



ORS Look Out

Year 2000



42 Days

November 19, 1999

Volume 3, Issue 9

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

November

Public School Employees
Board Meeting ——— 19th

Pension Paydate ——— 24th

Thanksgiving Holiday - 25th
& 26th

December

ORS Holiday Party — 15th

Pension Paydate ——— 17th

Christmas Holidays — 23rd
& 24th

New Year's Holidays -- 30th
& 31st

ORS sees start of New Foundation

ORS staff recently received detailed information regarding the months of hard work by the New Foundation Team. The Vision ORS Project recommendations, which have been approved by the ORS and ITSD Leadership

Teams, were explained in meetings on Wednesday, November 10 and Monday, November 15. The New Foundation is being built to enable ORS to respond to the increase in demand for services, e.g., the predicted 40% increase in

retirements in three years, retirees living longer, customers needing more specialized care, etc., by becoming a more effective and efficient organization and being better able to apply technology.

ORS management had determined that in order to meet the demands, we need to redefine how we do business and improve the relationship between ORS and Information Technology Services Division (ITSD) – rebuilding it from the foundation up.

The New Foundation Team, consisting of Fred Covert, Andy Dagnault, and Judy Simon from ORS, and Murphy Cutler from ITSD, have been working with Vision ORS Project Manager Ken Theis and consultant Pat Maltby to improve the way ORS meets business requirements and the information

technology processes between ORS and ITSD.

The New Foundation Team recommendations are that ORS:

- * Become a Process-Oriented Organization
- * Define Roles and Accountability
- * Align Business Processes and Technology
- * Define Operational Processes
- * Establish Metrics (measurements)



Andy Dagnault from the New Foundation Team, presents some of the Team's recommendations which have been adopted by the ORS and ITSD Leadership Teams.

Staff were shown the ORS Business Function Model, which shows ORS's key processes, and an example of tasks or a breakdown of a business

process. It was explained that each key business process will be assigned an "owner" who will be accountable for insuring that our service goals are met. These goals will be agreed upon when we define our process metrics or measurements. In addition, each business process will have a "Triad" (team of three) to work with when we want to apply technology to enhance our services. The Triad is the Business Process Owner, IT Owner (IT & R staff) and an IT Provider (ITSD staff).

In the next few months the business process owners, technology owners, and technology providers will be selected. Tools and templates, as well as training, will be developed. Then implementation of the initial step for the Vision ORS Project will begin.

Spotlight on ORS Board members

Jan F. Miller, State Police Retirement System Board Member

Mr. Miller, a member of the Board for three



Jan F. Miller

years, enjoys "the knowledge, diversity of background, and strong desire of the individual board members to represent the

best interests of the board as a whole." Mr. Miller represents Jan Winters, Representative of the State Employer.

In addition, Mr. Miller said, "My primary day job, and sometimes late night job, is that of a Labor Relations Specialist and contract administrator in the Office of

the State Employer." He is one of the chief negotiators and he administers several of the collective bargaining agreements with the various employee unions, including the agreement with the Michigan State Police Troopers Association.

Mr. Miller added that his hobbies include "serving as a chauffeur, band concert attendee, sports practice and game bench warmer for three boys still at home." During his limited free time, Mr. Miller likes to "play at" golf.

Mr. John R. Schoonmaker, State Employees Retirement System Board Member

For two years, Mr. Schoonmaker has enjoyed being a member of the Board because of the personalities,

competence and interaction of the other Board members.



John R.

Schoonmaker is the Director of the Code Research and Interpretation Division of the Michigan Insurance Bureau. He said the work varies, but this year, "the focus is on the conversion of three large life insurers from mutual to stock companies."

Mr. Schoonmaker also serves on the Interstate Receivership Compact Commission. In his spare time, Mr. Schoonmaker enjoys sailing, chess, guitar and tennis.

Updated Policies and Procedures



Add these new and revised policies and procedures to your list.

New procedures are:

FA96 Receiving Filmed Documents from Off-Site

FA97 Microfilm Processing EFT / Address Changes

FA99 Operating the Diazo Printer and Diazo Processor

OPER354 DC Rehire

ORS67 Registering for Classes at LCI (Lansing Computer Institute)

There are also two recently revised procedures:

FA80 Pulling and Refiling Microfilm Jackets

ORS46 All Staff Requesting Microfilm Files

Watch future issues of the *LookOut* for additional changes to the On-Line Policy and Procedures. To locate and access a specific policy and procedure, take a look at procedure ORS20 located on the FSRetirementShared drive in the Pol_Proc folder.



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Chris DeRose, Director
Rosemary Baker, Matt Beha and
Robert Glennon, Editors

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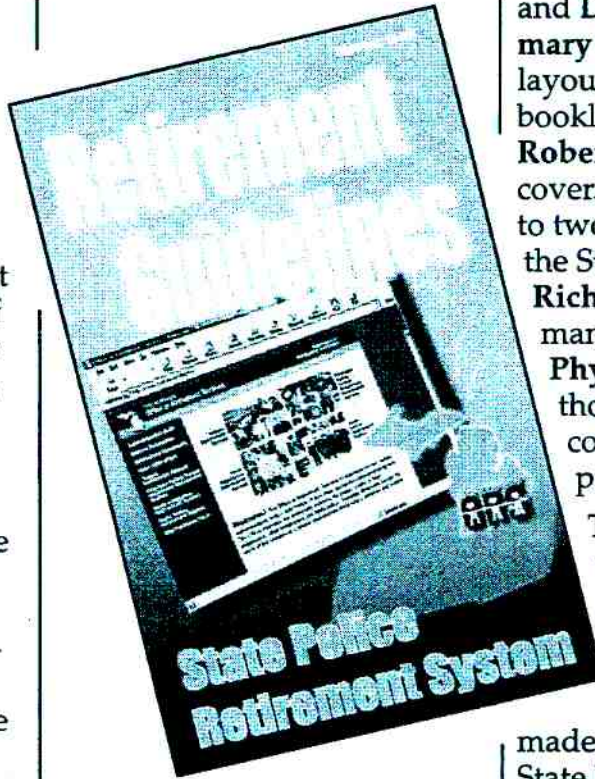
State Police have new Guidelines book

State Police employees now can go to a single, comprehensive source of information on their Retirement program, the new *State Police Retirement Guidelines*.

The new *Guidelines* includes information about retirement eligibility, pension benefits if injured in a duty or nonduty situation prior to retirement, and pre-retirement survivor pension and insurance benefits.

These *Guidelines* also provide ORS staff with an authoritative source of information about the State Police Retirement System. Now all staff can have access to up-to-date retirement information for State Police, if a question comes up.

Several people helped make this book a reality. Linda



Mahlow coordinated the review process and provided valuable input on the content, along with Lila Christiansen

and Donna Macklin. Rosemary Baker handled the layout and design of the booklet, and all the editing. Robert Glennon designed the cover. Special thanks go out to two special people from the State Police, Inspector Richard Darling and Human Resource liaison, Phyllis Holten, who did a thorough review of the content before it was published.

These new *Guidelines* will be included in State Police Retirement Application packets, sent with certain correspondence, and made available to current State Police officers. If you need a copy of the new *State Police Retirement Guidelines*, copies are located in Stockroom B on 3A.

DMB employee survey results released



DMB Director Janet Phipps met with staff to share the results of the recently conducted DMB Employee Survey, using an open-forum meeting format. The survey showed a number of positive indicators, such as "65.5% of employees surveyed view DMB in either a 'Strongly Positive' or 'Positive' light" as well as areas which could use some work, like in "Cohesion" (teamwork and group interactions) and "Organizational Health" (clarity of roles, relationship of objectives to mission, etc.).

Janet also shared the progress being made with the DMB Strategic Plan. Specific "drivers" or areas of focus have been identified along with strategies to address these drivers. Teams are now looking at what actions need to be undertaken to resolve these strategies, along with measures to track the progress.

If you didn't get a copy of the survey results, contact your supervisor or Director.

Thought for the Day

The six most important words:
I admit that I was wrong.

The five most important words:
You did a great job.

The four most important words:
What do you think?

The three most important words:
Could you please . . .

The two most important words:
Thank you.

The most important word:
We.

The least important word:
I.

IT & R provides cross-division support

Did you ever wonder how the beneficiary designation gets entered into the system for Public School employees? Information Technology & Reengineering (IT & R) staff found out first hand all of the steps involved as they helped the Reporting Unit staff key beneficiary nomination forms the last week of October.

Fall is the peak time for receiving new or revised beneficiary nomination forms. The quantity of these incoming forms increases dramatically as schools hire new employees, and staff return to work and realize they should change their beneficiary designation because of a change in their family situation. This year the volume jumped at the end of August, and has continued at a heavy flow of approxi-

mately 2,000 beneficiary nomination forms a week, every week, since then.



The inflow of forms has been so heavy this fall that the Reporting Unit staff needed help keeping up. So IT & R staff were "recruited" to help reduce the ever-growing stack of forms.

During the week of October 25 - 29, many IT & R staff pitched in and learned how to

enter the information from the Beneficiary Nomination form into LightSpeed. The cooperative spirit spread to other areas of ORS as **Connie Lyles** and **Jamie Mosley** from the Director's Office, and **D. Gearhart**, Director of Finance and Administration, put their typing fingers to the cause as well.

In a week's time the team keyed 1,302 forms. For the whole month of October, 9,162 beneficiary nomination forms were keyed. While there are still over 11,000 left to be keyed, and more coming in each day, IT & R's efforts made a dent in the stack.

Thanks to all the IT & R staff and other ORS staff who shifted roles to help support the Reporting Unit staff.

Public School customers benefit from procedure change

A larger number of Public School employees will see their total years of service on their upcoming Annual Member Statement because of a change in our coding procedure. Total years of service are shown only for those accounts which have a special "evaluation code" (a "3" or a "4") on the system. All others report just the current year's service credit, based on their hours worked.

The "evaluation code" indicates the member's data in

our system accurately reflects the years of service credit the member actually earned. In the past, staff manually evaluated and audited the member's service credit history to make sure the data collected from the Reporting Units was accurate before they coded the account with the "3" or "4".

Now, because of the audits and controls currently in place, we are confident the service credit the Reporting Units report quarterly is

accurate, and we can accept it without further evaluation or audit in most cases. With the implementation of the new procedure, staff can now apply the evaluation code to the records of any new Public School employee. This evaluation code is applied when the Public School employee's Beneficiary Nomination form is keyed - which results in their total years of service showing on their future Annual Member Statements.

Spotlight

on Lisa Reed



Running is a passion for Lisa Reed, and she's making it count as a member of the National Arthritis Foundation's Joints In Motion Marathon Team. Lisa's team, composed of members from across Michigan, and other Arthritis Foundation teams from across the U.S. will compete in the Bermuda International Race Weekend on January 16.

The goal of these Arthritis Foundation teams is to help raise money to continue arthritis research, fund educational programs, and support community-based efforts for those affected by arthritis and related diseases. Although each runner is expected to raise \$3,000 for the foundation, Lisa is working hard to exceed that amount, gathering support from businesses and organizations in her home community of Grand Ledge, and from her friends and colleagues.

When Lisa runs her 26.2-mile event in Bermuda in January, she will be running in memory of Amy Finn of Grand Ledge who died earlier this year from Lupus, one of the forms of arthritis.

Keep up the training Lisa, and best of luck in January!!



Trouble locating ORS templates? Follow this PC Tip.

You should be able to bring up a variety of ORS templates in Word through the FILE, NEW menu bar options. These include templates for an ORS letter, ORS memo, an electronic version of the WOW card, a series of pre-written form letters primarily relating to Public School Employees' topics, memory paragraphs created for Public School Employees' correspondence, and 40 to 50 other special use templates.

If you select FILE, NEW in Word and don't see a large assortment of templates in the window on your screen, you probably need to tell Word where to find these templates.

(Don't use EXPLORE to access the templates from the shared drive TEMPLATE directories – it could damage the templates. Also don't copy the templates to your C:\ drive since you will not have access to any updates made to those master templates.)

To tell Word where to find the ORS templates, do the following. Open Word and select TOOLS, OPTIONS from the menu bars. A series of tabs will show in the OPTIONS window. Click on the tab which reads FILE LOCATIONS to bring it to the front.

The path locations shown on the right side of the window indicate where Word looks for or stores the file types indicated on the left side. Do you have something listed across from Work Group Templates? If the area is blank, Word doesn't know where to find the directory with all of the ORS templates, so you need to tell Word where they are.

Click on the "Modify . . ." button at the bottom of that window. In the MODIFY LOCATION window, click on the drop-down menu beside "Look in" and maneuver to the shared drive you use, either the MPSERSFiles . . . or the FSRetirementShared . . . drive. Double click on that drive, then scroll down to the TEMPLATE directory. Select that and click OK.

The next time you select FILE, NEW in Word, you should see a variety of templates you can access.

Comings and goings

The Communications Unit of Customer Service gave a hearty welcome to **Marisa Nedock**, a new Student Assistant. Marisa is attending MSU working on a degree in Communications.



Marisa
Nedock

Congratulations to **Ray Fleming** who accepted a new position here in Lansing to assist the Outreach Offices. Over the next several weeks Ray will be transitioning from his work in Operations to his new Customer Service responsibilities.

ORS staff said farewell to **Judy Simon** who has been one of our key Reengineering facilitators for the past three years. Judy's last day

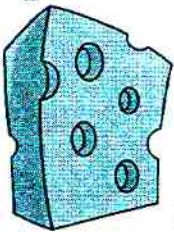
was November 10. She's headed to the Secretary of State.

As of November 12, **Barbara Kirkland** from Finance and Administration headed to new opportunities with the Department of Community Health, plus a one-way commute of only five miles rather than 60. We'll miss Barbara's help with EMPAC.

Answer to last issue's Scramble:

gliklin meit
sluqae
drumering na nittypooprul

Killing time
equals
murdering an opportunity!



The Cheese Corner

It's only about 80 pages long, but *Who Moved My Cheese* is provoking a great deal of thought throughout ORS. Sidle over to the Cheese Corner to read the random thoughts of some of your co-workers:

- In order to get the full message from the book, the reader needs to approach the book with a neutral attitude. If the reader is already negative about change, then the book will not affect the reader – they won't come out any different than before they read the book.
- The book illustrated that we need to see the positive things that change can bring into our work and our lives. Change can alter your perspective to get past the negative and see what life has to offer.
- A moderate amount of fear is good; it can help to keep us safe. However, too much fear can be paralyzing.

- Ask for help when needed.
- Acknowledge and face fears.
- How much is invested? The amount of resistance to change is dependent on how much a person has invested.
- Need healthy support during change from co-workers, supervisors, family, and friends.
- People are more willing to change when less risk is involved.

If you haven't read the book yet, make some time for it this week. It's a short book, so it won't take long to read it. And if you have read it, try some of these mind-stretchers to get your thinking going in a new direction! Think graphically to come up with these words or phrases.

uPLATm
Pot 0 0 0 0 0 0 0
bad bad
I'M you

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

