ORS LookOut

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

May

All-Staff Meeting ------ 21st
Pension Pay Date ------ 25th
Six Weeks to
   Wellness Ends ------- 26th
Memorial Day --------- 27th
School Employees Board
   Meeting -------------- 30th

June

State Employees Board
   Meeting --------------- 6th
Pension Pay Date ------ 25th

Vision ORS update

The Vision ORS project is moving right along. By the time this edition of the *LookOut* is published, the Business Process Leaders (BPLs) should have shared the latest information about the specific system changes coming in the first two stages of the project.

Only a few staff will be affected by the changes in Stage 1. But most everyone will experience changes after Stage 2 is implemented. Stage 3 will bring even more changes for us and our customers. In Stage 3, web-based self-service will be available and employers will submit their wage and service reports via the Internet.

There are a few more items you should be aware of:

1. Many Customer Accounts staff have participated in Conference Room Pilots (CRP) for the new Customer Relationship Management (CRM) system to be implemented in Stage 1 on June 30, 2002. The sessions were

DC² Customer Survey

Starting in late May, a telephone survey of Deferred Compensation and Defined Contribution (DC^2) participants will be conducted. This will be the second annual DC^2 survey to assess the participants' overall satisfaction with the various services, to determine reasons for satisfaction or dissatisfaction, and to find out if there are other services the participants would like.

Initially, a letter signed by Chris DeRose will be mailed to 20,000 participants. A week later, the phone survey will begin and will continue until 1,000 responses have been gathered (one-third retirees, one-third new employees, and one-third employees with more than four years of service). Topics covered include: quarterly statements, newsletters, investments, the web site, phone service, participant education classes, and the new employee packet and payout guide.

Results should be tabulated by the end of June. The data will show trends since the last survey and will be used to focus ORS' efforts over the next year.

Aye, Aye Kernel!

The Jolly Green Giant would be proud. Week 3 of Six Weeks to Wellness brought the much anticipated corn eating contest. Over the course of the week, participants ate as much corn as they could to win three great prizes from the Corn Marketing Program of Michigan. First place brought a tie between Lynn Stowell and Mike Novak who both ate 12 cups of corn. Larry Selvage came in third with nine cups.

At the half-way mark of this year's Six Weeks to Wellness event, Bombshells are in the lead of the team competition with a close battle for second between three other teams. In the individual competition, One Girl Crew stands alone but is doing quite well. Only a few more weeks of fun but we all look forward to a lifetime of healthy habit changes.

Above: Larry Selvage (top); Mike Novak and Lynn Stowell show off their corn eating prizes.

Reminder

All permanent employees are invited to the next All Staff Meeting on May 21 at 1:00 PM in Conference Room A of the GOB.

ORS has a visitor

On Friday, May 3, ORS welcomed Rosemary Vilgan from the land down under. Rosemary is the executive director of Australia's Government Superannuation (Australian term for pension plans) Office. While visiting, she met with members of the Executive Process Council and BPOs to learn about our process based organization, and the initiatives within Vision ORS.

Above: Chris DeRose, Phil Stoddard and Laurie Hill meet with Australian visitor, Rosemary Vilgan.

Vision ORS (continued from page 1)

interactive between the program developers and ORS staff and were an opportunity for us to provide feedback about the look and feel of the new system. While most of the sessions took place during the busy "Early Out" window, Customer Accounts staff was involved in one or two of the CRP sessions. In addition, other Customer Accounts staff had the opportunity to preview the new system and provide feedback about the flow of information as well as the screen layouts. The CRPs were as important as any other aspect of the Vision ORS project because it gave us an opportunity to provide instant feedback and request immediate changes to the CRM component before it goes into final production.

2. The Data Conversion and Bridging team is responsible for transferring data from the old systems into the new system. During the past several weeks, the Covansys Data Conversion and Bridging team has been analyzing the data quality for the files and data to be used during Stage 1 of the Retirement

Processing Application (RPA) component implementation. The files being analyzed are the Common Pension Payroll (CPP), the Automated Retirement Management System (ARMS), and the State Retirement Virtual System (SRVS). The state teams have met with Covansys and approved the analysis for each file.

The Covansys team has also started developing the Data Purification Plan for each file.

3. SRVS2 (State Retirement Virtual System 2) is the Stage 1 implementation of the current SRVS online application. This new version is being tailored to work with other Stage 1 components. SRVS2 will look and function exactly the way SRVS does now, so familiarity with SRVS means you already know how to use SRVS2.

4. The CPPUP (CPP Upload) and RPA component interface will be implemented with Stage 1. At a basic level, a user will enter the demographic

related data, including insurance and EFT (Electronic Funds Transfer) information, into CPPUP. Then, the user will link to the RPA component to perform the pension calculation, using the member's actual data, and the parameters supplied. Then, the user will transfer the appropriate option data back to CPPUP, and finish the process there, including sending the letters. In Stage 2, most of the work will be in the RPA component, and we will go to CPPUP only for the insurance information, and for the transfer to CPP.

5. Training for staff affected by the implementation of Stage 1 is being organized. The focus of the training will be about using the CRM (Siebel products) and RPA (jClarety) components and incorporating them into ORS' day-to-day operations, primarily in the Customer Accounts and Benefits Management areas. Most training will occur during the month of June.

If you have any questions regarding this information, or anything about Vision ORS, please check with your BPL or ask anyone on the project team.

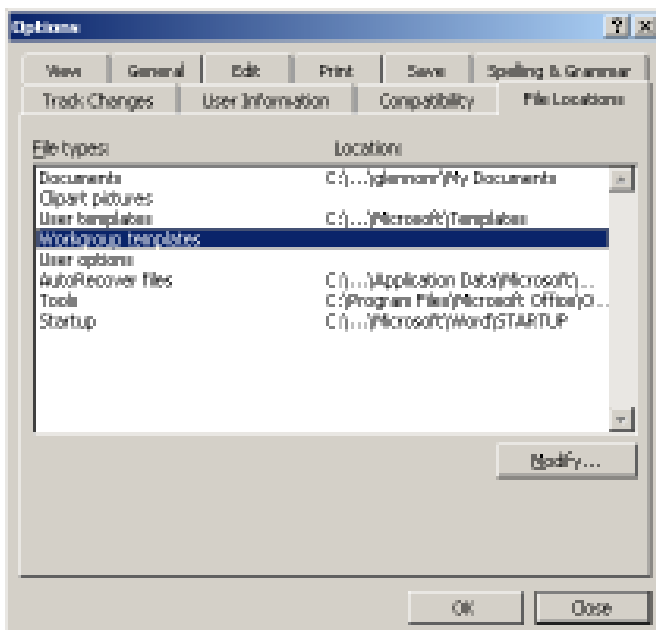### *What are Workgroup Templates? And, why would I want to use them?*

Every Microsoft Word (MS Word) document is based on a template. A template determines the basic structure for a document and contains document settings such as fonts, page layout, special formatting, styles, macros, and menus.

ORS Workgroup Templates include many templates for documents commonly used throughout ORS. As you can imagine, this can be a huge timesaver!
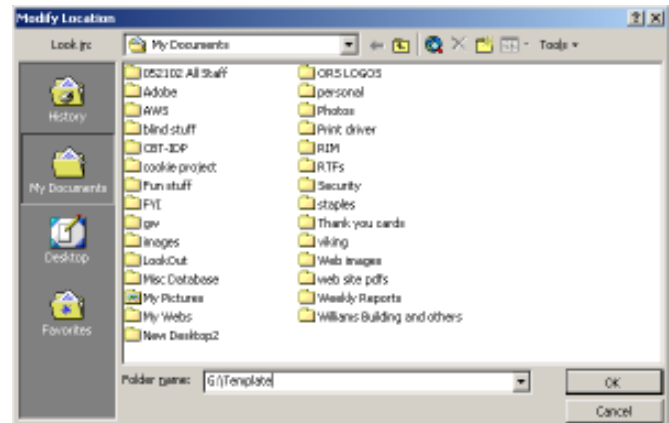
With the recent upgrade to Office 2000 comes many new and exciting features. There are also are a few things that may need to be tweaked to make using your PC a little easier.

One of these tweaks is telling MS Word where to find the ORS Workgroup Templates. Here's how to do it in a nutshell:

1. At the top of the screen click on the **Tools** drop down menu and select **Options**.

2. Click on the **File Locations** tab and click on **Workgroup templates**. Then click the **Modify** button at the bottom of the dialog box.

3. In the **Folder name** box at the bottom of the window type: **G:\Template**, and then click the **OK** button.

4. Click **OK** again.

That's it! Now, when you select **File > New** from the drop down menus, all of the ORS Workgroup Templates will be available.

ORS at the Crossroads

*Above: Executive Process Council member, Laurie Hill facilitates a discussion about ORS' experience with the Early Out at the new **ORS at the Crossroads** meeting. The first 30 minutes of each meeting includes a roundtable discussion on "hot topics" in ORS. Durng the last 30 minutes staff are welcome to discuss topics of their choi0ce.*