OPERATIONS & OVERSIGHT COMMITTEE MINUTES 4-15-10

PRESENT

- Yves Chery, Chair
- Edward L. Blecksmith, Vice Chair
- William de la Garza
- Ed C. Morris, Alternate

ABSENT

- Will Pryor

BOARD MEMBERS AT LARGE

STAFF, ADVISORS, PARTICIPANTS

- Robert Hill
- Janice Golden
- Darla Fletcher
- Eddie Paz
- JJ Popowich
- Justin Stewart

The meeting was called to order by Chairman Chery at 12:30 p.m.

1. APPOINTMENT OF VOTING MEMBER(S) IN THE EVENT ONE OR MORE REGULAR COMMITTEE MEMBERS ARE ABSENT

   The Chair appointed Mr. Morris a voting member of the Committee.

2. APPROVAL OF THE MINUTES OF THE SPECIAL MEETING OF MARCH 4, 2010

   A motion was made by Mr. Morris seconded by Mr. Blecksmith, to approve the minutes of the special meeting of March 4, 2010.

   The motion passed unanimously.

3. ACTION ITEMS
   1. Recommendation as submitted by John Popowich, Division Manager, Member Services:

      That the Committee approve the release of a Request for Quotations from qualified vendors to conduct a Member Services Call Center Audit and Training. (Memorandum dated April 7, 2010)

      LACERA is seeking a qualified vendor to perform a review of Call Center operations, processes, and technology, and provide necessary training to assure that the Center is running effectively and efficiently, and that every member interaction is conducted using best-in-class customer service skills.

      A motion was made by Mr. Morris, seconded by Mr. de la Garza, to approve the recommendation.

      The motion passed unanimously.

4. FOR INFORMATION
    1. Microfiche Conversion Technologies
        - Eddie Paz
        - Justin Stewart

    Working in partnership with Administrative Services on the microfiche conversion project, Systems provided technology resources and applications, including standards for the digital format conversion and data exchange. A new software application was designed and developed to serve as the foundation to the conversion effort. This application reduced the time required to track and test the vendor's output by more than 75%, far exceeding the typical result of a manual process. Also, the application stores images and their metadata in the new enterprise repository, while applying retention and security policies for long-term safekeeping.

    Messrs. Paz and Stewart gave a presentation detailing how these high levels of efficiency and accuracy were accomplished. Also presented were planned upgrades to refine the process further, and how the new digital microfiche is protected and stored.

5. MISCELLANEOUS
6. PUBLIC COMMENT
7. GOOD OF THE ORDER

    (For discussion purposes only)

8. ADJOURNMENT

PRODUCE | The keystones of our mission can be summarized by two elements: investments and customer service.

5/6/10