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**CS team meeting recap**

Last Thursday, CS held a staff meeting to recognize their teams, celebrate individual successes, and review current and upcoming business items. Throughout the meeting, each team presented a skit to the audience.

The supervisors of each team recognized one person for their extra efforts and excellence in customer service:

		
<b>Jeanne Fox</b> Team Dunavant	<b>Angie DeRose</b> Team Hooser	<b>Lynn Stowell</b> Team Lacy
		
<b>Andrea McDonnell</b> Team Nevins	<b>Julie Wight</b> Team Sanchez	<b>Lisa Schmidt</b> Team Torres

Next, **Angela Sanborn** took the stage to talk about changes in workflow management that are being explored. **Tim Simpson** followed up with a discussion about the coming upgrade of WFM, and answered some questions from the audience.

**Ryan Marr** introduced the integration of Siebel and the miAccount Message Board, expected later this year. The integration would load old and any incoming member messages into Siebel, providing one place to view phone and message interactions. Agents will be able to review Message Board correspondence along with phone

**Calendar**

**July**

Independence Day	4
Central Perk cleaning	10
Public school employees board meeting	11
State police board meeting	18

**On the Horizon**

- 2013 ORS Golf

- Outing  
- August 2
- 2013 ORS Picnic  
- August 7

- Quick Links**
- [ORS Member Website](#)
  - [ORS Employer Website](#)

**Commonly Used Acronyms**

AST	Application Support Team
BLA	Business Leadership Assembly ( <i>EPC, BPOs, and BPLs</i> )
BPD	Benefit Plan Design
BPL	Business Process Leader
BPO	Business Process Owner
CE	Customer Education
CS	Customer Service
DB	Defined Benefit
DC	Defined Contribution
DTMB	Department of Technology, Management and Budget
EPC	Executive Process Council ( <i>Phil, Laurie H, Laurie M, Kerrie, and Anthony</i> )
EPO	Executive Process Owner
ER	Employer Reporting
ORS	Office of Retirement Services
PRIM	Preretirement Information Meeting ( <i>public school employees</i> )
PRO	Preretirement Orientation ( <i>state employees</i> )
PS	Process Support
SME	Subject Matter Expert
UAT	User Acceptance Testing

interactions, and close messages for issues that were resolved on the phone.

**Jennifer Dunavant** gave CS an update on the application processing season: in July, there are projected to be 3,800 public school applicants, and 186 state applicants. After **Letitia Levi** thanked Jennifer, **Laurie Mitchell** presented an update on verification of coverage. The meeting ended with everyone voting on their favorite team building skit.



Thanks to CE for their help with the skits and covering the walk-in area, Team Nevins for covering phones during the meeting, and all of CS for pulling together some creative skits with their teams!

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## Summer application processing on track

In the past, application processing started planning for the summer season in February or March. This year they started planning in early January to project the number of applications, decide who the trainers will be, and determine the amount of staff needed to meet the goal. The goal is to have 100 percent of applicants on payroll in the month of their retirement date.



Planning ahead of schedule has paid off. The application processing team is on-track to meet the projected 3800 public school applications and the 186 state employee applications. As staff complete the applications, CS does a quality check to make sure each customer is receiving an accurate pension amount.

Application processing's supervisor, **Jennifer Dunavant**, is proud of this season and the direction it has taken. "I want to give a special thank-you to the trainers **Dustin Duprest, Jeanne Fox, and Bobby Hoppes**," she said. "They gave exceptional training to the new staff and took the extra steps to ensure that we are providing quality service to our applicants. They did all of that while still striving to meet the goal of getting 100 percent of the retirees on payroll in the month of their retirement."

**ORS Strategic Goals**



- Innovate and Improve Customer Service
- Best In Class Business Practices
- Instill Confidence in Staff Through Quality Communication
- Engage Top Talent to Realize Potential
- Continuously Renewed Business-Driven Technology
- Build Business Capacity Through Education and Development
- Proactive Policy Development and Legislative Strategy

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## Changes to testing in the works

ORS is in the beginning stages of improvements to our User Acceptance Testing (UAT) environments. These environments are used to develop and test code and forms changes to Clarety before they are put into production.

The improvements will focus on two areas: reducing size, and increasing security. Paring down the testing environments to include only the accounts that are needed will reduce the space needed for those testing environments and will help them to be more efficient.



In addition, the data that remains in the UAT environments such as names, email addresses, and work history, will be scrambled to add an extra level of security. "That means that one person's name may be associated with another's phone number, so the data can't be linked to one individual," explained **Chantele Geisenhaver**. This makes the UAT environment ready for testing, without putting customer information at risk.

Look for more updates in the *LookOut* as this project gets off the ground.

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## New Forging Breakthroughs meeting tool available

If you've taken Forging Breakthroughs, you'll remember that the Left Hand Column tool is a way to keep track of those thoughts, spoken or unspoken, that come to your mind during a meeting. Then, you can decide whether or not to share, and if so, work to develop your first thoughts into high quality advocacy and inquiry statements.

The PoP team has put together a [meeting agenda template](#), found on the home tab of the PoP page, that includes the left hand column tool. We think that this will help your meetings be more effective and efficient.



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## Pension Plus website expanded to include state troopers

Now that public school employees and state troopers have a Pension Plus retirement plan, the Pension Plus website is getting updated to include both groups. The site, <http://www.mipensionplus.org/>, will





feature a landing page where members can choose their retirement system and link to their plan information. This page is set to go live next week.

Public school employees will be directed to the Pension Plus site that has already been built. State troopers will link to PDF information sheets until their site is built later this year.

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## Snap a new pic for the Photoboard

Tired of your old picture on the Photoboard in Crossroads? Don't recognize your own staff picture in the *LookOut*?

Get a new picture taken! Over the next few weeks, we will be offering picture retakes for anyone interested. If you would like a new picture taken, please complete and submit an email [using this template](#) by July 19. We will work to schedule a few minutes to take some new photos and help you pick the best one. If you have any questions, send an email with "Photo Retake" as the subject to [Stormee Gallagher](#). We look forward to seeing you!




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## business briefs

### Public school contracts up for bid

As we mentioned in the [November 16 issue of the \*LookOut\*](#), several contracts are up for bid in 2013. Currently, BPD is going through the bid process for the Michigan Public School Employees Retirement System vision provider and will be working on the dental contract later this year. Several vendors have submitted proposals, which are being reviewed by BPD staffers and state finance experts. They'll evaluate the contracts for cost-effectiveness, quality of services provided, and other areas. Once a recommendation is approved, the bid becomes the new contract with a January 1, 2014 effective date.

### 23rd Annual ORS Golf Outing reminder

If you'd like to participate in the ORS Golf Outing this year, you must sign up by Friday, August 2. The outing is a four person scramble and includes 18 holes of golf with a cart, free driving range, hot dog lunch during outing ("at the turn") and a carved roast beef dinner after the outing. The cost is \$42/person or \$168 per foursome. To sign up, contact [Travis Peake](#), [Doug Murray](#), [Andy Kolp](#), or [Fred Covert](#).

### Revised *If You Become Disabled* brochure for state employees now online

The June 2013 version of *If You Become Disabled: Your Disability Protection* for state employees in the Defined Benefit (DB) plan is now available online. The content in the brochure was updated to reflect changes made to the website after the 2011 state employees retirement reform. Copies will be available next month.

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# comings + goings

## Coming



CS welcomed student **Rachel Augst** to the team on June 10. Rachel comes to ORS from LARA and is studying graphic design at MSU and LCC. Rachel lives in Sunfield with her two dogs and enjoys kayaking and other outdoor activities when she's away from ORS.

AST welcomed **Prashanth Sampathirao** and **Divyasri Velakoti** to the developing team on June 10. Prashanth recently relocated to Farmington from Chicago, where he enjoys catching movies at various indoor and outdoor theatres in the area. Prashanth earned his undergrad in India at Jawaharlal Nehru Technological University (JNTU) and can be found enjoying cricket when he's not here with us.

Divyasri recently moved to Novi from Boston where she worked for ACE Group. Divyasri also graduated from JNTU, has studied classical dance, and she enjoys badminton and basically any activity or event involving water.



Prashanth Sampathirao



Divyasri Velakoti



**Katie Wright** joined AST on June 7 as a project coordinator. Katie, from Fowlerville, is a graduate of Cleary College and recently worked in the automotive industry for Fronius USA. Katie has two girls, ages seven and ten, and spends much of her time with them at gymnastics and dance rehearsals.

## On the Move

**Mona Banta** transitioned from part-time to full-time in CS on June 10. Congratulations Mona!

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## LinkedIn and state email addresses

Do you use LinkedIn for your professional development? If so, you'll want to check that the email associated with your account is your personal email, not your State of Michigan email. According to a recent interpretation of the state's Acceptable Use Policy, people using LinkedIn for professional development should not use their state email address to avoid giving the impression that they are officially representing state government.



While LinkedIn is a great tool for professional development, it is not specifically related to work here at ORS. Also, there's no guarantee of privacy if you're using your work email. The good news is, it's easy to change your account over to a different email: click on "account and settings" in the upper right corner of the page, and then "privacy & settings."

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## Nature around the GOB

If you haven't taken a stroll around the GOB lately, you may be missing some of the feathered friends that make their home just across the parking lot. Take a few minutes this week to stop by and say hello!



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*This issue's header is The Birth of the Flag, painted by Henry Mosler.*

**Note:** Because some of the links in this newsletter point to network resources, some of the links may not work if you are reading this outside of the organization.

**ORS Purpose:**  
We are an innovative retirement organization driven to empower our customers for a successful today and a secure tomorrow.

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Thanks for reading!!

