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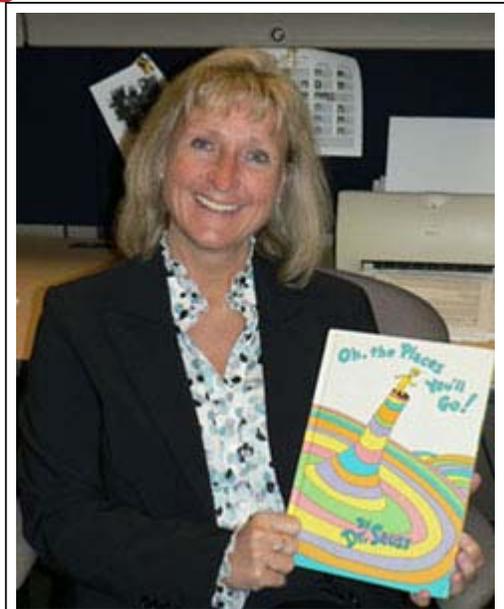
Oh the places ORS'll go!

By Laurie Hill

You have brains in your head. You have feet in your shoes. You can steer yourself any direction you choose. You're on your own. And you know what you know. And YOU are the guy who'll decide where to go - Dr. Seuss, in Oh, the Places You'll Go!

I didn't write it, but I certainly believe it. Anthony provided the book to me after reading it for the thousandth time to his girls. He mentioned how the message was for people of all ages ... both personally and professionally. After reading the book, I had to agree. I believe that you all have the brains and the power to steer yourselves through our latest organization changes and anything else that comes our way.

When we have change in the organization things don't always go well, but we take everything head on and we deal with it. Embarking on new projects and taking on change can be scary. However, I'm certain that "you'll join the high fliers who soar to high heights," and continue to make good business decisions that lead to a good business all around.



Laurie Hill poses with Dr. Seuss' book *Oh, the Places You'll Go!*

Onward up many a frightening creek, though your arms may get sore and your sneakers may leak. On and on you will hike. And I know you'll hike far and face up to your problems whatever they are And you will succeed? Yes! You will indeed!

Dr. Seuss finishes his book with this statement: "KID, YOU'LL MOVE MOUNTAINS!" And I hope you're just as excited as I am about the changes in our organization because I know for a fact that we ARE moving mountains!

Calendar

May

Memorial Day 26

June

Vision ORS Celebration 12

Public School Employees Board Meeting 12

2008 PRIM season wraps up

The final Preretirement Information Meeting (PRIM) for public school employees during the 2007-08 school year was held at the Genesee ISD in Flint on May 13. PRIMs provide a general overview of the public school pension plan, from eligibility

DMB Excellence Awards Deadline	13
Flag Day	14
Father's Day	15
9th Annual Tiger Baseball Outing	25
State Employees Board Meeting	26

On the Horizon

- ORS Picnic - August 20

Quick Links

- [ORS Member Website](#)
- [ORS Employer Website](#)
- [Knowledge Library](#)

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
CSC	Customer Service Center
DB	Defined Benefits
DC	Defined Contributions
DIT	Department of Information Technology
DMB	Department of Management and Budget
EPC	Executive Process Council (<i>Phil, Laurie, Tim, Anthony, and Kathy</i>)
EPO	Executive Process Owner
ER	Employer Reporting
ORS	Office of Retirement Services
PRIM	Preretirement Information Meeting

to postretirement insurance.

Customer Education presenters **Joy Bartell, Fred Covert, Fred Doll, Ray Fleming, Pam Garver, Josey McCloud, and Chuck Simpson** conducted 70 PRIMs from October 1, 2007, through May 13, 2008. The meetings were held at intermediate school district facilities, community colleges, and high schools throughout the state with a combined attendance of more than 5,000 people. Approximately 200 of those attending PRIMs followed up with a phone appointment, enabling them to receive a pension estimate and receive a call from a retirement counselor to get answers to individual and specific questions.

Interesting hurdles we cleared during the 2007-08 PRIM season included:

- Almost having to delay start of the PRIM season because of the uncertainty over the state budget last October. A last-minute budget deal enabled the first meeting at the Oakland ISD in Waterford to be held on schedule.
- Working quickly to make sure changes made to the retirement law last October were incorporated into the materials presented at the meetings.
- Meetings in Charlotte and Holland had to be rescheduled because of snowstorms.
- Ray Fleming experienced troubles with the state vehicle he was driving to a meeting with a large group in Port Huron. Because of quick thinking on Ray's part and with the help of his CE coworkers Ray was able to head back to Lansing and conduct the meeting via videoconferencing.

CE staff are already beginning to plan for the 2008-09 PRIM season.

Employee satisfaction results are in

Along with the all staff survey, staff was asked to answer a few of questions to provide insight regarding their satisfaction and how they communicate issues of concern.

Answers to questions staff submitted to leadership immediately following the All-Staff meeting are now available. View them now.

93 of you responded providing the results below:

- 78.5 percent indicated they are satisfied as employees.
- 73.9 percent indicated they would recommend ORS as a great place to work to a friend.
- 81.5 percent indicated they feel comfortable going to their supervisor with concerns or issues.
- Many of you responding indicated when you have an issue of concern, you address it directly either face-to-face or through email.

[View the survey comments now.](#)

Thank you to all who took the time to let your voice be heard through taking the survey.

Actives weigh in on miAccount

Member IDs mailed to a pilot group of nearly 2,000 active members in a letter on May 13 encouraged them to test drive our new online services, and positive feedback is already pouring in.

Anne Watros reports: "My cousin registered and just loves miAccount. She is nearing retirement and has already done several estimates, considered the pros and



	<i>(public school employees)</i>
PRO	Preretirement Orientation <i>(state employees)</i>
PS	Process Support
SME	Subject Matter Expert
STG	Systems Technology Group <i>(Web self-service contract vendor)</i>
T&T	Tools and Technology
UAT	User Acceptance Testing

cons of purchasing additional time, and is monitoring her service credit totals. She said the site is very easy to use.”

In addition, a customer emailed on May 15 and said, “This new way to review my accounts and estimate my retirement is excellent!”



Renovation Update

AST on the move

A and B Wing AST staff are moving to the first floor of A Wing. They began moving Wednesday and Thursday of this week and are unpacking today. We expect them to reside on the first floor anywhere from 6 to 7 months, when they will move back to the third floor.



Cheryl Moore packs up to move her office as ORS prepares for renovations to B Wing.

their member ID numbers so they can register,” according to Anne Watros.

Rebuilding cubicles

Earlier this week rearranging of offices in the back of A Wing began to accommodate Tools and Technology, and Document Management staff who are scheduled to move there on June 5 and 6. Also, some offices in BPD were also being rearranged to better facilitate the work that they do.

ORS and DIT work together to stop a new kind of spam

Recently, ORS started receiving weird messages through an online publication order form used by HR offices. When an order is placed through this form, a script is run that generates an email to ORS so the requested materials can be sent. When **Fred Doll** of CE noticed these emails he quickly notified DIT.

Here’s what one the emails looked like:

Spam [spam] noun, verb, spammed, spam•ming.

1. Trademark. a canned food product consisting esp. of pork formed into a solid block.
–noun
2. (lowercase) a disruptive, esp. commercial message posted on a computer network or sent as e-mail.
–verb (used with object)

[Origin: (def. 1) sp(iced) + (h)am; (other defs.) 1990–95; referring to a comedy routine on Monty Python’s Flying Circus, Brit. TV series]

Please send the following publications to the individual named below.

Looking to the Future: The 401K Plan booklet.....Qty: RvkATvnBtVY

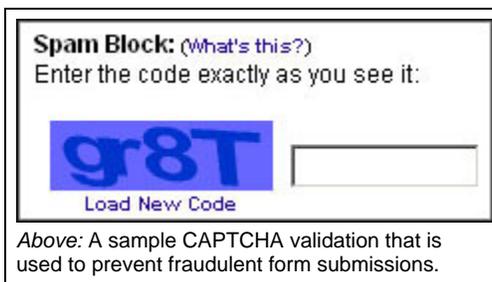
Leaving State Employment brochure.....Qty: TIPIQVwmUbjEiZz

```
*****
Shipping Address:
Forex strategy
dvkKgnVzVteiHWafl - iNeRyhygknJbcNEbFO
cgEgXoMAhh
DRSKFjhC
DZCMqYlfzP MI JkoTqCyCeqkEKHDbr

Phone: qMVSUXNmSFJeSyUc
Email: melanytomson@microsoft.com
*****
```

Closer inspection of the message by DIT Enterprise Security revealed that what appeared to be gibberish was far from it. Apparently a spammer was attempting to insert malicious code into some of the form fields, and use our script to send spam to other third parties while making it look like it was coming from ORS. Doing a quick [Google search for the email address given](#) revealed that this spammer has attempted this on quite a few other websites.

Robert Glennon of CE and **Marc Olenzek** of AST took steps to implement validation checks to stop this unauthorized activity. One of the validations they implemented is called CAPTCHA. It stands for **C**ompletely **A**utomated **P**ublic **T**uring test to tell **C**omputers and **H**umans **A**part. It's a type of challenge-response test used to determine that the response is not generated by a computer, thus helping prevent fraudulent form submissions.



Above: A sample CAPTCHA validation that is used to prevent fraudulent form submissions.

The process involves our webserver asking a user to complete a simple test which the computer is able to generate and grade but only a human can answer correctly. A common type of CAPTCHA requires that the user type the letters and/or numbers contained in a distorted image that appears on the screen. If you've ever signed up for an account on Gmail, Yahoo, or Facebook you've probably seen these.

Special thanks to all who were involved in identifying this security issue and taking steps to correct it.

Time to update the Phone Resource Tool database

With the recent move of many of our staff as well as comings and goings, it's important that we all take a moment to make sure our information in the Phone Resource Tool is up to date.

Each staff person is responsible for maintaining her/his own information. Supervisors are responsible for removing former staff no longer working for ORS as well as assuring new staff has access to the database.

For easy access open the [ProcessSupport\Phones folder](#) left click onto "Shortcut to Phone_ResourceTool.mdb" and drag it to your desktop.



If you have questions regarding how to make changes in the database, the procedures can be found in the [Knowledge Library](#). Type in "phone resource" in the search box. In the "Search using" box select "Exact Phrase." The procedure should appear. If you receive multiple options, click on "Updating, Adding Deleting Information in the Phone Resource Database, Final."

If you need any additional help with adding or deleting information in the database, please contact **Travis Peake** at 322-6071.

Green Team recycling message

Here, the Green Team shares real life examples of how easy recycling can be. Read on to see how your coworkers are able to reduce, reuse, and recycle with little effort and big results!

Fred Covert: "In addition to curbside recycling the city provides, I took a page from the Green Team playbook and I reuse the plastic grocery sacks as liners in all my small trash cans (bathrooms, bedroom, etc.), instead of buying liners. I also reuse paper grocery bags to put the newspapers and in some cases, yard debris, curbside for recycling.



Each Christmas, I remove the "cover" from all the Christmas cards we receive and give them to our church daycare center to use in art projects. Unfortunately, my daycare center is closing and I need to find someone who may want these. It seems a waste to throw them away - they are usually so decorative."

Green Team Response: Thanks for using our tips, Fred. We're glad you were paying attention.

Lisa Schmidt: "Oh, man. You had to ask, huh? Here it goes: My neighbor is a daycare worker and she loves those plastic sleeves that cover the newspapers to place dirty diapers in. I collect a lot of those for her. I also use my dirty Ziploc bags for chicken bones and food that will rot that can't go into my compost.



I keep every reusable container that comes with a lid (cottage cheese, margarine tubs, etc.). Every time my family has a get-together I bring them along for leftovers. The dinner take-out plates from KFC are really handy for this purpose too.

I also keep containers without lids or useless lids (like McDonald's sundae cups or small yogurt containers) for the spring and fall gardening projects. When I want to separate plants to give away, I just plant in those. They're easy to transport, just the right size. For bigger plants I use KFC buckets or gallon ice cream tubs (ummm, no sugar added ice cream).

I reuse kitty litter buckets for my ice-melting salt (so much easier to access than a bag that can rip or dump easily) and for my used lawnmower oil. I also use plastic cups from QD or Lugnuts games as a scooper for the salt, that way I'm only lugging a nice sized cup and not the whole container.

Lastly, I love boxes! If you can picture Lucy from Peanuts shaking her nickel can saying "Money, money, money," that's me viewing my kingdom of boxes. Who needs plastic totes when we live in a workplace ripe with paper boxes? I just sent my nephew a present in a navel orange box. I love those little containers with hinged lids from sanitary wipes. One holds all the extra buttons that come with new clothes and coats and sits nicely in the bottom of my sewing basket. I have

big plans for one of them being my money box at my garage sale. Shoe boxes, microfiche boxes, sturdy gift boxes (as a running joke my sister and I keep exchanging a Lord and Taylor jewelry box ... it's old but it's pretty and in good condition), show me a box and I'll show you a happy woman!

Green Team Response: Wow, Lisa! That's the spirit we want everyone to have!

So there you have it. If we can do it, you can too. Join us in the effort to reduce waste.

Benefit options available

Don't forget the 2008 open enrollment for the Benefits for Life program ends June 13. Features of the program include:

- Employees Discount Plan (no charge)
- Legal Plan
- Supplemental Term Life Insurance (no medical questions up to guarantee issue limits)
- Universal Life Insurance
- Critical Illness Insurance
- Group Auto and Home Insurance

Visit the [Civil Service Commission website](#) for more information. You can also call the Benefits for Life call center at 888-VALUE-95 (888-825-8395) to speak to a representative Monday through Friday from 9:00 a.m. to 9:00 p.m. ET.



Free news for you

Gongwer, a daily Michigan state government and political news and information resource, is now available to you on the DMB intranet! DMB Director Lisa Webb Sharpe took advantage of a recent cost savings opportunity to provide Gongwer to all DMB employees.

Gongwer News Service provides independent, comprehensive, and timely coverage of issues in and around Michigan's government and political systems.

To read Gongwer, click on the link under DMB News and Information on the [intranet home page](#). You must be logged on to do so. For assistance logging in, you can view the tutorial also found under DMB News and Information, or by contacting [Kathy Hacker](#) in the DMB Communications Office at 373-3451.



Be sure to save the DMB intranet as one of your favorites – up-to-date and valuable communications are posted to keep you informed!

Memorial Day plans

ORS LookOut staff took the time to interview a few of our colleagues on their plans for the Memorial Day holiday.

- Annette Ruiz** I will be in Maui lying on the beach, sightseeing, shopping, snorkeling. I'll also be going to a luau where I'll enjoy pineapple, coconuts, and fruity drinks with umbrellas in them.
- Bill Motz** I have nothing planned. I'll probably stay at home, hang out with family, and chill while being the "grill master."
- Ginger Czubak** When my two sons were "tweens" we used to drive to Grand Haven and camp out on our boat. We would go fishing for perch by the lighthouse. Invariably, the weather would be cooler than we wanted, but out on Lake Michigan we would go. The waves rolling the boat back and forth, the fish biting, and my youngest getting seasick. "Mom, lets go in!" my son Mitchell would plea ... but we were serious about those perch and would beg him, "Just a little bit longer, son, please?"
- After a long day of fishing, we would park our boat in front of the singing fountain and listen to the patriotic music and the beautiful, colorful, dancing waters.
- Our typical feast would be anything from hamburgers and hot dogs on our dockside gas grill, to the perch we caught that day, corn on the cob, and ice cream for dessert.
- Now the boys are adults, have full-time employment, and work weekends and holidays. My eldest is at WLNS TV 6 as a master controller engineer, and my youngest (still attending Lansing Community College) is working full-time as a manager-in-training in the produce department at the DeWitt Meijer.
- Hopefully, my husband and I will enjoy the good weather and have a peaceful holiday.
- Joanne Masarik** I don't like to fight the up-north traffic, so staying local suits me. My two college-age sons will likely be home that weekend. We'll probably have my mom over for a barbeque ... we like chicken and corn on the cob on the grill. At some point in the weekend, we'll plant flowers at my dad's grave. Depending on the weather, I may try to get my annuals planted.
- Joe Osentoski** I don't really have a memorable Memorial Day but I usually [I think] go to my parents and eat hot dogs and hamburgers and see the family.
- Kerrie Vanden Bosch** I don't have any plans for the actual day. We'll probably hang out with the kids. I have a two-day girls weekend planned with my mother-in-law and sisters-in-law and we'll spend one day scrapbooking and one day shopping in Michigan City.

Marc Olenzek I'm afraid that my responses are very boring. We have no set plans for the holiday.

My wife is going to have some of her old friends over on the weekend before the holiday. So I guess that I will either keep out of their way or help to entertain them.

My wife works the holiday itself. So as of now, I am going nowhere. (In more ways than one.)

I'll likely have some vegetarian stuff cooked up by my kids. Meat is disgusting, don't you know.

I will not be offended when you do not use this boring stuff. Personally, I think that boredom is highly underrated.

Kim Preston I will be home going crazy with last minute details! I am going to be very busy at home planning for my wedding the next weekend!! I am very excited about this but the details are a little overwhelming.

Doug Murray I don't really have any plans for Memorial Day weekend other than watching the Indy 500 and Coca Cola 600. Yup I'm one of those weird race fans. I'll probably just take it easy and enjoy the day off.

Mike Gallihugh We're going camping at Traverse City State Park for the weekend.

We're going as the cheering section for my son's (Andrew) run in the Bayshore half marathon, a beautiful race down the Old Mission peninsula.

Our meals will probably be a combination of the traditional pre-race pasta dinner followed by whatever we can prepare over the campfire.

Patty Wethy Memorial Day weekend is kind of slow for us (4th of July is our big Dyer weekend you should ask about that one some time!!!)

Memorial Day weekend usually consists of planting flowers at the cemetery and lots of flowers at my house. The girls help.

We don't go any where special. Just hang around town but must sleep in our camper. Gives us that far away feeling!!

DMB Mission:
Partners in achieving
excellence

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

Susan DeBor We do try and use the grill as much as possible with ribs, dogs, burgers, brats, whatever sounds good at the time.

I'm not sure what we are doing this year, but we usually go to Martin Lake (in Newaygo County) to see Steve's mom and family. We usually fish, go swimming (if the lake is warm I'm a wuss), and spend time with family. I make homemade potato salad and we have a tendency to marinate tenderloin steak and grill it.

Tony Contu

Last year, I married my wife, Laura, in Florida. We took a cruise for a honeymoon and never made it to Disney. However, this Memorial Day we are going back to Florida to spend four days at Disney and Epcot.

On May 25 we are planning on returning to the beach where we were married to celebrate our one year anniversary. We will be eating a variety of different foods when we visit the ethnic villages in Epcot and try something from each.

Lansing Lugnuts

The annual Lansing Lugnuts State Employees Day is set for Saturday, June 21, 7:05 in the evening.



A variety of organizations and businesses throughout the state organize special events and great deals for state of Michigan employees throughout the year. For details about these and other offers, visit www.michigan.gov/employees. Be sure to check the website often as special events and deals are added regularly.

a secure tomorrow.

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Director:
Phil Stoddard
Edited by Customer Education

Comings & Goings

The Director's Office welcomed **Cheryl Anthony** on May 19. Cheryl will be assisting Laurie Hill, Tim McCormick, and Phil Stoddard. Cheryl lives in Williamston and has two daughters and three grandchildren. She is a Mason graduate and loves to golf.



Cheryl Anthony

Best wishes and a fond farewell to **Cheryl Moore!** Cheryl is retiring and her last day at ORS is May 30. She is looking forward to traveling and spending more time with her mom and dad as well as other family members. "I love my grandchildren; we are going to have a ball!" Cheryl also looks forward to more work with her church but will miss the friendships and the knowledge she has gained at ORS.



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.