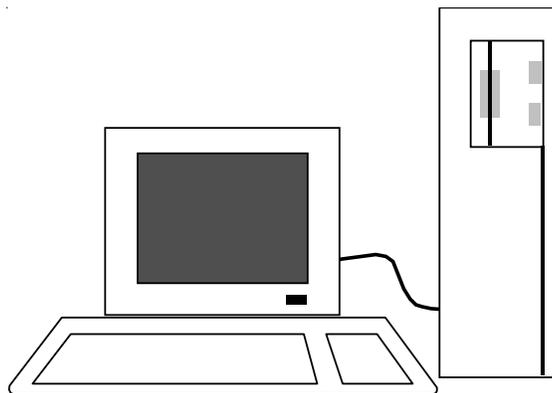


Division of Administrative Services





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

The Information Services Section provides new applications project management, architecture, design work and programming; network and database operations and security; maintenance support for all in-house computer applications and interfaces for all external applications; hardware and software testing and acquisitions; e-mail account administration and security; and help desk support for desktop and laptop PCs, printers, faxes, scanners and copiers. The section strives for 99.9% uptime of the database and network. Agency telecommunications services are also provided or coordinated through this section.

Applications

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

- Completed work to fully automate the company examination assessment application.
- Completed work to view and download the company appointment billing details on the Web.
- Began work to review IT needs for the conversion of the COSMOS insurance regulatory system to the Web-based SIRCON-gov system.
- Completed programming work for the Company Transaction Register.
- Completed programming to convert the Legal System from Access to Oracle.
- Started programming to convert the Service of Process application from dBase to an Oracle based application.
- Put out several new builds of the OCI Enterprise system to incorporate periodic improvements in applications such as Complaints and Rates and Forms.
- Performed system improvements or provided maintenance work for the Injured Patients and Families Compensation Fund system including: quarterly billing, programs/scripts maintenance; ongoing PCF documentation; rebuilding the Linux test server; rebuilding test databases; updating various reports; re-installing applications on the new operating system; running the certificate and financial gap script; automating SQL scripts;

contributing diagnostic data to the Wausau line connection speed problem; and completing several training courses.

- Completed work to collect Market Conduct contact information on the Web.

Technical

On the technical side of the Information Services Section, the following list was accomplished to improve users' computing environment:

- Completed the conversion from Novell to Windows operating system software.
- Upgraded certain WORD templates used by various business units to MS XP.
- Completed the rollout of new PCs to all staff.
- Upgraded certain monitors to flat screen monitors.
- Revised procedures to improve disaster recovery ability.
- Conducted a series of brown bags for staff on computer security.
- Implemented Active Directory to better organize access to and security for staff shared computer files.
- Upgraded our Integrated Development Environments (IDEs).
- Completed Upgrading MS Access 97 databases to MS Access XP.

Management

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

- Completed a NAIC survey of OCI's IT environment.
- Completed DOA/DET surveys on the OCI server environment, e-mail set-up and IT asset management.
- Worked to update OCI's continuity of operations/continuation of government disaster recovery plan.
- Prepared a checklist of disaster readiness for vendors who provide processing services on behalf of OCI.
- Completed OCI's 2005-07 IT Strategic Plan.
- Implemented a system for developer time reporting as a project planning and budgeting tool.
- Began utilizing a project planning schedule to schedule assignments on current and future projects.

Services Section

The Staff 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 Division of Enterprise Technology, and on cross-agency teams resolving records issues. The records manager attends meetings of the State Web Administrator's Group, the E-Records Committee and becomes involved in special tasks, especially inter-agency, when appropriate. 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 in fulfilling open records requests. More of our records material is becoming available for direct viewing via the Internet. This improves access to requestors and, while a data expert (the agency records coordinator) is still necessary in assisting requestors, those familiar with electronic record access have less need for direct assistance.

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 coordinator makes public records available. Examples of these records include:

- Insurance company rates, approved policy forms, articles and bylaws, biographical sketches of officers and directors, financial examination reports, holding company registrations, 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. Additional Web-based forms are still the responsibility of the forms manager. 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, and other state agencies.

Publications Distribution

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

Via the Web:

- Medicare Supplement Insurance Approved Policies
- Consumer's Guide to Insurance for Small Business Owners
- ANSI Codes
- Insurance Complaints and Administrative Actions
- Consumer's Guide to Auto Insurance

Via print:

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

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. Web delivery is rapidly growing as constituents find that the most current information that they seek is readily available.

The volume of hard copy distribution varies greatly based upon industry or regulatory changes. On-line access to publications is rapidly becoming the preferred 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 package deliveries are accepted and announced, and agency storage for publications and other program area supplies are handled. Mail center staff accumulates agency-wide outgoing mail in this area and prepares it for pick-up as well.

Reception Service

Our receptionists are the first people visitors to the agency meet. These individuals greet all comers to our office and assist them in their business needs. The receptionists also take incoming telephone calls to the central switchboard, determine the needs of the callers, and transfer calls appropriately. When callers encounter problems or have special needs they easily return to our main reception area where they are treated to personalized assistance. Our goal is always to find the most appropriate agency staff person to provide direct assistance. The reception staff also has other responsibilities that complement their reception duties. Scheduling, editing, fleet reservations, and outgoing

certified mail preparation are among the many other tasks 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 various inter-agency Web subcommittees), we focus on providing information useful to our audiences 24 hours a day and finding new methods to provide greater content. We frequently reassess the value of the information provided on our sites and strive to assure fresh content consistent with current issues. There were 140 new Web pages added in 2004. Another 893 existing pages were updated.

We take great care with how we utilize the Web to provide information to our constituents. A Web service is not unlike direct telephone, postal mail, or even face-to-face contact. Management of that interface requires constant attention to assure our Web visitors can readily find what they need.

2004 Statistics

Statistics for 2004 show an overall increase in the provision of service or information with a larger part of that being fulfilled by Web services. The changing mix allows Staff Services to continue to produce high-quality results for internal and external customers with increasing staff limitations. There is a continued steady upward trend in access to our information via our Web services. Our Web's "distinct hosts served," an approximate measure of the number of distinct visitors to our Web site, totaled 148,000 in 2003 and 173,458 in 2004, a 17% increase. Our publications viewed via the Web continues to rise exponentially in addition to our traditional approach to assisting our constituents with paper-based publication fulfillment.

Services Section Production Statistics (Monthly Averages)

| | 2001 | 2002 | 2003 | 2004 |
|---|-------------|-------------|-------------|-------------|
| Telephone inquiries for Central Files | 241 | 183 | 189 | 183 |
| Walk-in inquiries for Central Files | 64 | 51 | 57 | 31 |
| Requests for files (annual statements, rates, etc.) | 1,279 | 301 | 42 | 78 |
| Incoming calls to agency switchboard | 4,344 | 4,711 | 3,810 | 2,826 |
| Processed mail (inbound and outbound) | 55,404 | 52,855 | 49,544 | 40,358 |
| Reception publications sent to requesters | 3,187 | 1,960 | 1,003 | 2,109 |
| Web—unique visitors | 12,768 | 11,250 | 12,250 | 14,455 |
| Web—publications | 10,330 | 17,388 | 18,441 | 35,221 |
| Web—registered agent lookup | 8,176 | 2,296 | 2,345 | 1,896 |
| Web—agent/agency lookup | | | 15,786 | 20,148 |

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, cashiering 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.

2004 Major Accomplishments

- Installed automatic external defibrillators (AEDs) on each floor the agency occupies and implemented a program for emergency medical response, including employee training in CPR/AED use.
- Created *Office of the Commissioner of Insurance EMERGENCY Procedures*, a quick desktop reference guide for management, employees, and guests. This resource includes step-by-step instructions for responding to emergencies such as system/power failures, security breach, bomb threat, medical emergency, fire/chemical spills, tornado, and natural gas fumes.
- Provided floor captains with emergency evacuation kits, including weather-alert radios and flashlights.
- Purchased ergonomically correct, adjustable task chairs for each workstation in need of updating.
- Provided personalized ergonomic assessments to employees responding to an offer to conduct such assessments. Followed up by purchasing ergonomic equipment and arranging for other adaptations to maximize operational comfort of employees.
- Developed and executed contracts for services worth \$8,000,000 to meet specific agency program needs.
- Administered a new state credit card issuance under a whole new state program. Under a new state contract, cards were issued and the program administrator attended classes and meetings to begin card management on line. Future plans are to train all cardholders to work with their statements on line to perform most activities electronically.
- Continued to fine tune the credit card travel expense information for the new travel card program. Reports are now available and the agency can submit applications on line.
- Processed 153 purchase orders, including 59 contract print purchase orders.
- Processed and deposited approximately \$17 million in checks.
- Performed pre-audits and approved approximately 8,000 agency vendor payment vouchers.
- Reviewed and processed 374 travel reimbursements.
- Calculated and issued 174 company exam assessment bills.
- Generated and mailed monthly late invoice payment notices to ensure timely collection of receivables.
- Prepared monthly reports on cash receipts, state and county sales tax filings, premium tax collections, and overdue accounts receivables.
- Completed GAAP financial statements for the General Fund and for Liquidation Accounts.
- Implemented the updated Department of Administration Fleet Driver Policies and Fleet Management Policies.
- Implemented a series of budget and position transactions needed to reflect administrative requirements in 2003 Wisconsin Act 33 (the biennial budget bill).
- In conjunction with the Department of Health and Family Services, continued enhancing an enterprise Administrative Rules Web site that has been called "one of the nation's most advanced Internet applications for public policy-making." This Web site has been nominated for a Council of State Governments Innovation Award.
- Updated the Business Services Section resource and reference page on the agency's Intranet.
- Developed the agency's 2005-2007 Biennial Budget, including statutory language.
- Provided technical budget assistance and guidance to OCI managers and staff.

Human Resources Section

The Human Resources Section 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.

2004 Major Accomplishments

- During this time period, 15 permanent hiring transactions were made and 9 reclassifications were considered.
 - Coordinated efforts to address recruitment issues relating to bilingual needs within the agency.
 - Participated on statewide Workforce Planning task force efforts.
- Chaired State Human Resource Management Council.
 - Served on the board of the International Personnel Management Council (IPMA-HR) of Wisconsin.
 - 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:
 - Retirement Planning
 - System for Electronic Rate and Form Filing (SERFF)
 - Audit Command Language (ACL)
 - Respect in the Workplace (Affirmative Action)
 - Personal Security: Computers, Computer Security, and Identity Theft
 - Adult CPR/First Aid Classes

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. Ninety-one percent of the agency's staff has some form of nonstandard work schedule. 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.