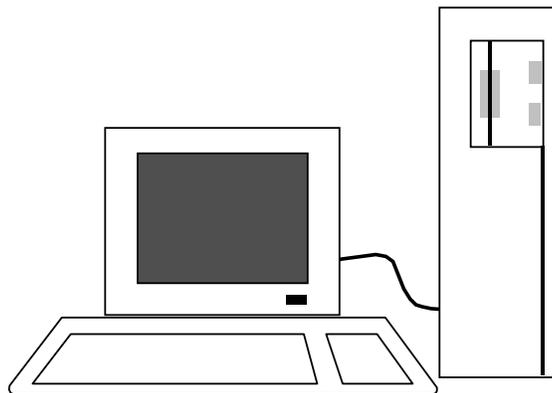


Division of Administrative Services





The administrator of the Division of Administrative Services supervises the division and is responsible for the supervision and monitoring of the agency budget, personnel activities, data processing, and general administrative services.

Information Services Section

On the application side of the Information Services Section, the following list was accomplished to improve user applications:

- Piloted the use of J2EE as a software development platform to develop in-house applications. The Premium Tax system redesign was used as the pilot application.
- Completed work on redesigning the Premium Tax system including Premium Tax payments.
- Designed and implemented a Financial Database for multiple agency tasks that involved using financial data, such as the Wisconsin Insurance Report.
- Generated reports for the Wisconsin Insurance Report using the new Financial Database.
- Completed most programming for the conversion of the Legal System from Access to Oracle.
- Put agent lists on the OCI Web site to provide free, 24/7 access to this information.
- Began work to replace the manual company examination billing assessment process.
- Completed more than 25 reports in the COSMOS or Complaints systems.
- Implemented statutory requirement to provide agent license data to the Department of Revenue for their use in matching tax records to facilitate suspension of insurance licenses for nonpayment of taxes.
- Began converting Company reports to the common report architecture.
- Put out several new builds of the OCI Enterprise to incorporate continuous improvements in systems such as Complaints and Rates and Forms.
- Performed system improvements or provided maintenance work for the Patients Compensation Fund system including maintenance on the billing program; fund account maintenance; maintaining the nightly assessment program on the Linux server; and moving and recreating the test database.

On the technical side of the Information Services Section, the following list was accomplished to improve user access:

- Disconnected and declared OCI's obsolete WANG mainframe mini-computer to be surplus.

- Updated the agency's contingency plan for IT applications.
- Purchased new anti-spam software to control spam e-mail.

On the management side of the Information Services Section, the following list was accomplished to improve program management:

- Entered into agreements with iITS, our regulatory software vendor, to undertake several additional enhancements to the COSMOS system.
- Contracted for the development of a telecommunications plan used to plan and budget for changes to OCI telecommunications equipment and infrastructure needed as part of the physical move of the office.
- Prepared the OCI Information Technology Strategic Plan for the 2003-05 biennium in May.
- Prepared budget estimates for the IT items in the agency's 2003-05 budget request.
- Prepared the Charter document for the Company Imaging System.
- Hired three temporary employees to eliminate the backlog of Agent Licensing files awaiting imaging technology.
- Updated the OCI Information Technology Strategic Plan in October.
- Obtained and tested flat panel monitor hardware.
- Purchased a new server and database license for implementing Internet applications.
- Purchased a data modeling software tool to replace an outdated tool.
- Set up a work station in the reception area to test optimal computer monitor/tower placement for the office move to GEF III.
- Published expectations for Help Desk support on the OCI Intranet.
- Set up a work station in the training room for testing new software upgrades.
- Handled 480 calls to the IT help desk (a 40% reduction from last year due to better system stability and greater familiarity with new systems) and resolved all but 30 of the problems within one day of notification.

Services Section

The Services Section provides basic and essential office services that not only facilitate the work of OCI staff, but assist the insurance industry and the general public as well. Service areas include records management, forms management, mail services, walk-in and telephone reception, Web site maintenance and management, service of process, and general office support.

Records Management

By providing records management for the entire agency, the records manager maintains agency-wide records and makes available public records.

The records manager is a liaison to agency business areas for issues involving records in all media, and the position is a liaison to outside agencies including the State Historical Society, the Department of Administration's Records Management Section, the Department of Electronic Government, and on cross-agency teams resolving records issues. The records manager attends meetings of the Wisconsin Information Resources Council, the State Web Administrator's Group, the E-Records Committee, and the Licensing and Permitting Portal team. The records manager is also part of agency committees and workgroups, including the Information Technology (IT) Strategic Planning Committee.

Responses to open records requests for information are tracked closely by central files. The office expends great effort to respond quickly and efficiently to the many public requests we receive, and retaining statistics helps track our effectiveness. Records are provided to requesters via numerous formats: paper, microfilm, and electronic. Conversion of records to electronic format brings different challenges to fulfill open records requests. OCI has met that challenge head on and has installed a workstation from which rates and forms records can be viewed and queued for printing for those wishing copies. Additional work will continue in providing access to requested records by electronic means.

The records manager also works with the database administrator and other IT staff, which allows input from a records viewpoint relating to the impact that the process of changing how our electronic data and records are stored has on records management issues. In this process, not only the content of the data is

examined, but discussion also takes place regarding the migration of data between media and how the potential purchase of software/hardware might impact records.

Effective records management practices allow us to better serve the insurance industry and the general public, as well as our staff. Through operation of our Central Files Section, the records manager makes public records available. Examples of these records includes:

- insurance company rates, approved policy forms, articles and bylaws, biographical sketches of officers and directors, financial examination reports, holding company registration, contracts, correspondence, and financial statements
- consumer complaint information (closed files only)

Forms Management

The office is required by statute to administer and maintain a Forms Management program. All office forms and brochures are reviewed for statutory requirements and standards (i.e., need, cost, plain English). An inventory and history file is kept for each form, brochure, and special report. Forms, brochures, and special reports are composed in-house using PageMaker or Microsoft Word. Several forms, including financial annual statement packets, have been converted to pdf format for inclusion on the OCI Web site. These forms are available in hard copy format as well from OCI. The Forms Manager is a liaison with office staff, the agency Printing Coordinator, other state agencies and is a representative to the Wisconsin Information Resources Council.

Publications Distribution

Also available through Staff Services are publications with helpful information for people shopping for insurance. Titles in greatest demand include:

- Guide to Long-Term Care
- Long-Term Care Insurance Policies Approved in Wisconsin
- Medicare+Choice Questions and Answers
- Medicare Supplement Insurance Approved Policies
- Wisconsin Guide to Health Insurance for People with Medicare

While publications access is increasingly more popular via direct access on our Web site (oci.wi.gov)

many constituents still require or desire hard copy publications. Hard copies are requested in person, over the telephone, via e-mail to publications@oci.state.wi.us, and via an on-line publications order form.

The volume of hard copy distribution varies greatly based upon industry or regulatory changes. On-line access to publications is rapidly becoming a popular way to access agency publications.

Mail Service

By offering centralized mail service to the agency, staff provides an essential office function. Mail center staff handles all incoming mail for the entire agency. The process involves receiving, opening, determining appropriate business area for response, date stamping, and sorting to mailboxes. The mail center is also a central area where incoming faxes are received and distributed and package deliveries are accepted and announced. Mail center staff accumulates agency-wide outgoing mail in this area and prepares it for pick-up as well.

Reception Service

The first people met by visitors to the agency are our receptionists. These individuals greet all comers to our office and assist them in their business needs. As well as greeting and referring visitors, the receptionists take incoming telephone calls to the central switchboard, determine the needs of the callers, and transfer calls to appropriate staff. When callers

encounter problems or wish to avoid voice mail they easily return to our main reception area where they are treated to personalized assistance. Our goal is to find an agency staff person that can provide direct assistance when feasible. The reception area also maintains quite a few other responsibilities. Reception staff have additional tasks that complement their reception duties. Scheduling, editing, mail preparation are among the many other responsibilities handled here.

Web Service

The OCI internal and external Web sites are managed within Staff Services. In coordination with other agency staff, via the OCI Web Committee, and with significant involvement with other state agency Web efforts (participation on subcommittees of the Portal Board), we focus on providing information useful to our audiences 24 hours a day. We frequently reassess the value of the information provided on our sites and strive to assure fresh content consistent with current themes.

2002 Statistics

The service of process section has seen a decline in service of process requests. There has also been a decline in telephone inquiries for registered agent names and addresses. Registered agent contact information is more frequently found directly on OCI's Web site. There were 247 processes served by OCI in 2002. See the table below for Web site statistics regarding registered agent lookups.

Services Section Production Statistics (Monthly Averages)

	1999	2000	2001	2002
Telephone inquiries for Central Files	186	181	241	183
Walk-in inquiries for Central Files	83	68	64	51
Requests for files (annual statements, rates, etc.)	2,498	2,041	1,279	301
Incoming calls to agency switchboard	5,105	5,022	4,344	4,711
Processed mail (inbound and outbound)			55,404	52,855
Reception publications sent to requesters			3,187	1,960
Web—unique visitors ¹			12,768	11,250
Web—publications ¹			10,330	17,388
Web—registered agent lookup ¹			8,176	2,296

¹ From Web logs.

Business Services Section

Business Services staff process all agency requests for printing, furniture, office supplies and contracts for services according to state procurement requirements with the intent of providing a most effective working environment for all agency staff. Business Services staff also provide accounts receivables cashing service, processing of vouchers for accounts payable, biennial and operating budget preparation, including monitoring, analysis and projections, and recording, analysis and reporting of all agency revenues and expenditures. Additionally, the Business Services Section, with the cooperation of building management, strives to achieve physical accommodations for maximum comfort, security, and safety, for staff and visitors alike.

Some of the accomplishments of the Business Services Section during the past year include:

- Prepared cost allocations for the company annual examination assessment.
- Converted company billings to a common annual billing cycle.
- Converted to a “revenue management” module which is a portion of the new COSMOS agencywide integrated regulatory information system.
- Revised the OCI Strategic Business Plan.
- Developed the agency’s 2003-05 Biennial Budget request.
- Developed the agency’s Continuity of Operations Plan.
- Improved building security through the placement of signs, new check-in procedures, and the refinement of the building evacuation plan.
- Established a representative structure to allow participation in the design of downtown office space to which we will move during April 2003.
- Created an Intranet resources page to answer employee questions, report progress, and to provide design plans and related information about the relocation of the agency.
- Scheduled and held meetings and visits to coordinate the agency’s planned move to the GEF III building in calendar 2002.
- Provided training sessions on ordering supplies and purchase cards.
- Processed 149 purchase orders, a reduction from 2001 due to expansion of the procurement card program.
- Centralized all cashing to include transactions formerly processed by Agent Licensing.
- Oriented new supervisors to agency health and safety programs to improve early incident reporting, support for ergonomic equipment, and loss prevention.
- Contracted for services worth \$973,800.

Human Resources Section

The Human Resources Office is responsible for providing leadership and services to achieve a quality workforce to support the mission of the agency. The Human Resources Section provides support in the recruitment, hiring and retention of a skilled, committed and diverse workforce needed to provide high quality services to Wisconsin citizens. The function of the Human Resources Section encompasses personnel, payroll, benefits, employee education and training.

Some of the accomplishments of the Human Resources Section during the past year include:

- Spearheaded the redesign of the agency's intranet. The OCI Intranet was published on October 7, 2002.
- Conducted Fair Labor Standards Act (FLSA) job analyses.
- Conducted classification survey audits for certain positions in the Administrative Support Bargaining Unit.
- Participated in the development of the state WISCJOBS system. Assisted the Department of Employment Relations with WISCJOBS training.
- Participated in the Employee Assistance Program presentation to the new Secretary of the Department of Employment Relations.
- Participated in agency relocation efforts. Served on and chaired various committees and coordinated training on managing change.
- Continued the agency's ongoing supported work efforts by renewing the employment of disabled individuals through the organization Community Work Services, Inc.
- Conducted/coordinated a number of training and information sessions including:
 - WISCJOBS Demonstration to Supervisors
 - Investment Board Practices and Returns
 - Customer Service Training
 - Power of Attorney Info
 - Managing Change
 - Layoff - Change & Sensitivity to Employees

Alternative Work Patterns

OCI is cognizant of the need to offer a flexible work environment in order to maximize the employment options available to existing and potential state employees and to meet the needs of our constituents. OCI encourages the utilization of alternative work patterns such as flex time, part-time, and shared-time schedules to increase productivity, extend services, reduce absenteeism, improve employee morale, allow for employee development, and maximize energy conservation through ridesharing and use of mass transit systems. Currently our staff includes two job-share arrangements and four

part-time permanent employees. The agency also reviews requests, on a case-by-case basis, from staff who wish to temporarily work from their home. The agency recognizes that alternative work pattern schedules may provide opportunities for individuals to productively utilize their skills, talents, and abilities. It recognizes that a traditional, full-time, work schedule may not meet the needs of individuals whom, due to age, health, or family circumstances, find such a schedule in conflict with responsibilities outside of work.