

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

- Engaged Team Members
- Vigilant Resource Steward
- Best Practice Leader
- Reliable Partner
- Elated Customers

CORE PROCESSES

PROCESS OWNER

SUB PROCESSES

PROCESS MEASURES

OUTCOME MEASURES

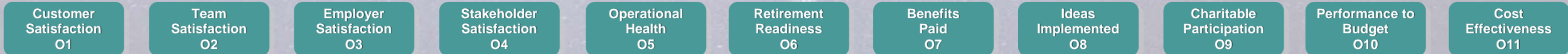
MEASURE OWNER

### OPERATING PROCESSES

### SUPPORTING PROCESSES



| Process          | OP1   | OP2  | OP3   | OP4  | OP5  | SP1  | SP2  | SP3   | SP4   | SP5   | SP6   | SP7   | SP8  |
|------------------|---|--|---|--|--|--|--|---|---|---|---|---|--|
| Process Owner    | Dave Nelsen   | Chris Lamb   | Mike Ricchio  | David Brine  | Jennifer Dahl  | Marcie Frost   | Lee Strehlow   | Chris Lamb  | Shawn Merchant  | Mike Ricchio  | David Brine   | George Pickett  | Dave Nelsen  |
| Sub Processes    | <ol style="list-style-type: none"> <li>Monitoring policy environment</li> <li>Analyzing external policy ideas</li> <li>Informing policy makers</li> <li>Determining policy and/or rule needs</li> <li>Developing policy and/or rule</li> <li>Implementing policy and/or rule</li> </ol> | <ol style="list-style-type: none"> <li>Enrolling &amp; maintaining employer data</li> <li>Educating employers</li> <li>Collecting &amp; updating member data</li> <li>Managing documents</li> <li>Auditing employer processes</li> <li>Auditing member data</li> <li>Sharing data</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 1-1 assistance</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>Receiving payment request</li> <li>Verifying eligibility</li> <li>Processing payment request</li> <li>Calculating payment</li> <li>Issuing payment</li> </ol> | <ol style="list-style-type: none"> <li>Defining strategy</li> <li>Setting operational targets</li> <li>Selecting strategic initiatives &amp; targets</li> <li>Connecting employees to targets</li> <li>Creating organizational understanding</li> <li>Managing operations</li> <li>Managing strategic initiatives</li> <li>Reviewing organizational performance</li> <li>Making performance corrections</li> </ol> | <ol style="list-style-type: none"> <li>Recruiting &amp; hiring</li> <li>Orienting &amp; onboarding</li> <li>Learning &amp; growth</li> <li>Observing, coaching, evaluating performance &amp; behavior</li> <li>Creating development plans</li> <li>Recognizing accomplishments</li> <li>Maintaining employee information</li> <li>Equipping employees</li> <li>Managing facilities</li> <li>Fostering safety &amp; wellness</li> </ol> | <ol style="list-style-type: none"> <li>Governing enterprise architecture</li> <li>Controlling production release</li> <li>Ensuring security</li> <li>Maintaining portfolio</li> <li>Managing requests</li> <li>Providing business systems analysis</li> <li>Conducting operations</li> <li>Developing &amp; maintaining applications</li> <li>Administering data</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 and 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> |
| Process Measures | <ol style="list-style-type: none"> <li>Participate at policy meetings</li> <li>Rule development</li> <li>Fiscal notes</li> </ol>  | <ol style="list-style-type: none"> <li>Self service account maintenance transactions</li> <li>Employer corrections</li> <li>Verification of employment</li> <li>Late employer reporting</li> </ol>   | <ol style="list-style-type: none"> <li>Timely deposits</li> <li>Credit redistributions</li> <li>Cash flow</li> <li>Alternate benefit payments</li> <li>Receivables</li> <li>Certified CAFR</li> <li>Timely deposits</li> <li>Reconciliations</li> </ol>   | <p><i>Capability Breakthrough (Under Development)</i></p> <ol style="list-style-type: none"> <li>Online retirement applications</li> <li>Benefit calculation accuracy</li> <li>Estimate accuracy</li> <li>Estimate turnaround</li> <li>Benefit timeliness</li> </ol>   | <ol style="list-style-type: none"> <li>Continuous improvement</li> <li>Process measures in good health</li> <li>Strategy execution</li> <li>Days to initiate repair</li> </ol>                       | <ol style="list-style-type: none"> <li>Learning &amp; growth</li> <li>Safety &amp; Wellness</li> <li>Turnover</li> <li>Present to win</li> <li>Time to fill positions</li> </ol>   | <ol style="list-style-type: none"> <li>Request backlog</li> <li>Systems intervention</li> <li>Estimate variance</li> <li>Hours to resolution</li> </ol>  | <ol style="list-style-type: none"> <li>On budget</li> <li>Project effectiveness</li> <li>Adoption rate</li> <li>On time</li> <li>Time to market</li> </ol>  | <ol style="list-style-type: none"> <li>Contract costs</li> <li>Contract purchases</li> <li>Goods &amp; services</li> <li>Timely inventory</li> <li>Timely vendor payments</li> <li>Timely deliverables</li> <li>Timely procurements</li> </ol>                                | <ol style="list-style-type: none"> <li>Online reach</li> <li>Effective engagement</li> <li>Content &amp; materials review</li> </ol>              | <ol style="list-style-type: none"> <li>Risk management reviews</li> <li>Risk status</li> <li>Risk identification model</li> <li>Risk assessment model</li> <li>Progress to green status</li> </ol>  | <ol style="list-style-type: none"> <li>Events sponsored</li> <li>Charitable opportunities</li> </ol>  |  |



Jennifer Dahl    Lee Strehlow    Mike Ricchio    Dave Nelsen    Marcie Frost    David Brine    Mike Ricchio    Shawn Merchant    Steve Hill    Mark Feldhausen    Mark Feldhausen