

NPEA 2007 ROUNDTABLE DISCUSSION:
(OCTOBER 20, 2007 – OCTOBER 24, 2007)

**THE BIG PICTURE: WHAT ADMINISTRATIVE CHALLENGES ARE
SYSTEMS FACING?**

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Minnesota

Co-Facilitator: Barbara Baird, State Retirement Systems of Illinois

Topics were discussed, concerns stated and some system's procedures were explained. Solutions were not a main thrust in the discussions.

Topic: Security of member information

Question – Has any system implemented any special security policies?

Responses –

One system hired a security employee.

A potential risk was employees taking information on flash drives.

One system has a new building with thumbprint ID.

One system is using interactive system from Pension Gold.

Some have member web applications.

One has hired Fishnet Security and has full time security staff.

Question – what are systems doing about online refund and retirement applications?

Responses-

Is the backup off-site? Some handle backups by taking it home.

One uses SunGard for back up.

Some have recently reviewed physical disaster plans and some have reviewed pandemic disaster plans.

Topic: Employer Education

Question – Does anyone provide employer education?

Responses-

One provided a survey to employer; this was done in the morning, taking no more than an hour at an offsite location.

One conducts full day employer workshops each year.

Some do payroll training – seminars in the summer, conducted in the morning in a hotel.

Some do training for new payroll employees.

Some have online reporting processes.

Alabama gives computers to small employers and has staffed an IT help desk for them.

Minnesota doesn't mandate online entry of information but found the Alabama donations of computers an interesting possibility.

Some mentioned they would like to have online, interactive help information to facilitate this procedure.

Topic: Assaults on Public Pensions

Question – Are any systems actively responding to the issue?

Responses –

Michigan Municipal has investors complaining that investment assets are not regulated by the SEC.

The attack in on the funding – we need to get simple information to members.

It was suggested we add some of this information to our workbooks.

Some have an economic impact study with a pie chart indicating that a large percentage of annuitant's benefits come from investment dollars, not employer contributions

Delineate the value of a DB plan and include lifetime benefit amount on benefit statements.

Minnesota worked with the press and received a positive editorial. Take a proactive approach with the media.