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Email the LookOut Staff   LookOut Archives

3.3C Kickoff

On July 6 a group of 20+ staff kicked off the next step in our Stage 3.3C technology developments which includes: (1) system enhancements; (2) new Clarety functionality; and (3) functionality deferred from earlier stages.

Requirements gathering is taking place now. "This is our chance to put the business experts and the Saber programmers together to define exactly what we want the system to do, " said Laurie Mitchell, T3 project lead.

System enhancements

Some enhancements to the system will be subtle, but will simplify various processes. These include the addition of conditional audits and ad hoc queries.

Conditional audits will apply business rules to some transactions within a Clarety process. For example, a rule may be added to automatically process a refund under $1,000 without a reviewer. This will decrease the number of required audits, ultimately saving reviewer time.

Do you need to know how many active member deaths we process in a year? Or, how old were our members who retired last year? Ad hoc queries are the answer. This new tool will allow business SMEs to run their own queries in order to make operational decisions or report certain types of metrics. Currently, our AST spends quite a bit of time writing queries for us. This tool will free up AST to work on other projects.

New Clarety functionality

This piece of the project will automate some of the outgoing correspondence for CSC. In addition, when a form or letter is sent to a member, a barcode will be added that holds personal encrypted information. When the correspondence is returned and scanned in the mailroom it will automatically index the document and in some cases, trigger a workflow. The addition of barcodes on outgoing correspondence will reduce the number of documents manually indexed by 60 percent.

Do you keep forms, templates, letters, or memory paragraphs on your desktop? If they haven't been identified for the automation project yet, be sure to notify **Angie Schrauben** (2-6547) or **Rosemary Baker** (2-5884) as soon as possible.

In preparation for this piece of the project, CED staff are working with SMEs in each process to identify all outbound correspondence. This includes all forms, templates, letters on desktops, etc., used to communicate with a member. Once all forms and letters are identified, the BPO and BPL will first determine if the letter should be part of the project, and then prioritize the list.

Split Day	25

On the Horizon

- Fall All-Staff Meeting October 24

Quick Links

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

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 *(Chris, Laurie, Phil, Tim, Anthony, and Kathy)*
EPO	Executive Process Owner
ER	Employer Reporting
ORS	Office of Retirement Services
PRIM	Preretirement Information Meeting *(public school employees)*
PRO	Preretirement Orientation *(state employees)*
PS	Process Support
T&T	Tools and

Functionality deferred

During the implementation of Stages 2.0 and 3.2, the project team decided that it made more sense to deliver some functionality with 3.3C rather than in the earlier stages. These items were earmarked for this phase of the project. As a user you will see workflow changes, automatic payments, search and navigation abilities, and more as 3.3C is deployed over the next several months.

Mr. Mac retires

In the coming weeks you may notice something, or rather someone, missing from the state employees websites. Our beloved quasi-mascot, Mr. Mac, has involuntarily retired.

Originally designed for the life stages books, Mr. Mac's goal was to help draw attention to important facts and examples related to retirement plans.

So long ORS!

On behalf of all of ORS, we wish you a fond retirement Mr. Mac!

In November of 2004, with the redesign of the website for state employees in the defined benefit plan, Mr. Mac was outfitted with a waving arm to welcome our visitors to the site. Since that time his arm has been continuously waving. Mr. Mac's arm completes a whole wave (up and down motion) every 1.2 seconds. That means he's completed more than 43.5 million waves (non-stop!) during his tenure.

It was decided that Mr. Mac's arm was in need of a rest, and he chose to retire rather than simply stand idly on the page. His image will be systematically removed from the websites and the retirement books.

Rumor has it Mr. Mac will be spending his retirement years basking in the recycle bins of cyberspace. If you'd like to wish him well, feel free to email him in care of the *LookOut*. He may even write you back!
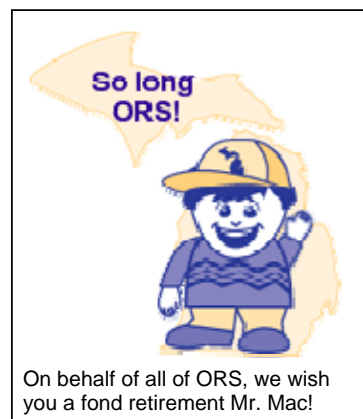
Clarety Security Database implemented

If you're a Clarety user, you know that your access to the application is limited to the sections needed to perform your job. This ensures system integrity and protects customer privacy. Until now, the levels of access for ORS, AST, and Saber staff have been managed by the Process Support team, who used an Excel spreadsheet to keep track of access levels for each user. The spreadsheet was large, cumbersome, and difficult to keep current.

Thanks to the efforts of **Andy Kolp, Meg Leonard,** and **Alice Semevolos** of Process Support, along with **Jimmy Isaac, Ling Ma,** and **Paddy Purushothan** of Saber, we now have a more reliable and efficient way to manage roles and access. A new Clarety Security Database was implemented last week which allows Process Support staff to quickly view actual Clarety role assignments and validate that staff have access to the Clarety processes appropriate for their job. It also provides reports, tracks changes, and allows an easier way to inventory staff access.

Pack up and play−ORS picnic is on its way!

The 10th Annual ORS Picnic is scheduled for August 22 from 1:00 to 5:00 and will be held at a new location this year. EMPAC members have reserved a great spot at Hawk Island County Park, located at 1601 East Cavanaugh Road.

EMPAC seized the opportunity to take advantage of the many activities that Hawk Island Park has to offer. This year's

Technology

Keep your eyes peeled for more info in future editions of the *LookOut!*

festivities will include volleyball, horseshoes, boat rentals, fishing, and much more! For more information about the park visit http://www.ingham.org/pk/home.htm.

Comings & Goings

Farewell to call center staffer **Dan Adams**. His last day was July 11. The CSC also said goodbye to **Jim Wolfe**, whose last day was July 7.

Best wishes to **Heather Dyer** of BPD who accepted a position with Sparrow Hospital. Heather's last day was July 12.

Americans with Disabilities Act Anniversary

July 26 brings us the 16th anniversary of the Americans with Disabilities Act, signed into law by former president George H.W. Bush. The law guarantees equal opportunity for people with disabilities in public accommodations, commercial facilities, employment, transportation, state and local government services, and telecommunications.

As a state government office that deals with disabled members and retirees, the following information may be of interest to you:

- 37.5 million - Number of people age 5 and over in the civilian non-institutionalized population with at least one disability, representing 14 percent.
- 8 percent of boys and 4 percent of girls ages 5 to 15 have disabilities.
- 12 percent of men and 11 percent of women ages 16 to 64 have disabilities. This apparent difference is not statistically significant.
- 42 percent of women and 38 percent of men 65 or older have disabilities.
- 42 percent - Percentage of working-age men (21 to 64) with disabilities who are employed. For women, the rate is 34 percent. Altogether, 4.0 million men and 3.5 million women with disabilities are employed.
- 847,000 - Number of people ages 18 to 34 who have disabilities and are enrolled in school. They comprise 5 percent of all students in this age group. The majority of this group (567,000) attends college or graduate school.
- 2.5 million - Number of veterans who received compensation for service-related disabilities as of 2003. Of these vets, 414,000 served in World War II; 164,000 in Korea; 848,000 in Vietnam; and 476,000 in the Persian Gulf (the data cover service from Aug. 2, 1990 to Sept. 30, 2003).

These facts and a number of others can be found at www.census.gov.

Booklet for terminating state employees now available

State employees in the Defined Benefit plan who leave employment before retiring now have a new life stages booklet to refer to—*Leaving State Employment?* This booklet answers questions they may have about their retirement plan and what effect their departure will have on their future retirement pension.

Like the public school *Leaving Employment?* brochure that was released last year, the state employees' version covers both vested and nonvested situations. The nonvested portion discusses what it means to vest, how to determine service credit and personal contribution totals, and what to do about any deferred compensation accounts with CitiStreet.

For the departing employee who is vested, the brochure explains when a deferred member should apply for a pension, the ramifications of taking a refund of personal contributions, insurance and survivor benefits, and how to handle 401(k) and 457 accounts with CitiStreet.

Printed copies of the brochure are available now, and electronic copies of the booklet have been posted to Forms and Publications sections of both the employer and member websites. Remember, this publication is not for employees who meet, or are close to meeting, age and service requirements for a pension. Encourage these customers to review pension eligibility requirements on the website or in *Retirement Readiness* before they terminate employment.

Human resource offices will be able to request copies of the brochure through our online publication order process. In the near future, CED will add a new navigation button in the left navigation panel and convert the booklet content to web pages.

CED staff thank the many dedicated ORS staff who helped decide the publication's content, offered suggestions, and took time to review it—particularly **Phyllis Bradley, Jennifer Dunavant, Jon Seeger,** and **Nancy Zalewski**.

Golf Outing

After a one-year hiatus, the 16th Annual ORS Golf Outing will be held at the Grand Ledge Country Club on Tuesday, August 15. This event is open to everyone at ORS and our business partners. Family and friends are also welcome to participate. This is not a DMB sanctioned event and does require supervisory approval and appropriate leave use.

The outing is a four person scramble and is a bargain at $148 per foursome. Payment must be made by August 9. This includes 18 holes of golf with a cart, lunch and dinner. In addition, a variety of prizes will be awarded.

Matching T-shirts and good times are all par for the course at the ORS Golf Outing. To view more pictures from the 2004 outing, click here.

You must make your own four-person teams and elect a team captain. The organizers will not make any team assignments. Once you have your team pulled together, the team captain should send an email to **Fred Covert** at covertf@michigan.gov and be sure to include your team name, the names of your teammates, and where they work.

Details on the Outing can be found on the shared drive at: F:\ORS\!2006 ORS Golf Outing. There are several documents you can review, including a list of players looking for teams and teams looking for players.

Finally, if you, or someone you know, would like to donate door prizes for the outing, or if you have questions about the outing, please contact **Fred Covert** or **Bill Motz**.

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.