



August 25, 2000

Volume 4, Issue 3

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

August

Pension Paydate----- 25th

September

Labor Day Holiday ---- 4th

Public School Employees

Board Meeting ----- 14th

Pension Paydate ----- 25th

State Employees Board

Meeting ----- 28th

End of State fiscal year 30th

October

State Police Board Meeting

----- 19th

Pension Paydate----- 25th

ORS honored by Capital Quality Initiative

On August 16 ORS was honored by the Capital Quality Initiative at the Kellogg Center in East Lansing.

Capital Quality Initiative is an organization dedicated to the promotion of quality in the greater Lansing area. Its mission is to inspire and assist organizations to become more effective by providing learning opportunities in quality management philosophies and practices.



Capital Quality Initiative Director Adrian Bass, right, presented a book of Michigan scenes to Chris DeRose on behalf of ORS.

ORS Director **Chris DeRose** took part in a panel discussion with three other organizations that have significantly improved customer service. The other groups were West Side Car Care, the Capital

Area Response Effort (CARE), and the Shiawassee Intermediate School District. Along with ORS, these

organizations were recognized for having taken steps in the pursuit of quality and customer service.

Although the four organizations were quite different in nature, a common thread of customer service and caring ran through the descriptions given by Chris and the other representatives. Chris commented, "I was thrilled to see ORS

staff honored in this way. Most of us have a sense we have greatly improved service to our customers, but it is reassuring to have an organiza-

See Capital Quality Initiative on Page 3

Effort Continues on Step 2 of the Vision ORS Project

At our All-Staff Meeting in July, **Joanne Busley**, the Vision ORS Process Team Lead, informed us of the intent of Vision ORS Step 2—Understanding the As-Is, Step 3—Researching Best-In-Class, and Step 4—Developing the To-Be.

You will also recall that our "stand-in" Leadership Team did a great job of explaining some of these project terms in

the comical yet informational skit they performed for us!



This past month the Vision ORS Team (including the ORS Leaders, the Business Process Owners, and the Project Team

members from CBSI) has been actively engaged in Step 2, the As-Is Analysis

See Vision ORS Project on Page 2

Vision ORS Project *Continued from Page 1*

step. We began by providing training to the Vision ORS Team in process analysis/design tools, change management, and process metrics.

With this new skill set, we are in the process of developing an Enterprise-level analysis of ORS operations which will help with defining "success" in the eyes of our external customers, and the mapping out of how our work is actually accomplished. This phase will involve the creation of Top Down Flowcharts, Process Maps and the identification of "quick hits" (or identified operational problems that can be fixed in the

short term and implemented easily).

Three teams currently are working on the process mapping. The ORS team coordinators are **Anthony Estelle, Kathy Tober,** and Joanne Busley.

As the Vision ORS Team continues with this activity, we plan to involve some ORS Subject Matter Experts (SMEs) to ensure the accuracy and completeness of the process maps.

On July 27, consultants from Cost Effectiveness Measurement, Inc. (CEM) were on site to kick-off Step 3 of Vision ORS, Researching "Best-In-Class." The first part of this step is to gather data on existing ORS

operations. This data will be the basis for selecting the "Best-In-Class" benchmarks (i.e., other retirement organizations), where we hope to identify improvement ideas for ORS. Step 3 is scheduled to be completed on October 17th.

We will follow this with Step 4, Developing the To-Be, which will result in the redesign of ORS operations, so that ORS can not only handle the increased volume of retiring Baby Boomers, but also improve the accessibility and quality of our services.

Purpose of Vision ORS Team: Supporting the ORS Vision of providing "fast, easy access to complete and accurate information, and exceptional service."

ITR book club idea is one worth copying throughout ORS!

Last spring the Information Technology & Reengineering Division (ITR) began looking at putting together a professional development plan for the division. During the course of this effort, **Joyce Buchanan** of ITR was reminded of the books she had intended to read for professional development. But sometimes it's hard to get motivated to read the books one should. So, employing the philosophy of "the more the merrier," Joyce suggested an ITR book club.



Since March, most of ITR and all of the Technology Owners have been meeting every three weeks or so during lunch to discuss books relating to their new New Foundation roles. The first book was "Managers as Facilitators" by Weaver and Farrell and their

current assignment is "People Smart" by Silberman. Members of the book club take turns acting as facilitator and the discussion usually covers two to three chapters of the book. Meetings consist of a brown bag, where the members can discuss the chapters they've been assigned while eating lunch.

Joyce says that the club approach affords a motivation to do something that might otherwise be tedious. And she says a lot of the information gleaned can be applied to everyday life as well as the workplace. "At first I was afraid people wouldn't like the idea of the club," she recalls. "But some of them have already been talking about what book we're going to read next."

This could be the catalyst for other

ORS book clubs, organized on a topic, such as project management, available to anyone within the organization. The folks in ITR will be glad to help you get started!



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Capital Quality Initiative

continued from Page 1

tion whose focus is quality recognize this as well. I enjoyed hearing the stories of the other organizations on the panel too. It is nice to know we are not alone on this journey.”

A special handout detailing ORS’ journey was passed out to those attending the breakfast.

Student Assistant **Marisa Nedock** produced the cover, which featured pictures of ORS employees.

On behalf of ORS, Chris received a book of photographs of Michigan from Adrian Bass, director of Capital Quality Initiative. The book will be on display in the reception area for all ORS staff and customers to enjoy.

WOW! Summer rush results in remarkable numbers!

ORS staff performed in spectacular fashion during this year’s Summer Rush. ORS received 4,350 July 1 effective date applications by July 1, 2000, and placed 4,093 (94.1%) of those applicants on payroll within 60 days.

Compare that with last year when we had received 4,053 applications by July 1, 1999, and placed 3,745 applicants (92.4%) on payroll within 60 days. Congratulations to all involved in putting more than 4,000 Public School Employee members on payroll!

Business Process success story

Process 330 – Applications

BPO **Deb Mosher**; TO **Michael Zingsheim**; TP **Donna Sivaraman**

As Business Process Owner (BPO) for Applications, Deb Mosher is accountable for managing the various processes that make up Information Technology (IT) projects. To assist in managing IT projects, a variety of tools and templates have been developed by the Technology Owners (TO’s), **Joanne Busley, Deb Grescowle, Meg Leonard, Lori Powell, Audrey Smith,** and Michael Zingsheim, with assistance from the ORS Schedulers, **Colleen Daley** and **Denice Hansen**, Applications Subject Matter Expert (SME) **Joyce Buchanan**, Information Technology Service Division (ITSD) team members **Gary Baron, Pete Perala,** and Donna Sivaraman, and the New Foundation Team, **Fred Covert, Murphy Cutler** and **Andy Daignault**.

Tools and templates developed include a Metrics Tracking Database, a standardized Application Coding Structure, Business Process System Cross Reference Sheet, IT Project Request List (FY 2000

through FY 2002), ORS Internal Application Documentation guidelines, a Technology Move procedure, a list of scheduled Production Programs (and the Triad Members assigned to each program), and a list of Wang Processes (and the Technology Owner assigned to each process).

Once developed, many of the tools required input by the Triad Members. The TO’s had the assignment of presenting the tools to their Triad and requesting input from the Business Process Owners, Technology Providers, and SMEs.

A few of the benefits the tools and templates will provide are: assisting in project management and budget forecasting, tracking project data and information, tracking technology (application) moves within the business processes, and identifying who to contact when a program aborts.

“The Technology Owners and others involved have put forth a lot of effort in developing the tools and templates to assist in the various aspects of project development and system maintenance,” states Deb Mosher. “Having these tools and templates in place will save a great deal of time as we move forward toward Vision ORS.”

Checks, we get checks — a record day in the ORS mailroom!

On July 20th the ORS mailroom took in the largest amount in checks on record in one day. The whopping 34 million dollars in one day came in 264 checks for an exact total of \$34,202,051.25. **Sheila Large** reported this was the largest deposit she had handled in her three-plus years working in the mailroom. The amount was double any other day's deposit in July. Public School Reporting Units have a deadline of the 20th each month for contributions to be received before late fees are accessed. Thus the 20th of every month is typically a heavy day for check receipts.



Sheila Large, left, Mary Sheltraw, Amy Betts, Clarissa Sheler, and Lisa Schmidt (not pictured), keep the mail moving in ORS.

The mailroom receives an average of about 160 checks per day or about 3,020 per month. In addition, mailroom staff write an average of 25 receipts per

representatives.

The checks received in the mailroom are only a small part of the average 22,000 pieces of mail ORS receives on a monthly basis. Mailroom staff **Clarissa Sheler** and **Sheila Large** open, sort, date stamp, and route these pieces while preparing the checks for the daily 2:15 PM deposit. **Amy Betts**, **Lisa Schmidt**, and **Mary Sheltraw** provide back up support in these mail duties. Hats off to these staff who work so hard to bring you your daily mail and move those checks from ORS to

month for deposits that are hand carried into ORS by members and Reporting Unit

Treasury for deposit into our pension funds.

Comings & Goings in ORS



Lindsay Smith

Lindsay Smith is a student assistant who began work in ITR on August 21. She is attending Michigan State University, majoring in interdisciplinary studies.

Sarah Zielaskowski, a new student assistant in Claims Processing, started on August 14. She is studying elementary



Sarah Zielaskowski

education at Lansing Community College.

Linda Zell and **Christine Greenly** began working August 14 in the Customer Information Center. They are temporary employees from Advance and will be data entering beneficiary forms.

Dee Eastin, a temporary in Microfilm, started on August 14, replacing John Horner who left to go to Western Michigan University.

Rebecca Eastin, a temporary employee, started in Microfilm on July 25.

Cathy Hacker is a temporary

employee working in Active Accounts on the Detroit Data Purity Project. She came to ORS on August 14.

Lila Christiansen has temporarily assumed the Report Processing Unit supervisory duties during Chantele Geisenhaver's maternity leave, effective August 21.

Sherren Sebrell, student assistant in Claims Processing, left August 17 to return to school at Grand Valley State University. She has been at ORS for three summers.

Thought for the Day

Attitudes are contagious. Is yours worth catching?

—Alexander Lockhart

ORS Staff to receive state-of-the-art PC's in September

Keep an eye on your cheese, because your mouse soon may be moving at warp speed! In the next month and a half, all ORS staff is scheduled to start receiving "brand spanking new, out of the box" PC's. This is part of the preparation for the new IT systems ORS will have through Vision ORS.

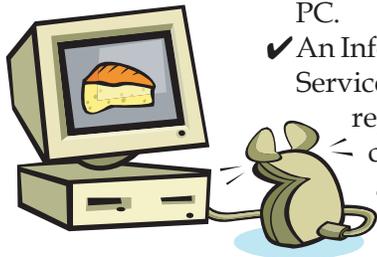
These new state-of-the-art PC's will operate much faster, (866 MHz or higher), have far more memory (256 MB) and far greater storage capacity (15.6 GB hard drive). In addition, the new standard monitor size will be 17", a big improvement for many of us.

PC Deployment Plan

The schedule for deployment will be on Wednesdays and Thursdays over a five-week period, tentatively scheduled to start in mid-September.

A tentative prioritization schedule was established based on who would be requiring the new HRMN (Human Resource Management Network) application to do their work. As it becomes known, as much notice as possible will be given to you as to the specific date for your PC replacement.

Things you need to know:



- ✓ All PC deployment will take place after 5:00 PM on the days indicated above to minimize disruption to you and the work you do.
 - ✓ All of the critical applications you are currently using (those you can't live without) will be loaded at the same time your new PC is deployed.
 - ✓ All noncritical applications (those you can live without) will be loaded within seven business days of receiving your new PC.
 - ✓ All data accessible to you now that resides on a shared drive location such as [FSRetirementShared@DMBRetirement2....](#) or [MPSESRFiles@MPSESRRetirement...](#) etc., will likewise be made accessible to you on your new PC.
 - ✓ An Information Technology Services Division (ITSD) representative will make contact with you at least a day prior to your scheduled PC replacement with further instructions.
 - ✓ Accommodation will be made whenever possible to account for individual absences such as annual leave, sick leave, etc.
- Things to prepare for ahead of time:
- ✓ Be sure to write down ahead of time such things as:
 - ✓ Your Banyan Streettalk name, Example: John Doe@MPSESR@DMBRetirement

- ✓ GroupWise name, Typically, this is last name first initial with no spaces Example: DoeJ (for John Doe)
 - ✓ Windows Screen Savers you are using,
 - ✓ Password(s)
- Please call **David Travis** in ITR at 2-6848 should you have questions or need help.

Since the goal is to load all information from your current PC to the new one, you will want to "clean up" your PC by deleting any data or e-mails you no longer need. Information that resides on the C:\ drive that you are concerned about losing should be saved by you on a floppy diskette. Err on the side of being "safe, not sorry." Again, feel free to call David Travis at 2-6848 if you have questions. Diskettes can be found on the third floor of Wing A, in "Stockroom A" located near Pillar 5C.

David will be meeting with each of you, and in some cases may have already done so, to take an inventory of all applications currently residing on your PC.

ITSD is confident that with the PC deployment plan they have outlined, and your anticipated cooperation, that the forthcoming transition will be a smooth one.

Should you have any questions regarding any of the foregoing please feel free to contact EUC (End User Computing) Coordinator, David Travis at 2-6848.

“The Schedulers” keep payroll payments rolling

SPOTLIGHT

on Colleen Daley
and Denice Hansen

Colleen Daley and Denice Hansen of ITR are “The Schedulers.” They are instrumental

in ORS’ everyday mainframe computer processing and do it so well they are almost invisible. Many times the only evidence some people have that Colleen and Denice are here is those computer production reports that have an “R” or “AR” on them. You thought these reports were produced and distributed by Treasury? Well, SURPRISE . . . “The Schedulers” not only schedule the programs at MIPC (the Michigan Information Processing Center) that produce these reports but they distribute the reports as well.

Colleen and Denice also create and update documentation that delineates how all the daily, monthly, annual, and quarterly processes flow. In addition, they are in charge of a portion of the

security/ passwords that staff use daily, and are instrumental in the project testing and implementation processes. They serve as the liaison between ORS and Treasury Data Entry. Ultimately they make sure those payroll payments get rolled out on time.

Laurie Abraham and Margo Keeler in Pension and Insurance Management have high praise for Colleen and Denice. Says Margo, “If they weren’t here keeping the computer programs running, approximately 170,000 retirees would be calling looking for their monthly payments. When there are problems or glitches, everything stops and we band together to work them out.” Laurie agrees, saying, “They are always there for us and are very easy to work with.”

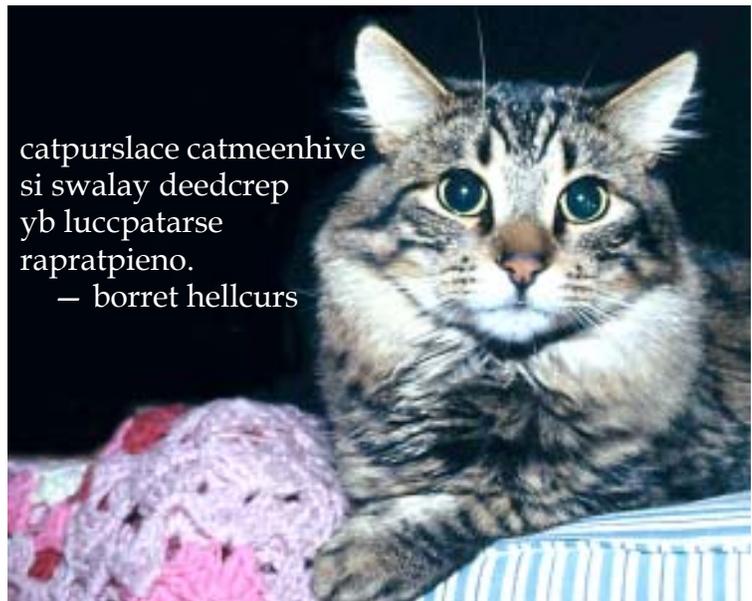
Several months ago, in appreciation for the efforts of Colleen and Denice, ITR staff took up a collection to buy a very nice looking artificial tree to help spruce up The Schedulers’ work area. Birds and butterflies were added to give it a festive look. Of course, they’ll have to be pretty early birds to keep up with The Schedulers!

This Scramble is really the cat’s pajamas!

Maybe your friendly Scramble Editor needs a cat scan, but he thinks this brain teaser reaches new heights in kitty literature. He’s purrfectly convinced that it will give you “paws” to reflect on an idea that can inspire all of us. Don’t be a fraidy cat; if you get stuck, collaborate with a co-worker. And it’s no catastrophe if you don’t get it—the answer will be published in the next issue of the *LookOut*.

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— borret hellcurs



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