

**PR-117 Enterprise Business Model (EIM/EBM)**

**Business Analyst Services Revised Statement of Work**

PR-117 Enterprise Business Model (EIM/EBM) is the second phase of a project that was initiated as an Enterprise Information Model (EIM) in support of overall Employee Trust Funds (ETF) strategic goals. Phase 1 conducted from May through September of 2011 identified ETF's high-level objects. Phase 2 was originally designed to identify only Departmental Use Cases within the agency. This Statement of Work (SOW) describes the revised requested by ETF.

Contents of this revision reflect changes only. All other information in the original SOW, effective April 25, 2011 remains in effect.

**1. General Statement of Revised Phase 2 Responsibilities**

Beginning with Retirement Estimates and Retirement Application within Retirement Services, for each Business Function:

<b>ACTIVITY</b> (Activities 1 and 2 will iterate)	<b>DELIVERABLE</b>	<b>SAMPLE</b>
1. Document use cases identifying objects used, required business functionality, and associated business rules	Use Cases and Business Rules	Attachment 1: Scenarios of the Retirement Benefits Process. Attachment 2: Activity Diagram Attachment 3: Use Case Narrative Attachment 4: Sample Business Rule
2. Prepare Object Model	Object Model with Functionality and Data Attributes	Attachment 5: Sample Object Model (Class Diagram)
3. Prepare Composite Object Model	Composite Object Model (Class Diagram)	

When the specified processes within Retirement Services are completed, the next process to be analyzed will be determined by the Project Sponsor using such criteria as highest transaction work, highest transaction volume and support for leading or lagging indicators. Once selected, the actions above will be repeated for the business process. Documentation of all high volume, high effort, complex or ETF unique processes should be completed by the target date identified in the Project Charter.

**Functional Duties**

**a. Tasks**

1. Review, analyze, and evaluate business processes and user needs.
2. Apply industry standards and current and emerging modeling technologies to the business processes.
3. Analyze existing (as-is) systems and procedures by examining business functions and processes, information flow, and business systems as they relate to the use of data, business rules and functionality in the organization.
4. Gather data through interview, survey, and on-site observation, working within the organization and with external customer and third-party administrators if needed.
5. Facilitate sessions to define, document, and validate business data.

**b. Deliverables<sup>1</sup>**

- PR-117-2.1. Use Cases and Business Rules
- PR-117-2.2. Object Model with Functionality and Data Attributes (Listing)
- PR-117-2.3. Composite Object Model (Class Diagram)

**c. Communications**

- 1. Provide input to the EBM Project manager regarding project management activities. Communicate at least weekly with the EBM Project Manager and discuss all concern areas with that individual.

**2. Administrative Duties (in re: GL Insight)**

- 1. Capture time expended on a daily basis and electronically submit the GL Insight (GLI) Weekly Timesheet by COB each Saturday (earlier if no work is planned for Saturday) during the contract period.
- 2. Track hours expended against the total time allocated for this project. Total time allocated for this SOW is 2000 hours. This total is not to be exceeded without ETF/GLI authorization.
- 3. Communicate with the GLI manager as needed.
- 4. Ensure that only the activities identified in this SOW are conducted. Any other activities to be conducted must be authorized in writing by ETF/GLI.

WI Department of Employee Trust Funds

GL Insight, LLC

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Robert R. Marchant, Deputy Secretary  
Print Name/Title

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Linda H. Hall, CEO  
Print Name/Title

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Date

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Date

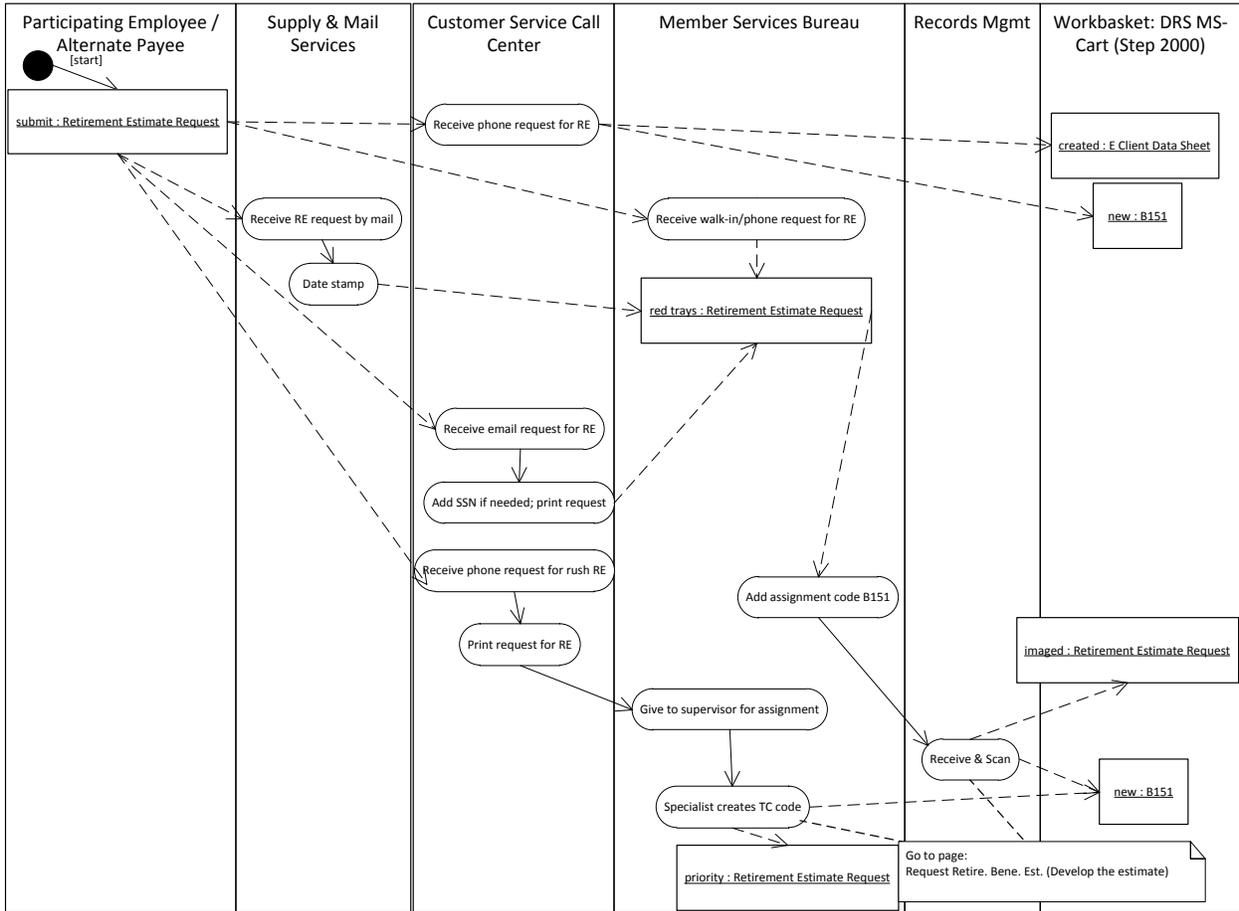
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<sup>1</sup> Deliverables 1 and 2 will be iterated for each selected business process. Deliverable 3 is the final composite model depicted in the form of a Class Diagram.

## **Attachment 1: Scenarios of the Retirement Benefits Process**

Member Requests Retirement Benefit Estimate (B151)  
Member Applies for Retirement Benefits (B152 and B952)  
Member Applies for Separation Benefits (B208)  
Member Cancels Retirement Annuity Election  
Member Purchases Service  
Member Enrolls in Deferred Compensation  
Member Maintains Insurance Enrollments during Retirement  
Member Elects (or Cancels) Variable Trust Fund Participation (B190 – B193)  
Alternate Payee files a QDRO (P800)  
Named Survivor or Other Party Notifies ETF of Death of Annuitant (B165)  
Named Survivor Dies  
Employer Enrolls Employee in WRS  
Employer Notifies WRS of Employee Termination  
Employer Transfers Funds to WRS  
3rd Party Requests Verification of Member Pension (B207)  
Will also include Alternate scenarios not yet discovered and exception scenarios not listed.

### Attachment 2: Activity Diagram



### Attachment 3: Use Case Narrative

<b>Business Use Case Scenario Details for: Request a Retirement Benefit Estimate</b>	
<b>Post-conditions:</b> Retirement Estimate Packet sent, or Separation Packet sent, or Request for Missing Information letter sent, or Too Early Letter sent.	
<b>Actor</b>	<b>Action Performed</b>
Member / Alternate Payee	Submits request for estimate
ETF: (Mail and Supply Services, Customer Service Call Center, Member Services Bureau)	Receive request Log request
Member Services Bureau (MSB)	Batch non-rush requests and send batch to Records Management.  Assign rush requests to a specialist in MSB w/o scanning.
Records Management	Scan and index the request.
Member Services Bureau (MSB)	Begin new request for an estimate  Determine if there is missing information. If so, send <u>Missing Information Letter</u> to member. See Business Rule (BR) 1.  Determine if member is vested. If not, send <u>Separation packet</u> . See BR 2.  Determine if member is requesting estimate too early. If so, send <u>Too Early Letter</u> . See BR 3.  Process the request.
WEBS	Calculate retirement benefit estimate. Business Calculation (BC) 1  WEBS' displays the estimate details or message the estimate must be calculated manually. See Software Constraint (SC) 1.
Member Services Bureau (MSB)	Determine if calculation needs to be overridden. See SC 2.  Send <u>Retirement Estimate Packet</u> to member.  Create history for request.

**Attachment 3: Sample Business Rule**

<b>Business Rule No.</b>	<b>Business Rule Name</b>	<b>Business Rule Details</b>
BR 1	Estimate Request Information	Following information must be specified on the request: TBD
BR 2	Check for vesting	<p>Three vesting rules are:</p> <ol style="list-style-type: none"> <li>1. Covered under WRS before 1990, automatically vested.</li> <li>2. Began coverage under WRS after 1989 and last termination date from covered WRS employment is before April 24, 1998, then vested if some creditable service in at least five calendar years to be vested.</li> <li>3. Covered WRS service after April 24, 1998, automatically vested.</li> </ol>
BR 3	Check for timely retirement request	When this rule is enforced, MSB sends requestor a rejection letter, <u>Too Early Letter</u> , instructing the member to use a website calculator as their estimated retirement date is more than 12 months in the future, or to re-apply on date MM/DD/YYYY.

### Attachment 4: Sample Object Model (Class Diagram)

