The key security features shall include:

- Biometrics enabled User Security features

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