

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

Customer Satisfaction O1

Team Engagement O2

Employer Satisfaction O3

Stakeholder Satisfaction O4

Operational Health O5

Benefits Paid O7

Efficient Tools O8

Charitable Participation O9

Performance to Budget O10

Cost Effectiveness O11

MEASURE OWNER

Seth Miller

Tracy Guerin

Mike Ricchio

Shawn Merchant

Mark Feldhausen

Mike Ricchio

Amy McMahan

Chris Johansen

Mark Feldhausen

Mark Feldhausen

OPERATING PROCESSES

SUPPORTING PROCESSES

CORE PROCESSES

Core Process	OP1	OP2	OP3	OP4	OP5	SP1	SP2	SP3	SP4	SP5	SP6	SP7	SP8
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PROCESS OWNER

Seth Miller	Mike Ricchio	Mike Ricchio	David Brine	Johnna Craig	Mark Feldhausen	Chris Johansen	Jay Walsh	Amy McMahan	Mike Ricchio	David Brine	George Pickett	Chris Johansen
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SUB PROCESSES

<ol style="list-style-type: none"> <li>Receiving payment request</li> <li>Verifying eligibility</li> <li>Processing payment request</li> <li>Calculating payment</li> <li>Providing 1:1 assistance</li> <li>Issuing payment</li> </ol>	<ol style="list-style-type: none"> <li>Enrolling &amp; maintaining employer information</li> <li>Educating employers</li> <li>Collecting &amp; updating member information</li> <li>Managing documents</li> <li>Auditing employer processes</li> <li>Auditing member information</li> <li>Sharing information</li> </ol>	<ol style="list-style-type: none"> <li>Receiving &amp; depositing contributions</li> <li>Directing funds</li> <li>Creating &amp; managing receivables</li> <li>Reconciling general ledgers</li> <li>Accounting for benefit deductions</li> <li>Creating financial reports</li> <li>Accounting for benefit payments</li> </ol>	<ol style="list-style-type: none"> <li>Partnering with employers</li> <li>Educating new members</li> <li>Promoting online account</li> <li>Promoting retirement planning tools</li> <li>Marketing DCP</li> <li>Providing presentations &amp; resources</li> <li>Targeting reminders to waypoints</li> <li>Working with education partners</li> </ol>	<ol style="list-style-type: none"> <li>Monitoring policy environment</li> <li>Analyzing external policy ideas</li> <li>Informing policy makers &amp; stakeholders</li> <li>Determining policy &amp; rule needs</li> <li>Developing policies &amp; rules</li> <li>Implementing policies &amp; rules</li> <li>Analyzing &amp; ensuring legal compliance</li> <li>Managing PDRs &amp; records</li> </ol>	<ol style="list-style-type: none"> <li>Defining strategy</li> <li>Selecting breakthrough initiatives</li> <li>Setting &amp; adjusting targets</li> <li>Measuring operations &amp; initiatives</li> <li>Reviewing organizational performance</li> <li>Maintaining performance transparency</li> </ol>	<ol style="list-style-type: none"> <li>Recruiting &amp; hiring</li> <li>Onboarding</li> <li>Coaching &amp; developing successful team members</li> <li>Recognizing people</li> <li>Managing employment information</li> <li>Providing tools &amp; resources</li> <li>Managing facilities</li> <li>Fostering safety &amp; wellness</li> <li>Supporting diversity &amp; inclusion</li> </ol>	<ol style="list-style-type: none"> <li>Governing enterprise architecture</li> <li>Controlling production release</li> <li>Ensuring security</li> <li>Providing business systems analysis</li> <li>Conducting operations</li> <li>Developing solutions</li> </ol>	<ol style="list-style-type: none"> <li>Assessing business needs</li> <li>Researching &amp; monitoring</li> <li>Establishing requirements</li> <li>Determining solution cost</li> <li>Managing projects</li> <li>Testing solutions</li> <li>Releasing to production</li> </ol>	<ol style="list-style-type: none"> <li>Managing contracts</li> <li>Managing purchase of goods &amp; services</li> <li>Managing inventory</li> </ol>	<ol style="list-style-type: none"> <li>Managing DRS reputation/brand</li> <li>Building relationships</li> <li>Enabling feedback &amp; identifying needs</li> <li>Staying current on pension issues</li> <li>Developing communication strategies</li> <li>Creating informational content</li> <li>Delivering information</li> <li>Managing communication channels</li> </ol>	<ol style="list-style-type: none"> <li>Identifying risk</li> <li>Evaluating &amp; assessing risk</li> <li>Addressing &amp; treating risk</li> <li>Monitoring &amp; reviewing risk &amp; treatment plans</li> <li>Adjusting as needed</li> </ol>	<ol style="list-style-type: none"> <li>Creating community support teams</li> <li>Evaluating &amp; selecting charitable opportunities</li> <li>Implementing charitable opportunities</li> </ol>
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PROCESS MEASURES

<ol style="list-style-type: none"> <li>Estimate accuracy</li> <li>Responsive customer services</li> <li>Requests for information from employers</li> </ol>	<ol style="list-style-type: none"> <li>Employer reporting errors</li> <li>Late employer reporting</li> <li>Employer compliance reviews</li> </ol>	<ol style="list-style-type: none"> <li>Member receivables</li> <li>Credit redistributions</li> <li>Employer receivables</li> <li>Employer paper checks</li> <li>Reconciliations</li> </ol>	<ol style="list-style-type: none"> <li>Members joining DCP</li> <li>Affirmative plan choice</li> <li>Online account registrations</li> <li>Online retirement applications</li> </ol>	<ol style="list-style-type: none"> <li>Rule development</li> <li>Timely fiscal notes</li> <li>Timely petitions</li> <li>Timely policy review/update</li> <li>Timely appeals</li> <li>Timely PDRs</li> </ol>	<ol style="list-style-type: none"> <li>Process measure health</li> <li>Innovation Station responsiveness</li> </ol>	<ol style="list-style-type: none"> <li>Safety &amp; wellness</li> <li>Turnover</li> <li>Time to fill positions</li> <li>Team members trained</li> </ol>	<ol style="list-style-type: none"> <li>Request backlog</li> <li>Systems intervention</li> <li>High priority tickets</li> <li>Phishing assessments</li> </ol>	<ol style="list-style-type: none"> <li>Project effectiveness</li> <li>Status of strategic initiatives</li> </ol>	<ol style="list-style-type: none"> <li>Supplier diversity</li> <li>Contract administration</li> </ol>	<ol style="list-style-type: none"> <li>Online reach</li> <li>Content &amp; materials review</li> </ol>	<ol style="list-style-type: none"> <li>Risk management reviews</li> <li>Risk status &amp; plans</li> <li>Timely COOP update</li> <li>Timely audit responses</li> <li>Timely review responses</li> </ol>	<ol style="list-style-type: none"> <li>DRS events sponsored</li> </ol>
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