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**Calendar**

**March**

St. Patrick's Day	17
Public School Employees Board Meeting	29

**April**

National Fun at Work Day	5
State Employees Board Meeting	12
State Police Board Meeting	19
Earth Day	22

**On the Horizon**

**DIT Security faster than ever!**

Some of the state's computers were recently infected with the W32.Rinbot.B worm. A worm is a computer program, usually transmitted by email, which has the ability to copy itself from machine to machine. When replicating, worms use up computer time and network bandwidth. As a result, they often cause erratic behavior and can result in system crashes.

The DIT Security team was able to detect the infection within 10 minutes of its arrival. Within those 10 minutes approximately 800 machines were infected, and in less than 48 hours DIT Security staff had the worm removed—their fastest response to date. As a result of their diligence, no state of Michigan information was compromised.

According to Dan Lohrman, Director of Enterprise Security, about 75 percent of our inbound email is spam. On average, each month last year DIT blocked more than 6.25 million viruses, monitored about 720,000 external network scans, and prevented 1.4 million web-based attacks on state networks. Think how many this translates into per year!

When our network slows down, it's all too easy to turn your frustration toward DIT. However, DIT staff should be applauded for their outstanding diligence in keeping our electronic information safe. To assist DIT in their endeavors never open suspicious emails or attachments.



**Member website facts and figures**

Every month, CED collects and analyzes website traffic. Here are some interesting facts and figures about visits to our member websites.

- ✦ Last April, the online tutorials "How to earn service credit" and "How to pay for service credit" made their first appearance on our website. Since then, they have been visited over 5,000 times.
- ✦ In January, the school employees' website recorded its busiest month ever with 31,351 visits. This was an increase of 1,272 visits (or about 4.3 percent) more than the previous highest traffic month, February 2005.
- ✦ Fueled by the surge of school employees' page views, January proved to be a very busy month for the entire website. The ORS website (including all four

WDR A Staff Picnic  
August 16, 2007

**Quick Links**

- OR S Member Website
- OR S Employer Website
- Policies and Procedures

**Balanced Scorecard**

[Click here to view the latest Balanced Scorecard.](#)

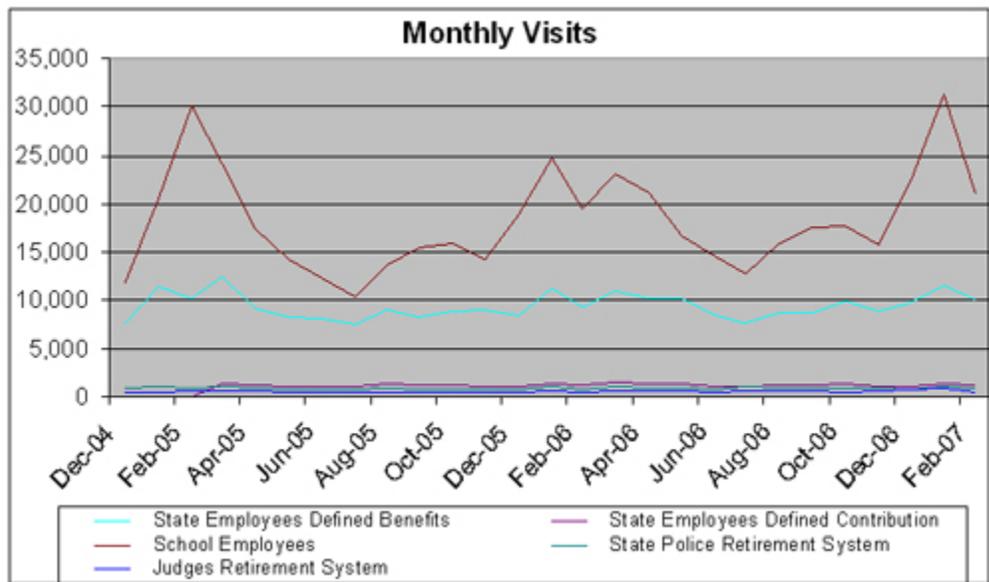


**Commonly Used Acronyms**

AST	Application Support Team
BLA	Business Leadership Assembly (Consists of the EPC, BPOs, and BPLs)
BPD	Benefit Plan Design
BPL	Business Process Leader
BPO	Business Process Owner
CED	Customer Education and Development
CSC	Customer Service Center
DIT	Department of Information Technology
DMB	Department of Management and Budget
EPC	Executive Process Council (Laurie, Phil, Tim, Anthony, and Kathy)

systems) had 49,020 visits in January; this was the most monthly visits since March 2002 (state employees' early out).

- During 2006 there were 398,568 visits to our member websites. This was an increase of 20,912 (5.5 percent over 2005.) The state employees' defined contribution website showed the largest jump which visits increased 26.4 percent from 2005 to 2006.
- Our benefit estimator proved to be our most popular feature on the ORS website in 2006. The school employees' benefit estimator recorded 65,724 visits while the state employees' totaled 22,392 visits.
- The ORS website continually ranks among the 20 most-visited state of Michigan websites.
- Last year, our website was viewed by people in Saudi Arabia, Egypt, Israel, Australia, New Zealand, Aruba, Cayman Islands, Malaysia, Kazakhstan, Japan, China, Croatia, Netherlands, Morocco, Zimbabwe, South Africa, Bermuda, Brazil, Argentina, Costa Rica, and Guatemala.



**Got books?**



WDR A book patrons were out in full force in support of EMPAC's annual book sale. This event raised a generous \$231.20 for future EMPAC-sponsored events. EMPAC is always willing to accept donated books, videos, and CDs for future book sales.

**WDR A Health and Wellness Day**

The Health and Safety Specialty Team (HSST) offered several healthful activities at

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
T&T	Tools and Technology
WDRA	Workforce Development and Retirement Administration

this year's WDRA Wellness Day.



**Diane Kelley** took advantage of a relaxing massage from Valerie Korrock of the Blue Heron Academy of Healing Arts and Sciences.



WDRA staff enjoyed apples, oranges, and grapes as they entered wing A. Their healthy mid-morning snack was provided by the HSST.



Can you hear me now? **Michael Zingsheim** received a hearing test administered by Mary Bolt and Catherine Gavas from the Hearing Health Center.

### **Additional Excellence Award nomination**

Congratulations to **Linda Reznick** for her Living the Values, Employee Excellence Award nomination. Linda joins the group of nominees announced in the last issue of the *LookOut*.



These candid observations about Linda were cited: "Linda gives 100 percent when working on any initiative. She is often identified as an excellent resource to work on new initiatives including Change Management, Vision ORS and Foundation Training, Knowledge Library, various celebration and implementation committees, and most recently strategic planning. When coming to PS Linda willingly accepted additional tasks in addition to the tasks that she brought with her. She has worked in numerous capacities within WDRA and continually demonstrates the DMB values in her work."



#### **PC Installs**

New computers are being installed in different areas of the office, part of a long-term plan developed by Process Support to systematically replace computers as they reach the end of their lifecycle. By replacing roughly one-third of the computers in WDRA each year, the entire staff will have relatively current equipment, reducing the

risk of system failure and loss of productivity.

### ***DMB Computer Training***

The Training process is once again offering Excel, Access, Word, and GroupWise computer classes for DMB and DIT employees. The courses will be offered in Conference Room T. The schedule is available by logging into the DMB Intranet at <http://connect.michigan.gov/portal/site/dmb/>.

Once you've logged in, click on the Employee Services tab and then on Training.

### ***Public School Employees Statements of Account***

It was previously reported that the remaining 82,000 *Member Statements* for public school employees (those with TIF image copies of the member's *Beneficiary Nomination* forms) were being sent. These statements have all been printed, but due to a mailing backlog they will be mailed within the next 10 days. If our customers should ask, please apologize for this delay.

### ***Public School Employees COBRA letters sent***

In late 2006, ORS sent letters to a group of public school pension recipients requesting information on other health care coverage. After three attempts at obtaining this information, those not responding were notified by certified letter that their health care coverage would cease. Retirees who lost health care coverage can qualify to purchase continuing health care coverage for up to 36 months under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Letters are going in the mail today, March 16, to explain COBRA coverage for this group of individuals.

### ***Connections***

The Spring 2007 *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 soon as hard copies are available, will be distributed to your mailboxes. Watch for them in the coming week.

### ***CSC Training***

The CSC staff members hired in January are spending most of March completing the final phase of their training. The initial phase of training prepared the group to serve our retired customers, and they've successfully put this training to use during our busy time of year for retiree calls. The current training, which began March 5, will equip them to serve our active members. Once the training concludes at the end of March, all ten trainees will be back on the phones, fully certified to serve all ORS customers.

### ***Retiree Survey***

Around 1,600 retirees of all four systems took delivery of our semiannual satisfaction survey last week. The survey is a self-mailer, offering the option of returning by postage-paid U.S. mail, or going online to respond. Reminder postcards will be delivered early next week.

### ***Mapping Training***

**Andy Kolp**, with **Josey McCloud**, provided a group of ORS staffers with an overview of process mapping this week. The 3-hour training guided participants through the fundamentals of creating a system map, a process map (as-is and to-be), performing a gap analysis, and developing an action/implementation plan. Now that reengineering of our principal processes has taken place, process improvements will become part of our everyday work. Having staff throughout the office using the same mapping tools will facilitate our WDRA practice of continuous improvement.

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## ***Comings & Goings***

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	<p>PS welcomes <b>Jasmine Dawson</b>, who will be assisting with its insurance imaging project. She is currently working on her elementary education degree from Central Michigan University at the Lansing Community College campus. Jasmine, the daughter of former WDRA employee Liz Mann, said she enjoys working in this office since many staff knew her mother. In her spare time she enjoys ballroom dancing, roller skating, and watching movies.</p>
	<p><b>Anitha Japa</b> was welcomed to AST. She previously worked as a programmer for the Michigan Department of State Police. Her husband, Sampath R. Kethireddy, works for Treasury and they have two daughters; seven-year-old Saini, and two-year-old Shriya.</p>
	<p><b>Pat Morley</b> was also welcomed to PS where she will assist with its imaging project. She has worked for several state departments and says her favorite position was with the Department of Community Health when she worked as office manager for the cancer section. Pat was born in New Orleans, grew up in Jackson, and now resides in Lansing. She has four cats and one dog and enjoys remodeling, car repairs, and visiting dog parks.</p>

### ***Blast from the Past***

This article appeared in the January 30, 1998, issue of the *LookOut*.

## ORS forms Employee Activity Committee

Wanted: people who take having fun at work seriously, who have ideas and energy to contribute to make the workplace enjoyable for everyone.

ORS is forming an Employee Activity Committee, named EMPAC (pronounced "Impact"), to plan and organize fun activities for staff. Fundraising will be an element of the committee's responsibility.

The committee's purpose, ORS Director Chris DeRose said, will be to initiate fun activities with a purpose.

"Making the workplace fun has been an important element of my vision for where ORS is going," he said. "If we enjoy being

here and look forward to coming to work every day, that's going to carry over into the quality of service we provide our customers."

The Committee's objectives are to put fun into our work, promote an ORS team environment and to develop cohesion by giving staff opportunities to interact outside the work environment on non-work activities.

The Committee will be small, comprising one member from each division in ORS. If you are interested in representing your division, see your Division Director.

Committee members will be announced in February.



## Happy St. Patrick's Day!

St. Patrick's Day is the day much of the population intentionally wears green, pinches those who don't, and drinks beer dyed an especially appetizing shade of this lucky color. Rivers are even dyed green.

But more importantly, it is a day many Americans celebrate their Irish lineage. The day commemorates St. Patrick, believed to have died on March 17, who introduced Christianity to Ireland in the fifth century. March was proclaimed as Irish-American Heritage Month by Congress in 1995. Each year, the U.S. president issues an Irish-American Heritage Month proclamation.



### Did You Know?

- ✦ There are 34.7 million U.S. residents who claim Irish ancestry. This number is almost nine times the population of Ireland itself (4.2 million). Irish is the nation's second most frequently reported ancestry, trailing only German ancestry.
- ✦ About 41.6 billion pounds and 2.4 billion pounds of U.S. beef and cabbage, respectively, were sold in 2005. Corned beef and cabbage is a traditional St. Patrick's Day dish.
- ✦ The average American consumes 21.6 gallons of beer each year. On St. Patrick's Day, you may be able to order green-dyed beer at one of the nation's 47,984 drinking places, especially if it's an Irish pub.

**ORS Mission:**  
 We are a customer-focused organization that serves members and employees today and prepares them for tomorrow.

**ORS Vision:**  
 Empowering people for a successful today and a secure tomorrow.

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Thanks for reading!!

- ✿ Lime-green chrysanthemums are often requested for St. Patrick's Day parades and celebrations. Wholesale potted chrysanthemum sales reach \$69 million.
  - ✿ Americans exchanged 8 million St. Patrick's Day cards last year, making this observance the 9th largest card-sending occasion in the United States.
  - ✿ Last year, 93.3 million people planned to wear green on St. Patrick's Day. More information about St. Patrick's Day can be found at [www.history.com](http://www.history.com) and the [U.S. Census Bureau](http://www.census.gov).
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**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.