



June 9, 2006

Volume 10, Issue 11

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**Online presentations are a success!**

Hopefully by now, you have watched the new online presentations launched March 27 on the public school employees website. If you have, you aren't alone —the presentations seem to be (pardon the pun) a big hit. In a 20-day period, the page that the presentations are launched from had 1,043 hits!

A more accurate measurement comes from the quiz results. The number of people who have taken the post-presentation quiz indicate the viewer has watched the presentation and retained most of the information presented. A total of 363 people completed the quiz after watching *How to Earn & Buy Service Credit* and 121 completed the *How to Pay for Service Credit* quiz.

Results from the *How to Earn & Buy Service Credit* quiz showed that after viewing, 89.4 percent said they felt confident about their decision to purchase or not purchase service credit. Another 96.5 percent said that they felt confident in making a decision on how to pay for their service credit purchase after viewing *How to Pay for Service Credit*.



**Calendar**

<b>June</b>	
ORS Tiger Baseball Game	13
Blood Drive	21
State Employees Board Meeting	29
<b>July</b>	
Independence Day	4
State Police Board Meeting	20
National Hot Dog	

The presentations were announced to public school payroll offices in an April email from **Pam Kenney**. They have also been mentioned at Preretirement Information Meetings. The Customer Education and Development (CED) team plans to do more advertising of the presentations in September.

CED is exploring a number of topic ideas for future vignettes. Keep reading the *LookOut* for updates.

**Roles and Responsibilities Reviewed**

When ORS was aligned as a process-based organization, each process was assigned a BPO and BPL. The BPOs and BPLs, in addition to the Executive Process Owners (Phil, Laurie, Kathy, Anthony, and Tim), and the Process Champions (Chris and Phil), all had clearly defined roles. These roles emerged mostly from literature on process orientation written by Michael Hammer, and we had detailed them in a *Roles and Responsibilities* document.

Day	23
Public School Employees Board Meeting	27

In recent years, as the BPOs became more involved in the Vision ORS project, many of their roles were shifted to the BPLs or other process staff. Because the end of the project is approaching, BPOs, BPLs, and EPC recently dusted off this document to review and refine roles and responsibilities. Their goal was to realign leadership roles to be more in line with what a process organization should look like.

On the Horizon	
• ORS Golf Outing	August 15
• ORS Picnic	August 22
• Fall All-Staff Meeting	October 24

This review turned out to be great timing – with the ORS realignment that occurred in March, we now have one BPO in the business for each process, which better reflects a true process orientation. In addition there are new people filling these roles. **Kerrie Vanden Bosch** said, “As a new BPO, the new “Roles and Responsibilities” document has been tremendously helpful for me in making sure that I am fulfilling my new role appropriately and that I am not missing things.”

If you have any questions about the process or about what the roles and responsibilities of BPOs, BPLs, EPOs, and the Process Champions are, please contact your BPO or BPL.

Quick Links	
• <a href="#">Email the LookOut staff</a>	
• <a href="#">LookOut Archives</a>	
• <a href="#">ORS Member Website</a>	
• <a href="#">ORS Employer Website</a>	
• <a href="#">Policies and Procedures</a>	

## Update your info

With the recent staff moves, have you verified that your information in the Phone Resource database is still accurate? This database is an excellent tool for all of us to access the most up-to-date information about who handles what, where an individual sits, and what his or her phone number is. But it only works when each of us does our part to update our information.

Please take a few minutes right now to check and update your record. The database can be found at F:\Process Support\Phones\Phone\_ResourceTool.

Commonly Used Acronyms	
AST	Application Support Team
BLA	Business Leadership Assembly ( <i>Consists of the EPC, BPOs, and BPLs</i> )
BPD	Benefit Plan Design
BPL	Business Process Leader
BPO	Business Process Owner
CED	Customer Education and Development
CSC	Customer Service Center
DIT	Department of Information Technology
DMB	Department of Management and Budget
EPC	Executive Process Council ( <i>Chris, Laurie, Phil, and Tim</i> )
EPO	Executive Process Owner
ER	Employer Reporting

## Did you know ...

... that a cricket chirps to the temperature? It's true! To convert cricket chirps to degrees Fahrenheit, count the number of chirps in 14 seconds then add 40 to get the current temperature.

For example: If a cricket has 30 chirps in 14 seconds, you add 40, and your final temperature calculation is 70° F.

To convert cricket chirps to degrees Celsius, count number of chirps in 25 seconds, divide by 3, and then add 4 to get the temperature.

For example: A cricket has 48 chirps in 25 seconds. You divide that by 3 and add 4; the temperature would be 20° C.

The information in this article was found on the website for The Old Farmers Almanac. For more information, visit [www.almanac.com](http://www.almanac.com).

## Reengineering results

As you know, one of ORS's main goals for the year is to reengineer select processes. The Vision ORS project has provided us with new technology; now we need to make sure we are using this technology in the most efficient way and to its fullest extent. In the month of April, six tasks in the insurance area were reengineered: Insurance Changes, COBRA, Pays-Us, Long-Term Care Insurance, Hearing Aids, and the flow of insurance-related information into ORS and throughout the organization.

Many subject matter experts (SMEs) dedicated their time to mapping the process currently in place, identifying gaps or areas of improvement within the process, and then designing a new, more efficient process that closes these gaps. Although the reengineering team facilitated the process, the ideas for improvement came from the

ORS	Office of Retirement Services
PS	Process Support
T&T	Tools and Technology

**News You Can Use**

**Tracker tool.** PS announces a new tool, [click here](#) for more information on the upgrade to Clarety File Tracker.

**Office Map.** If you're wondering where staff have moved, check out the latest [office map](#) to get their new location.

**Accounts Payable staff makes a move**  
 Effective June 19, DMB Financial Services Accounts Payable, Procurement and Security/Post Audit Units (currently located in the Mason Building) will be moving to the Lewis Cass Building. Their ID mail address will change to:

**DMB  
 Financial Services  
 Operations  
 Lewis Cass Bldg.  
 2nd Floor**

You will need to use the new address for submitting travel vouchers, accounts payables, and p-card transactions. Their phone numbers will not be changing.

SMEs. The efficiencies we will gain were because of their great ideas and hard work.

Throughout the reengineering process, the team has kept track of the quantitative efficiencies gained (i.e., those that can be tracked numerically such as handoffs eliminated, cycle time reduced, staff time savings) as well as qualitative savings (those that can't be tracked numerically but lead to higher quality and better customer service).

The table below displays the quantitative savings per year that we have been able to achieve in each of the reengineered insurance tasks:

Task Name	Handoffs Eliminated	New Tasks Phone Staff Can Complete	Days Saved in Cycle Time	Cost Savings	FTE Savings
<b>Insurance Changes</b>	3	0	5	\$632.84	2.4207
<b>Hearing Aids</b>	6	0	5	\$11.72	.0057
Long Term Care	<i>Qualitative savings only</i>				
<b>COBRA</b>	5	1	18	\$37.49	.1046
<b>Pays-Us</b>	4	0	0	0	.768
<b>Information Flow</b>	0	0	30	0	.055
<b>TOTAL</b>	<b>18</b>	<b>1</b>	<b>58</b>	<b>\$682.05</b>	<b>3.354</b>

In addition to these quantitative savings, we identified 20 areas of qualitative measures where we could improve quality and/or customer service.

It's important to point out that while we are tracking full time equivalent (FTE) savings, ORS will not be reducing staff as a result of the reengineering project. Rather, it is expected that ORS will continue to take on more work as our retiree population grows.

In the next several weeks, CSC and BPD leadership will develop implementation plans for each of these newly designed tasks, and then work with staff to implement the changes.

***Battalion receives gifts with delight***

**Maureen Carden** received word from the battalion leader that our care packages arrived in Kosovo and were very warmly received. He asked Maureen to thank all of you from all of the troop members.

Also, we got word from our special adopted soldier Joe Drysdale who said, "Everyone here always appreciates what we get from the states, but your packages were special because they contained items that we really wanted, not necessarily what we need!"

Please remember that we are still collecting items until the end of each quarter, for the entire year.

The list of suggested items is:

- **Phone cards** - \$10 international phone cards are the best deal; all phone cards are accepted.
- **Magazines** - Sports Illustrated, ESPN, hunting and fishing magazines, etc. Local newspapers.
- **Music and Movies** - Any CDs or DVDs.
- **Snacks** - Especially cookies, Pringles, Slims Jims, Pop Tarts, candy, all types and gum.
- **Monetary donations** - help assist with postage/mailing expenses.

Please drop off your donations and address questions to Maureen Carden, Cubicle G1. You may also contact **Linda Turner**, Cubicle D3, if you have questions. Thank you again for your generosity and support. Remember, anything you can do will make a difference in the life of a soldier!

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## Dad's day to shine

Contrary to popular belief, Father's Day was not the invention of the greeting card industry (even though it's the fourth most popular card-sending holiday, with an estimated \$100 million in card sales).

Sonora Louise Smart Dodd, of Spokane, Washington, proposed the first Father's Day idea in 1909 to honor her father, who single-handedly raised Dodd and her five siblings after his wife died giving birth to their sixth child. It has been celebrated annually since then; in 1972 President Richard Nixon signed the public law that made it permanent.

### What is a father?

Fatherhood is pretending the present you love most is soap-on-a-rope. - - *Bill Cosby*

If mom says "no," she means it. If dad says "no," it means maybe. - - *Joseph, age 13*

When your mom is mad at your dad, don't let her brush your hair. - - *Morgan, age 11*

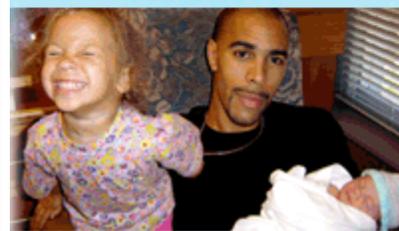
My dad will never be color coordinated. - - *Samuel, age 11*

One evening a little girl and her parents were sitting around the table eating supper. The little girl said, "Daddy, you're the boss, aren't you?" Her Daddy smiled, pleased, and said yes. The little girl continued "That's because Mummy put you in charge, right?"

### Father's Day 2006

#### What are you doing to celebrate this year?

What are you doing for Father's Day? Click here to share your gift ideas, what you're planning to do to celebrate, and stories from years past. Then see what others have shared.




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## Mackinac Island Lilac Festival

If you're looking for something to do the next couple of weekends, consider checking out the Mackinac Island Lilac Festival. The annual festival, now in its 57th year, begins today, June 9, and runs through Sunday, June 18. The lilacs on the island are known for their large size and great age. The majority of them are the common purple, but white lilacs can also be seen. Events include teaching sessions by the International Lilac Society, a dog and pony show, free concerts, and the Lilac Festival Grand Parade.



For more information check out:  
[www.MackinacIslandLilacFestival.com](http://www.MackinacIslandLilacFestival.com)

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## A blast from the past

Lookout articles from this week in 1998:

## SERS tracking system Y2K compliant

Final testing has been completed and the SERS tracking system met its Y2K requirements in May.



All previous entries and every new entry to the system now displays a four-digit year.

You can use slashes or dashes between the month, date and year when entering data. The month and date fields continue to accept a single digit entry (no need to use a "0" before the digit).

In the year field, you can enter either a two- or a four-digit year. If the two-digit entry is between 0 and 50, the century automatically defaults to 20. If the two-digit entry is between 51 and 99, it defaults to 19.

Congratulations to **Diane Wagner** from ASD and **Tom Braun** from ORS for their efforts on this Y2K project. It's a great accomplishment, and puts us another step closer to our Y2K deadline.

## Legislative Update

Several legislative bills affecting ORS have recently passed the House and the Senate and are awaiting the Governor's signature.

**HB 4943** allows an employee of a Michigan public school who is working in a part-time seasonal or athletic position, and who is also under 19 years of age, to be excluded from membership in Michigan Public School Employees Retirement System (MPSERS). In addition, a MPSERS member employed by a Michigan public school between January 1, 1987 and January 1, 1990 who had one year or less of service credit during that period, and who did not elect the Member

Investment Plan (MIP) may be able to enroll in MIP. If the IRS approves of this provision, about 200 MPSERS

members would have a window of time to enroll in MIP by making the required contributions.

**HB 4897** provides a 75% survivor option at retirement for

MPSERS members in addition to the current 50% and 100% survivor options. This new option is scheduled to go into effect in 2000. A similar bill has been introduced for the State Employees Retirement System (SERS) which includes a Universal Buy-In service credit provision, too. At last report, the SERS version was still in the Senate.

## Comings & Goings

Process Support welcomes **Erica Cooper**; she is currently working on the backfile conversion effort. Erica is a mother of two boys and spent the last seven years working for Jackson National Life. She attended Douglas J Cosmetology School and enjoys participating in car shows all over the state where she shows off her customized '99 Alero low-rider.



Erica Cooper



Katie Lum

Welcome to **Katie Lum** who joined CSC on June 5. Katie previously worked for MDOT and DIT as a contract administrator. She enjoys spending time with her family and scrapbooking. She is married and has a 2-year-old son.

**Jen Morrisey** and **Trish Smith** also joined the CSC. Both are reviewing applications.

Jen previously worked for Tier Technologies scanning and processing information for child support checks. She is married and has two daughters, ages 15 and 17. She lives "in the middle of nowhere," in Morrice, and spends her free time reading and doing work around the house.



Jen Morrisey



Trish Smith

Trish previously worked at Vollman Ford in Portland as an administrative assistant.

She has two daughters and four grandsons and plans on spending her summer remodeling her house.

**Kelsie Thelen**, a student at the University of Michigan, recently joined the Director's Office staff. She is majoring in Psychology and enjoys music. Kelsie plays the piano, French horn, and violin.



Kelsie Thelen



Matt Torok

**Matt Torok** started as a student assistant in the Director's Office on May 23rd. Matt is a senior at Michigan State working toward a interdisciplinary studies bachelor's degree in social science. In addition, Matt coaches boy's basketball and soccer at IHM St. Casimir School.

We offer a farewell and best wishes to **Carol Keyes** who joins Financial Services, Operations Division, on June 12. Carol was part of the training team; while she never made the move to the General Office Building, her coworkers will miss her contributions to the team.

## Say cheese!

CED staff will be offering retakes for the photo board located in Crossroads. The retakes will keep this valuable tool up-to-date and looking great.

It is the goal of CED to update all photos that are two or more years old. Appointments for a photo retake will be scheduled during the week of June 19. If you do not receive an appointment for a retake before June 19 and would like a retake, please contact **Zach Wight** at 636-0797 or [wightz@michigan.gov](mailto:wightz@michigan.gov) to set up a time.

If you have any questions about the photo board update, please contact **Erica Waltmire** at [waltmiree@michigan.gov](mailto:waltmiree@michigan.gov) or 322-5703.



**ORS Mission:**  
We deliver pensions, related benefits, and services to promote the future financial security of our customers.

**ORS Vision:**  
Fast, easy access to complete and accurate information and exceptional service.

## Recovering Word templates

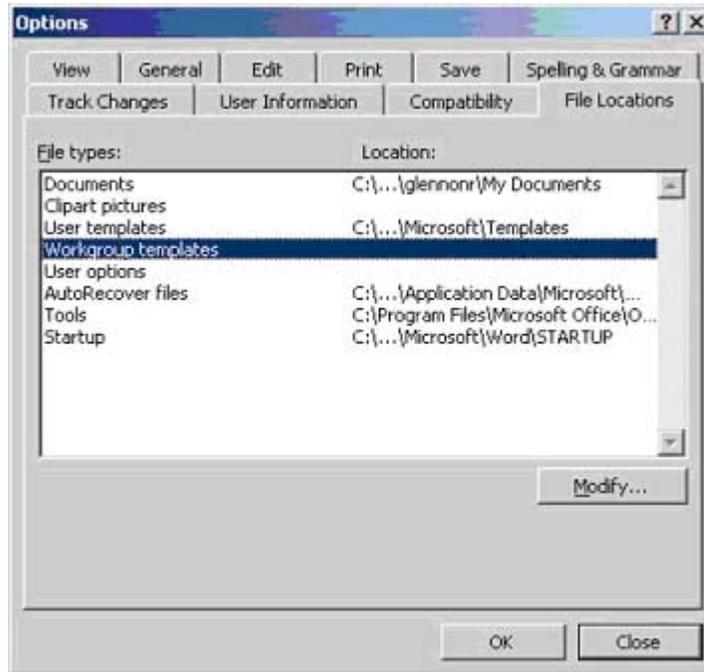


If you recently received a new computer, you may find that some of the templates you typically use aren't appearing when you select File > New from the menu options. The templates didn't disappear; Word just doesn't know where to find them. So you need to tell Word where the ORS Workgroup Templates are located.

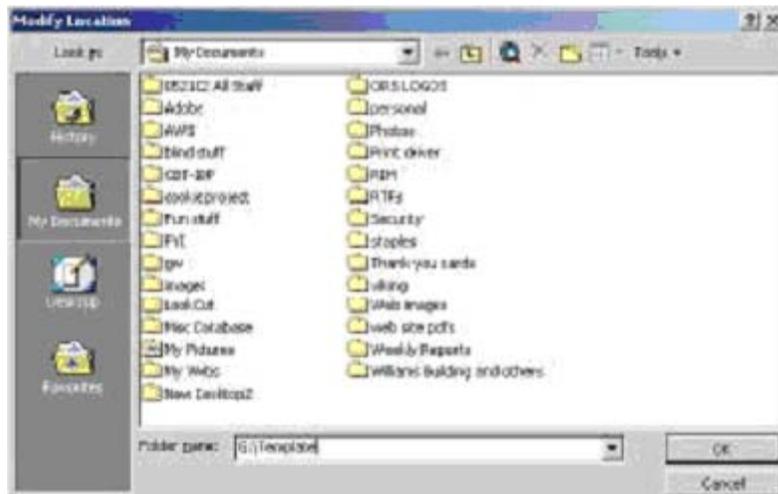
In a nutshell, this is how it's done:

- Open Word, and at the top of the screen, click on the Tools dropdown menu and select Options.
- Click on the File Locations tab and click on Workgroup templates. Then click the Modify button at the bottom of the dialog box.

The LookOut is



- In the Folder name box at the bottom of the window type: G:\Template, and then click the OK button.
- Click OK again.



- That's it! Now, when you select File > New from the drop down menus, all of the ORS Workgroup Templates will be available.

published by the  
Office of Retirement  
Services, Department of  
Management and Budget,  
State of Michigan  
Director: Chris DeRose  
Edited by the  
Communications Staff,  
Customer Education

Thanks for reading!!

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