ORS LookOut

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.

ORS Calendar

October

November

What's Up with Vision ORS?

In the last Vision ORS update article we talked about the Customer Relationship Management (CRM — also known as Siebel) software implementation. As Vision ORS continues to move forward, part of the Retirement Processing Application (RPA — also known as Clarity) is beginning to be used. The staff in Benefit Management is currently using the pension estimator in the RPA to estimate pensions for state employees.

On September 10 and 11 the BPOs and other project team members visited the Covansys facility in Columbus, Ohio to get a closer look at the RPA product. Each BPO was able to spend some time with their "functional analyst," the Covansys programmer responsible for their part of the CRM or RPA. Each BPO was able to see what was developed to-
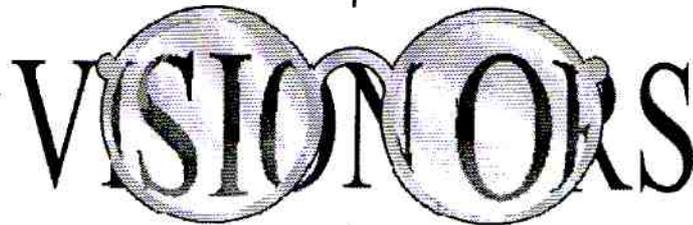
Wing B renovations continue
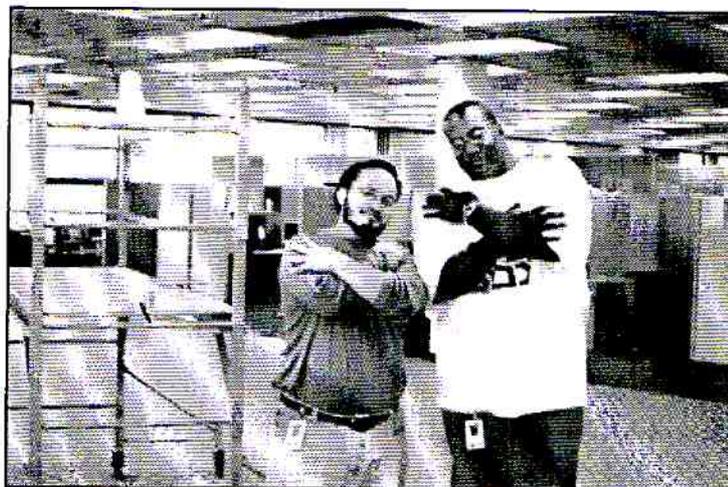
(Left) **Robert Glennon** and **David Travis** check out the progress of wing B renovations. Renovations in wing B are scheduled to be completed this December.

Vision ORS

Continued from page 1

date and how it works. This hands-on demonstration was very useful and will guide the continued development through stage 2 implementation.

The CRM and RPA implementation will have some impact on virtually everyone in ORS. Remember, in stage 2, RPA will replace all existing systems except for Common Pension Payroll (CPP). CPP will be replaced in stage 3.

The project team is continuing to fine tune the CRM, identifying necessary enhancements and changes, while continuing to develop the remainder of the RPA for stage 2 of Vision ORS. Stage 2 is scheduled to be implemented in January 2003.

Testing of these CRM enhancements as well as the RPA will begin in October. Some of us may be asked to help with the testing. Almost everyone in ORS will need training in at least some part of the CRM and/or the RPA. A training schedule should be published sometime in October, with training commencing in November.

Many of us have been hearing and reading about the CRM and the RPA, but have not yet been impacted or even seen the products in action. That will soon change. All the chatter should start to make more sense as we receive training and start to work with the new system. It is exciting to think about working with a new computer system, but also a little scary because exactly what staff will be doing and what it looks like is still somewhat unknown.

The Change Management Team will be working with the Vision ORS Project Team and the BPLs to help all of us better understand the impact to us individually and to make some of those unknowns <u>known</u> just as quickly as possible. In the meantime, if you have any questions talk with your BPL, BPO, or anyone on the Change Management or Project teams.

Vision ORS — Stage 1/ Early Out Celebration

Please reserve the afternoon of October 15 to celebrate our success of implementing stage 1 of Vision ORS, as well as continued success in processing the Early Out. Check your mailbox for more details in the next few days!
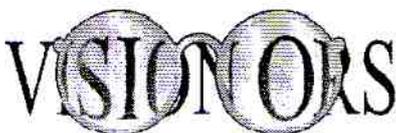
VISION ORS   early out

Comings and goings in ORS

Virginia Gibson began working in the Plan, Design, and Development area on Monday, September 23. She comes to us as a contractor from Jawood Management Associates in Troy where she is a Healthcare Analyst.

Virginia Gibson

ORS welcomes the following temporary employees. (Their first date of employment follows their names.)

Customer Accounts
Elisabeth Bussell – September 23
David Hoppe – September 23
Catherine Jones – September 23
David Meiers – September 23
Kumar Priyavrat – September 24
Stephen Wallace – September 24

Benefit Management
Janell Campbell – September 30
Nelda Fuller – September 24
Tiffany Jorden – September 30

Barakah Miller – September 24
Rhonda Silvernail – September 30
Amy Simmer – September 30
Salena Stock – September 30
Michael Sysak – September 24
Angela Tews – September 30

Heather Miller also joined Benefit Management as a student employee on October 4.

ORS said goodbye to the following individuals who took advantage of the Early Out.
Joyce Buchanan - Process Support
Lydia Cecil – Benefit Management
Andy Daignault - Customer Accounts
Colleen Daley – Process Support
Don Dimitroff – Customer Accounts
Celine Harr - Benefit Management
Anita Hunt - Benefit Management
Margo Keeler – Benefit Management
Mike Novak - Customer Education
Teresa Pilar – Benefit Management

We wish them well in their future endeavors!

Annual Member Statements set to run

This year's mailing of the public school employees' annual Member's Statement of Account is expected to begin October 7, 2002. This is the earliest date that the mailing has occurred since ORS began keeping track of such events. Approximately 333,000 statements will be mailed to member home addresses. This will include a cover memo explaining the information contained in the statement, as well as an insert announcing that the recent ORS customer survey results will be available on the ORS web site.

ORS and our members should share in the benefits provided by this year's mailing. Members will receive timely, complete, and accurate service credit information. Additionally, by sending the statements in early October, the mailing will not be competing with other scheduled mailings that have a tendency to produce a surge in telephone calls and written requests.

The expected success of this year's mailing could not occur without contributions from all areas within ORS, as well as the cooperative efforts of our partners at the Department of Information Technology (DIT), Michigan Information Processing Center (MIPC), Consolidated Print Center, and Mail and Delivery Services.

ORS United Way Campaign has a proud finish

The 2002 ORS State Employees Combined Campaign (SECC)/United Way Campaign raised $11,933.50 in pledges. That's $111.00 over last year's total! As usual, ORS staff came through to help out the community. Of the 74 donors, there were 28 new donors and 9 raised their pledges over last year.

To encourage giving, coordinator **Lisa Schmidt** recruited local charities to donate items that were raffled off to those who donated. Sixty-two people won raffle items. Incentive items ranged from t-shirts and tote bags to sticky notes and thermal mugs. Organizations that donated were Earth Share, Habitat for Humanity-Lansing and Community Health

Charities of Michigan. International Service Agencies provided the pens received with your sign-up materials.

"I was hoping the face-to-face instruction about this year's changes in the SECC Campaign would help. I'm pleased everyone responded so generously," said Lisa Schmidt.

Thanks to everyone who participated!

(Top-Left) Cheryl Moore poses with her new insulated cup she received from the SECC drawing.
(Left) Amanda Huhn hugs her new bear she won in the SECC drawing.

partners in caring
State Employees Combined Campaign
State of Michigan

Inactive? — Are you kidding?

In an issue of *New Horizons*, there appeared some heartwarming statistics. Elderly people are apparently not as inactive as we have been led to believe. Several years ago, the National Council on Aging hired pollster Lou Harris to interview fifteen hundred individuals under sixty-five and another twenty-five hundred who were over sixty-five. The younger ones thought that older people sleep and sit around a lot, that loneliness and poor health were their most serious problems, and that they didn't have enough to do. The response of the other group indicated, however, that only 31 percent of those over sixty-five are inactive, and only 12 percent complain of loneliness. Although 56 percent of the younger people thought that the elderly were disturbed by not feeling needed, this was true of only 7 percent of the older group. Most were active and functioning well.

As Amiel so beautifully said, "To know how to grow old is the master work of wisdom, and one of the most difficult chapters in the great art of living."

I wonder, how old would you be if you didn't know how old you were?

— Reprinted from *Words for All Occasions* by Glenn Van Ekern