

ETF's Strategic Plan Annual Review And Going Forward

Employee Trust Funds Board

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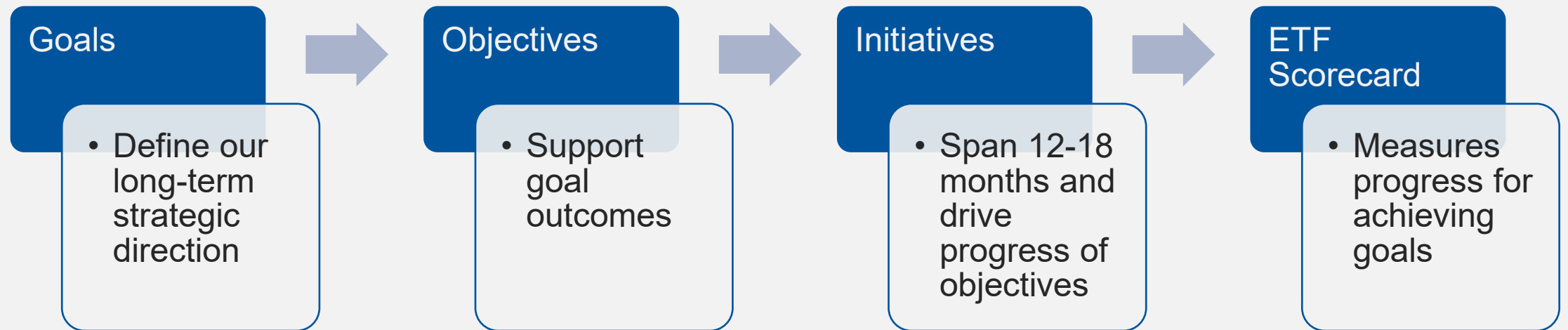


Agenda



- Review FY22 Strategic Plan Accomplishments
- Introduce ETF's FY23 Strategic Plan
- Next Steps

ETF Strategic Plan Framework

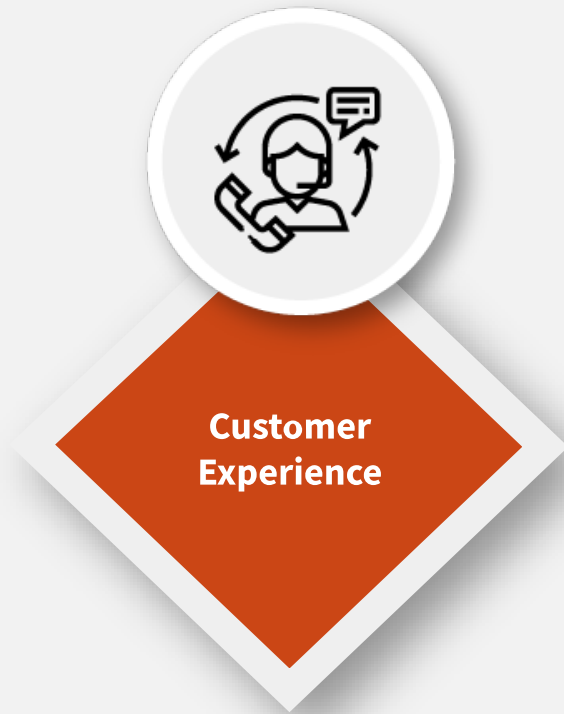




ETF Strategic Plan

FY22 Accomplishments

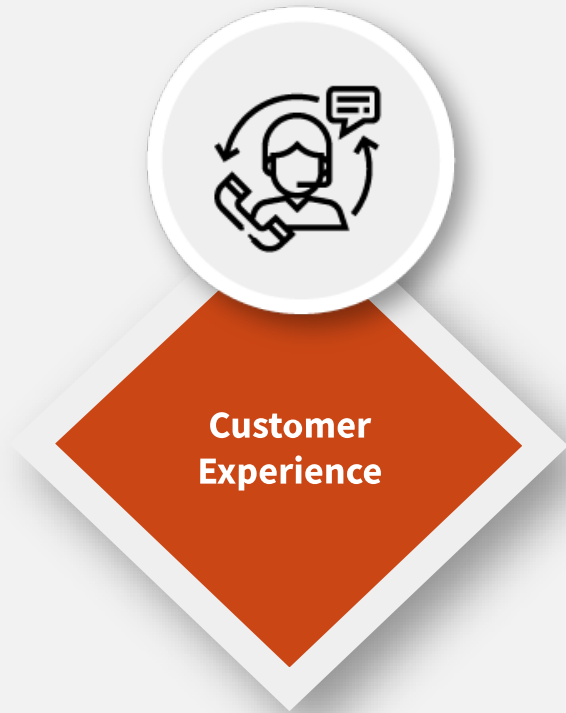
FY 22 Goal 1: Customer Experience Objectives



- Increase employer competency for managing employee benefits
- Determine the strategy, programs, and organizational infrastructure needed to drive customer experience improvements
- Ensure insurance program sustainability

FY 22 Goal 1: Customer Experience

Accomplishments



- WRS Employer training deliverables
- Completed foundational work for Customer Experience Roadmap
- Launched program to reduce specialty drug costs as approved by the Group Insurance Board

FY 22 Goal 2: Performance & Process Management

Objectives



Performance &
Process
Management

- Improve operational performance management through effective process management, performance metrics, controls, and improvement initiatives.
- Optimize processes to leverage capabilities of modernization initiatives.

FY 22 Goal 2: Performance & Process Management

Accomplishments



Performance &
Process
Management

- Completed ECM documentation
- Completed 22 process improvement projects across the enterprise
- Optimized Enterprise Content Management processes leveraging system capabilities

FY 22 Goal 3: Talented Workforce

Objectives



- Attract, integrate and advance top talent
- Advance employee development through meaningful and intentional performance management approaches
- Build the culture, recruitment and retention practices that will make ETF an equitable and inclusive organization

FY 22 Goal 3: Talented Workforce

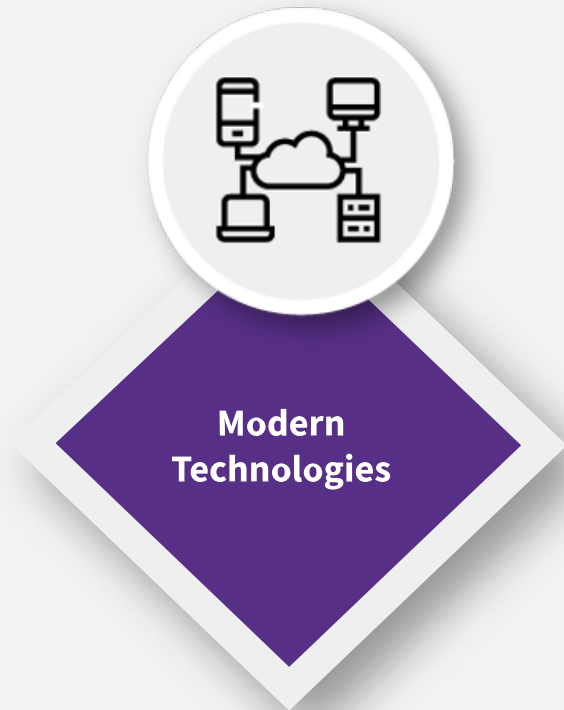
Accomplishments



- Workforce policy updates aligning with new hybrid work model
- Competency Based Performance Management
 - Selected agency core and leadership competencies
- ETF Equity and Inclusion Plan: Year 2

FY 22 Goal 4: Modern Technologies

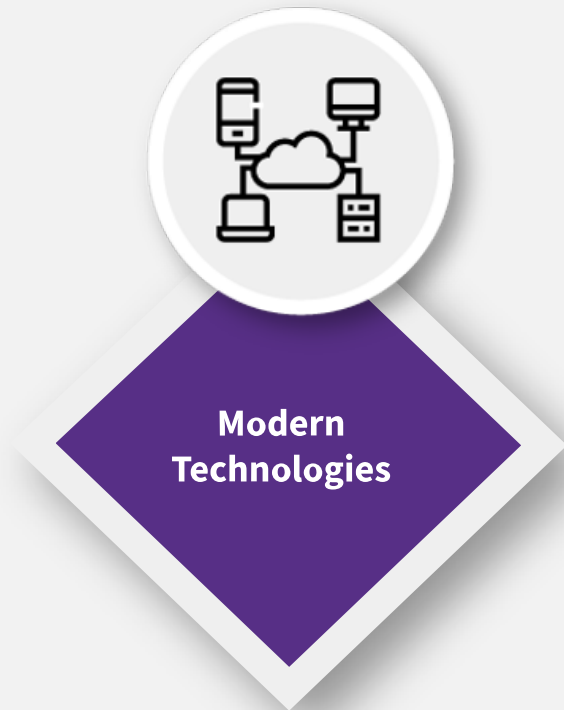
Objectives



- Develop and deploy solutions to support an effortless customer experience that enables accurate self-service and timely benefit administration services.
- Integrate systems and processes to deliver a seamless, timely and secure experience for all stakeholders
- Preserve the safety and security of all ETF systems and data through standard practices, appropriate security controls, risk management and information security technologies.

FY 22 Goal 4: Modern Technologies

Accomplishments

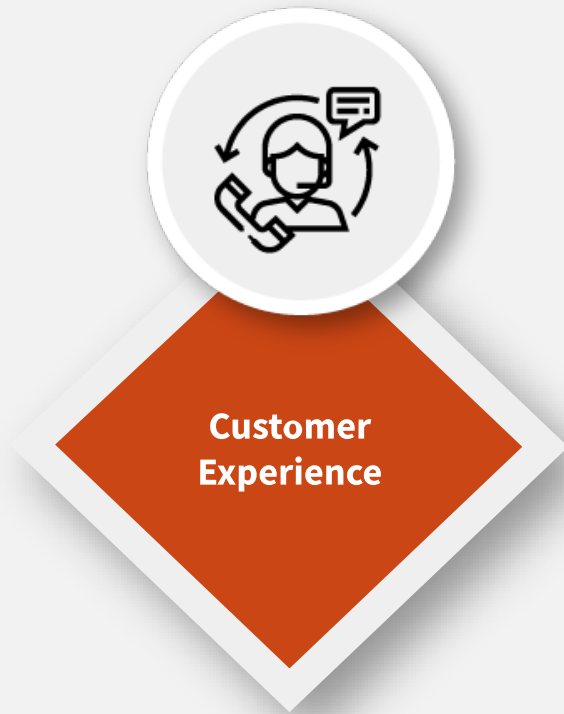


- Enterprise Content Management technology nearing completion
- Insurance Administration System Progress
- Information Risk Management Program
- Data Program implementation
- Technology Program implementation



FY23 Strategic Plan

FY 23 Goal 1: Customer Experience Objectives



- Increase employer competency for managing employee benefits
- Determine the strategy, programs, and organizational infrastructure needed to drive customer experience improvements
- Ensure insurance program sustainability

FY 23 Goal 2: Performance & Process Management

Objectives



Performance &
Process
Management

- Improve operational performance management through effective process management, performance metrics, controls and improvement initiatives.
- Optimize processes to leverage capabilities of modernization activities

FY 23 Goal 3: Talented Workforce

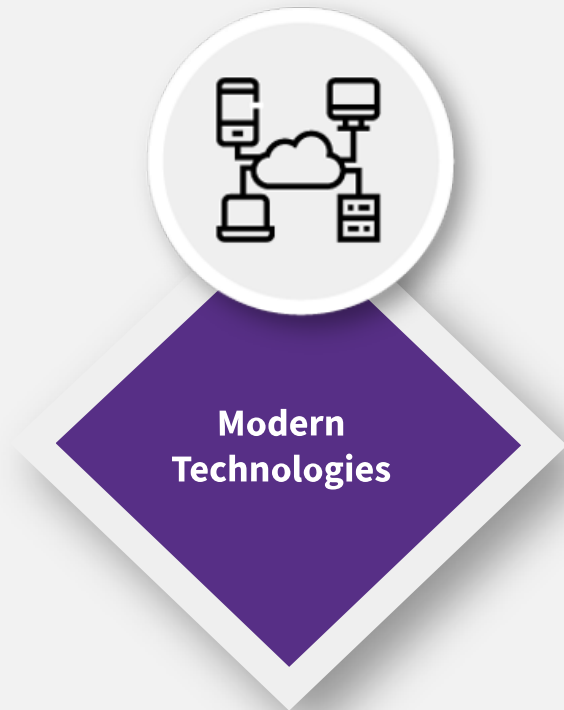
Objectives



- Attract, integrate, and advance top talent
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FY 23 Goal 4: Modern Technologies

Objectives



- Develop and deploy solutions to support an effortless customer experience that enables accurate self-service and timely benefit administration services.
- Integrate systems and data to support an effortless customer experience
- Preserve the safety and security of all ETF systems and data through standard practices, appropriate security controls, risk management, and information security technologies.
- Strengthen required infrastructure to support and integrate with modernized systems

Next Steps: Resource Prioritization



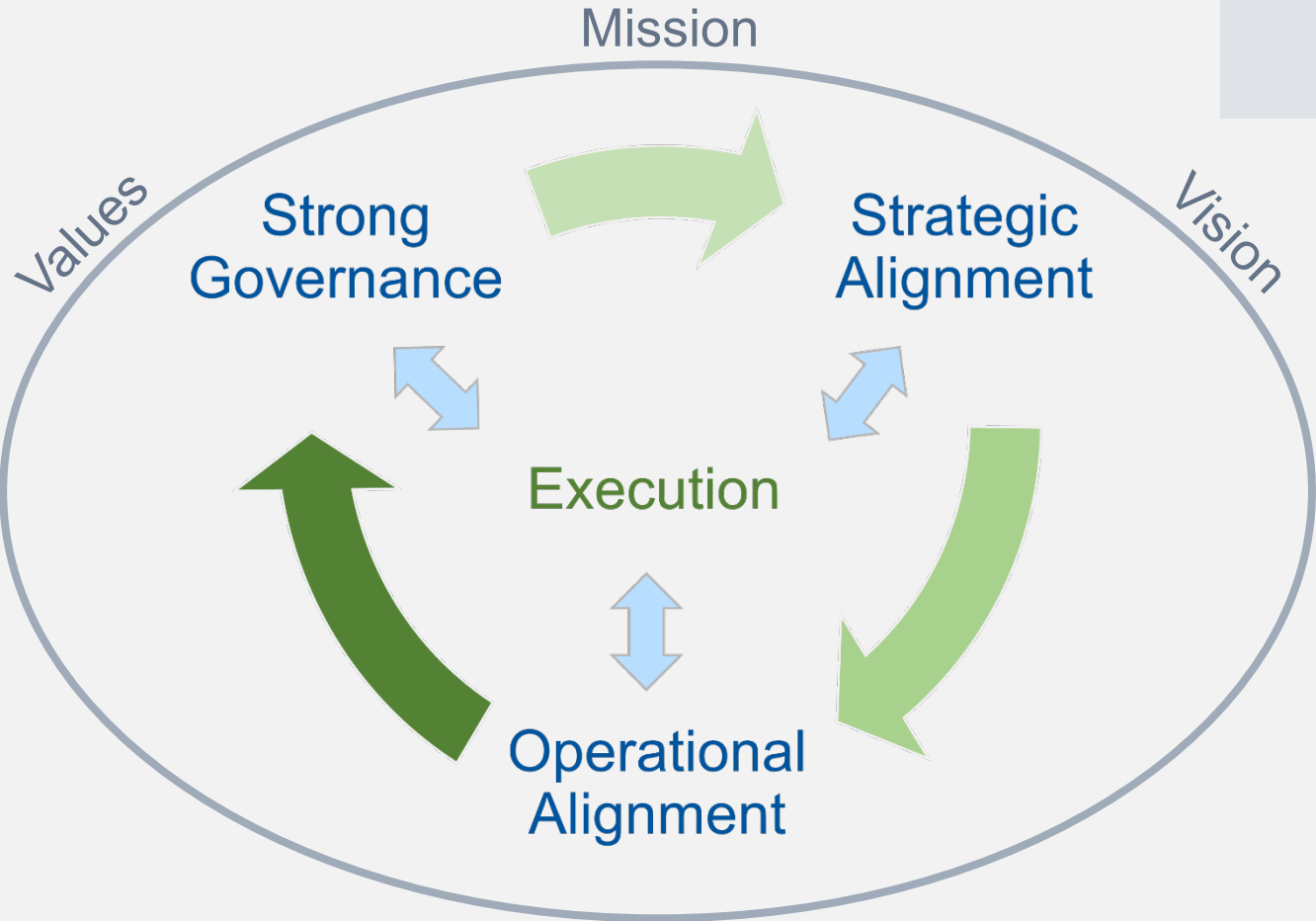
Ensure alignment of resources to priorities



Continue refining data for reporting and decision-making

Next Steps: Governance

Our Success is Based on ETF Being Organizationally Aligned



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**Sustainable &
Repeatable
Business Outcome
Success!**



Next Steps: Governance

Focus: continuing to strengthen and mature governance processes

Strategic Council

- Setting the agency's strategic direction and defining priorities

Agency Management Council

- Enhancing alignment of business operations
- Collaborating to improve agency performance
- Approving agency policies

Data Governance Council

- Oversight of the agency's data lifecycle from creation, use, storing and confidentiality

Portfolio Committee

- Resource prioritization oversight
- Recommendations for project alignment



Questions?

Thank you



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