



STATE OF WISCONSIN
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EXECUTIVE COMMITTEE
ACCOMPLISHMENTS REPORT
2014 Year in Review

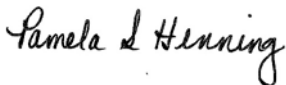
This report highlights significant Department of Employee Trust Funds accomplishments achieved in 2014. These accomplishments are linked to the objective identified in ETF's strategic business plan.

OFFER SELF-SERVICE TOOLS FOR MEMBERS AND EMPLOYERS

- Completed many important milestones that solidify the foundations of a successful Benefits Administration System (BAS) Project. These include:
 - Successfully negotiating a long-term contract with a vendor, establishing ETF and vendor project teams and hosting a technical summit to examine project milestones in detail.
 - Confirming the more than 3,350 business and technical requirements of the project.
 - Establishing the governance documents and finalizing the *Statement of Work* for the first two rollouts.
 - Completing the computer environments that project teams will use to develop, train and test; installing secure servers; installing new scanning equipment.
 - Completing a data conversion plan and moving more than one million member and employer data fields from ETF legacy systems to the new system.
 - Completing several project cycles, including those that cover imaging, enrollments and demographics and employer wage and contributions processing.

EXPAND OUTREACH TO MEMBERS AND EMPLOYERS

- Provided Outreach and Education services to a total of 20,124 members in 2014. This includes covering 46 cities statewide in the course of:
 - Conducting 266 group appointment sessions, connecting with 2,380 members;
 - Staffing 44 benefit fair booths, reaching 4,741 members;
 - Conducting 87 public and private "field" presentations, reaching 6,327 members; and
 - Conducting 156 live webinar sessions on 17 different topics, reaching 6,676 members.

Reviewed and approved by Pam Henning, Assistant Deputy Secretary

 Electronically Signed 3/19/15

Board	Mtg Date	Item #
EXC	4.2.15	5A

- Significantly increased the number of webinars for employers. Topics include annual reconciliation, WRS employer orientation, WRS eligibility, rehired annuitants and late reported earnings.
- Offered two new webinars in conjunction with the Wisconsin Deferred Compensation Program. One targeted members nearing retirement and the other targeted current and participating WDC employers and covered fiduciary responsibilities.
- Revised the *WRS Administration Manual*, incorporating 2011 Wisconsin Acts 10 and 32 and 2013 Wisconsin Act 20 changes and emphasized the transition to online reporting procedures.
- Extensively redesigned website pages to streamline member and employer access to information regarding health insurance benefits, benefits-related learning opportunities and presentations and other online resources.

STRENGTHEN INTERNAL WORKFORCE TRAINING

- Implemented the mobile device rollout project, a two-phase effort to make mobile devices standard for ETF staff in leadership positions. The first phase involved identifying business user requirements, policies and training; the second phase involved procurement, configuring of devices, testing and distribution of the devices. The project is part of a larger strategy to improve the alignment of information technology services with business needs and requirements.
- Implemented a new learning management system that provides an integrated resource for offering and tracking internal and external training programs for employees.
- Implemented a cross-training plan in several key areas in preparation for the BAS implementation.
- Offered all employees numerous training sessions throughout the year. Topics included BAS “debrief” (information sharing) sessions, project management overviews, notable health insurance program changes, enterprise software upgrades, presentation development skills and career advancement strategies. Ten staff received business analyst certifications.
- Created testing, training and innovation spaces that support collaboration across work units.
- Launched the first of several “e-learning modules” for enhanced staff training and education.