

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE : February 21, 2020

TO : Chairman Theodore Lipscomb, County Board Chair

FROM : Erika Bronikowski, Interim Director, Retirement Plan Services

SUBJECT : Request to Create 1.0 FTE Retirement Information Systems Developer and 1.0 FTE Retirement Information Systems Compliance and Research Analyst in Retirement Plan Services

Request: Retirement Plan Services requests to Create 1.0 Retirement Information Systems Developer (28M) and 1.0 FTE Retirement Information Systems Compliance and Research Analyst in Retirement Plan Services (23M)

Background/Position Duties:

Retirement Information Systems Developer

The Retirement Information Systems (“RIS”) Developer will complete requirement gathering, designing, impact analysis, documentation, development, deployment, quality assurance, and operations related activities. Currently, there are six full time contractors that perform these duties on the pension administration system. Retirement Plan Services has planned to upgrade/update the pension administration system for more than five years but has delayed upgrade due to other major projects such as the County ERP project, two VCPs, the recent State Supreme Court Ruling, and Ordinance/Pension Board rule changes that affect the way pension benefits are administered. RPS is now preparing for the system upgrade/update and requires the support of an internal developer during the implementation.

The upgraded pension administration system has substantially more user capabilities that will allow RPS employees to take on work that the existing contractors are currently completing. The addition of one full time developer now will allow RPS to reduce the contracted development work to close to zero after implementation. The 2020 costs associated with the contracted development work is about \$900,000. The RIS Developer will be trained by the contracted developers and will provide support during the implementation of the upgraded system. Once complete, the responsibilities currently completed by the contracted developers can be transitioned to the Retirement Information Systems team.

This position was not included in the most recent budget because RPS was not fully prepared to begin system upgrade contract negotiations. The team is prepared and can begin in 2020.

Retirement Information Systems Compliance and Research Analyst

The RIS Compliance and Research Analyst is responsible for a variety of functions including research into legal opinions/statute/administrative procedures, interpretations of data trends and root cause analysis, development of process documentation, training for team members, and performance of quality assurance and auditing of pension calculations.

The RPS team has received recommendations from consultants (Baker Tilly, CEM Benchmarking, Funston Advisory Services) to enhance the controls and internal auditing capacity of the team. This function has historically been completed by various team members and, more recently, has been assigned

to the Senior Compliance and Research Analyst. The Senior Compliance and Research Analyst has begun consolidating, updating, and writing policies and procedures for the team's *operational* processes. The Retirement Information Systems (RIS) Compliance and Research Analyst will work in tandem with the Sr. Compliance and Research analyst to conduct research and perform quality assurance for the Retirement Information Systems processes.

Additionally, RPS has worked diligently for the past five years to enhance services provided to members and improve the accuracy of benefit calculations. These quality improvements require an additional time investment of research, verification, documentation, and review in each calculation that is completed. Over those same five years, the RPS team has typically worked around 1800 hours of overtime per year. The research and root cause analysis performed by the RIS Compliance and Research Analyst will assist in identifying opportunities for system enhancements that reduce the manual work that is performed while completing calculations.

Fiscal Effect:

<u>Position requested:</u>	<u>Title code</u>	<u>Pay Range</u>	<u>Annual Salary Range</u>
Retirement Information Systems Developer	TBD	28M	\$60,015 - \$69,727
Retirement Information Systems Compliance and Research Analyst	TBD	23M	\$50,323 - \$57,739

If created, these positions would be posted and filled as soon as administratively possible, likely by May 1, 2020. This means we are expecting to pay seven months of salary for each for 2020, which is estimated to total \$68,526, if paid at the bottom of the pay range. The cost of this position will be offset by indirect savings to the pension fund. The 2020 Pension Budget included six contractors who do coding, development, testing on our pension system. One of the six developers left the team in December 2019 and has not been replaced. If the RIS Developer and RIS Compliance and research analyst positions are created, the responsibilities of that contracted resource can be assumed by those two newly created positions (among their other responsibilities). The cost for that contractor from today through the end of 2020 is \$118,797 and if unfilled, the County's contribution to the Pension Fund will be \$118,797 lower.

Additionally, these roles will assume the responsibilities of the other five contracted resources after upgrade/update to the pension system is completed. The capabilities of pension administration systems available today exceed those of our existing system and would allow us to consolidate the coding and querying responsibilities of the existing contracted team of developers to this RIS developer and RIS Compliance and Research Analyst positions. It is preferable to create these two positions now so they can provide support during the update/upgrade and learn from the existing contracted developers.

Recommendation: Retirement Plan Services recommends that 1.0 FTE Retirement Information Systems Developer and 1.0 FTE Retirement Information Systems Compliance and Research Analyst be created in Retirement Plan Services.



Erika Bronikowski, Interim Director, Retirement Plan Services