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 SECRETARY

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**EXECUTIVE COMMITTEE**  
**ACCOMPLISHMENTS REPORT**  
**June 2020 – August 2020**

This quarterly report highlights significant Department of Employee Trust Funds **operational** accomplishments – daily business activities, process improvements, successes and milestones – achieved from June 2020 through August 2020. All accomplishments relate to the four goals in our current strategic plan.

**EFFORTLESS CUSTOMER EXPERIENCE (increasing employer competency for managing benefits; increasing member personalization for managing their benefits)**

- Completed the Emergency Room Utilization Member Survey, which received responses from 15,340 members (a 35% response rate). The results of this survey will help guide our initiative to reduce inappropriate emergency room utilization by guiding members to more appropriate locations for care.
- Completed and published second quarter updates to State and Local group health insurance manuals to provide timely, accurate information to employers and staff.
- Educated more than 80 employers who attended ETF-sponsored employer check-in sessions related to COVID-19, leave of absences, and termination transaction reporting.
- Overall, ETF was more available than ever to assist members -- for example, call center staff working full time at home logged an extra 262 minutes per day, compared to the same period of time last year. In addition, absenteeism is down by 36%.

**PERFORMANCE MEASUREMENT AND PROCESS MANAGEMENT (expanding metric-based decision-making to optimize key capabilities; expanding business process management to improve operations and support innovation)**

- Completed a project to align the Health Plan Deliverables Notebook with Pharmacy Benefits, enabling ETF to begin monitoring the pharmacy vendor’s quarterly performance in a single location, along with all weekly, monthly, annual and case-by-case deliverables.
- Negotiated and finalized rates for health insurance below national trends.

Reviewed and approved by Pamela Henning, Assistant Deputy Secretary

*Pamela L Henning*

Electronically Signed 9/1/20

Board	Mtg Date	Item #
EXC	9.16.20	4A

- Modified the process for providing Medicare information to certain new annuitants (age 64 or older or spouse 64 or older with health insurance), eliminating handoffs between units and expediting the mailing of informational packets to annuitants.
- Initiated three process improvements that will use the Business Process Management (BPM) methodology to prepare the processes for modernization: employer health insurance onboarding, form intake and death communications.

**TALENTED AND AGILE WORKFORCE (attracting, integrating and advancing top talent; advancing employee development through meaningful performance management approaches)**

- Developed and implemented a remote onboarding and training process for the Health Program Manager role (Office of Strategic Health Policy's (OSHP) most visible staff role). This process will be utilized for additional remote onboarding of positions in the near future.
- Completed the recruitment of three Trust Funds Specialist positions in Benefit Initiation Section Unit 1 and one Trust Funds Specialist position in the Disability Programs Section.
- Hired a new Data Management Technical Lead to help ensure the Data Management Modernization Program can continue to perform and deliver on key goals of the projects.
- Hired a server engineer to support both current operations and new strategic programs and modernization projects.
- Developed a cross-training plan for the Insurance Unit that will allow staff processing active insurance and supporting employers (including some WRS staff) to assist the Retiree Health Insurance staff when needed.
- Assembled and trained a team of Data Stewards from across the agency who will be responsible for improving, maintaining, and governing data quality.

**MODERN, SECURE AND RESILIENT INFORMATION TECHNOLOGIES (developing and deploying customer-focused solutions; integrating systems and processes for seamless, timely and secure stakeholder experiences)**

- Received training and began implementing the use of Health Insights Dashboards within the Data, Analytics and InSights (DAISI) Data Warehouse. These dashboards will automatically track key metrics for each program manager and all projects going forward within OSHP.
- Moved closer to implementation of the new online member and employer appointment scheduling system, which will enter production on September 10 and

be publicly announced the week of September 21. The new system enables members to view and book retirement appointments online.

- Conducted two multi-day, joint application design sessions on workflow user case creation to direct the development of ETF's OnBase solution. OnBase will manage imaging and workflow functionality. In addition, a migration plan was developed to move more than 20 million images from the current imaging and workflow system into the future OnBase system.
- Launched three security projects under the Technology Program to support modernization efforts:
  - Authorization and Authentication, which will determine the capabilities and requirements needed from a tool that will allow access into ETF's external-facing applications. In addition, this project will review, analyze and plan how to best secure identities for ETF employees.
  - Adaptive Security, which will create a reference guide of roles and responsibilities for security-related management of vendor solutions that will be used as a foundation for all future technology procurements. The team will create security-related questions that will be used to standardize each procurement from a security perspective.
  - Security Standards, Procedures and Guidelines, which will apply Information Risk Management Program methodology and framework to strategic modernization initiatives, carefully balancing business needs, risk exposure, legislative and regulatory requirements and the current information environment.
- Implemented Box for secure delivery of materials to external customers, including transmitting Board files to ETF's Board Members.
- Created a Data Governance Framework to establish who governs data and to document their decision-making process, including prioritizing and then logging decisions.
- Presented two insurance administration system vendor demonstrations to a procurement evaluation committee and a group of ETF subject matter experts.
- Implemented the first phase of a modern IT service management tool, Ivanti. With this phase of the project's execution, the application will allow the ETF IT Service Center to better serve its customers with faster issue resolution, tracking of issues and requests, advanced metrics and targeted communication.

- Implemented and trained initial staff on Promapp software, which will turn complex process maps, Visio charts and procedure documents into clean, simple process maps that all staff will be able to locate and understand.
- Developed a dashboard to analyze and prioritize application security vulnerabilities which includes detection date, severity level, status, and trends.
- Developed a proof of concept for a Master Data Management solution which will help ETF better manage data quality for its core data set.
- Elevated the Business Intelligence (BI) Section to a Data Management Bureau to support ETF strategic goals, especially the modernization program. Expanded responsibilities include creating the agency data strategy, data architecture, data governance, master data management, data integration, data quality, business intelligence, and data warehousing.
- Completed annual system and organization controls (SOC II) reporting for ETF's Third-Party Administrators (TPA) and fully insured health plans. The SOC II standards address "security, availability, processing integrity, confidentiality and privacy at a service organization." Vendor submission quality is maturing as benchmarked against contractual requirements. The Supplier summary report was created, reviewed and routed for distribution at the August Group Insurance Board meeting.
- Completed a third-party security penetration test, which helped to uncover some unknown vulnerabilities and confirm that current ETF security tools are detecting and protecting ETF as expected.
- Completed the patch management project, enabling ETF to consistently patch third-party applications on workstations to reduce the overall risk to ETF's IT environment.
- Completed a Request for Information (RFI) process to review integration platforms for Data Management Project 2 – Technical Architecture and Integration. This resulted in upcoming proofs-of-concept with two best-in-class vendor solutions and a plan for final product selection and implementation kickoff in early fall.
- Launched a Development Operations (DevOps) project within the Technical Modernization Program to modernize and automate application development and middleware processes. Requirements for the automation tools were developed and scored and products were selected for a proof-of-concept scheduled for later this fall.

- Developed processes and completed initial tests for migrating documents from myETF to the new Enterprise Content Management (ECM) system, setting the stage for when migration occurs.
- Completed distribution of the new RSA fobs (used for multi-factor authentication) to all staff, which involved mailing and transferring access for 360 staff's fobs in a 10-week project.