

FOUNDATIONS

Department of Retirement Systems

Fundamentals Map

MISSION
We provide information, tools, expertise and services that ensure our members receive the retirement benefits they earn while in public service

VISION
Satisfied customers
Valued team members

VALUES
Customer Focus
Team Member Engagement
Valued Relationships
Performance Excellence
Resource Stewardship



KEY GOALS

Elated Customers

Engaged Team Members

Vigilant Resource Steward

Best Practice Leader

Reliable Partner

OUTCOME MEASURES

MEASURE OWNER

Customer Satisfaction O1

Team Engagement O2

Employer Satisfaction O3

Stakeholder Satisfaction O4

Operational Health O5

Retirement Readiness O6

Benefits Paid O7

Ideas Implemented O8

Charitable Participation O9

Performance to Budget O10

Cost Effectiveness O11

Seth Miller

Tracy Guerin

Mike Ricchio

Jacob White

Mark Feldhausen

David Brine

Mike Ricchio

Shawn Merchant

Chris Greenwalt

Mark Feldhausen

Mark Feldhausen

OPERATING PROCESSES

SUPPORTING PROCESSES

CORE PROCESSES

PROCESS OWNER

SUB PROCESSES

PROCESS MEASURES

Process	OP1	OP2	OP3	OP4	OP5	SP1	SP2	SP3	SP4	SP5	SP6	SP7	SP8
Process Owner	Seth Miller	Rose Bossio	Mike Ricchio	David Brine	Jacob White	Mark Feldhausen	Chris Greenwalt	Rose Bossio	Shawn Merchant	Mike Ricchio	David Brine	George Pickett	Chris Greenwalt
Sub Processes	<ol style="list-style-type: none"> Receiving payment request Verifying eligibility Processing payment request Calculating payment Providing 1:1 assistance Issuing payment 	<ol style="list-style-type: none"> Enrolling & maintaining employer information Educating employers Collecting & updating member information Managing documents Auditing employer processes Auditing member information Sharing information 	<ol style="list-style-type: none"> Receiving & depositing contributions Directing funds Creating & managing receivables Reconciling general ledgers Accounting for benefit deductions Creating financial reports Accounting for benefit payments 	<ol style="list-style-type: none"> Partnering with employers Educating new members Promoting online account Promoting retirement planning tools Marketing DCP Providing presentations & resources Targeting reminders to waypoints Working with education partners 	<ol style="list-style-type: none"> Monitoring policy environment Analyzing external policy ideas Informing policy makers Determining policy & rule needs Developing policies & rules Implementing policies & rules 	<ol style="list-style-type: none"> Defining strategy Selecting breakthrough initiatives Setting targets Connecting employees to targets Creating organizational understanding Managing operations Managing breakthrough initiatives Reviewing organizational performance Making performance corrections 	<ol style="list-style-type: none"> Recruiting & hiring Onboarding Coaching & developing successful team members Recognizing people Managing employment information Providing tools & resources Managing facilities Fostering safety & wellness 	<ol style="list-style-type: none"> Governing enterprise architecture Controlling production release Ensuring security Providing business systems analysis Conducting operations Developing solutions 	<ol style="list-style-type: none"> Assessing business needs Researching & monitoring Establishing requirements Determining solution cost Managing projects Testing solutions Releasing to production 	<ol style="list-style-type: none"> Managing contracts Managing purchase of goods & services Managing inventory 	<ol style="list-style-type: none"> Managing DRS reputation/brand Building relationships Enabling feedback & identifying needs Staying current on pension issues Developing communication strategies Creating informational content Delivering information Managing communication channels 	<ol style="list-style-type: none"> Identifying risk Evaluating & assessing risk Addressing & treating risk Monitoring & reviewing risk & treatment plans Adjusting as needed 	<ol style="list-style-type: none"> Creating community support teams Evaluating & selecting charitable opportunities Implementing charitable opportunities
Process Measures	<ol style="list-style-type: none"> Calculation accuracy Estimate accuracy Estimate turnaround Recalc turnaround Timely phone response Timely 1:1 counseling Timely email response 	<ol style="list-style-type: none"> Self service transaction time Employer reporting errors Requests for information from employers Late employer reporting 	<ol style="list-style-type: none"> Member receivables Credit redistributions Employer receivables Employer paper checks Reconciliations Remittance advice forms 	<ol style="list-style-type: none"> Members joining DCP Affirmative plan choice Online account registrations Online retirement applications 	<ol style="list-style-type: none"> Rule development Timely fiscal notes Timely petitions Timely policy review/update 	<ol style="list-style-type: none"> Process measure health Status of strategic initiatives 	<ol style="list-style-type: none"> Training hours Safety & wellness Turnover Present to win Time to fill positions Team members trained 	<ol style="list-style-type: none"> Request backlog Systems intervention High priority tickets Hours to resolution 	<ol style="list-style-type: none"> Projects on budget Project effectiveness Adoption rate Projects on time IdeaScale responsiveness 	<ol style="list-style-type: none"> Contract costs Contract purchases Vendor payments Timely procurement Full inventory 	<ol style="list-style-type: none"> Online reach Content & materials review Timely COOP update Efficient evacuations Timely audit responses Timely review responses 	<ol style="list-style-type: none"> Risk management reviews Risk status Timely audit responses Timely review responses 	<ol style="list-style-type: none"> DRS events sponsored State CFD participation