

**DEPARTMENT OF EMPLOYEE TRUST FUNDS
BIENNIAL OBJECTIVES
2007 - 2009**

Mission Statement

Our mission is ... to develop and deliver quality benefits and services to our customers while safeguarding the integrity of the Trust.

Values

INTEGRITY: We earn the trust of our members by keeping our promises. We maintain their confidence by adhering to the highest standards of ethical conduct in all of our activities.

RESPECT: We appreciate the diversity of those we serve, and we treat each individual with respect. We listen to our members, are helpful and courteous, and make their needs our highest priorities.

QUALITY: We believe in providing quality service that is timely, accurate, thorough and accessible. We approach the challenges of the future by continuously improving our service through creativity and innovation.

PEOPLE: We strive to develop employees to their full potential and foster diversity and team effort. Enthusiasm, skill, dedication, and pride in their work make them our most valuable assets.

Overall Goals

1. To protect the integrity of the Trust and administer benefits through effective **GOVERNANCE** with an emphasis on fiduciary responsibilities.
2. To provide competent and efficient **SERVICE** to participants, employers, and other customers.
3. To deliver cost-effective, quality **BENEFITS** through prudent administration.
4. To develop and maintain a **WORKFORCE** with the necessary knowledge and skill sets.

Objectives

GOVERNANCE

- Broaden administrative flexibility to enhance the ability to carry out fiduciary responsibilities.
- Assist Boards in developing effective governance measures.
- Educate external and internal parties about the Department's responsibility to be effective stewards of benefit programs, including fiduciary and Trust administration responsibilities.
- Identify internal and external risks to the Trust, develop and monitor controls to safeguard Trust assets, and ensure effective and efficient administration of the Wisconsin Retirement System and related benefits.

SERVICE

- Identify existing organizational structures, processes and operations within the Department that can be simplified or streamlined, develop a plan to implement, and execute plan.
- Meet customer needs for guidance and timely, accurate information via clear, high quality, accessible and customized communications.
- Assist participants in resolving benefit issues and assess whether customer needs are being met through current services.
- Maintain high quality operations and service by continually assessing issues raised; reviewing and adopting appropriate best practices; and changing benefit processes, structures and/or delivery as needed.

BENEFITS

- Protect benefits now offered to participants, continually assess benefit design needs, seek statutory changes needed to reflect present operating conditions and workforce needs, and suggest changes that would maximize both the levels of service and the cost effectiveness of current benefits.
- Develop and implement information technology applications based on business strategies that effectively and efficiently improve internal functions and external services.
- Educate members and other stakeholders on the advantages of the Department's integrated employee benefit programs.
- Communicate to members and other stakeholders the role of the Department in effectively administering well-funded benefit programs.

WORKFORCE

- Facilitate the transition of knowledge among employees.
- Promote an atmosphere where candid discussion, critical thinking and innovation are encouraged and rewarded.
- Develop a highly skilled workforce with employees who each have significant understanding of all aspects of the Department's benefit programs and processes.
- Refine employee development and recruitment efforts to ensure staff has needed skill sets.
- Provide a forum for policy and operational discussions across divisions, cultivating staff that understands the business processes and interrelationships across the organization.