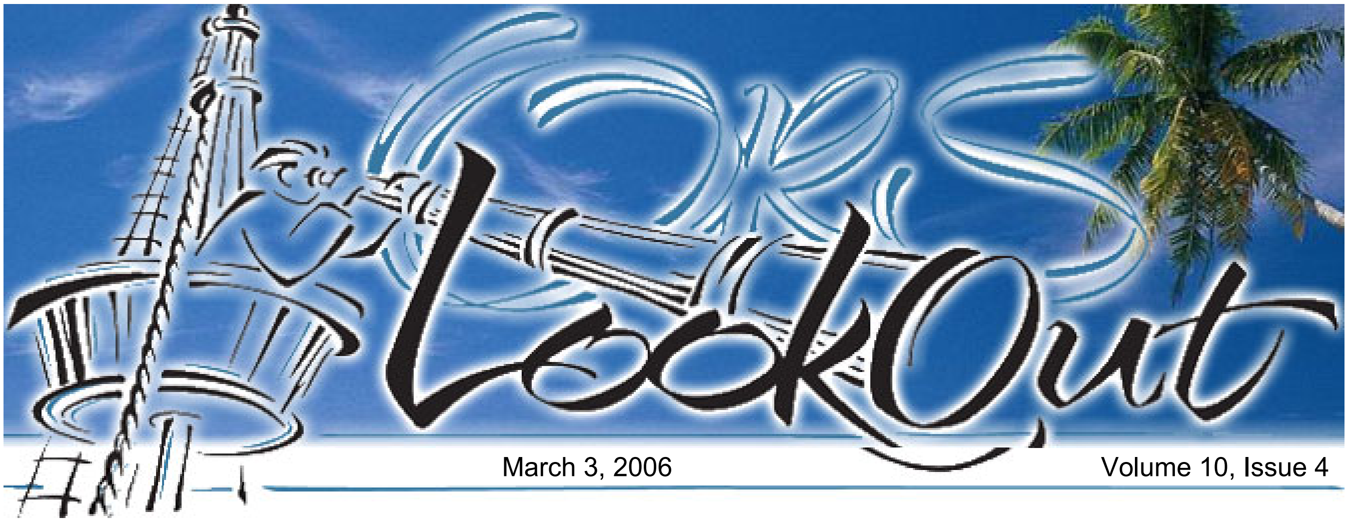

March 3, 2006 Volume 10, Issue 4

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- Email the *LookOut* staff
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The glasses are about to come off

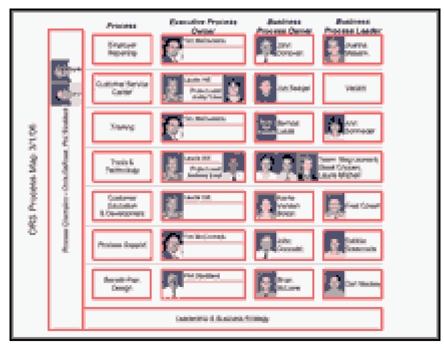
Last week, a new process model was introduced that realigns ORS resources to meet both our business and technology needs.

Why do we have a new process model?

The new process model is a transition plan. It is a one-year plan created to align the organization to accomplish our business goals.

How was the new process model created?

The Executive Process Council (EPC) made up of **Chris DeRose**, **Laurie Hill**, and **Phil Stoddard**, met separately with the Business Process Owners and the Business Process Leaders to get their input as to what our business priorities are for the next year. After meeting with these two groups, the EPC had a follow up meeting with both groups in a combined setting. The group agreed on the business goals that we need to achieve in the next year.



Click here to view the new process model with pictures.

What are the business goals for the year?

One of the main goals is to align our business procedures with Clarety. The Vision ORS project has provided us with new technology. We need to ensure we are using this technology to its fullest extent. This is a task that will be fulfilled by the Reengineering Team.

We are also preparing our Application Support Team (AST) to be able to support ongoing program development and daily maintenance.

Also high on our list of business goals is to develop the Knowledge Library, finalize 3.1 and 3.2 of the Vision project, and prepare for self service.

Who is on the Reengineering Team?

The reengineering team is being assembled now. The team will “live” with Customer Education and Development process. A position posting was placed in Central Perk and Deb Grescowle sent out an email on Wednesday. If you are interested in being on this team, be sure to apply! The deadline is March 3.

Why did we change to Workforce Development and Retirement Administration?

- [ORS Member Website]
- [ORS Employer Website]
- [Policies and Procedures]

Reminder

Conference Room N is no longer available. Please make a note of this change and be sure to reschedule any future meetings you may have booked in Conference Room N.

With our conference room space limited, please be sure to observe good practice when booking conference rooms. If a breakout or Crossroads will suffice for your meeting needs, please consider utilizing them. Also, if a meeting is canceled please be sure to retract the appointment so others can make use of the room if necessary. Thanks!

The DMB reorganization created the opportunity for the Organization Development group to work with ORS. This group is now a new process called Training. The Executive Process Owner is **Tim McCormick**, Business Process Owner **Bernice Lucas**, and **Ann Schneider** is the Business Process Leader.

How does Workforce Development fit with ORS?

A core purpose of a retirement system is to attract, retain, and reward employees. When you view the retirement system in this light, it is a natural fit to have the two together.

Will our ORS vision statement change?

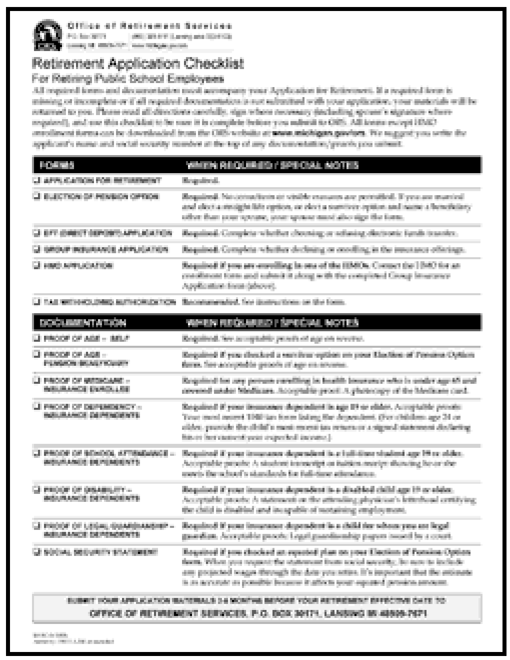
It is not on the radar to change the ORS vision statement in the near future. But, vision statements do change. The purpose of a vision statement is for everyone to be working toward the same goal. Once that goal is achieved, a new vision statement needs to be developed.

More info please!

In the past, ORS had a high percentage rate of retirement applications that were missing information and incomplete.

The incomplete applications were difficult to process. We spent many nonproductive hours requesting, following up, and attempting to obtain the missing information. It was not the most effective use of our time and resources.

Because of this, we changed the way incomplete applications are handled. We still accept the application on the date it is received but we return the application to the customer for completion.



Customer Education staff realized that improving our communications might help reduce the number of incomplete applications. Working with Customer Service staff, the application checklist that is included in application packets was redesigned. And, a letter template was created that is used when applications have to be returned. They also revised the websites and publications so that customers know exactly what is needed—see [Ready to Retire/How to Apply]. The Detroit staff changed their internal procedures, and we updated the preretirement seminars to help people succeed with their application the first time.

When we first made this change to return incomplete applications, we had a 41 percent return rate! Now, according to **Raini Majeske** of Customer Service Center, the return rate is down to just 17 percent!

Thanks to everyone who worked to deliver the new checklist, the info on the website, and those who help our customers directly by getting the word out. Teamwork, inclusion, and excellence helped us streamline operations and improve customer service.

For a good cause . . .

Proceeds from the EMPAC ORS book sale on Thursday will help sponsor future EMPAC events. A special thanks goes out to the employees who donated and purchased books. EMPAC is always willing to accept your used books for future book sales.

The March 1 Red Cross blood drive sponsored by the State of Michigan was successful in collecting 28 units of blood. Thanks to all who participated.

Connections *is a go*

The semiannual retiree newsletter, which is mailed to nearly 200,000 pension recipients with their March warrant or EFT statement, will provide a financial summary to each of our four retirement systems.

ORS

An Office of Retirement Services Publication

Connections

The funding status of the Public School Employees Retirement System

Advancing technology for ORS

In addition to the financial information, readers will see a message from **Chris DeRose**, an update on the pension payroll system replacement, a list of valuable web sites for seniors, and a friendly article on the maple syrup industry in Michigan.

Click on the links below to view each of the four newsletters.

- Public Schools
- State Employees
- State Police
- Judges

Protect yourself and our members

Would you leave the front door to your home open while you are gone? Would you leave your car unlocked with a bunch of valuables inside (including the keys)? Most people would say no to both of the previous questions. However, how often do you apply those same security principles to your job? Here are a couple of workstation security tips from the Security Awareness Committee (SAC):

- Lock your computer when you are going to be away from your desk for more than a minute or two. Pressing the ALT+CTRL+DEL keys simultaneously, then pressing the ENTER key is all it takes. Not locking your computer is like leaving your front door open while you are gone – you are inviting strangers access to anything and everything.
- DO NOT select the *“Save this password in your password list”* option when logging into Clarety. If you chose this option, anyone at your computer will be able to access Clarety as you, with all of your security access rights.
- Don’t leave passwords out in the open. If you must record a password to avoid forgetting it, store it in a discrete location that is not easy to find.

Any activity performed under your login ID, whether it is in an application or on the network, is ultimately your responsibility. Please do your part and practice good workstation security habits. Not only are you protecting yourself, you are also protecting our members. Our members deserve to have their information treated just as we would expect ours to be treated – safely!

For more information on workstation security and other IT safeguarding measures, there is a QuicKnowledge course the SAC strongly recommends called *IT Security Awareness*. The course is broken into short modules that each focus on a specific security aspect. And, you can stop at any point in the course and return later if necessary. These modules take only a few minutes to complete, and the entire course can be done in less than an hour. If you have any questions or want to know more, please contact an SAC member (**Meg Leonard**, **Mike Gallihugh**, **Aimee Ross**, or **Andy Kolp**) or email ORS-SAC@michigan.gov.

Magnet presented

Joyce Weber presented a Star magnet to **Josie McCloud** on February 23 for doing a great job with training the Quick Hits Team. Joyce writes to Josie, "Thank you so much for completing the Insurance training to the Quick Hits Team. I know it was a struggle to reserve the Training Room and get the Insurance Module updated in such a short notice. You kept your composure and maintained your focus and at the same time provided quality training to the Quick Hits Team. Way to Go!"

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.

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Thanks for reading!!

Note: Because some of the links in this newsletter point to resources within ORS, some of the links may not work if you are outside of ORS.