



Chief Administrative Officer Update

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Administration Update

- Administration Team
- 2021 Highlights
- Digital Workplace Update
- Digital Transformation
- Items of Interest

Administration Team



Accounting
Catherine Maninger
Director / Controller



Actuarial Services
Koren Holden
Senior Actuary



Application Development
Ryan Ericson
Director



Communications
Patrick von Keyserling
Senior Director



Communications
Madalyn Knudsen
Director



Human Resources
Rebecca Harren
Director



Information Technology
John Carreon
Director



Operations Support
Laura Lamb
Director



Property Management
Phil Villa
Director

2021 Highlights

» PERA Projects and Initiatives

- » DC Recordkeeper Transition
- » New Member Dashboard
- » Website Hosting and Redesign
- » Return to Office Transition
- » Aladdin Risk for Fixed Income
- » Longview Trading System Upgrade
- » Investment Application Tech Roadmap
- » Compensation Study
- » Unimarket Procurement and AP
- » Strengths for Teams Implementation
- » Leadership Development Program
- » Video Counseling

» Infrastructure

- » Virtual Desktop Infrastructure Hardware
- » WiFi and Internet Bandwidth Upgrades
- » Conversion to SIP Phone Lines

» Security Enhancements

- » Agency email security
- » MFA for Employers and Internal Logins
- » Security Appliance Implementations and Upgrades

» Penn Center HVAC Upgrade

» Digital Workplace Improvements

Digital Workplace

“Digital workplace is a business strategy for promoting employee agility and engagement through a more consumer-like computing environment. It ensures that technology investments boost employee engagement through a focus on employee autonomy, continuous learning and effective collaboration.”

– Gartner

Components

- Any Device, Anywhere Access
- Communication/Collaboration Tools
- Remote Work Capabilities
- Transition to New Work Nucleus Apps
- Consumerization of Business Apps
- Employee Experience
- Security and governance

Benefits

- Increase productivity and efficiency
- Reduce operational cost
- Enhance communication/collaboration
- Improve employee experience
- Enable new ways of working
- Increase employee engagement
- **Enable digital transformation and digital business**

“Digital transformation is the process of using digital technologies to create new - or modify existing - business processes, culture, and customer experiences to meet changing business and market requirements.” - Salesforce

Digital Workplace and Digital Transformation



Your digital transformation journey will be a dead end unless your employees are on the road with you.

You cannot become a digital business unless you have a digital workplace.
Employees must take the organization on that digital journey. If they're left behind, you won't reach your destination.

- Jeffrey Mann, VP Analyst, Gartner



2021 Digital Workplace Related Goals

- ✓ Grow in the use of new tools and technologies
- ✓ Transition to combined in-office and work from home environment
- ✓ Complete the implementation of Work From Home Policy
- ✓ Continue migrating processes and business functions to digital
- ✓ Continue migrating intranet content to cloud service
- ✓ Begin implementing cloud-based eProcurement

Retooling for Digital Transformation

- » Internal benefit application architecture model
- » Reimagining the information processing model
- » Reviewing procedures and apps against current and new technology capabilities



Other Items of Interest

- » **Security issues in the news**
- » **Labor market**
- » **Supply chain issues**
- » **Eventual impact of inflation on services**

