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Correspondence Memorandum

Date: June 11, 2025

To: Budget and Operations Committee
Employee Trust Funds Board

From: Pam Henning, Assistant Deputy Secretary
Office of the Secretary

Subject: ETF Organizational North Star Metrics Report

This memo is for informational purposes only. No Board action is required.

Attached is the Department of Employee Trust Funds (ETF) scorecard for the period ending March 31, 2025. These performance measurements provide the Board an objective way to measure progress toward ETF's four strategic goals and represent the third reporting period for the FY2025 ETF Scorecard. Of the seven measurements for which we have available data, six are on track and one is significantly off track. Highlighted below are several of the measurements meeting or exceeding their annual targets and a status on the measurement that has not yet started reporting.

Goal 2: Implement outcomes-driven performance management and process management.

- **Percent of milestones completed on schedule, as defined in the Initiative Operationalize process management for all IAS-impacted process owners:**
This initiative seeks to optimize Insurance Administration System (IAS) future-state process to leverage new modernization capabilities, versus the past focus on improving management of processes. The initiative supporting this measurement is delayed due to resource constraints and is currently reporting as significantly off track. Recruitment for a Business Process Management Consultant is underway to continue this work.

Board	Mtg Date	Item #
BUD	06.19.25	6
ETF	06.19.25	6F

Goal 3: Build a talented and agile workforce

- **Percent of Equity and Inclusion program tasks scheduled to be completed within the quarter that are completed on schedule:** This measurement has been meeting its annual target, focusing on the following areas:
 - Developing a mentor program to assist underrepresented staff in achieving their career goals and growing their professional skills. During this reporting period, three pairs of mentors and mentees have been selected.
 - Gathering and analyzing data from the Stay Interview Program to evaluate the validity of the program and determine next steps. The Stay interview activities were approved, and supervisor selection will begin.
 - Staff Network Group (SNG) development: SNGs provide opportunities for staff to voluntarily build community with others across business units who have shared characteristics, identities, and/or interests. ETF SNG policy is being finalized during this reporting period.

Goal 4: Implement modern, secure and resilient information technologies.

- **Percent of Key Risk Indicators that are within established risk thresholds:** This measurement has been meeting or exceeding its annual target during the FY2025 reporting cycle as it focuses on the security of ETF's information and information resources. The measurement is comprised of five Key Risk Indicator areas, which provide a holistic view of ETF's security posture. Two of these areas exceeding their quarterly target include:
 - Infrastructure vulnerabilities remediated: ETF successfully addressed more than 50,000 vulnerabilities in total and exceeded the quarterly goal with 100% remediated within the service level agreement.
 - Employee Security Awareness: Efforts to ensure a proactive, risk-aware culture include training and testing ETF staff on various threats. During this reporting period, security awareness training was launched, with a target of 100% completion by July. At present, 52% of staff have completed the training. An agency-wide phishing test was launched, and 96% of staff did not click the suspicious phishing link but rather ignored or reported it.

Staff will be at the Committee and Board meetings to answer any questions.