

CAPPP Program Pensions Part II

Administrative Strategies: How to Build a High Performing Agency

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What I Hope You Will Learn Today!

- **How major public pension systems can successfully use administrative strategies to guide their business to success.**
 - How to use strategic planning to focus the effectiveness of the organization
 - Tools and tips for making your organization better
 - Allowing plenty of time for questions

How Do You Do Strategic Planning?

- **Benchmarking allows you to Compare your organization with:**
 - **Other retirement plans**
 - **Other organizations with similar roles**
 - **Other high performing organizations**

How Do You Do Strategic Planning?

- **Why Benchmark?**
 - **Comparing and monitoring performance improves it**
 - **Invaluable Data for setting reasonable targets**
 - **Provides information on where to focus efforts**
 - **Enhances exchange of best management practices, improving customer service**
 - **Allows leadership to better understand tradeoffs and alternatives**
 - **Establishes “contestability”**

How Do You Do Strategic Planning?

- **Benchmarking, an example:**



- **Cost Effective Measures, Inc. (CEM)**

- **Only organization doing pension administration benchmarking**
- **52 Pension systems worldwide**
- **Rate systems on costs, service, complexity and workload**
- **Clear measures of where you stand in relation to your peers**

International Foundation of Employee Benefit Plans
(IFEBP)
Certificate of Achievement in Public Plan Policy
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PRO-C-9 II.. basis for requesting a waiver of the bidding process: A. Uniqueness: When a product or service can be **established as one-of-a-kind**, not available from more than one supplier...