



Department of Employee Trust Funds

2010-2015 Strategic Plan

Strategic Priorities and Goals:

- I. Offer self-service tools to Wisconsin Retirement System (WRS) members and employers.**
 - a. Provide WRS members with secure online access to their account, including the ability to securely update information online.
 - b. Expand online retirement planning tools, including the online calculator and instructional videos.

- II. Expand outreach to more members and employers in more parts of the state.**
 - a. Implement more timely and efficient electronic communications with members and employers.
 - b. Serve more members and employers throughout the state by offering more retirement planning and other information sessions outside of the Madison-area.
 - c. Empower members and employers by making benefit program materials more user-friendly, accessible and easily understood.

- III. Strengthen internal workforce training programs to maintain a highly skilled and knowledgeable workforce.**
 - a. Develop training modules, utilizing computer-based programs, for new hires.
 - b. Ensure adequate opportunities for “on-the-job” training are offered to new and existing employees.