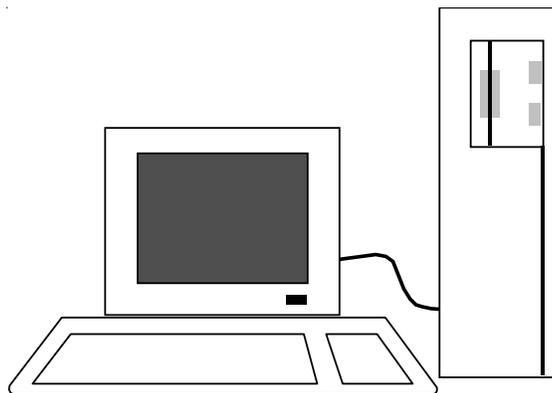


Division of Administrative Services





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:

- Put out several new builds of the OCI Enterprise system to incorporate periodic improvements in applications such as Complaints and Legal.
- Provided maintenance work for the Injured Patients and Families Compensation Fund system, such as: quarterly billing; account maintenance; updating noncompliance letters—both certificate and financial noncompliance, logging and generation process; reports maintenance and updates as requested by users and by specific program updates such as non-compliance letters, fiscal survey, and billing; running payment scripts manually if problems occur during automatic polling; claims maintenance to adjust claim amounts and void claim vouchers as needed; and maintenance to the rate change form for updating time recording for Wausau claims administration users.
- Converted the Service of Process system from a dBase application to an Oracle database application.
- Completed the upgrade for reporting data to the NAIC's Regulatory Information Retrieval System (RIRS) and Complaints Data System (CDS).
- Upgraded an application designed to generate Premium Tax vouchers on the Web.

- Completed the high level analysis to convert a number of Web forms used for capturing information from insurance entities.
- Began working to prepare for the migration of our primary insurance regulatory software system to a Web-based application.
- Worked as part of a team to plan for and conduct a migration of the agency's e-mail system to an enterprise-wide e-mail system administered by the Department of Administration.
- Worked as part of a team to plan for and conduct a migration of selected agency servers to a consolidated server management structure within the Department of Administration.
- Completed the conversion of most officewide templates to a Template Wizard in MS XP.
- Completed an application to record administrative actions from other state agencies.
- Began work on a project to replace aging image capture workstations, which included investigating and purchasing the hardware and software and contracting with a vendor to provide setup and programming support.
- Began work on a Web application to provide the public with access to documents for approved Rate and Policy Form filings.

Technical

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

- Migrated from the Hosted Contact Center Suite (HCCS) Automated Call Distribution (ACD) System to the CCAnywhere ACD System to improve handling of large volumes of telephone calls and provide better reports on the calls themselves.
- Upgraded OCI's production database from Oracle version 8.17 to Oracle version 10g.
- Set up a wireless network for use on insurance company exams.

- Worked to set up a location to receive notifications from the NAIC's On-Line Fraud Reporting System.
- Redesigned the LAN Access Form and process for giving employees rights within the LAN.
- Upgraded our Integrated Development Environments (IDEs) from JBuilder X to JBuilder 2005.
- Upgraded certain monitors to flat screen monitors.

Management

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

- Completed DOA/DET surveys on the OCI server environment, e-mail set-up and IT asset management.
- Implemented a system for developer time reporting as a project planning and budgeting tool.
- Implemented MS Project Professional software and MS Project Server to provide a better framework and reporting tool for managing our portfolio of IT projects.
- Completed NAIC technology surveys including a survey on the status of the state's technology environments.
- Began work to update the agency's disaster recovery plan.
- Prepared a checklist of disaster readiness for vendors who provide processing services on behalf of OCI.

Services Section

The Staff Services Section provides basic and essential office services including 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

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 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 the records coordinator. The office expends great effort to respond quickly and efficiently to the many public requests we receive. Records are provided to requesters via numerous formats: paper, microfilm, and electronic. Records requests are significant (mostly from industry) and generate just under \$34,000 in revenue from copies made.

The records manager works closely with enterprise and agency IT staff in resolving records in digital format issues. Records life-cycle concerns are addressed to protect records assets according to appropriate agency, public, and legal needs.

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, regardless of format or method of delivery, are reviewed for statutory requirements and agency standards. An inventory and history file is kept for each form, brochure, and special report. This material is composed using a variety of specialized tools and is then distributed and made available via digital and paper means. 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
- Wisconsin Guide to Health Insurance for People with Medicare
- ANSI Claim Adjustment Reason Codes
- Health Insurance for Small Employers and Their Employees

Via print:

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

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

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, publications request fulfillment, 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 165 new Web pages added in 2005. Another 879 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.

2005 Statistics

Statistics for 2005 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. 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, 173,458 in 2004, and 185,730 in 2005. Our publications viewed via the Web continues to rise yet paper copies continue to be available.

Services Section Production Statistics (Monthly Averages)

	2001	2002	2003	2004	2005
Telephone inquiries for public records	241	183	189	183	154
Walk-in inquiries for public records	64	51	57	31	33
Requests for records (annual statements, rates, etc.)	1,279	301	42	78	72
Incoming calls to agency switchboard	4,344	4,711	3,810	2,826	2,143
Processed mail (inbound and outbound)	55,404	52,855	49,544	40,358	41,359
Reception publications sent to requesters	3,187	1,960	1,003	2,109	1,887
Web—unique visitors	12,768	11,250	12,250	14,455	15,477
Web—publications	10,330	17,388	18,441	35,221	37,677
Web—registered agent lookup	8,176	2,296	2,345	1,896	1,538
Web—agent/agency lookup			15,786	20,148	23,468

Business Services Section

Business Services staff 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. Business Services staff also 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. 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:

- Processed 133 purchase orders, including 51 contract print purchase orders.
- Contracted for services worth \$7,800,000.
- Under a new state contract, 82 additional new credit cards were issued to staff for travel. This was done to fulfill the mandate from the Department of Administration that determined all hotel and airline travel be purchased using the state Visa card. Also under the new credit card contract, all administration of the program is done on-line (i.e., processing new applications, terminations and bi-weekly reports run for audit purposes) by the OCI program administrator.
- Processed and deposited approximately \$18 million in checks and cash.
- Performed preaudits and approved approximately 6,000 agency vendor payment vouchers.
- Reviewed and processed 394 travel reimbursements.
- Calculated and issued 179 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 General Fund and Liquidation Accounts.
- Continued to act as liaison with the Department of Administration regarding its Fleet Driver Policies and Fleet Management Policies.
- Implemented the Department of Administration Enterprise Travel Program.
- Continued to monitor and update agency's internal control plan.
- Served as subject matter experts on the finance, purchasing and budget committees for the Integrated Business Information Systems (IBIS) and the implementation of the State's new Enterprise Resource Planning (ERP) system.
- Implemented a series of budget and position transactions needed to reflect administrative requirements in 2005 Wisconsin Act 25 (the biennial budget bill).
- In conjunction with the Department of Health and Family Services, continued enhancing an Administrative Rules Web site that has been called "one of the nation's most advanced Internet applications for public policy-making."
- Began updating the agency's Continuity of Operations Plan/Continuity of Government Plan to guide agency business resumption activities in the event a disaster interrupts business operations.
- Updated the Business Services Section resource and reference page on the agency's Intranet.
- Provided technical budget assistance and guidance to OCI managers and staff.
- 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.

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 recruitment, classification, compensation, payroll, benefits, employee education and training.

2005 Major Accomplishments

- Participated in COOP/COG efforts.
 - Coordinated efforts to address recruitment issues relating to bilingual needs within the agency.
 - Participated on statewide Workforce Planning task force efforts.
 - 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:
 1. Microsoft Project Server:
 - Web Access for Team Members
 - Using Microsoft Project Server for Project Managers & Resource Managers
 - Plan, Deploy & Manage an Enterprise Project Management Solution
 - Microsoft Project
 2. Requirements Management With Use Cases
 3. Red Cross CPR/AED/First Aid (Spring & Fall)
- During this time period, 9 permanent hiring transactions were made and 7 reclassifications were considered.
 - Coordinated transition efforts related to the ACE initiative.
 - Seven individuals were put At-Risk due to budget changes. Three found employment outside the agency. Efforts to assist the remaining four individuals continues.
 - Assisted in the development of a reorganization plan for the agency.

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.

