



October 20, 2000

Volume 4, Issue 7

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

ORS Wellness Day ---- 25th
Pension Paydate ----- 25th
Public School Employees
Board Meeting ----- 26th
SECC campaign ends-- 30th
ORS Halloween Party - 31st

November

State Employees Board
Meeting ----- 2nd
Veterans' Day ----- 10th
Pension Paydate ----- 22nd
Thanksgiving -- 23rd & 24th

Vision ORS Completes Steps 2 and 3!

The Vision ORS Business Process Reengineering project is now reaching its midpoint. Work is completed on the "As-Is" (Step 2) and "Best-in-Class" (Step 3). You will have an opportunity to receive information from your Business Process Owner (BPO) regarding the reports that were created from this work. These Steps also provide the foundation needed for the final "To-Be" design (Step 4) process.

During the "As-Is," most of the core business processes existing in ORS today were documented and assessed to understand how well they meet our current customer expectations. Generally we are meeting expectations today, but the review makes it clear that it would be difficult to improve because of

the limitations of our computer systems. If we don't change, increasing retirement volumes in the future would definitely result in less than acceptable service to our customers. The areas we currently see as opportunities for improvement were identified as "gaps" to be redesigned in the "To-Be" design. The more significant "gaps" for redesign are identified in Appendix A of the "As-Is" report.

The "Best-in-Class" study compared ORS to other similar public retirement systems and private sector organizations in terms of both service levels, cost of operations, quality of processes, and use of technology. This study
See Employee involvement is key on page 3

DC/DC transition begins in October

Completing the cycle of transitioning Defined Contribution/Deferred Compensation, some tasks performed currently by DC/DC staff will be transferred to appropriate Business Process Owners (BPOs) during October and November. The types of tasks transitioned will depend on the process function. To best make this transition work, **Elaine Lewter** and **John Davidson** conducted two classes on October 9 and October 12 to familiarize the BPOs and supervisors

with the plans and some of the ongoing issues.

This past week discussions began with each affected BPO meeting to develop a plan for the transition of their specific tasks. On November 1, **Deb Lawrence** and **Faye Norris** will begin work in their new Business Processes—Collect/Reconcile/Post and Customer Accounts, and Customer Information Center, respectively.

New 520 project improves member info security levels

In an effort to improve security levels on Member Information, the Collect/Reconcile/Post Triad has just completed a new project. Routine changes that need to be made to the demographics area of Member Information required a high level security clearance. However anyone with this high level of clearance could also inadvertently make changes to other areas that should have been secure. The security levels that allow changes to be made to the

demographics area of Member Information are now more appropriate.

As part of their regular job responsibilities, the auditors and counselors must make periodic changes to Retirement Effective Date, Status, and Status Change Date, and the evaluators need to change the Evaluation Code and Evaluation Complete Date. Various other staff members also have times when these fields need to be corrected.

Information to be changed. This capability increased the risk to data integrity."

As of October 4, the high level security has been removed from everyone except for Business Process Owner (BPO) **Carla Price** and Technology Owner (TO) Audrey Smith.

The security changes that were implemented allow for these five frequently changed fields—Retirement Effective Date, Status, Status Change Date, Evaluation Code, and Evaluation Complete Date—to be corrected at a lower security level. It will require staff to contact Carla or Audrey if other areas in Member Information need modification. A business case can be e-mailed to Carla requesting higher level security on an as-needed basis.

Frightening News!

EMPAC is planning another super-duper Halloween scare for ORS staff on Tuesday, the 31st. The 4th annual costume contest will be held, and we quote, "in a spooktacularly hideous haunted hideaway."

Explains **Audrey Smith**, Information Technology and Reengineering (ITR) lead for the project, "The only way we could allow these changes in the past was to give the folks requesting it a security level of 4, which would allow almost every field on Member

Michigan Harvest needs your help

This year, State employees are helping celebrate the 10th anniversary of the Michigan Harvest Gathering, an effort to raise food and money for the Food Bank Council of Michigan. In the past decade the Harvest Gathering has raised more than \$2.6 million and 3.4 million pounds of food, which have been distributed to needy people in each of Michigan's 83 counties throughout the Food Bank network.

The canned food drive campaign is running through October 27. A large container, clearly marked

for the Harvest Gathering, is located in the front lobby of the General Office Building by the elevators. You are encouraged to participate by collecting nonperishable canned and boxed food. Once all items have been gathered, volunteers from the local food banks or Red Cross centers will come around and collect the items.



Employees may contribute monetary donations in lieu of food items.

Cindy Shaw is the DMB Coordinator for the Harvest Gathering, and has pledge cards for those wishing to make a cash donation. She can be reached at 3-0185.

Thought for the Day

Attitudes are much more important than aptitudes.

—Alexander Lockhart



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Employee involvement is key to Vision ORS success

Continued from page 1

showed that we have opportunity to learn from others. This information will also be used in the "To-Be Design." And to follow up on these ideas, ORS staff have been, and will be making visits to other organizations to observe how they do business.

"The completion of these Steps represents major milestones in the progression of Vision ORS," states ORS Director Chris DeRose. "We are on target to continue with the next step, Step 4. You should all be proud of the hard work and dedication that have brought us to this point. As stated before, you have all had many different roles in contributing to Vision ORS, and without each of you participating as you have, progress would have taken much longer. Thank you and Congratulations!"

The project is now beginning to address the "To-Be" Design. By using the information from the "As-Is" and "Best-In-Class" we can begin to see how our organization can be transformed into the not yet determined desired state. The end result of this step will provide a more detailed vision of improved

business processes made possible by improved technology, and the acquiring of new skill sets. It will be used to develop implementation plans, budgets and schedules. A business case (cost/benefit analysis) will be done to confirm that the cost of the proposed improvements is justified by the benefits. This

work is all scheduled to be completed by the end of January.

For any organization going through a reengineering project, it can be difficult to comprehend that changes are being discussed with the

outcomes not yet known. As decisions are made in regards to the development of our processes and the technology and skill sets to support them, the Vision ORS Team—**Joanne Busley, Lisa Naccaroto, Bob Nemeth, Ray Smith, and Jerry Vinyard**—will continue to update you through the use of staff meetings, e-mails, and the *LookOut*. This is a good time to stay focused on the improvements from the result of the project, including the updated processes, technology, and skill sets.

Vision ORS: "Fast, Easy Access to Complete and Accurate Information, and Exceptional Service."

Updated Policies and Procedures



New Procedures:

FA27 Maintaining the Employee Database.

FA117 Adding/deleting staff from DCDS

Obsolete Procedures:

FA81 Operating the Microfilm Camera
CIC break/Lunch coverage

United Way raffle winners!

Friday, the 13th, was a lucky day for **Cindee Clouse, Raini Majeske, and Terry Pilar**. Their names were winners in the first of a series of United Way raffles. ORS has donated \$5,787.50 as of Thursday, October 20, and the figure is \$42,745.00 from all of DMB.



Not too early to begin preparing for the upcoming moves!

Statistics show the average worker will move from one office location to another 15 times in the course of a 30-year career. Although these moves are spread out over time, they are still unsettling and can add to other stressors in the work and home environment.

Being prepared for a move can reduce or eliminate this unsettling feeling. Here are some ways you can prepare for the upcoming moves.

- ✓ Begin recycling or discarding all unnecessary printed e-mails, miscellaneous documents, empty notebooks, outdated brochures, and any other documents you have not used in the last six months. Remember to check with **Carol Keyes Baubie**, the Business Process Owner (BPO) for



Document Management if you have historical subject matter material related to policies or procedures or Board- or member-specific materials, prior to discarding these materials.

- ✓ Assess your office equipment—make sure all items are functioning and, if not, contact **Amy Betts** and request they be picked up and placed in the ORS salvage area.
- ✓ Start a list of the items you will need immediately after the move and when it comes time to pack, put those items on top or in a separate box.

Label the box so it can be easily identified. This

might include any files you are working on when you are notified you should begin packing.

Remember, all filing cabinets and desk drawers will have to be emptied and packed in boxes for

the move. You will be supplied with boxes and a move checklist as your move date draws closer.

Not all ORS staff will be moving at the same time. With the renovation of the heating, ventilation, and air conditioning systems, some staff will move from one area in the General Office Building to another area temporarily, and then move again when their final location is renovated. These multiple moves make it even more important that we adequately prepare by cleaning our offices, discarding nonfunctional equipment, and organizing the materials we plan to pack and move.

While the design team and building coordinators are working on determining specific logistics of the move, you can ensure a smooth move for yourself by beginning now to prepare for this exciting upcoming event!

Comings & Goings in ORS



Erik Freden

Erik Freden joined the Customer Information Center (CIC) on October 16. He has worked for the State nearly 14 years, most recently with the Department of Treasury.

Kisha Beverly-El is a temporary who came to Active Accounts on October 6.

Ben McIntire left ORS on October 13 for a Financial Specialist position in the Budget office of the

Department of Management and Budget. He was with ORS four and one-half years and has been with the State for 20 years. **Dan Harry** will fill in until recruitment is complete and a permanent replacement is hired.

Donna Macklin's last day at ORS was October 4.

Aaron Ludwiczak, a temporary in Active Accounts, left October 6.

Tami Rozovics, People Lead, for the Vision ORS project, left the Project October 16 for another assignment with EDS.



Cheese Corner Answers

Just in case you had any difficulty solving them, here are the answers to last issue's *Cheese Corner*.

TTTTTTTTT9.9 = 99.9

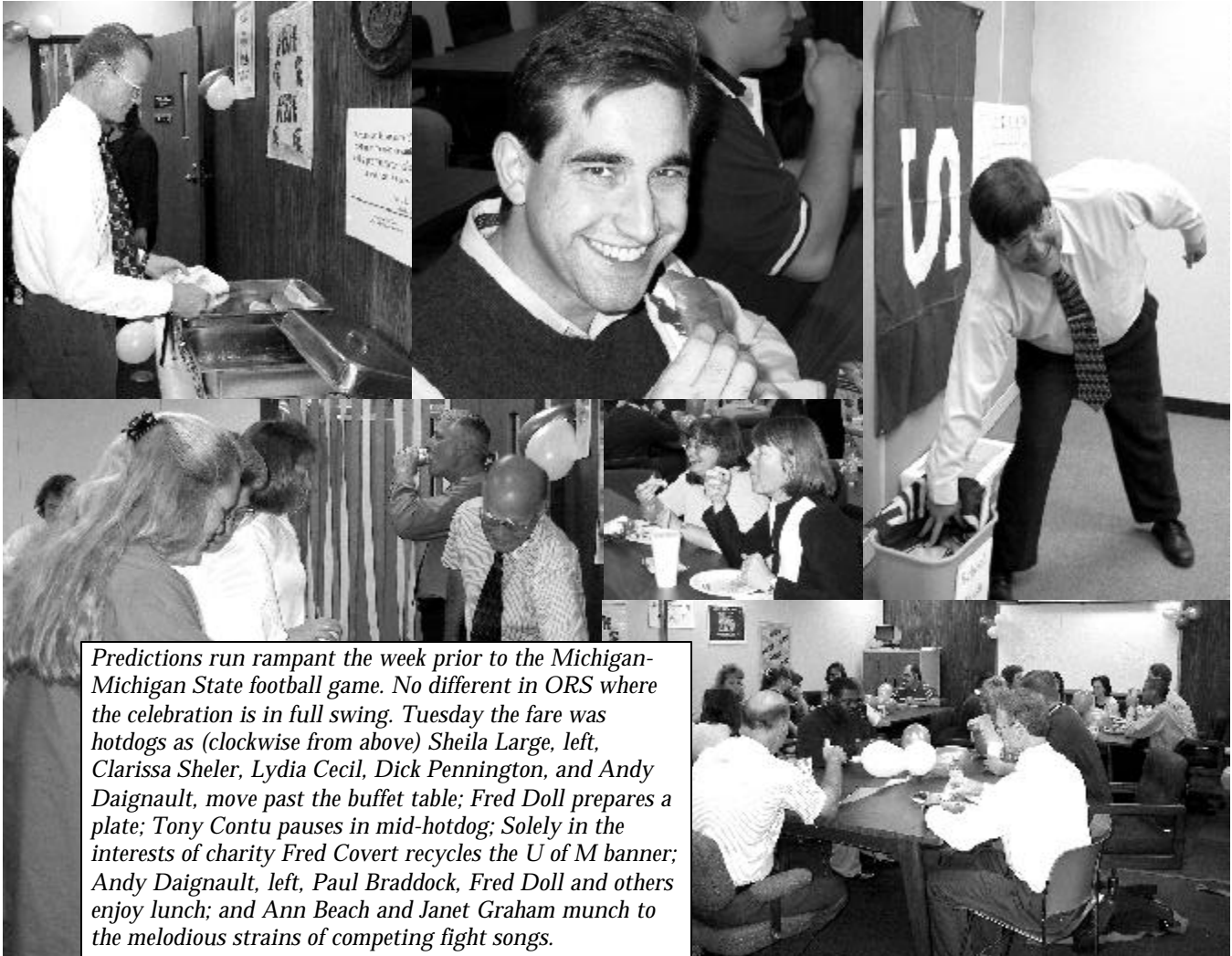
cl_udy = partly cloudy

HARMgood = more harm than good

CirKEEPcle = Keep in shape



Spirit Week whips Spartans and Wolverines to a frenzy!



Predictions run rampant the week prior to the Michigan-Michigan State football game. No different in ORS where the celebration is in full swing. Tuesday the fare was hotdogs as (clockwise from above) Sheila Large, left, Clarissa Sheler, Lydia Cecil, Dick Pennington, and Andy Daignault, move past the buffet table; Fred Doll prepares a plate; Tony Contu pauses in mid-hotdog; Solely in the interests of charity Fred Covert recycles the U of M banner; Andy Daignault, left, Paul Braddock, Fred Doll and others enjoy lunch; and Ann Beach and Janet Graham munch to the melodious strains of competing fight songs.

Mark your calendar for the ORS Wellness Fair

On Wednesday, October 25, the ORS Wellness Committee, **Joyce Buchanan, Mary Burmis, Janet Graham, Lisa Schmidt, and Michael Zingsheim**, will be presenting a Wellness Fair for ORS staff. The fair will take place in the back of the cafeteria, in Conference Rooms A and B, and will run from 10:00 a.m. to 3:00 p.m.

Participating organizations such as Delta Dental, Ingham Regional Medical Center, and Creative Wellness (to name a few of the 20 expected) will have booths set up for you to receive information

and improve your health. There will be blood pressure checks and healthy heart screening, demonstration of exercises for arthritic beings, a computerized health quiz, raffles, and much, much more, including some healthy treats.

You are welcome to come at any time and join us at the Wellness Fair!

Correction

Several dates in the ORS Calendar in the last issue of the *LookOut* were incorrect. Please refer to the Calendar in this issue for the correct dates. The *LookOut* staff apologizes for the errors.



A stopwatch and a whistle aren't items **Tim Simpson** uses as an Active Accounts Analyst. However, when the workday is over he puts them to use. This year Tim began coaching the girls' and boys' cross-country and track team at Catholic Central High School in Lansing. So far, both teams are doing very well. He works with the team four nights a week to help them prepare for regional competition.



Tim, number 58, competed in the U.S. National Meet in San Jose in 1987.

Tim has previously coached track for Haslett High School and was also an assistant coach at Michigan State University from 1988-1990.

In 1984, Tim began running for MSU's track and cross-country team and later received a scholarship. He currently holds MSU's record for the 1,500-meter run. During his senior year he placed 10th in national competition and earned All-American honors.

Tim went on to qualify for the 1988 Olympic trials, achieving 12th place of the 40 Americans who qualified. In the next month he ran various meets throughout Sweden and Finland.

Aside from coaching, Tim also enjoys supporting his alma mater by attending MSU football and basketball games.

Don't be a pumpkinhead; solve this issue's Scramble!

Your friendly Scramble editor believes cats are so smart that whatever they have should be bottled. He thinks this new product will be purr-fection. In fact, he even has a name for it: "Catatonic." He was inspired by his own cat, which is so smart that it does math calculations. This witty kitty discovered that if you divide the circumference of a pumpkin by its diameter you get pumpkin pi.

If math's not your strong suit, try this Scramble. The message will help you deal with work-related issues.

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nastgiderndun — talpo

The answer will appear in the next issue of the *LookOut*.

