

EMPLOYEES' RETIREMENT SYSTEM OF THE CITY OF MILWAUKEE
ANNUITY AND PENSION BOARD

Minutes of the Administration and Operations Committee Meeting
held January 16, 2007

The meeting was called to order at 1:40 p.m.

Committee Members Present: William C. Carey
W. Martin Morics (Chair)
Sebastian Raclaw

Retirement System Staff Present: Michael C. Dolsen, Secretary & Executive Director
Martin Matson, Deputy Director
Jon Granger, Information Systems Manager
Kathleen Conway, Board Stenographer

Others Present: John Barmore, Member-Elect; Elizabeth Conradson Cleary, City Attorney, and Jay Patel, S & S Consulting Group.

ERS Special Projects Report. As a matter of information, Committee members received a copy of the ERS Special Projects Report, dated January 16, 2007. Mr. Granger briefly talked about the work plan. He reported that the December processing cycle produced the payroll on-time; the project team did find some additional application problems and had been able to solve them so there were no delays. Mr. Granger said ERS is in the middle of running annual processing jobs such as 1099 tax reporting, as well as certain actuarial extracts. He said ERS is also working on the process called acceptance of the primary line of business system, something that needs to be done with Saber Solutions. Mr. Granger said that, in general, the results on the processing scorecard were the same as previously reported and briefly talked about the various processes. He stated that certain characteristics of program incidents and change activity have changed between August and December 2006. Mr. Granger stated that the PIR count has been steadily dropping, and the change requests have dropped slightly, but the changes are still very complicated to fix.

Mr. Patel talked about the technical issues since going live. He reported that the technical infrastructure has been rock solid. Mr. Patel said over the last five months they have seen key issues: production database server, for which Dell sent a replacement at no cost: batch services has failed three times for a particular job and the team is enhancing the batch script to automatically clean up the issue, as well as he and Mr. Granger have implemented a nightly technical operations group that is responsible for monitoring the batch job, and if there are issues they have put together an escalation plan: workflow services is where all the work that gets done by the business community and all the images scanned are stored. He said at times the services were not able to come up automatically, but we were still able to get a clean back-up, so the team has enhanced the script to automatically detect the problem and restart the services. Mr. Patel stated that

that is not be successful, then the technical operation team will monitor the jobs and follow the escalation path and call the technical support people at night to take care of the problems.

Mr. Granger talked about the service level performance for November and December 2006, stating there were a couple of times in December when, at lunch time, the team had users log out of the system to allow for fixes, which the team takes as a deduction against our up-time, as the system should be available from 7 a.m. to 7 p.m. every day. He said that, overall, ERS is in a framework of up-time that has been satisfactory to the users in the community. Mr. Granger talked about the MERITS and ERS Special Projects budgets and cost-to-date.

Approval of Amendment to Saber Solutions Contract. As a matter of information, Committee members received a copy of the Tenth Amendment to the contract. Mr. Matson stated that ERS met with the City Attorney to iron out a little kink in how the Saber contract was originally constructed. He said in the original contract ERS expected to accept the entire system at one time and then move directly into warranty work. Mr. Matson stated ERS accepted the major line of business, in part by going live with the system, but there are two modules that Saber still needs to implement. He said what ERS is attempting to do was start the warranty piece at the time the full system was accepted, but still allow Saber to bill ERS for any time they spent other than fixing errors since going live as of September 1, 2006. Mr. Matson said that this contract amendment pulls apart those two pieces and then extends the acceptance date to the end of March 2007 for the two additional modules that are still pending. Discussion ensued as to who was authorized to sign off on the work and final payments. Ms. Conradson Cleary stated that she would check the original contract for that information. It was moved by Mr. Raclaw, seconded by Mr. Carey, and unanimously carried, to approve the tenth amendment to the Saber contract.

Approval of Amendment to S & S Consulting Group Contract. As a matter of information, Committee members received a draft copy of the First Amendment to the Contract. Mr. Matson stated this amendment is currently in the City Attorney's Office, and what it does is add additional resources and dollars for technical services ERS needs to support our system. He said there is regular turnover of other contract employees, and he asked the Committee to approve this pending the City Attorney's review. Mr. Matson stated that he hopes to bring the final contract to the Board at their meeting on Monday. Mr. Morics asked if this amendment added any dollars. Mr. Granger indicated that it adds about \$200,000 for a period that ends on November 27, 2008. Mr. Dolsen stated that this person is leaving the employment of Saber to work for Mr. Patel; therefore, ERS would not be paying Saber for that individual, but paying S & S Consulting Group instead. It was moved by Mr. Carey, seconded by Mr. Raclaw, and unanimously carried, to approve the contract amendment.

Mr. Carey brought up the subject of the problems being experienced with the new health insurance coverage for retirees. He asked that this issue be placed on the Board's agenda.

Mr. Matson stated that he meant to talk about this under item I., and stated one of ERS' employees resigned. He said this person headed up the whole ARIS mapping project, so he cannot provide an update to this project.

There being no further business, it was moved by Mr. Carey, seconded by Mr. Raclaw, and unanimously carried, to adjourn the meeting at 2:03 p.m.

Michael C. Dolsen
Secretary and Executive Director

(NOTE: All proceedings of the Annuity and Pension Board Meetings and related Committee Meetings are recorded. All recordings and material mentioned herein are on file in the office of the Employees' Retirement System, City Hall, 200 E. Wells St., Room 603.)