



Calendar

January

Martin Luther King Jr. Day	21
State police board meeting	24
Public school board meeting	31

On The Horizon

- State employees board meeting - February 7
- Valentine's Day - February 14
- Washington's birthday - February 18

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

2013: A year in review

Here at the end of 2013, ORS is sitting pretty on a mountain of accomplishments including a whole new retirement system (welcome, military!), after-call surveys, the most successful public pension page on Facebook, and more. We also showed our party side with Boo Day, the summer picnic, the Tigers game, golf outing, and Bring Your Child to Work Day. Take a look back at the last year before you take a deep breath and plunge into 2014.

[Click here to see more pictures from 2013.](#)

Happy New Year from the *LookOut* team!



[back to top](#)

Header is the financial square on the Bund in Shanghai on December 31, 2013. Courtesy of Reuters/Stringer.

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, Anthony, and Kerrie</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

ORS Strategic Intent



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

ORS Purpose:
 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:
Phil Stoddard
Edited by Customer
Education

Thanks for reading!!



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.