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- Independence Day - July 4
- State Employees

More efficient forms request tool improves customer experience

CS recently reshaped the Interactive Voice Response (IVR) system to improve our services to customers. IVR is CS's phone technology that routes callers to the right person and provides basic information like a customer's retirement application status and our contact info. It's also a place for customers to request forms without talking to a call agent.

Customers can now choose from an expanded list of options when using the forms request tool. Previously, only tax withholding, direct deposit forms, and billing statements were available. Now, active members can request Member ID letters, statements of service credit and contributions (form *R0619*), and retirement applications (public school employees only). Retirees can request insurance enrollment and *1099-R* forms. Benefit verification letters will be added later this month.

In the six weeks since the changes took effect, the new options deflected 840 calls — that represents 100 hours of work! Students and temporary staff are responding to the form requests which lets CS agents answer more complex phone calls.

"Innovations like this happen when employees start a conversation with the words, 'What if we could ...'" said **Tim McCormick**. "I'm impressed! I understand there are more features coming to the IVR that will take some pressure off phones during the day because customers can get what they need, on their own, when they need it."

Special thanks to **Lisa Braun**, **Andrew O'Keefe**, and **Laurie Mitchell** who worked together to develop and document the new procedures; to **Nate Parrish**, the new "Voice of ORS," who updated both the voice messages and the documentation; and to **Venkat Ramakrishnan** and the PS analyst team who tracked the success of the solution.

Great work, everyone. Stay tuned for updates on the new IVR changes.

Innovation thrives at pension conference

Laurie Hill represented ORS at CEM's annual Pension Administration Peer Conference held the week of May 9. This year, administrators from 48 different systems attended the conference, including some from as far away as Australia, the United Arab Emirates, and Denmark.



Board Meeting
- July 21

- Public School Board Meeting
- July 28
- State Police Board Meeting
- July 28
- ORS Annual Picnic
- August 3
- ORS Golf Outing
- August 23

Quick Links

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

Commonly Used Acronyms

AST	Application Support Team
BLA	Business Leadership Assembly (EPC, BPOs, and BPLs)
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, Tim, and Anthony</i>)
EPO	Executive Process Owner
ER	Employer Reporting
FLB	Forms, Letters, and Barcode
ORS	Office of Retirement Services
PRIM	Preretirement Information Meeting (<i>public school</i>)

[CEM Benchmarking](#) collects data from pension plans around the world and helps administrators gauge their system's performance compared to their peers. ORS has participated in CEM's benchmarking reports since 1999. This conference is part of our partnership with the group.

The conference gives plan administrators a chance to share ideas, form relationships with peers, and discuss hot topics in the business. This year, the topics ranged from social media, to best practices in information technology, to communication and marketing.

Though the guests at the conference administer pension systems around the globe, Laurie noted, "We're all in the same boat. The challenges that pension systems face are the same around the world. For example, the Abu Dhabi pension system is struggling with a familiar issue: receiving timely termination data from employers!"

Sharing wisdom is a big part of what the conference is all about, and Laurie always comes back from the conference with great contacts, resources, and ideas for ORS. This information will be shared with the BLA for consideration when planning for 2012. Though we're ranked in the top quartile for quality service and low cost, innovations from other systems provide inspiration for future improvements at ORS.

Get ready for Microsoft Office 2010

Write it down: Microsoft Office 2010 is coming this month! In addition to Word, Access, Excel, Outlook, and PowerPoint, the upgrade also includes Publisher, SharePoint Workspace, InfoPath Designer, InfoPath Filler, OneNote, and Picture Manager.

The day of the migration, PS and DTMB staff will be on hand to ensure that everything goes smoothly. Also, beginning June 7, a group of ORS staff will get MS Office 2010 early so they can troubleshoot any potential issues that may arrive during the software push.

About a week before the migration date, PS will send an email with more specifics on what you'll need to do and who to contact with questions.

If you want to learn more about MS Office 2010 before the migration, check out these links:

- [Microsoft Office tutorials and aids.](#)
- [Word 2010 Quick Reference Guide.](#)
- [Word 2003 to 2010 Interactive Cheat Sheet.](#)
- Click here to [register for Office 2010 training with Lori Edwards.](#)

Register for MS Office 2010 training

June 6, 10:00 a.m. – 12:00 p.m.

June 9, 2:00 p.m. – 4:00 p.m.

June 13, 7:30 a.m. – 9:30 a.m.
All training will take place in Conference Room T.

[Click here to sign up!](#)

June 7 is ORS spring clean-up day

When's the last time you gave your office a thorough scrub? What about those filing cabinets and drawers? The common printer areas or breakout nooks? On Wednesday, June 7, ORS will have an office wide spring clean-up. PS will provide the cleaning supplies and staff will supply the elbow grease.

Crossroads will be available all day to drop off any spare office supplies, and there will be extra large trash and recycling bins available around the office.

Work with your supervisor to schedule a time to tidy up your work space. If every surface is spotless and every pointless paper is recycled, take



	<i>employees)</i>
PRO	Preretirement Orientation (<i>state employees</i>)
PS	Process Support
SME	Subject Matter Expert
T&T	Tools and Technology
UAT	User Acceptance Testing

the opportunity to clean up the network drives and remove unnecessary files. Look for an email from PS with the guidelines for retaining files on the network.

Also, to help make the clean-up a success, **June 7 will be a casual day.**



Summer AWS begins June 13

The summer Alternative Work Schedule (AWS) begins Monday, June 13, and ends September 3. [Click here to see the updated schedules.](#)

Verification of Coverage forms mailed to retirees

On June 1, Blue Cross Blue Shield of Michigan (BCBSM) began mailing the annual Verification of Coverage (VOC) forms to public school retirees asking if the retiree or any covered dependents have other health or drug insurance besides BCBSM or Catalyst. There will be two mailings in June and July as well as two follow-up phone calls. The VOC forms must be returned to BCBSM by July 29 or the member's insurance will be cancelled as of September 1; any calls about the form should be directed to Blue Cross.

Comings & goings

On Tuesday, May 31, CS welcomed three new employees.

Joe Brown has worked for the Department of Treasury's collections division and for the Department of Corrections as a student intern. He is from Lansing and enjoys playing with his two daughters, ages two and a half and six months. He also enjoys watching football and basketball.

Christina Sanchez worked for Delta Dental's customer service department before joining ORS. She is a Lansing native and enjoys spending time with her two boys, ages 18 and 15.

Ben Southwell worked at Broadstripe Cable as their new hire trainer and retention supervisor. He is a graduate of Michigan State University's telecommunication program. Ben is recently married and likes to cook and play with his dog, a black lab.



Joe Brown

Christina Sanchez

Ben Southwell

Name change

After her recent marriage, Julie Schafer is now **Julie Wight**. Congratulations Julie!

Understand the GOB emergency guidelines

Whether it's severe weather, fire, or a medical emergency, the new GOB building manager Butch



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

PURE MICHIGAN™
Your trip begins at michigan.org

Kimball reminds us to always practice good safety at work.

Know and follow the rules so that you don't put yourself or your coworkers at risk:

- In the event of severe weather, a warning message will sound inside the building. Note the authorized shelter areas:
 - Main hallway (stay away from glass walls).
 - South stairwell (the A-Wing end of the main hallway).
 - Restrooms.
 - Administration & Hearing Room/Conference Room S — this area should be used as overflow only.
 - Seating in any of the conference and phone rooms should be reserved for those who are in need.



The Michigan Committee for Severe Weather Awareness has an annual poster contest for fourth and fifth grade students. Above is this year's winning entry.

- Horn and strobe lights will signal a fire alarm. Use the nearest stairwell to evacuate 100 feet from the building.
- In the case of a medical emergency, don't call 911! Instead, **call DTMB Central Control at 373-0190**. (Refer to the pink cards placed near the phone at every desk.) Central Control will contact emergency services and facilitate their arrival to and within the building.
- Safety monitors are being trained to use the new automated external defibrillator which will be mounted in the B-Wing in the Department of Corrections area.

For more information on storm readiness, visit the Michigan Committee for Severe Weather Awareness at <http://mcswa.com/tornadoes.aspx>.

You can also register at <http://www.nixle.com/> to receive email or text message updates regarding DTMB managed facilities and area neighborhoods.

Annual ORS Detroit Tigers outing June 15

On June 15, ORS will watch the Detroit Tigers and Cleveland Indians, currently the top two American League Central Division baseball teams, battle it out for the division's top spot. Buses will leave the GOB at 4:15 and will arrive in time to watch batting practice — a first for this annual event! Make sure to bring your gloves.

There aren't any tickets available, but [email Bill Motz](#) if you want to be on the standby list in case there are cancellations.

Stay tuned to the next *LookOut* for pictures. Go Tigers!



Keep your voicemail messages current

Look for tips on how

With summer vacations fast approaching, here's a refresher on how to set up your office voicemail greeting to let others know that you're out, when you'll be back, and who to call while you're gone. [Click here to download a pdf of these instructions.](#)

to set an out-of-office email message in MS Outlook 2010 next issue.

Access your voicemail from work:

1. Dial 2-6666.
2. Enter your password.

or

Access your voicemail from an outside line (home, cell, etc.):

1. Dial your office phone number.
2. Press star (*). This gets you into the voicemail system.
3. Press pound sign (#).
4. Enter your mailbox number (last 5 digits of your phone number).
5. Enter your password.

To record your voicemail greeting:

1. After logging in to your voicemail, press 4 for Personal Options, then 3 to Record a Greeting.
2. Press 1.
3. Press 2, then 1.
4. Record your message, then press the pound sign (#). Make sure to include:
 - A greeting: your name and the process/organization you work for.
 - A message that indicates you're out of the office.
 - Who to call if immediate assistance is needed.

To record and select an extended absence greeting:

1. After logging into your voicemail, press 4 for Personal Options, then 3 to Record a Greeting.
2. Press 2.
3. Record your message, then press the pound sign (#). Make sure to include:
 - A greeting: your name and the process/organization you work for.
 - When you will return to the office.
 - Who to call if immediate assistance is needed.

To remove an extended absence greeting:

The first time you log into your voicemail after setting an extended absence greeting, you will be asked if you want to keep the greeting or not. Press 2 to delete the extended absence greeting.

Add Michigan books to your summer reading list

Looking for some summer reading suggestions? The Library of Michigan recently announced the 2011 list of Michigan Notable Books, which features works of fiction and nonfiction by both established and first-time Michigan authors. Now in its tenth year, the list includes 20 titles published in 2010 that showcase life in the Great Lakes State. Check out the complete list at www.michigan.gov/notablebooks.



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

The LookOut is

Here are a few of the titles to spark your interest:

published by the
Office of Retirement
Services,
Department of Technology,
Management and Budget,
State of Michigan

Director:
Phil Stoddard
Edited by Customer
Education



- ***To Account for Murder*** by William C. Whitbeck (Permanent Press)
A deathbed confession is at the center of this fictionalized account of the still-unsolved murder of a Michigan state senator in 1945. Lawyer Charlie Cahill, working on a grand jury investigation, implicates State Treasurer Wade Fleming in the death of State Senator Harry Maynard, a crime Cahill committed. Can Cahill play the system well enough to get away with murder? Set primarily in Lansing, the story culminates in an unforgettable ending at the Jackson State Penitentiary. This is a debut novel for Whitbeck, a Michigan Court of Appeals judge.
- ***You Don't Look Like Anyone I Know: A True Story of Family, Face-Blindness, and Forgiveness*** by Heather Sellers (Riverhead)
Diagnosed with prosopagnosia, a neurological disorder that makes it difficult to reliably recognize people, Sellers delivers an inspiring story of love, forgiveness, and perspective. This powerful memoir explores how a dysfunctional childhood and life struggles led to a journey of self-discovery.

We'll feature other books from the list throughout the summer. If you're interested in sharing a book review or brief synopsis on any of the titles, [please email the LookOut](#).

The books are available at the Michigan Library and Historical Center store, [the Michigan e-store](#), and at both traditional and online booksellers.

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.