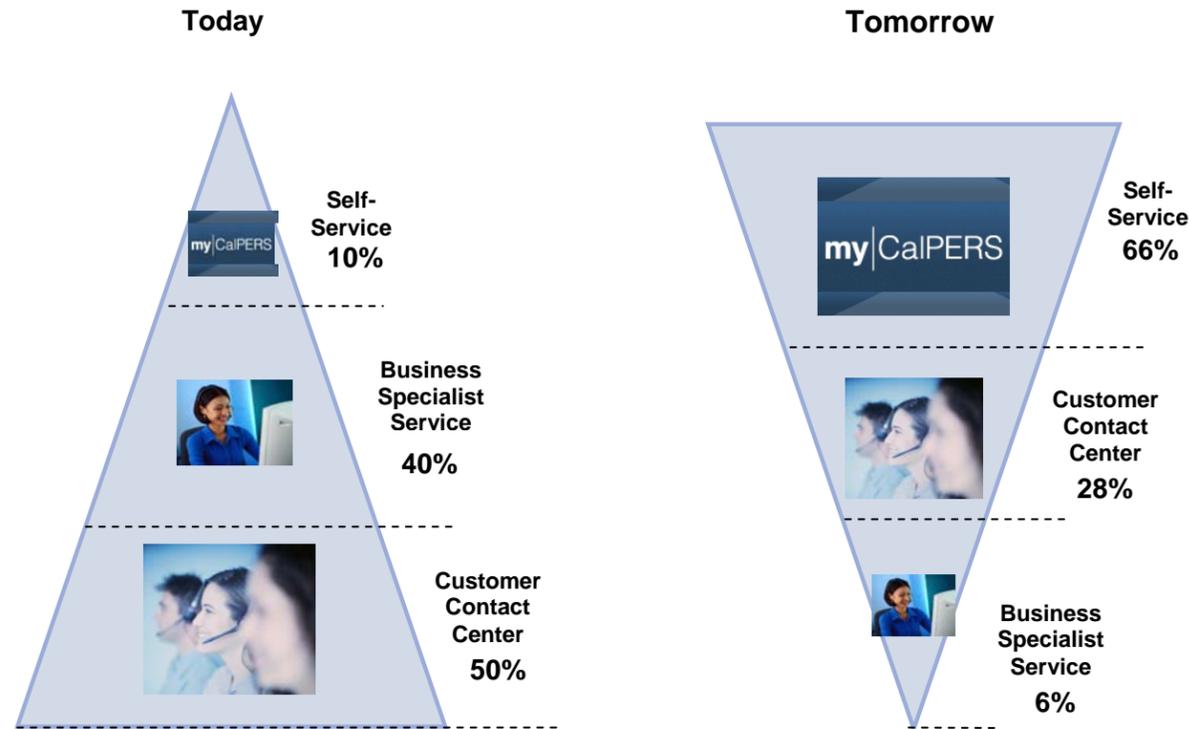




COMET | PENSION SYSTEM RESUMPTION (PSR) PROJECT

Solution Expectations



Looking to the Future

There are business needs that remain to be addressed in the future, for example:

- Non-member registration and reporting
- Other Post Employment Benefits (OPEB)
- Remediation of 14 legacy systems that still use SSN
- Integration of Human Resources and Financial Information
- System functionality due to legislation passed post PSR design completion



COMET

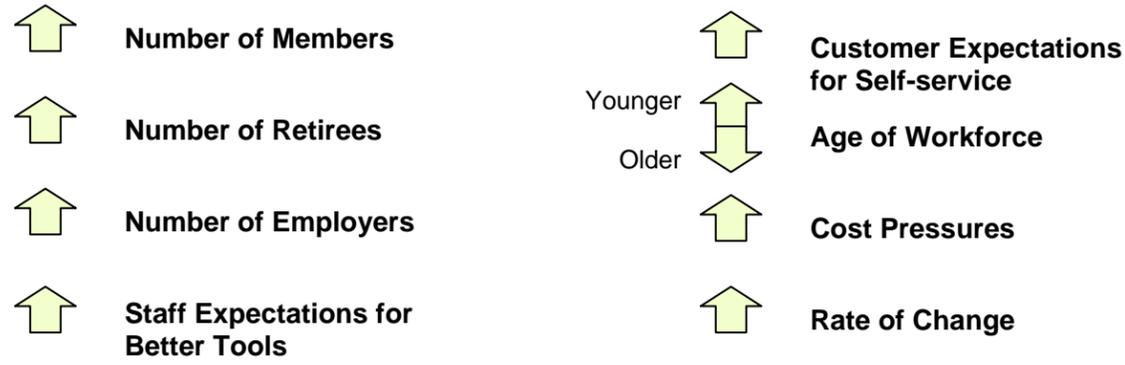
PENSION SYSTEM RESUMPTION PROJECT

Solution Expectations



COMET | PENSION SYSTEM RESUMPTION (PSR) PROJECT
Solution Expectations

What We are Facing



Current Business Challenges for CalPERS

- Lack of financial accountability/traceability
- Inability to respond to stakeholder needs in a timely manner
- Increasing dependence on consultants
- Lack of system and data integrity
 - Redundancy
 - Inaccuracy
 - No integration between systems
- Limited customer self-service functions
- Aging technology and skills sets
- Systems designed to service a single program or division
- Data not available to other Divisions or external customers

Business Goals of PSR

- Enhance the integrity of Pension related data
- Facilitate financial traceability and reconciliation between Enrollments, Benefits, and Contributions
- Provide a system addressing all of the fundamental business requirements of California’s public pension system
- Allow flexibility to implement required benefit/pension changes in a timely manner
- Facilitate self-service access to account information and initiation transactions
- Facilitate movement to a paperless operational environment
- Facilitate a reduction in IT operations support and costs related to the Pension line of business
- Assist CalPERS in enforcing compliancy with mandated laws, regulations, and policies
- Facilitate the work environment movement from clerical to analytical processes
- Simplify pension related information across all CalPERS processes enabling a common understanding by all staff



COMET | PENSION SYSTEM RESUMPTION (PSR) PROJECT
Solution Expectations

PSR is building the new my|CalPERS, bringing ...

Increased Operational Integrity

- Financial and data integrity – single source of financial and pension data
- Less time required to prepare for and conduct annual valuations
- One and done – ability to close out most customer requests upon initial contact due to increased access to information
- Integrated full view of customer data
- Increased operational capacity
- Reduced reliance on consultants
- Use of a universal programming language
- Increased time for analytical processes
- Minimize time spent on routine tasks
 - Correcting payroll errors
 - Reconciling data
 - Tracking documents
- Simplified business processes with shorter processing times
- Reduction in paper processing
- Ability to respond more promptly to changes in business needs
- Lowered IT maintenance costs
- Simplified IT infrastructure

Enhanced Customer Service – Employers

- Expanded self-service functionality online 24/7 for high volume transactions
 - View contract information
 - Initiate contract processes
 - Resolve payroll discrepancies
 - Make electronic payments
 - Track status of requests
 - View employee and retiree health enrollment data and statements
 - Make prior year payroll/contribution adjustments
 - View billing invoices, reporting, and contribution histories
- Faster posting of payroll/contribution information making data more readily available for calculating benefits
- Immediate notification of payroll errors
- Faster processing times
- Reduced reliance on paper forms
- Automatic notification of changes in retiree health enrollment

Enhanced Customer Service – Members

- Expanded self-service functionality online 24/7 for high volume transactions
 - Submit service credit applications
 - Generate accurate benefit estimates
 - Apply for retirement
 - Enroll in a health plan (retirees)
 - Track status of requests
 - Update demographic information
- Real time account status
- Increased accessibility to information and services enabling “one-stop shopping”
- Continued access to customer service by phone
- Faster processing times
- Greater information security by reducing the use of the SSN as the unique identifier
- Greater data integrity
- Greater accuracy in initial benefit payments