



- In This Issue
- [Incident Management Team mobilized during system slowdown](#)
  - [Phil experiences day-to-day business first-hand!](#)
  - [Social Security Launches Prepare for your SOMEDAY campaign](#)
  - [24th Annual ORS Golf Outing](#)
  - [Blast from the past – Bridge Walk 2009](#)
  - [Spotlight on Danielle Goodale](#)
  - [Staff Training](#)
  - [Comings & Goings](#)
  - [Business Briefs](#)
  - [ORS students return to school](#)

Calendar

August	
Insurance Open Enrollment Ends	29
September	
Labor Day	1
Public school board meeting	18
State employees board meeting	25

## Incident Management Team mobilized during system slowdown

Beginning Tuesday, July 29, staff and customers began experiencing deadlocks (competing actions that resulted in everything freezing up) and unresponsiveness in ORS's systems. All production systems—Clarety, Siebel, miAccount and Employer Self Service (ESS)—were involved in this incident. The systems were running slow and at times staff couldn't do any transactions in production.

On Thursday, July 31, the ORS Incident Management Team was invoked.

“ORS has a well-defined Incident Management Process,” said **Meg Leonard**. “There are procedures in place that prescribe what to do when something happens. The procedures provide for organized and consistent instructions to use in an effort to resolve the event.”

The Incident Management Team consists of **Mike Bilek**, Meg Leonard, **Laurie Mitchell**, and **Anthony Estell**. Mike's team in AST was already evaluating the problem to find a solution from Tuesday. The Incident Management Team then asked for help from other DTMB partners to address and solve the system issues and resume functionality of the primary systems used for customer service.

Although the primary cause of the system slowness is still being investigated, the system was restored to normal performance on Thursday, August 7. The team used a variety of different techniques to stabilize the system.

“AST made several system changes,” said Mike Bilek. “They changed some queries (the way data is gathered from the database) and also changed the way memory was used within the database structure, along with other smaller changes.”

AST expects some maintenance processes to change going forward to help maintain better system health. DTMB partners and other consultants are assisting ORS with identifying the root cause. More information will be shared when the investigation concludes.

Many, many people were involved in assessing and resolving the situation – too many to recognize all of them. They worked after the end of their shifts and many continued working through the weekend. A few standouts were **Linda Beachnau**, **Rajaram Loganathan**, **Marla Milton**, **Thasin Sardar**, and **Brenda Smith**, plus Mike Bilek and Meg Leonard who acted as Incident Commanders. ORS was also grateful for the onsite presence of **Laurie Westfall** and **Lisa Evani** from DTMB-Agency Services. Laurie and Lisa helped involve other DTMB teams in analyzing the problem.

End of state fiscal year 30

- On The Horizon
- State police board meeting - October 2
  - Halloween - October 31

- 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

[back to top](#)

## Phil experiences day-to-day business first-hand!

In the spirit of DTMB Director **David Behen's** recent hands-on call center visit, ORS Director **Phil Stoddard** is dedicating time to visit with individuals in each ORS process.

"I want to get a better understanding of some of the challenges staff face and learn more about what they do each day," Phil commented. "We've spent so much time these last several years dealing with reforms and changes to our retirement acts, that it's been some time since I've had a chance to see how normal day-to-day work is done."

**Dominique Davis** was the CE representative who met with Phil. During their time together they discussed the yearly survey timelines and she showed Phil how she's been doing her data prep for the upcoming engagement survey.

Phil also had a chance to sit with **Clarissa Sheler** in PS. Clarissa showed Phil how the document indexing process works.

In upcoming weeks, Phil will be observing a variety of other jobs in ORS. Don't be surprised if you see the Director in your neighborhood!



[back to top](#)

## Social Security Launches *Prepare for your SOMEDAY* campaign

Reminiscent of ORS' own *Are You Ready?* miAccount registration initiative for SERS members a couple of years ago, Social Security (SSA) introduced their *Prepare for your SOMEDAY* campaign the week of August 18 – 23. The purpose of the campaign is to help people learn about Social Security and sign up for their free

	Expert
UAT	User Acceptance Testing



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

online account.

During the week, SSA will host numerous events and activities across the country to raise awareness about the benefits of having a “my Social Security” account. Wherever you are in your career—just starting out, mid-career, or a few years or months away from retirement—you’re going to want to see what your Social Security benefits will be and check your earnings for accuracy. Your “my Social Security” account will allow you to do that. Setting up an account is secure, quick, and easy.

Many of us put off doing *Something* until *Someday*. Check out Social Security’s public service announcement, [What’s Your “Someday?”](#) to get inspired. Open a “my Social Security” account at [www.socialsecurity.gov/myaccount](http://www.socialsecurity.gov/myaccount) and start your SOMEDAY today.

back to top

## 24th Annual ORS Golf Outing

Seventy-five ORS staff, family, friends, and business partners enjoyed a beautiful day at the 24th Annual ORS Golf Outing on Thursday, August 14. Centennial Acres Golf Club in Sunfield hosted the event for the 3rd year in a row. A 1/4 pound hot dog lunch "at the turn" was followed by a carved roast beef dinner after golf.

Two teams split the proceeds from the Skins game, with "The Four Coursemen" and "Tees Me" each earning \$110 for their efforts! Winning medallions, hole prizes and drawings for door prizes were presented during dinner.

Medallions were awarded to the top three teams as follows:

- 1st place with a 13 under par 58 - The Cooler Boyz: **Bill Motz** - retired ORS, Steve Motz - DTMB Purchasing, **Tim Droste** - ORS, and former ORSer, Tom Braun - DCH
- 2nd place with an 11 under par 60 – The Fireball Foursome: **Chad Seppala**, **Ryan Nevins**, **Tom Schwab**, and **Jon Slaughter**, all from ORS
- 3rd place with a 10 under par 61 - The Three Putts: Jim Hert and Darrell Swartz - Analysts International, John Kalanquin -DTMB, and John Rebera - consultant



Click [here](#) to see the entire gallery.

Several hole prizes were awarded to both men and women—for longest drive, longest putt, and closest to the pin—and for the most lost balls.

Once again, the biggest winner was the St. Vincent Charities Children's Home. Through various donations and the proceeds from several silent auction items, over \$576 was raised for the kids at St. Vincent's! The high-bid item this year was an MSU football signed by Coach Mark D'Antonio, donated by McLaren Health Plan.

A post-outing survey will be conducted again this year of those who attended, so be sure to share your suggestions and ideas. You can find more specifics from this year's event [here](#).

[back to top](#)

## Blast from the past – Bridge Walk 2009

It's almost time for the annual Labor Day bridge walk from Mackinaw City to St. Ignace. Will you be making the trek this year? In the past, we've had some notable participants in the walk/run, namely **Steve Crippen** and **Oris Rocks**!



Check out the entire [September 11, 2009 LookOut](#).

[back to top](#)



## My Hobby... (by Danielle Goodale)

A lot of people know about my hobby, but don't get it quite right. I usually hear "so, you go to Renaissance Festivals, right?" or the occasional "is that like live action roleplay (aka LARP)?" I'm actually in the Society for Creative Anachronism (SCA), and there is a bit of an MSU vs. U of M rivalry between us "SCAdians," the "Rennies," and the "LARPerS" (but a lot of overlap, too).

The SCA is an international organization where people recreate the best parts and skills of the pre-1600 world (mainly Europe). We don't go for true reenactment, because, well, no one is really interested in bringing back bad water, the Black Death, and life before cell phones. But we have fun dressing up and learning new skills. And like anything, some people just have fun with it, and some people really dive in deep.



I do archery—wooden traditional recurve bow that I bought. But I do have friends that have made their own bows (traditional and crossbows) and arrows. I buy my fabric at JoAnns, and sew dresses from patterns with my machine. There was one girl that sheared sheep to spin the thread to weave the fabric to hand sew the dress that she extensively researched, including making trips to Europe to see dresses first hand. (Granted, that was for a special project and doubled as part of a Master's dissertation or something.)

Other people do heavy weapons fighting (swords and shields and armor), fencing, period cooking, blacksmithing, merchanting, and a wide variety of other arts and science things. Or they just dress up to hang around with friends, doing not much of anything.

One of the highlights of the SCA calendar for the Midwest and Northeast is a two-week camping event in Pennsylvania called Pennsic War. My Facebook news feed this weekend has been full of friends coming back safely from this year's event. For two weeks, the Pennsic War creates a city of over 10,000 people, and gets its own zip code and postal cancellation stamp. I went about 10 years ago, and I think my feet are still recovering from the amount of walking I did there!!



Anyone interested in learning more can go to [www.sca.org](http://www.sca.org) or [www.midrealm.org](http://www.midrealm.org) for the Midwest Kingdom's site. And if you want to learn more than you ever wanted to know about the differences between the SCA, Renn Fairs, and LARP, come see me, and I'll try my best to explain!

Coming up, I'll be wearing a corset while camping and shooting archery in Traverse City in late September and in Ionia October 11.

[back to top](#)

## STAFF TRAINING

**Patricia Myles** attended *Five Choices to Extraordinary Productivity* on August 14, where she learned how making appropriate choices can enable time and energy to be spent on life's most important objectives.

On August 18, Patricia also participated in Voya's (ING's) *401K/457 Advanced Investing* class.

ORS held *Power of Perspectives (POP)* training on August 19 to introduce many new employees to the concepts of diversity and inclusion. These sessions are designed to help employees understand how diverse thoughts, ideas, and people foster innovation and creativity. Those attending this session included the following:

<b>Samar Benthami</b>	<b>Ethan Hoppes</b>	<b>Jeffrey Rudnick</b>
<b>Randy Bitner</b>	<b>John Karagoulis</b>	<b>Ryan St. Charles</b>
<b>Dakota Brown</b>	<b>Kevin Kubacki</b>	<b>Jon Slaughter</b>
<b>Amy Buttery</b>	<b>Sierra McNamara</b>	<b>Joshua Thelen</b>
<b>Lucy Clay</b>	<b>Jennifer O'Herron</b>	<b>Patrick Villarreal</b>
<b>Joe Grinston</b>	<b>Justin Ouendag</b>	

**Candace Clay** and **Patricia Myles** attended the *7 Habits of Highly Effective People* on August 20-22. The Seven Habits program teaches inside-out improvement; first building your trustworthiness, then creating trust on an interpersonal level to improve relationships.

On August 20, a group of CS team members traveled to Woldumar Nature Center to undertake the *TRAC (Team Building Ropes & Activity Course)*. Through TRAC, group members are able to demonstrate to themselves and to team members the importance of planning, cooperation and communication. TRAC helps build trust within the group and places value on individual contributions as an essential element to teambuilding. The following staff attended this session:

<b>Mary Anderson</b>	<b>Erica Higbee</b>	<b>Jeffrey Rudnick</b>
<b>Jason Browning</b>	<b>Andrew McDonald</b>	<b>Christina Sanchez</b>
<b>Tony Contu</b>	<b>Marissa Palacio</b>	<b>Darren Williams</b>
<b>Robert Grescowle</b>	<b>Shannon Prawdzik</b>	<b>Julie Wright</b>
<b>Joe Grinston</b>	<b>William Roe</b>	<b>Heather Zaban</b>

DTMB recently held another *Lunch and Learn* seminar across the state. The GOB session was held August 14 at noon. Attendees at these sessions heard from DTMB Director **David Behen** about one of his passion areas – coaching and mentoring and how they impact the workplace. Participants had the opportunity to ask questions and discuss challenges and opportunities in these areas. The sessions were attended by many ORS employees.

[back to top](#)



**Goings**

CS sent their best to **Ryan Marr**, who accepted a position with the Bureau of Investments within the Department of Treasury. His last day was August 15.

CS also bids farewell to **Kaleb Lenneman**, who will be attending CMU this fall. His last day is today, August 22.

CE wishes good luck to **Rachel Nurenberg**, who will be attending grad school this fall. Her last day is also today, August 22.

**On the move**

On August 18, **Stephanie Wolniakowski** made the move from DO to PS, where she will continue duties as a student assistant.

[back to top](#)



**ORS PSRU and HR websites become Responsive**

Back in May, the main ORS member websites switched over to a responsive design (RD) format. RD means the site adjusts to whatever device is viewing it, such as iPads, phones or desktops, and also adjusts as you resize your internet viewing window. Our employers will now benefit from this format after their ORS websites (HR and PSRU) are fully converted to the RD format by the end of August. Please let **Ben Southwell** or **Amy Price** know of any issues or concerns you have during the conversion. If you want a refresher on how RD format differs, check out the [LookOut article](#) from last May.

### **State employees will see changes to their insurances in October**

August each year is Insurance Open Enrollment time for state of Michigan employees. This year employees will have additional changes to evaluate and act upon. Previously, those who were hired before April 1, 2010, had different plan benefits and premiums from those hired on or after that date. See how these changes might affect you by reviewing EBD's summary flyer found [here](#). You can find additional information on these changes by going to the Michigan Civil Service Commission [insurance open enrollment page](#).

### **Notices sent to MPSERS members with TDP agreements “under water”**

Two weeks ago, about 1,900 MPSERS members were notified their Tax Deferred Payment (TDP) Agreements to purchase service credit were “under water.” When these agreements were set up, their scheduled deduction wasn't enough to pay down the interest charges, so they now have a larger balance on their agreements than when they started the purchase.

Members were encouraged to increase their scheduled deduction amounts with their employers so their agreements could be paid off in a reasonable amount of time.

### **ORS scorecards updated on BPD's KL page**

BPD regularly tracks and reports out to DTMB how successful we are in achieving our goals. The latest MiScorecard Performance Summaries, for July 2014, can be found in the KL on BPD's page. Each process has its own set of goals and metrics along with a set for ORS. Select the Scorecards tab and click on a process link to see what progress we're making towards achieving our goals.

### **Online Engagement Survey coming to your inbox soon!**

The ORS Engagement Survey is scheduled to run from September 3 through September 10. The survey only takes a few minutes to complete and provides valuable feedback. The online format allows you to complete the survey whether at work or away from the office. Staff using WFM will find time scheduled to complete the survey.

### **Webinars continue assisting schools with reconciling**

Two sessions of a monthly webinar that explains and demonstrates reconciling a MPSERS Employer Statement were held in early August. The presentation is designed for payroll staff at MPSERS schools that are behind in their payments to ORS. Attendance at the two August sessions was more than July's attendance, with payroll staff from 35 reporting units attending.

### **Retirement Readiness for state employees now online**

The August 2014 version of *Retirement Readiness: A Two-Year Countdown* for state employees is now available online. Look for updated insurance and Medicare language, Banked Leave Time (BLT) language, application steps, Community Health facility closure language, and revised examples. The website has also been updated to reflect these changes. Copies will be available in a couple weeks.

### **New AWS schedules start after Labor Day**

Fall-Winter AWS schedules are finalized and set to begin on August 31, 2014 and

will end on January 3, 2015. To check your upcoming schedule, go to [S:/Common/AWS/Fall-Winter 2014](#).

[back to top](#)

## ORS students return to school

Summer is ending, and for many, it's back-to-school time. This is the case for our student assistants who provide valuable support services to each of the processes across ORS. Now is a great time to learn a little more about our students—where they're going to school and their aspirations. Unless otherwise indicated, all of our current student assistants plan to stay at ORS while they continue their fall classes.

### *Process Support*

**Kristina Braxton** received her associate's degree from LCC this month, and plans on attending U of M Flint in January to pursue her degree in Health Care Administration.

**Seirra McNamara** is starting her junior year at LCC where she studies nursing. She plans on getting her Bachelors in Nursing at Ferris State after her graduation from LCC.

**Sam Perry** will be starting his first year at LCC, and he later plans on getting a degree in Mechanical Engineering from Michigan State.

**Stephanie Wolniakowski** begins her junior year at CMU, where she is studying Speech Language Pathology.

### *Employer Reporting*

**Autumn Hubbard** completed two years at Lansing Community College and recently transferred to Cornerstone University. She is earning her Bachelors of Science in Ministry Leadership in the two year accelerated program.

### *Customer Education*

**Rachel Nurenberg** received her bachelor's degree from MSU in May. She will be leaving ORS this week to attend graduate school at the University of Michigan and earn her Master of Social Work.

### *Customer Service*

**Dakota Brown** will be a sophomore at LCC studying Criminal Justice.

**Lucas Cairns** will be a senior at Davenport University where he is studying Marketing.

**Kaleb Lenneman** will be leaving ORS August 22 to return to school at Central Michigan University where he studies Vocal Music Education. He hopes to return next summer!

**Justin Ouendag** will be starting his junior year at MSU where he is studying Supply Chain Management.

**Olivia Schneider** is attending CMU for Actuarial Science and plans on graduating next December.

**Josh Thelen** is studying Criminal Justice at LCC.

### *Benefit Plan Design*

**Ethan Hoppes** is attending LCC and is working on his basics.

### *Director's Office*

**Chelsea Locke** attends Lansing Community College for nursing, and is going into her fourth year.

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

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Director:  
Phil Stoddard  
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Thanks for reading!!



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[back to top](#)

***Thank you Cherie Vaughn for your Lake Erie Sunset photo used as our masthead photo!***

**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.