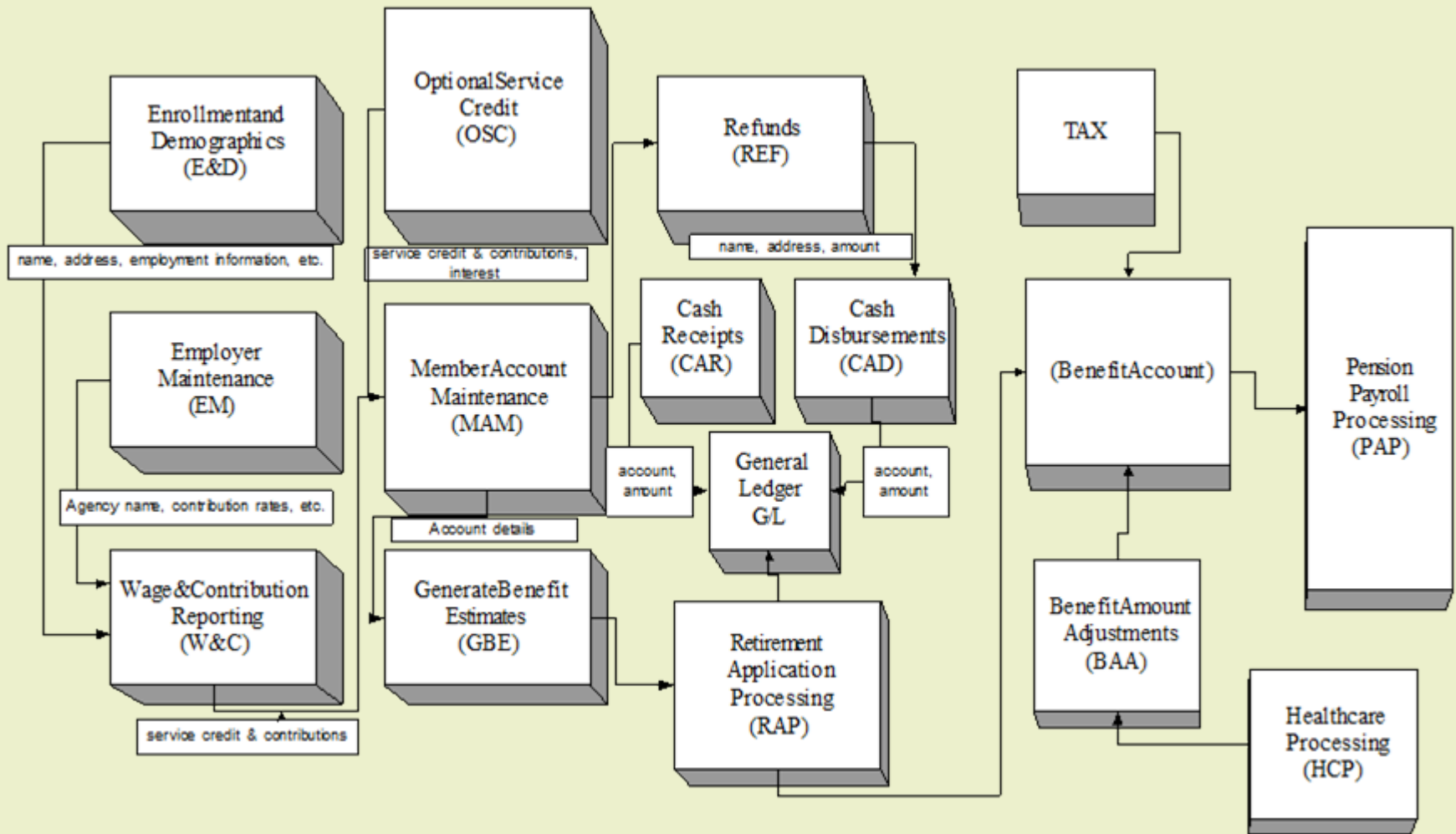
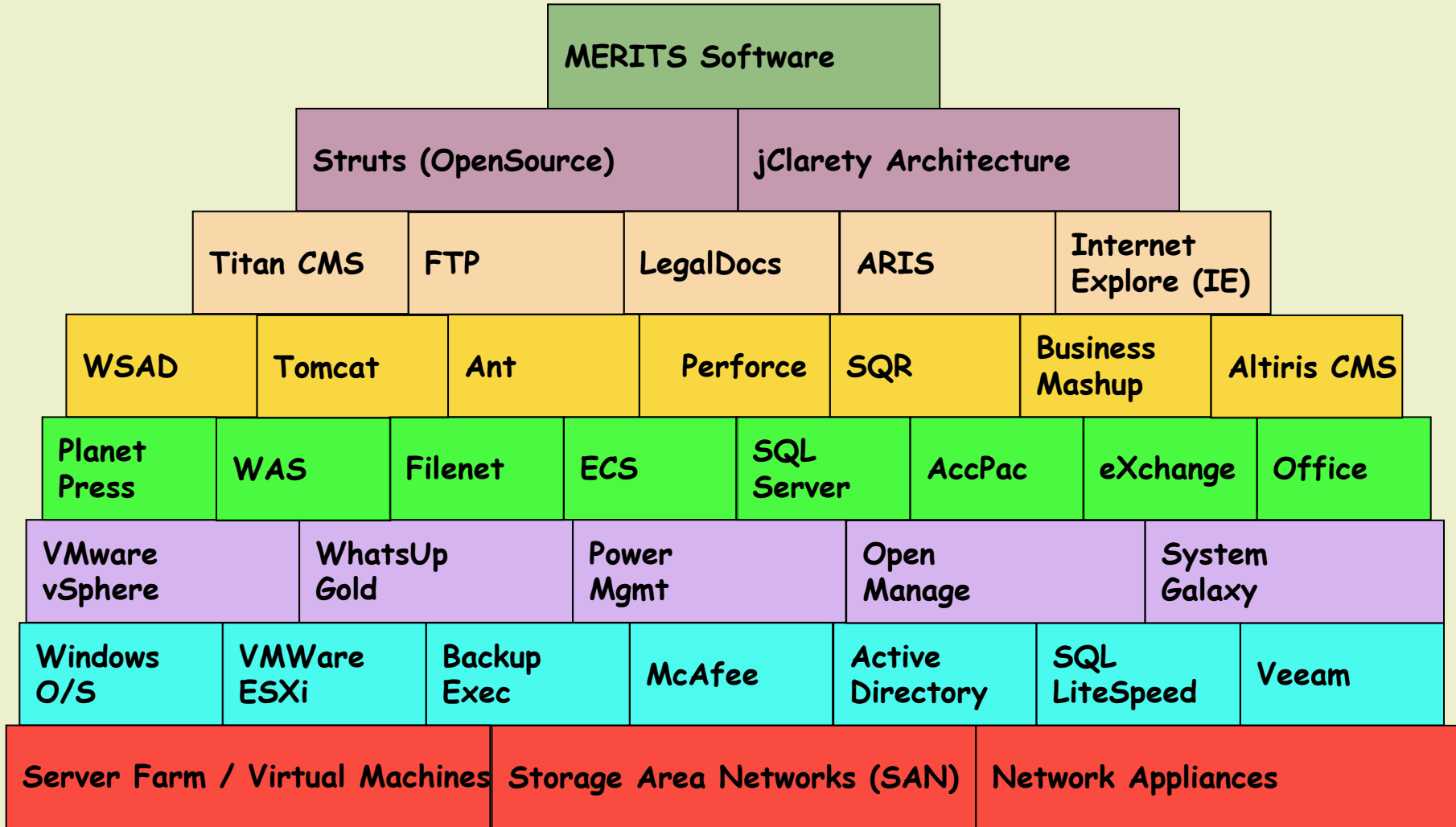

ERS Business and Technology Information

ERS Business Process Zones (Magic Kingdoms)



ERS Technology Portfolio (Layered Cake)



ERS Program Complexity Sample

- **Complexity of the ERS “program:”** The rules governing the calculation and distribution of benefits to ERS’ customers are governed by Chapter 36 of the Milwaukee City Charter. However, in addition to Chapter 36, the provisions governing benefits can be (and often are) altered with each union contract negotiation (particularly those for the uniformed services). As a result, the system has a multitude of rules and options that become part of ERS’ calculations. Specific examples include:
 - ◆ Ten different types of retirement (which, combined with the variations in employee type, lead to ninety-nine different retirement rules):
 - ✓ Disability – Ordinary
 - ✓ Disability – Duty 75%
 - ✓ Disability – Duty 90%
 - ✓ Regular – Service
 - ✓ Regular – Early
 - ✓ Regular – Transfer
 - ✓ Regular –Conversion
 - ✓ Regular – Involuntary Separation/Immediate Allowance
 - ✓ Survivor – Ordinary Death
 - ✓ Survivor – Duty Death
 - ◆ Thirty five rules governing the conversion of a disability retirement to a regular retirement
 - ◆ Twenty-seven permutations covering what happens when a member or survivor dies
 - ◆ “Retro calculations” in which the new terms of delayed contract negotiations must subsequently be applied to member retirements that occurred after the expiration of a former contract.