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## DTMB Director Behen visits ORS

On Tuesday morning, June 17, inbound callers might have had a special guest listening in on their call – DTMB Director **David Behen**. David visited us that day and sat with **Johnny Moore** to observe some calls. We loved how willing he was to dive right in.



In addition, David had a chance to meet with the BPOs and BPLs to hear from each process about their exciting projects as well as meet with the EPC and hear about some of the things that make ORS a great place to work. He ended his visit by mingling with the new CS staff members at the welcome brunch.

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**Calendar**

<b>July</b>	
Independence Day	4
State police board meeting	17
State employees board meeting	24
Public school	

## 2014 PRISM Conference

“Innovation” was the theme for this year’s annual PRISM conference that **Mike Bilek, Anthony Estell, and Meg Leonard** attended May 11-14 in Orlando. PRISM is the Public Retirement Information Systems Management organization. The PRISM conference is a forum for IT managers of public pension funds where they can share information and experiences as they strive to provide “state-of-the-art” technology

board meeting 31

-  On The Horizon
- ORS Annual Picnic - August 6
  - ORS Golf Outing - August 14

-  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 (Phil, Laurie H, Laurie M, Anthony, and Kerrie)
EPO	Executive Process Owner
ER	Employer Reporting
ORS	Office of Retirement Services
PRIM	Preretirement Information Meeting (public school employees)
PRO	Preretirement Orientation (state employees)
PS	Process Support
SME	Subject Matter

and systems support to the retirement funds they serve.

The conference sessions covered a wide range of topics including:



- Disaster Recovery and Improving Recovery Time Objectives
- Redesigning and Retiring Legacy Retirement Applications
- Business Intelligence Technology and Implementation Strategies
- Risk Mitigation through Oversight and Governance
- Innovative Web Development

The conference provided a great opportunity to share successes and challenges with other public retirement systems as well as to learn about how other systems are applying technology to improve the service to their customers. In the round-table sessions, Mike and Meg learned that many public retirement systems are working on changes to accommodate GASB 68 reporting requirements. Several retirement systems are still working to upgrade their legacy IT systems. Some systems are working on their online applications to put more transactional capabilities into self-service for their members. Others are focusing on self-service, looking at usability to make the experience a good one for customers.

Overall, the conference provided a lot of good information and contacts that ORS can use as we move forward with our own IT plans.

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## Focus group looks at connecting across processes

During the recent "Dish with the Director" sessions, the EPC heard some common themes. Questions like "What do people in other process areas do?" and "Do people in other process areas know what we do?" were asked by many. In response to these questions, several staff members shared their experiences, needs, and perspectives, on Friday, June 20.

Staff representing each of the five process areas attended the focus group to share their experiences. **Jennifer O'Herron** facilitated the meeting, with **Kristina Braxton** as notetaker and **Meg Leonard** as observer. The meeting addressed the following questions:

- What are the possible methods to increase appreciation and understanding among colleagues across process areas?
- How can we achieve comprehensive understanding of the fiscal year's business plan items and the part each process area plays?
- Do you have a good understanding of all five process areas? Do you feel you have been educated on the roles each process area plays in the overall ORS mission?
- How can we ensure active inter-process area engagement in the collective goals set out by ORS?
- Do you recall any efforts ORS has made or is making to communicate what other processes do (pillar wraps, LookOut articles, etc)?
- What methods could we leverage to increase the understanding of each process area?

Expert
UAT User Acceptance Testing

“The EPC is dedicated to hearing the concerns of fellow ORS team members and taking action to address those concerns,” Jennifer said. “The Cross-Process Area Education Meeting was an engaging, frank and productive discussion among committed colleagues.”

Jennifer will summarize the meeting and present the findings to the EPC, who will work out the next steps to help increase process area awareness and education.

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- Forge Operational Excellence
- Instill Customer Confidence
- Engage Hearts and Minds

## ORS staff assist local food bank



Recently several staff members took time out of their busy schedules to help out at the Greater Lansing Food Bank.

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## Considering a second job?

If you have time left at the end of the workday, some of you may think about working a second job. Maybe you're interested in more experience, additional income, or a completely different atmosphere.

Because a second job, or supplemental employment, may impact the services we offer to our customers, ORS needs to make sure there is no conflict of interest with your job at ORS. The main goal is to protect member data and avoid putting the employee or the members in an at-risk position, perceived or real.

If you're considering outside employment, MDCS provides these guidelines:

- Ensure the supplemental employment doesn't conflict with your state duties.
- Obtain written supervisory approval before starting supplemental employment.
- Keep your supervisor informed of anticipated changes in your supplemental employment.

Start by completing a *Supplemental Employment Request* form (DTMB-0006) and have your supervisor sign it. You can find this form at [Inside Michigan](#). Follow the instructions at the top of the page for either the Paper Forms Process or the New Automated Forms Process.

**What if you want to get involved in political activities?** With it being an election year, if your supplemental employment involves political activities, the MDCS has different rules. You can read more about them in Civil Service [Rule 1-12](#).

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## It's national Sunglasses Day today!



How many people with sunglasses will you spot today? You can find more [here](#).

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### Employers prepare for sunset of PA 464 provisions

Public school employers will need to change how they report many of their retirees who returned to work, as a result of two provisions in PA 464, which will sunset on July 1, 2014. First, retirees in positions formerly defined as critical shortage will now be subject to normal rules for working after retirement. Second, employers will no longer be required to report and pay Unfunded Actuarial Accrued Liability (UAAL) contributions on wages reported for retirees working in specific positions. ER and CE have begun the multi-week process of informing schools of the required changes.

### Technology Help Tool successful

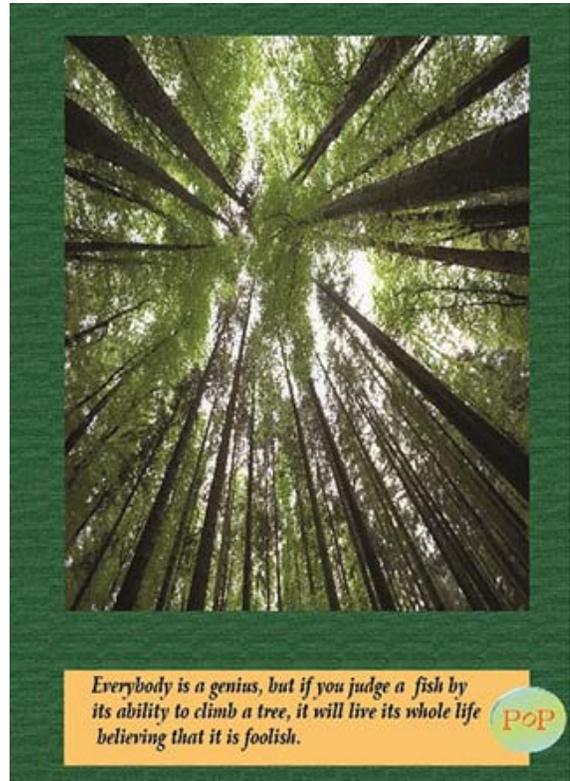
Over 206 technology support requests have been submitted and completed through the Technology Help Tool since it launched in February. Using this tool, instead of email, allows PS staff to coordinate and monitor requests more effectively.

Remember to subscribe to alerts when you submit your first request so you will be notified automatically of any updates to your request which may require your action. To learn how to use the tool and subscribe to alerts, [check the KL](#). If you have questions about the Technology Help tool, please contact **Don Williams**.

### New POP frames will be hanging around soon

Soon the Powers of Perspective (POP) team will be rolling out new pictures and frames to be placed in BPL's, BPO's, and supervisor's work spaces. During a routine swap of the current pictures, the team decided that some of the messaging was tired and chose to re-energize the POP messages. Their new messages will refresh both the POP pictures and the overall POP message.

The team will try a different approach, providing an image that will spark interest and a quote reflecting the POP themes. The goal is to provide something visually enticing and mentally provocative that staff will want to display at their desks. Be on the lookout for these new thought evoking pictures that will help strengthen the Powers of Perspective message.



### Michigan among the top technology states

In the *2014 State New Economy Index*, a study by the Information Technology and Innovation Foundation (ITIF) which ranked which states best leverage technology, our great state is among the leaders. In the category of eGovernment, Michigan ties with Utah for first place. EGovernment is described as advancing the use of technology among residents and businesses while increasing the quality and cutting the cost of government services. Michigan ranked fifth in the category of top Digital Economies, which measures the share of business and government transactions conducted through digital means. The complete report, with information on how our state fared in other categories, can be found [here](#).

### New *After You Retire* book available

The June 2014 version of *After You Retire: What Every Pension Recipient Should Know* for state retirees is now available online. Updates include insurance card expectations and updated Medicare information. Printed copies will be available in a couple weeks.

### 127th Michigan State Police Recruit School Orientation completed

The State Police Academy held a new employee orientation on June 12 with 98 new recruits in attendance. **Kathy VanFossen** from ING and **Ray Fleming** from CE provided a brief overview of the investment options and the retirement plan. This is the 127th recruit school overall, and the 4th recruit school in the last two years. Graduates of the academy who accept a State Police position will be members of the SPRS Pension Plus retirement plan, which has both DB and DC components. You can follow progress of the recruit school on the [Michigan State Police Recruits blog](#).

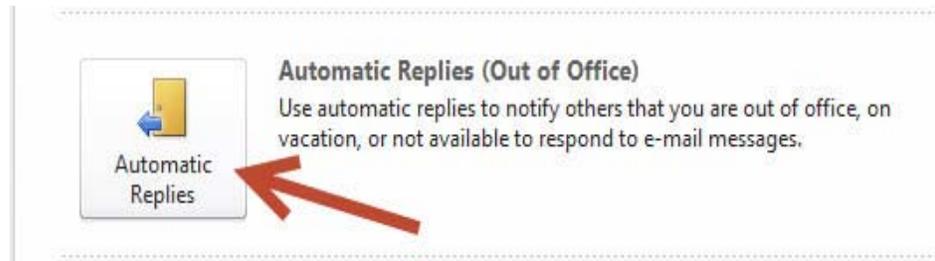
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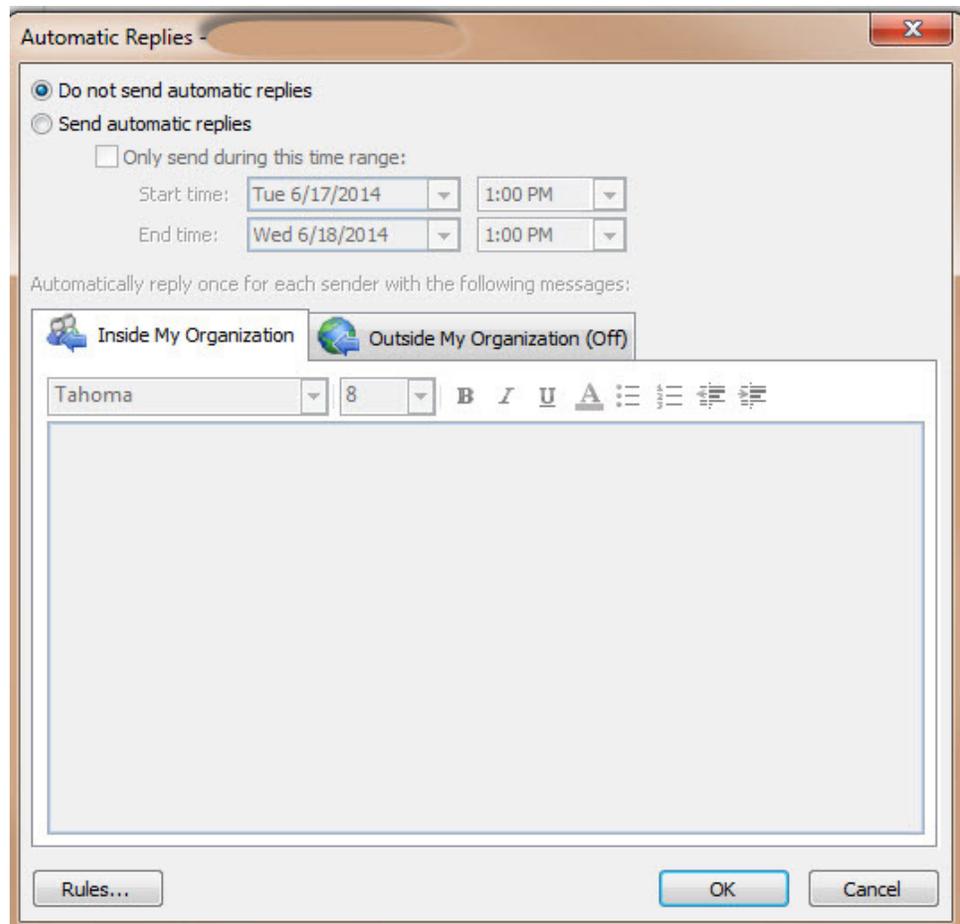
## Going on vacation? Let co-workers know!

Before you leave don't forget to set up your Automatic Replies for your email so your co-workers will know when you are out of the office.

On the top ribbon in your email click File and then the Automatic Replies Button.

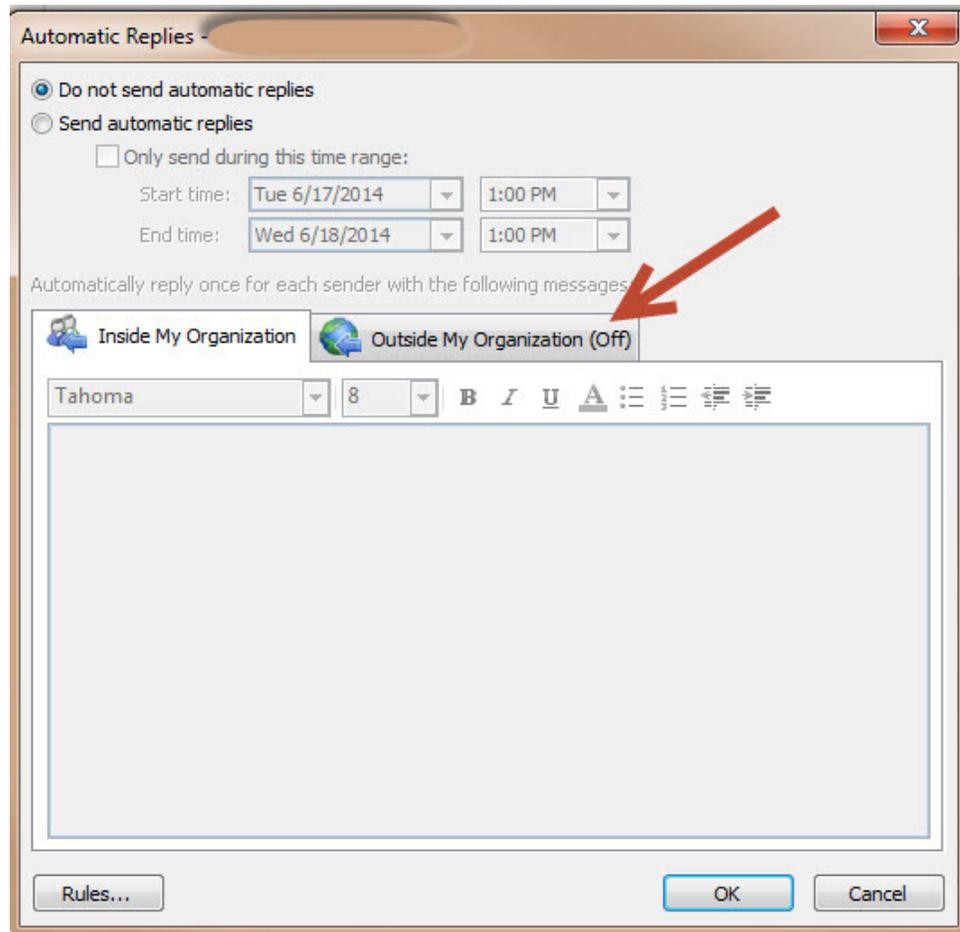


This box will pop up:



Click the radial button to Send automatic replies, check the box to select the time range, and add an outgoing message. Be sure to include when you will be gone, who should be contacted with issues in your absence, and when you expect to

return. You can also set up a different message to send to people outside of work by clicking here:



Don't forget to click OK at the bottom to activate. Enjoy your vacation!

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## Build Report out next week

The Build Report for the June Clarety and miAccount release will be out the week of July 1.

**What is the Build Report?** The Build Report gives a summary of improvements, changes, and fixes to Clarety, miAccount, and forms that will happen the evening of June 27.

**Why is it important?** It lets you know if something has changed in Clarety and will be working differently.

**Where do I find it?** In the Knowledge Library, Process Support page, under the "Builds" tab. [Top](#)

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## Show us your patriotic spirit – in pictures!



July is a special time to celebrate the red, white, and blue,

and we'd like to highlight a picture of your child (preferably under 5 years old) or your pet in patriotic garb. So pull out the camera or your smart phone and start clicking! The photo can be current or from the past. However, please only submit a photo of your own family! You don't have a lot of time, so click away and send us your best photo!

### July patriotic photo gallery details

**What:** Picture of your child or pet in patriotic attire.

**When:** Submissions due COB – July 8.

Photos published in July 11 issue of the *LookOut*.

**How:** Email your one best picture to [ORS-LookOut@michigan.gov](mailto:ORS-LookOut@michigan.gov)

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### New certification for analysts who complete process training

ORS expects its analysts and Business Process Owners to be skilled at creating, editing, and using process mapping tools for analysis and improvement. To that end, a new program is in place to certify BPOs and analysts who have successfully completed a two-day course in using process mapping tools. Participants who complete the course and the assessment will be recognized by ORS as certified in process mapping and analysis.

“The best way to understand and improve a process is to translate it into words and pictures,” explained **Tim McCormick**, who heads up this project. “In doing so, we notice things in the business we never noticed before.”

ORS contracted with Orion Associates and MSU to provide training of approximately 60 ORS analysts. To date, slightly more than half have completed the training, and two more classes will be held this July and October. The course introduces trainees to systems (process) thinking, and teaches how to construct and analyze process flow charts, as well as how to implement process change.

“This training was exceptional,” wrote **Dominique Davis** from CE, after completing the course last January. “I am a details type of person, and the training was a stretch for me to take the two or three steps back to look at a bigger picture.”

“I learned that if you used the process mapping tools correctly, it was really easy to evaluate a process, identify ‘Band-Aids’ and do something about it,” added BPD’s **Randy Bitner**.

To follow up on the training, participants will complete a three-part assessment:

- A brief online post-course test.
- A process mapping project, completed in small teams or as individuals.
- A case study, to be assessed by an Orion Associates trainer.

Because the case studies are in many cases linked to process business plan priorities, some may not be wrapped up until September 30. One example is the Employer Reporting team, made up of **Mary Staley**, **Kayla Lintz**, **Angie Schrauben**, and **Wayne Aldrich**. Their case study will analyze compliance with reporting requirements within MPSERS.

On August 26, participants have the opportunity to “show and tell” their colleagues what they learned by means of a poster fair. Each team or individual will prepare a poster summarizing their case study, and a brief presentation will give the participants an opportunity to discuss or answer questions.

Tim McCormick sums up the end result as “a better understanding of how our processes work today and the beginning of some cool ideas on what they could become.”

**Further Training Updates:**

The following staff members recently completed the ORS Appreciation Experience. This eLearning course was designed to give participants the skills and confidence needed to create a culture of appreciation.

Attendees included:

- |                          |                          |                           |
|--------------------------|--------------------------|---------------------------|
| <b>Ian Broughton</b>     | <b>Andy Kolp</b>         | <b>Andrew O’Keefe</b>     |
| <b>Fred Covert</b>       | <b>Kevin Kubacki</b>     | <b>Christina Sanchez</b>  |
| <b>Steve Crippen</b>     | <b>Meg Leonard</b>       | <b>Angela Schrauben</b>   |
| <b>Chanda Donnan</b>     | <b>Martha Mackie</b>     | <b>Phil Stoddard</b>      |
| <b>Jennifer Dunavant</b> | <b>Timothy McCormick</b> | <b>Bianca Torres</b>      |
| <b>Anthony Estell</b>    | <b>Laurie Mitchell</b>   | <b>Kerrie VandenBosch</b> |
| <b>Debbie Grescowle</b>  | <b>Kristine Morris</b>   | <b>Allison Wardlaw</b>    |
| <b>Laurie Hill</b>       | <b>Ryan Nevins</b>       |                           |

**Pursuit of Excellent Customer Service**

In addition, the following staff members attended the second session of The Pursuit of Excellent Customer Service led by Tim McCormick. This second session focuses on three concepts:

- What is excellent customer service?***
- What matters most to customers?***
- How do we deliver what matters most?***



Attendees included:

- |                         |                              |                              |
|-------------------------|------------------------------|------------------------------|
| <b>Jagadeesh Anne</b>   | <b>Rakesh Gupta</b>          | <b>Chithirakala Selvaraj</b> |
| <b>Mark Bennett</b>     | <b>Kalyani Gutta</b>         | <b>Jenniffer Smith</b>       |
| <b>Christina Brandt</b> | <b>Pranitha Jonnalagadda</b> | <b>Joshua Thelen</b>         |
| <b>Dakota Brown</b>     | <b>Sai Korpu</b>             | <b>Sundaram Thevar</b>       |
| <b>Ashok Chilla</b>     | <b>Phani Manda</b>           | <b>Patrick Villarreal</b>    |
| <b>Dave Desrochers</b>  | <b>Ted Minix</b>             | <b>Gabrielle Whitfield</b>   |
| <b>Bharath Eegapuri</b> | <b>Justin Oendag</b>         | <b>Katie Wright</b>          |
| <b>Praveen Gade</b>     | <b>Jyothi Pothuri</b>        | <b>Rakesh Yedulapuram</b>    |
| <b>Alok Gangaiah</b>    | <b>Prashanth Sampathirao</b> |                              |
| <b>Carl Gonyea</b>      | <b>Karthick Sankar</b>       |                              |

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

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

Director:

To register for training, talk with your supervisor or contact **Jennifer O’Herron**.

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**Coming:**



**Kelly Wilson** joined us in AST on June 23rd. Kelly is from Owosso, MI where she lives with her husband and eight-year old son. She is currently attending Baker College, earning her degree in Business Administration. Before coming to ORS, Kelly worked at Jackson National Life for over seven years. She loves camping with her family, especially on the west side of the state.

Phil Stoddard  
 Edited by Customer  
 Education

Thanks for reading!!



**On the Move:**

On June 9, **Malachi Hooser** accepted a position as an analyst in BPD.  
 On June 23, **Ryan Nevins** accepted an interim supervisor position in ER.  
 Congratulations Malachi and Ryan!

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**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.