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Calendar

March

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April

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Quick Links

miAccount rolls out to retirees

Since the initial launch of miAccount on January 30, more than one thousand retirees have established user IDs. The soft rollout has ensured that our self-service system is working as it should. We have had very few issues and are ready for the *Connections* article announcing miAccount to hit retiree mailboxes the end of this month.

Enhanced features for retirees are coming soon! Stay tuned for updates on insurance enrollment and dependent functions.

Next up, active members

The active member functionality in miAccount is scheduled to launch in April. Actives will be able create and save up to four different pension estimates, apply for retirement, view wage and service credit history, and maintain demographic information.

Active members will need their unique member ID to enroll in miAccount. ORS will distribute about 2,500 member IDs to a select group of volunteers in April. Plans for distributing member IDs to the rest of our active member population are in the works and will be finalized soon. Stay tuned for more details.



"By in large, I think miAccount is working very well," said **Elaine Scott**. "Our customers are extremely happy that it's available. One member I spoke with thought the service was incredible and he was astounded that he could change his tax withholding at 5 a.m."

How ya gonna top that?

The third annual public school employer survey results are in and they may make you wonder how ORS will top these results in 2008. Check out a few of the 2007 survey results for yourself:

- ✿ Overall satisfaction with ORS services: 94.6 percent. (This marks the second consecutive year the satisfaction score has reached or exceeded 90 percent.)
- ✿ ER Call Center Courtesy: 98.8 percent positive.

- ✿ [ORS Member Website](#)
- ✿ [ORS Employer Website](#)
- ✿ [Knowledge Library](#)

Commonly Used Acronyms

AST	Application Support Team
BLA	Business Leadership Assembly (<i>EPC, BPOs, and BPLs</i>)
BPD	Benefit Plan Design
BPL	Business Process Leader
BPO	Business Process Owner
CE	Customer Education
CSC	Customer Service Center
DB	Defined Benefits
DC	Defined Contributions
DIT	Department of Information Technology
DMB	Department of Management and Budget
EPC	Executive Process Council (<i>Phil, Laurie, Tim, Anthony, and Kathy</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
STG	Systems Technology Group (<i>Web self-service contract vendor</i>)
T&T	Tools and Technology

- ✿ ER Call Center Knowledge: 97.7 percent positive.
- ✿ Final Salary Affidavit (FSA) Calls Courtesy: 100 percent positive.
- ✿ FSA Calls Knowledge: 98.8 percent positive.

In addition, 82 percent of employers said the new link that allows reporting units to check their outstanding FSAs is a welcome tool.

Public school reporting units recognize your hard work and willingness to help them succeed as evidenced in the survey results. Congratulations on a job well done.



business briefs

Employer webinars focus on retirement law changes

CE is offering informational webinars to school employers to explain the October 2007 changes to retirement law (Public Act 110 and 111). Twelve sessions are scheduled beginning March 18 through April 24 at various times. Due to high demand, all sessions of this webinar have been filled and CE is working to make a recorded session available by the end of next week. Public Act 110 and 111 information can also be found in the [What's New](#) section on the public school employees member website.

Connections

The spring 2008 [Connections](#) newsletter will be distributed with the March warrant and EFT mailing. This semiannual newsletter includes a review of the financial status of each system as well as news and information that is of interest to our retired members. The newsletters are posted to each website and, as soon as hard copies are available, will be distributed to your mailboxes.

Direct deposit push

Approximately 90 percent of ORS retirees participate in direct deposit while the rest still receive a paper check. Those retirees receiving a paper check will get information along with their March and April check encouraging them to consider direct deposit and instructing them on how to sign up. [View the information now.](#)

Customers receive mailing

A mailing of 47 excess earnings, 69 equated cutback, and 833 disability certification letters was sent out over the weekend. In addition, next week we will be mailing the annual notification of change form and the benefit summary to Medicare members. Blue Cross Blue Shield of Michigan will also be mailing *Best of Health* to public school employees next week.

Siebel upgrade launched

The Siebel customer relations management tool launched new, user-friendly upgrades last weekend. New features include access to member IDs and customer telephone numbers, and easy functionality for running reports.

PRIMs are added

CE has added additional videoconference PRIMs for public schools in the upper and northern lower peninsula. These meetings can be viewed by clicking on the [Webinars & Seminars link](#) on the Public Schools member website.

More PROs are on the way

The Civil Service Commission will soon add more PROs for our mutual state employee customers who are planning to retire. When the meetings are added, customers can link the registration page by going to [Webinars & Seminars link](#) on

UAT User Acceptance
Testing

the state employee DB member website.

State Law Library open additional hours

The Library of Michigan is making valuable resources available to government employees through the State Law Library, 702 W. Kalamazoo Street, just two blocks west of the State Capitol between Allegan and Kalamazoo streets. Make appointments at least one day in advance to use the collection between 8 a.m. and 1 p.m. Tuesday, Wednesday, and Friday. Contact the library for more information by calling (517) 373-0630 or emailing lmllib@michigan.gov.

Comings & Goings

Process Support welcomed **Drew Gilliland** in January. Drew is a senior at DeWitt High School and plans on attending Grand Valley State University in the fall. He is a big fan of college sports and enjoys golfing and basketball.

Staff on the move

ORS bid farewell to temporary employee **Doreen Fultz** on February 29. Doreen was assisting CSC with a special reconciliation project between ORS and BCBSM.



Drew Gilliland

Why Saint Patrick's Day?

Saint Patrick's Day has come to be associated with anything green and gold, shamrocks and luck, and everything Irish.

So why is it celebrated on March 17th? One theory is that it's the day that Saint Patrick, a Christian missionary and patron saint of Ireland, died. Since the holiday began in Ireland, it is believed that as the Irish spread out around the world, they took with them their history and celebrations.

American cities with a large Irish population celebrate Saint Patrick's Day with parades, "wearing of the green," music and songs, Irish food and drink, and activities for kids. Some communities even go so far as to dye rivers or streams green!

More facts about Saint Patrick and Saint Patrick's Day celebrations can be found online at http://www.st-patricks-day.com/about_saintpatrick.asp.



Religious celebrations for St. Patrick's Day will come two days early in Ireland this year to avoid a conflict with Holy Week. St. Patrick's Day is usually celebrated March 17, but Ireland's bishops have shifted the feast day to Saturday, March 15.

Easter comes early

Easter this year is Sunday, March 23, the earliest we'll ever see for the rest of our lives. As you may know, Easter is always the first Sunday after the first full moon after the Spring Equinox, which is March 20. This dating of Easter is based on the lunar calendar used by the Hebrew people, which is why it moves around on our Roman calendar.

Easter can actually be one day earlier (March

22) but that is pretty rare. Only the most elderly of our population have ever seen it this early (95 years old or above!). And none of us have ever, or will ever, see it a day earlier! Here are the facts:

- ✿ The next time Easter will be this early will be the year 2228, 220 years from now. The last time it was this early was 1913.
- ✿ The next time it will be a day earlier, March 22, will be in the year 2285, 277 years from now. The last time it was on March 22 was 1818. So, no one alive today has or will ever see it any earlier than this year!



Governor focuses on innovation

In a recent email Governor Jennifer Granholm thanked state employees for their professionalism, perseverance, and dedication during trying budgetary times. "It is evident ... that your passion, your commitment, and your ingenuity have kept our services running smoothly and efficiently during this time," said Granholm.

In an effort to continue our innovative spirit, the governor has asked for training and other resources that will help us think and work more effectively and innovatively.

DMB Mission:
Partners in achieving
excellence

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 Management
and Budget, State of
Michigan

Director:
Phil Stoddard
Edited by Customer
Education

Innovation Intranet Page

This page will highlight innovation stories from throughout state government. The governor asks us to take a moment to send an email describing how you helped to implement an innovative new way to do your job or the job of your unit, division, or department. Send your email to:

http://extapps.state.mi.us/public/innovation_stories/.

**Send a copy of your
innovation story to
ORS-LookOut@michigan.gov
to share with staff!**

Free Innovation Workshop

Innovation Lab - From Issue to Innovation. This 4-hour workshop will help you weigh your innovative ideas against typical questions that "the boss" will want answered. Topics covered include developing a plan and packaging your innovation to best communicate it to others. Information on the workshop can be found at www.michigan.gov/greatworkplace.

Innovation is happening every day, all around us, at ORS. Let's share our great stories with our fellow civil servants.

Why are DIT technicians at ORS?

DIT staff are doing computer assessments from now until March 25 to prepare us for the M1 Migration. M1 Migration will upgrade our computers to Windows XP, move our storage from the DMB server to the state of Michigan server, and manage computer desktops. Desktop management will identify what is on each PC, standardize applications, and allow DIT to maintain an image for each desktop.

This should help resolve tickets (issues) reported to the DIT Help Desk by allowing them to resolve some issues remotely.

M1 Migration involves several steps to implement. It will be rolled out by process starting early April and continuing through May. Contact **David Travis** or **Deb Grescoble** with questions and stay tuned to the *LookOut* for further updates.

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.

Thanks for reading!!

