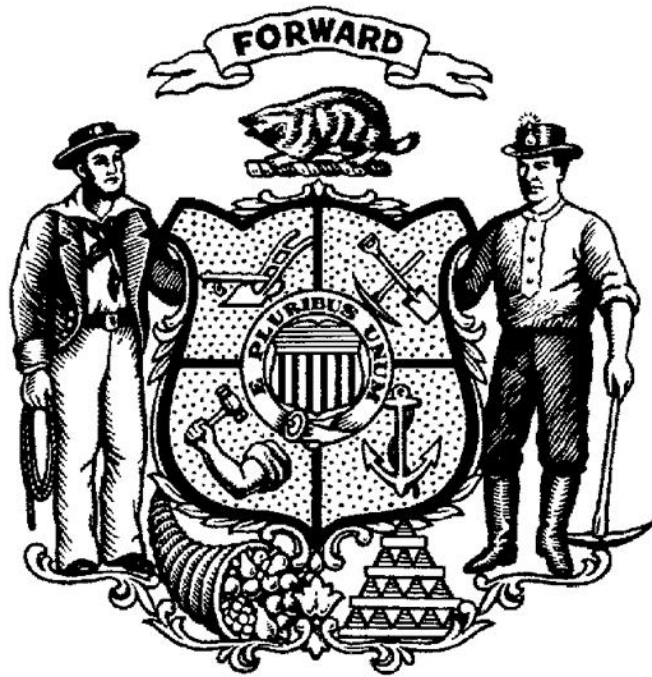


State of Wisconsin

Department of Employee Trust Funds



Agency Budget Request
2027 – 2029 Biennium
September 15, 2026

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STATE OF WISCONSIN
Department of Employee Trust Funds
Diana M. Felsmann
SECRETARY

Wisconsin Department
of Employee Trust Funds
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October 1, 2026

SECRETARY KATHY BLUMENFELD
DEPT OF ADMINISTRATION
101 E WILSON ST 10th FL
PO BOX 7864
MADISON WI 53703-7864

RE: 2027-29 Biennial Budget Request

Dear Secretary Blumenfeld:

I am pleased to submit the 2027-29 biennial budget request for the Department of Employee Trust Funds (ETF). The ETF Board endorsed the attached budget request at its September 24, 2026, meeting.

ETF is in the midst of a significant transformation to modernize our operations, strengthen our technology environment, and improve how we serve our 704,000 Wisconsin Retirement System members and more than 1,600 Wisconsin state and local governmental employers. Over the past several years, ETF has made substantial progress in replacing aging technology, redesigning business processes, and building a more integrated and member-focused service model.

A major milestone in this transformation was the successful implementation and July 2026 go-live of ETF's Insurance Administration System (IAS). IAS represents a fundamental change in how ETF administers insurance benefits. For the first time, members have direct, self-service access to their insurance benefits and related information through a modern system designed to improve accessibility and service. At the same time, the implementation has shifted significant benefit administration responsibilities to ETF and created new operational demands that must be supported to sustain the benefits of this investment.

ETF is now building on the success of IAS while preparing for our next major modernization effort—the Pension Administration System (PAS). These initiatives are transforming not only ETF's technology, but also the way the organization delivers services and manages information. To successfully navigate this transformation, ETF's 2027–2029 budget request includes targeted investments in staffing, cybersecurity, and technology support. These resources are necessary to maintain reliable day-to-day operations while continuing the modernization work that will position ETF for the future.

ETF's budget request includes the following key items:

Supporting WRS Employers

ETF requests four positions to support ETF's Employer Insurance Unit. The implementation of IAS has made ETF the system of record for several benefit programs previously administered by third parties, increasing ETF's responsibility for enrollment, eligibility, and direct employer support. As employer

inquiries have increased in both volume and complexity, additional staffing is needed to maintain timely, high-quality service, reduce delays that may affect employee benefits, and relieve capacity pressures on existing staff.

Supporting WRS Members

ETF requests two positions to address growing demand for Member Call Center services. Increased demand resulting from demographic changes and IAS implementation has required the Call Center to rely heavily on staff from Retirement Planning and Outreach, limiting capacity to provide retirement services and contributing to appointment wait times exceeding 40 business days compared with ETF's 15-day goal. Dedicated Call Center staffing will increase customer service capacity while allowing staff to focus on retirement planning and member appointments.

Enabling Continued Staff Participation in Modernization Efforts

ETF requests reauthorization of three project positions to maintain critical subject matter expertise within the Division of Benefits Administration. These positions have enabled experienced staff to support IAS development and implementation while maintaining essential operations. With IAS now live and stabilization and optimization work continuing, and with the PAS discovery phase underway, continued project staffing is necessary to support both modernization initiatives without diverting resources from day-to-day services.

Building and Maintaining Strong Data Management Practices

ETF requests one Business Systems Analyst position to provide ongoing support for the Master Data Management (MDM) platform. MDM is now integrated with numerous modern and legacy systems and is an essential component of ETF's technology environment. As temporary implementation resources transition to the PAS project, a dedicated position is needed to manage the platform, support integrations and enhancements, maintain data integrity, and reduce the risk of data quality issues, processing disruptions, and manual intervention.

Securing Sensitive Benefits Data

ETF's modernization efforts have expanded its cybersecurity environment as legacy systems are replaced with modern platforms, increasing the number of applications, vendors, integrations, identities, and technology assets requiring protection and monitoring. As cybersecurity threats continue to evolve, ETF requests two Security Analyst positions to strengthen security oversight and operational support. ETF also requests increased funding for five cybersecurity contractors and software to address the existing vulnerability backlog and establish sustainable capacity to meet new statewide vulnerability management requirements established by the Department of Administration's Division of Enterprise Technology.

ETF's modernization journey has reached an important point. The successful implementation of IAS demonstrates ETF's ability to undertake complex, enterprise-wide transformation while continuing to serve members and employers. IAS has already changed how members access their insurance benefits and how ETF administers those programs. The next phase will build on that foundation through continued IAS stabilization, development of PAS, expansion of modern data capabilities, and strengthening of ETF's cybersecurity environment.

The requested resources will help ETF maintain reliable services while completing this transformation. They address increased operational responsibilities created by IAS, reduce the need to shift staff among competing priorities, preserve subject matter expertise for modernization, establish permanent support for critical data infrastructure, and strengthen cybersecurity as ETF's technology environment evolves.

ETF appreciates the Department of Administration's continued partnership and support as we modernize the systems and processes that serve Wisconsin's public employees, retirees, employers, and beneficiaries. These investments will help ensure that ETF can continue to deliver reliable services today while building the technology and operational foundation needed to serve our members well into the future.

Sincerely,

A handwritten signature in black ink, appearing to read "Diana M. Felsmann", with a stylized flourish at the end.

Diana M. Felsmann
Secretary

cc: Brian D. Pahnke, State Budget Director, Department of Administration
Robert Lang, Director, Legislative Fiscal Bureau

AGENCY DESCRIPTION

The department is headed by a secretary appointed by a 13-member Employee Trust Funds Board and is responsible for the state-administered retirement program; group insurance programs (health, life, income continuation, long-term disability and long-term care); employee reimbursement account program; commuter benefits program; deferred compensation program for state and local government employees; and the state accumulated sick leave conversion credits program. The Group Insurance Board, Teachers Retirement Board, Wisconsin Retirement Board and Deferred Compensation Board are attached to the department.

The department is responsible for the implementation of retirement system policies and the day-to-day operations and management of the Wisconsin Retirement System (WRS). Either by Employee Trust Funds Board delegation or by statutory assignment, the department is charged with collecting and accounting for all monies due to the retirement trust funds, calculating and accurately disbursing all benefit payments, providing information and responding to inquiries from participating employers and employees, and accounting for all WRS benefit transactions.

The assets invested by the State of Wisconsin Investment Board are not assets of the state, but are held in trust pending disbursement to secure coverage for, or to pay benefits to, members or their beneficiaries.

MISSION

The mission of the department is to develop and deliver quality benefits and services to customers while safeguarding the integrity of the trust.

PROGRAMS, GOALS, OBJECTIVES AND ACTIVITIES

Note: Goals, objectives and activities have been updated.

Program 1: Employee Benefit Plans

Goal: Create an effortless customer experience.

Objective: Increase employer competency for managing employee benefits.

Objective: Determine the strategy, programs, and organizational infrastructure needed to drive customer experience improvements.

Activity: Complete the persona library by creating the active personas. Begin to journey map customer experiences related to high-impact, high-volume interactions.

Objective: Ensure insurance program sustainability.

Goal: Implement outcomes-driven performance measurement and process management.

Objective: Optimize processes to leverage capabilities of modernization initiatives.

Activity: Performance Architecture – Capabilities and Process phase 1 activities to include:

- Modernizing business capabilities through literacy, process inventory, and maturity targets.
- Business Process Management framework recommendation

Goal: Build a talented and agile workforce.

Objective: Attract, integrate and advance top talent.

Objective: Advance employee development through meaningful and intentional performance management approaches.

Activity: Build a comprehensive multi-focused leadership development program to encompass individual, technical/ professional, leads (emerging leaders), Supervisory/Management and Senior Leadership capabilities leading to a talented and agile workforce. Implement the supervisory/management cohort components within FY26.

Objective: Advance employee development through meaningful and intentional performance management approaches

Activity: Continue building a comprehensive multifocused leadership development program to encompass individual, technical/ professional, leads (emerging leaders), Supervisory/ Management and Senior Leadership capabilities continuing to develop a talented and agile workforce. Implement the Leads (emerging leaders) and Senior Leadership (AMC/SC) cohort components within FY27.

Objective: Build the recruitment and retention practices and culture that will make the department an equitable and inclusive organization.

Activity: Implement strategies and action steps of ETF's Employee Programs and Culture Plan related to the Accessibility Audit scheduled for this fiscal year, to include:

- Identify barriers that may limit participation, usability, or compliance with accessibility standards and best practices across employee, customer, and stakeholder experience.

Goal: Implement modern, secure and resilient information technologies to support an effortless customer experience.

Objective: Develop and deploy and stabilize solutions to support an effortless customer experience that enables accurate self-service and timely benefit administration services.

Activity: Implement insurance administration technologies providing administration capabilities for multiple insurance benefits including Health, Life, Income Continuation Insurance, and Supplemental benefits (including dental, health savings accounts, flexible spending accounts, dependent day care accounts, commuter benefits, accident, vision, and wellness), Portals/Identity Proofing/Okta, etc. to enable more efficient and consistent processes and enhance customer service including online access.

Objective: Develop and deploy and stabilize solutions to support an effortless customer experience that enables accurate self-service and timely benefit administration services.

Activity: Implement Pension Administration System. Initiate the implementation of ETF's future Pension Administration System (PAS) through discovery, planning, and solution design activities. This initiative will establish the foundation for modernizing pension administration capabilities, improving operational efficiency, enhancing member and employer services, and supporting long-term business transformation.

Objective: Integrate systems and data to support delivery of benefits and services offered by ETF.

Objective: Preserve the safety, security and sustainability of all of ETF's systems and data through standard practices, appropriate security controls, risk management and information security technologies.

Activity: Verify and validate the operational effectiveness of Access Controls in place for applications and systems in the system inventory where HIPAA applies. Leverage industry tools to strengthen ETF's security posture with improvements to monitor operational effectiveness of access control activities.

PERFORMANCE MEASURES

2025 AND 2026 GOALS AND ACTUALS

Prog. No.	Performance Measure	Goal 2025	Actual 2025	Goal 2026	Actual 2026
1.	Average speed of call answered.	>70% calls answered in 3 minutes >50% calls answered in 2 minutes	84% 77%	>70% calls answered in 3 minutes >50% calls answered in 2 minutes	77% 68%
1.	Percentage of customer calls that are abandoned.	<10%	3%	<10%	5%
1.	Percentage of beneficiary designations effective within 15 business days of receipt.	90%	99%	90%	99%
1.	Percentage of calls answered within three minutes; percentage of emails responded to within two business days.	70% for calls answered 95% for email response	84% 100%	70% for calls answered 95% for email response	77% 100%
1.	Percentage of retirement estimates completed within 15 business days of request.	100%	98%	100%	99%
1.	Percentage of separation benefits paid within one week after employer submits necessary information.	100%	87%	100%	84%
1.	Average wait for available appointment session.	15 days	34 days	15 days	37 days
1.	Percentage of retiree benefits started by next payroll or desired effective date.	100%	100%	100%	100%
1.	Percentage of lump-sum death benefits paid within 30 days of beneficiary application.	80%	88%	80%	82%

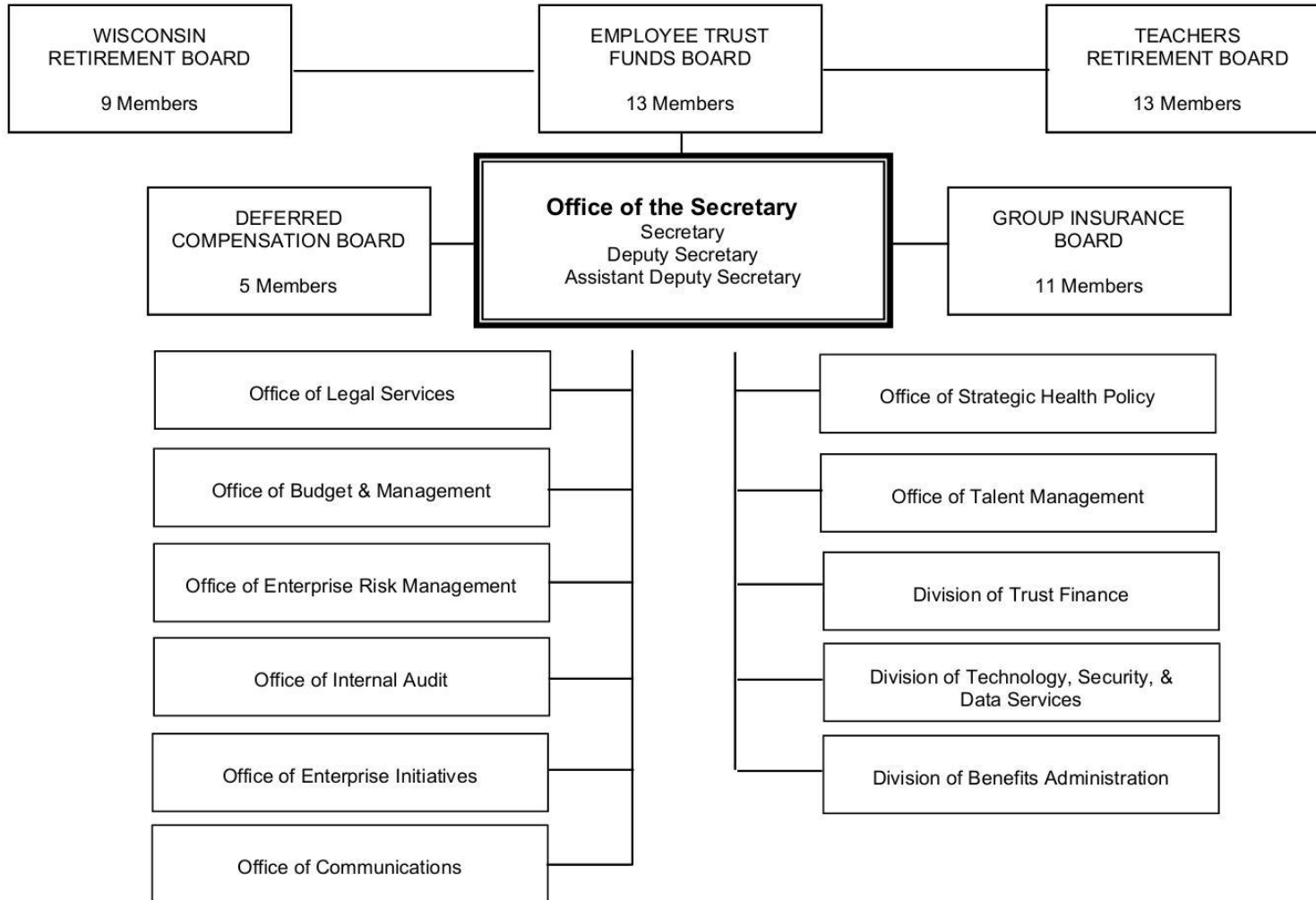
Note: Based on fiscal year.

2027, 2028 AND 2029 GOALS

Prog. No.	Performance Measure	Goal 2027	Goal 2028	Goal 2029
1.	Average speed of call answered.	>70% calls answered in 3 minutes >50% calls answered in 2 minutes	>70% calls answered in 3 minutes >50% calls answered in 2 minutes	>70% calls answered in 3 minutes >50% calls answered in 2 minutes
1.	Percentage of customer calls that are abandoned.	<10%	<10%	<10%
1.	Percentage of beneficiary designations effective within 15 business days of receipt.	90%	90%	90%
1.	Percentage of calls answered within three minutes; percentage of emails responded to within two business days.	70% for calls answered 95% for email response	70% for calls answered 95% for email response	70% for calls answered 95% for email response
1.	Percentage of retirement estimates completed within 15 business days of request.	100%	100%	100%
1.	Percentage of separation benefits paid within one week after employer submits necessary information.	100%	100%	100%
1.	Average wait for available appointment session.	15 days	15 days	15 days
1.	Percentage of retiree benefits started by next payroll or desired effective date.	100%	100%	100%
1.	Percentage of lump-sum death benefits paid within 30 days of beneficiary application.	80%	80%	80%

Note: Based on fiscal year.

**DEPARTMENT OF EMPLOYEE TRUST FUNDS
FUNCTIONAL ORGANIZATIONAL CHART
July 2026**



Agency Total by Fund Source

		ANNUAL SUMMARY						BIENNIAL SUMMARY			
Source of Funds		Prior Year Total	Adjusted Base	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE	Base Year Doubled (BYD)	Biennial Request	Change From (BYD)	Change From BYD %
GPR	A	\$15,584	\$8,300	\$15,000	\$14,100	0.00	0.00	\$16,600	\$29,100	\$12,500	75.30%
Total		\$15,584	\$8,300	\$15,000	\$14,100	0.00	0.00	\$16,600	\$29,100	\$12,500	75.30%
SEG	S	\$70,313,077	\$66,468,000	\$70,129,500	\$70,450,500	301.20	301.20	\$132,936,000	\$140,580,000	\$7,644,000	5.80%
Total		\$70,313,077	\$66,468,000	\$70,129,500	\$70,450,500	301.20	301.20	\$132,936,000	\$140,580,000	\$7,644,000	5.80%
Grand Total		\$70,328,661	\$66,476,300	\$70,144,500	\$70,464,600	301.20	301.20	\$132,952,600	\$140,609,100	\$7,656,500	5.80%

Agency Total by Program

		ANNUAL SUMMARY					BIENNIAL SUMMARY			
Source of Funds	Prior Year Total	Adjusted Base	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE	Base Year Doubled (BYD)	Biennial Request	Change From (BYD)	Change From BYD %
01 Employee benefit plans										
Non Federal										
GPR	\$15,584	\$8,300	\$15,000	\$14,100	0.00	0.00	\$16,600	\$29,100	\$12,500	75.30%
A	\$15,584	\$8,300	\$15,000	\$14,100	0.00	0.00	\$16,600	\$29,100	\$12,500	75.30%
SEG	\$70,313,077	\$66,468,000	\$70,129,500	\$70,450,500	301.20	301.20	\$132,936,000	\$140,580,000	\$7,644,000	5.75%
S	\$70,313,077	\$66,468,000	\$70,129,500	\$70,450,500	301.20	301.20	\$132,936,000	\$140,580,000	\$7,644,000	5.75%
Total - Non Federal	\$70,328,661	\$66,476,300	\$70,144,500	\$70,464,600	301.20	301.20	\$132,952,600	\$140,609,100	\$7,656,500	5.76%
A	\$15,584	\$8,300	\$15,000	\$14,100	0.00	0.00	\$16,600	\$29,100	\$12,500	75.30%
S	\$70,313,077	\$66,468,000	\$70,129,500	\$70,450,500	301.20	301.20	\$132,936,000	\$140,580,000	\$7,644,000	5.75%
PGM 01 Total	\$70,328,661	\$66,476,300	\$70,144,500	\$70,464,600	301.20	301.20	\$132,952,600	\$140,609,100	\$7,656,500	5.76%
GPR	\$15,584	\$8,300	\$15,000	\$14,100	0.00	0.00	\$16,600	\$29,100	\$12,500	75.30%
A	\$15,584	\$8,300	\$15,000	\$14,100	0.00	0.00	\$16,600	\$29,100	\$12,500	75.30%
SEG	\$70,313,077	\$66,468,000	\$70,129,500	\$70,450,500	301.20	301.20	\$132,936,000	\$140,580,000	\$7,644,000	5.75%
S	\$70,313,077	\$66,468,000	\$70,129,500	\$70,450,500	301.20	301.20	\$132,936,000	\$140,580,000	\$7,644,000	5.75%
TOTAL 01	\$70,328,661	\$66,476,300	\$70,144,500	\$70,464,600	301.20	301.20	\$132,952,600	\$140,609,100	\$7,656,500	5.76%

Agency Total by Program

A	\$15,584	\$8,300	\$15,000	\$14,100	0.00	0.00	\$16,600	\$29,100	\$12,500	75.30%
S	\$70,313,077	\$66,468,000	\$70,129,500	\$70,450,500	301.20	301.20	\$132,936,000	\$140,580,000	\$7,644,000	5.75%
AGENCY TOTAL	\$70,328,661	\$66,476,300	\$70,144,500	\$70,464,600	301.20	301.20	\$132,952,600	\$140,609,100	\$7,656,500	5.76%

Agency Total by Decision Item

Decision Item	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
2000 Adjusted Base Funding Level	\$66,476,300	\$66,476,300	286.20	286.20
3001 Turnover Reduction	(\$781,000)	(\$781,000)	0.00	0.00
3002 Removal of Noncontinuing Elements from the Base	(\$171,300)	(\$171,300)	(3.00)	(3.00)
3003 Full Funding of Continuing Position Salaries and Fringe Benefits	\$1,699,600	\$1,699,600	0.00	0.00
3004 Funding of Ongoing s. 13.10 Supplements	\$632,600	\$632,600	6.00	6.00
3007 Overtime	\$46,100	\$46,100	0.00	0.00
3008 Night and Weekend Differential Pay	\$73,000	\$73,000	0.00	0.00
3010 Full Funding of Lease and Directed Moves Costs	\$82,800	\$82,800	0.00	0.00
4000 Employer Insurance Unit - Staffing Support	\$336,600	\$430,600	4.00	4.00
4001 Member Call Center - Staffing Support	\$168,400	\$215,300	2.00	2.00
4002 IAS and PAS Project Subject Matter Expert Backfill	\$252,600	\$323,000	3.00	3.00
5000 Master Data Management - Business Systems Analyst Support	\$138,500	\$180,000	1.00	1.00
6000 Annuity Supplement Adjustment	\$6,700	\$5,800	0.00	0.00
7900 Cybersecurity - Security Analyst Support	\$232,100	\$300,300	2.00	2.00
7901 Cybersecurity - Vulnerability Management	\$951,500	\$951,500	0.00	0.00
TOTAL	\$70,144,500	\$70,464,600	301.20	301.20

Segregated Funds Revenue and Balances Statement

Program: 01 - Employee benefit plans

SubProgram: -

Numeric Appropriation: 61 - Automated operating system

Statutory Fund: 262 - PUBLIC EMPLOYEE TRUST

Revenue and Expenditures	Prior Year Actuals	Base Year Estimate	1st Year Estimate	2nd Year Estimate
Opening Balance	\$10,250,133	\$76,555,000	\$55,160,600	\$37,538,100
Current Appropriation	\$86,848,100	\$15,848,100	\$15,848,100	\$15,848,100
Total Revenue	\$97,098,233	\$92,403,100	\$71,008,700	\$53,386,200
Expenditures	\$20,543,317	\$37,242,500	\$0	\$0
2000 Adjusted Base Funding Level	\$0	\$0	\$33,470,600	\$36,145,600
Total Expenditures	\$20,543,317	\$37,242,500	\$33,470,600	\$36,145,600
Closing Balance	\$76,554,916	\$55,160,600	\$37,538,100	\$17,240,600

Segregated Funds Revenue and Balances Statement

Program: 01 - Employee benefit plans

SubProgram: -

Numeric Appropriation: 76 - Administration

Statutory Fund: 262 - PUBLIC EMPLOYEE TRUST

Revenue and Expenditures	Prior Year Actuals	Base Year Estimate	1st Year Estimate	2nd Year Estimate
Opening Balance	\$632,449	\$137,400	\$0	\$0
Current Appropriation	\$49,274,673	\$48,593,600	\$55,596,900	\$56,984,400
Total Revenue	\$49,907,122	\$48,731,000	\$55,596,900	\$56,984,400
Expenditures	\$49,769,760	\$48,731,000	\$0	\$0
2000 Adjusted Base Funding Level	\$0	\$0	\$50,619,900	\$50,619,900
3003 Full Funding of Continuing Position Salaries and Fringe Benefits	\$0	\$0	\$1,699,600	\$1,699,600
3001 Turnover Reduction	\$0	\$0	(\$781,000)	(\$781,000)
3004 Funding of Ongoing s. 13.10 Supplements	\$0	\$0	\$632,600	\$632,600
3002 Removal of Noncontinuing Elements from the Base	\$0	\$0	\$0	\$0
3007 Overtime	\$0	\$0	\$46,100	\$46,100
3008 Night and Weekend Differential Pay	\$0	\$0	\$73,000	\$73,000
3010 Full Funding of Lease and Directed Moves Costs	\$0	\$0	\$82,800	\$82,800
Compensation Reserve	\$0	\$0	\$632,700	\$1,277,900
Wisconsin Retirement System	\$0	\$0	\$2,000	\$3,900
Health Insurance Reserves	\$0	\$0	\$509,500	\$928,900
4000 Employer Insurance Unit - Staffing Support	\$0	\$0	\$336,600	\$430,600
4001 Member Call Center - Staffing Support	\$0	\$0	\$168,400	\$215,300
4002 IAS and PAS Project Subject Matter Expert Backfill	\$0	\$0	\$252,600	\$323,000
5000 Master Data Management - Business Systems Analyst Support	\$0	\$0	\$138,500	\$180,000
7900 Cybersecurity - Security Analyst Support	\$0	\$0	\$232,100	\$300,300

Segregated Funds Revenue and Balances Statement

7901 Cybersecurity - Vulnerability Management	\$0	\$0	\$951,500	\$951,500
Total Expenditures	\$49,769,760	\$48,731,000	\$55,596,900	\$56,984,400
Closing Balance	\$137,362	\$0	\$0	\$0

Decision Item (DIN): 2000 - Adjusted Base Funding Level

NARRATIVE

Adjusted Base Funding Level

Decision Item by Line

Decision Item (DIN): 2000 - Adjusted Base Funding Level

Line Number	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$26,031,800	\$26,031,800
02	Turnover	\$0	\$0
03	Project Position Salaries	\$171,300	\$171,300
04	LTE/Misc. Salaries	\$121,700	\$121,700
05	Fringe Benefits	\$9,934,500	\$9,934,500
06	Supplies and Services	\$28,547,900	\$28,547,900
07	Permanent Property	\$1,660,800	\$1,660,800
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13	Annuity Supplements	\$8,300	\$8,300
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$66,476,300	\$66,476,300
18	Project Positions Authorized	3.00	3.00
19	Classified Positions Authorized	280.20	280.20
20	Unclassified Positions Authorized	3.00	3.00

Decision Item by Numeric

Program: 01 - Employee benefit plans

Decision Item (DIN): 2000 - Adjusted Base Funding Level

Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
01 - Annuity supplements and payments	\$8,300	\$8,300	0.00	0.00
61 - Automated operating system	\$15,848,100	\$15,848,100	0.00	0.00
76 - Administration	\$50,619,900	\$50,619,900	286.20	286.20
Program Sub Total	\$66,476,300	\$66,476,300	286.20	286.20
DIN 2000 - Adjusted Base Funding Level Total	\$66,476,300	\$66,476,300	286.20	286.20
Agency Total	\$66,476,300	\$66,476,300	286.20	286.20

Decision Item by Fund Source

Decision Item (DIN): 2000 - Adjusted Base Funding Level

Source of Funds	Type	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
SEG	S	\$66,468,000	\$66,468,000	286.20	286.20
GPR	A	\$8,300	\$8,300	0.00	0.00
DIN 2000 - Adjusted Base Funding Level Total		\$66,476,300	\$66,476,300	286.20	286.20
Agency Total		\$66,476,300	\$66,476,300	286.20	286.20

Decision Item (DIN): 3001 - Turnover Reduction

NARRATIVE

Standard Budget Adjustment - Turnover Reduction

Decision Item by Line

Decision Item (DIN): 3001 - Turnover Reduction

Line Number	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$0	\$0
02	Turnover	(\$781,000)	(\$781,000)
03	Project Position Salaries	\$0	\$0
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$0	\$0
06	Supplies and Services	\$0	\$0
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13	Annuity Supplements	\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	(\$781,000)	(\$781,000)
18	Project Positions Authorized	0.00	0.00
19	Classified Positions Authorized	0.00	0.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric**Program: 01 - Employee benefit plans****Decision Item (DIN): 3001 - Turnover Reduction**

Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
76 - Administration	(\$781,000)	(\$781,000)	0.00	0.00
Program Sub Total	(\$781,000)	(\$781,000)	0.00	0.00
DIN 3001 - Turnover Reduction Total	(\$781,000)	(\$781,000)	0.00	0.00
Agency Total	(\$781,000)	(\$781,000)	0.00	0.00

Decision Item by Fund Source

Decision Item (DIN): 3001 - Turnover Reduction

Source of Funds	Type	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
SEG	S	(\$781,000)	(\$781,000)	0.00	0.00
DIN 3001 - Turnover Reduction Total		(\$781,000)	(\$781,000)	0.00	0.00
Agency Total		(\$781,000)	(\$781,000)	0.00	0.00

Decision Item (DIN): 3002 - Removal of Noncontinuing Elements from the Base

NARRATIVE

Standard Budget Adjustment - Removal of Noncontinuing Elements from the Base

Decision Item by Line

Decision Item (DIN): 3002 - Removal of Noncontinuing Elements from the Base

Line Number	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$0	\$0
02	Turnover	\$0	\$0
03	Project Position Salaries	(\$171,300)	(\$171,300)
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$0	\$0
06	Supplies and Services	\$0	\$0
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13	Annuity Supplements	\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	(\$171,300)	(\$171,300)
18	Project Positions Authorized	(3.00)	(3.00)
19	Classified Positions Authorized	0.00	0.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

Program: 01 - Employee benefit plans

Decision Item (DIN): 3002 - Removal of Noncontinuing Elements from the Base

Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
76 - Administration	(\$171,300)	(\$171,300)	(3.00)	(3.00)
Program Sub Total	(\$171,300)	(\$171,300)	(3.00)	(3.00)
DIN 3002 - Removal of Noncontinuing Elements from the Base Total	(\$171,300)	(\$171,300)	(3.00)	(3.00)
Agency Total	(\$171,300)	(\$171,300)	(3.00)	(3.00)

Decision Item by Fund Source

Decision Item (DIN): 3002 - Removal of Noncontinuing Elements from the Base

Source of Funds	Type	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
SEG	S	(\$171,300)	(\$171,300)	(3.00)	(3.00)
DIN 3002 - Removal of Noncontinuing Elements from the Base Total		(\$171,300)	(\$171,300)	(3.00)	(3.00)
Agency Total		(\$171,300)	(\$171,300)	(3.00)	(3.00)

Decision Item (DIN): 3003 - Full Funding of Continuing Position Salaries and Fringe Benefits

NARRATIVE

Standard Budget Adjustment - Full Funding of Continuing Position Salaries and Fringe Benefits

Decision Item by Line

Decision Item (DIN): 3003 - Full Funding of Continuing Position Salaries and Fringe Benefits

Line Number	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$993,200	\$993,200
02	Turnover	\$0	\$0
03	Project Position Salaries	\$0	\$0
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$706,400	\$706,400
06	Supplies and Services	\$0	\$0
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13	Annuity Supplements	\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$1,699,600	\$1,699,600
18	Project Positions Authorized	0.00	0.00
19	Classified Positions Authorized	0.00	0.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

Program: 01 - Employee benefit plans

Decision Item (DIN): 3003 - Full Funding of Continuing Position Salaries and Fringe Benefits

Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
76 - Administration	\$1,699,600	\$1,699,600	0.00	0.00
Program Sub Total	\$1,699,600	\$1,699,600	0.00	0.00
DIN 3003 - Full Funding of Continuing Position Salaries and Fringe Benefits Total	\$1,699,600	\$1,699,600	0.00	0.00
Agency Total	\$1,699,600	\$1,699,600	0.00	0.00

Decision Item by Fund Source

Decision Item (DIN): 3003 - Full Funding of Continuing Position Salaries and Fringe Benefits

Source of Funds	Type	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
SEG	S	\$1,699,600	\$1,699,600	0.00	0.00
DIN 3003 - Full Funding of Continuing Position Salaries and Fringe Benefits Total		\$1,699,600	\$1,699,600	0.00	0.00
Agency Total		\$1,699,600	\$1,699,600	0.00	0.00

Decision Item (DIN): 3004 - Funding of Ongoing s. 13.10 Supplements

NARRATIVE

Standard Budget Adjustment - Funding of Ongoing s. 13.10 Supplements

Decision Item by Line

Decision Item (DIN): 3004 - Funding of Ongoing s. 13.10 Supplements

Line Number	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$0	\$0
02	Turnover	\$0	\$0
03	Project Position Salaries	\$424,600	\$424,600
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$166,000	\$166,000
06	Supplies and Services	\$42,000	\$42,000
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13	Annuity Supplements	\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$632,600	\$632,600
18	Project Positions Authorized	6.00	6.00
19	Classified Positions Authorized	0.00	0.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

Program: 01 - Employee benefit plans

Decision Item (DIN): 3004 - Funding of Ongoing s. 13.10 Supplements

Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
76 - Administration	\$632,600	\$632,600	6.00	6.00
Program Sub Total	\$632,600	\$632,600	6.00	6.00
DIN 3004 - Funding of Ongoing s. 13.10 Supplements Total	\$632,600	\$632,600	6.00	6.00
Agency Total	\$632,600	\$632,600	6.00	6.00

Decision Item by Fund Source

Decision Item (DIN): 3004 - Funding of Ongoing s. 13.10 Supplements

Source of Funds	Type	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
SEG	S	\$632,600	\$632,600	6.00	6.00
DIN 3004 - Funding of Ongoing s. 13.10 Supplements Total		\$632,600	\$632,600	6.00	6.00
Agency Total		\$632,600	\$632,600	6.00	6.00

Decision Item (DIN): 3007 - Overtime

NARRATIVE

Standard Budget Adjustment - Overtime

Decision Item by Line

Decision Item (DIN): 3007 - Overtime

Line Number	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$39,500	\$39,500
02	Turnover	\$0	\$0
03	Project Position Salaries	\$0	\$0
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$6,600	\$6,600
06	Supplies and Services	\$0	\$0
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13	Annuity Supplements	\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$46,100	\$46,100
18	Project Positions Authorized	0.00	0.00
19	Classified Positions Authorized	0.00	0.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

Program: 01 - Employee benefit plans

Decision Item (DIN): 3007 - Overtime

Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
76 - Administration	\$46,100	\$46,100	0.00	0.00
Program Sub Total	\$46,100	\$46,100	0.00	0.00
DIN 3007 - Overtime Total	\$46,100	\$46,100	0.00	0.00
Agency Total	\$46,100	\$46,100	0.00	0.00

Decision Item by Fund Source

Decision Item (DIN): 3007 - Overtime

Source of Funds	Type	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
SEG	S	\$46,100	\$46,100	0.00	0.00
DIN 3007 - Overtime Total		\$46,100	\$46,100	0.00	0.00
Agency Total		\$46,100	\$46,100	0.00	0.00

Decision Item (DIN): 3008 - Night and Weekend Differential Pay

NARRATIVE

Standard Budget Adjustment - Night and Weekend Differential Pay

Decision Item by Line

Decision Item (DIN): 3008 - Night and Weekend Differential Pay

Line Number	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$62,600	\$62,600
02	Turnover	\$0	\$0
03	Project Position Salaries	\$0	\$0
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$10,400	\$10,400
06	Supplies and Services	\$0	\$0
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13	Annuity Supplements	\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$73,000	\$73,000
18	Project Positions Authorized	0.00	0.00
19	Classified Positions Authorized	0.00	0.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

Program: 01 - Employee benefit plans

Decision Item (DIN): 3008 - Night and Weekend Differential Pay

Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
76 - Administration	\$73,000	\$73,000	0.00	0.00
Program Sub Total	\$73,000	\$73,000	0.00	0.00
DIN 3008 - Night and Weekend Differential Pay Total	\$73,000	\$73,000	0.00	0.00
Agency Total	\$73,000	\$73,000	0.00	0.00

Decision Item by Fund Source

Decision Item (DIN): 3008 - Night and Weekend Differential Pay

Source of Funds	Type	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
SEG	S	\$73,000	\$73,000	0.00	0.00
DIN 3008 - Night and Weekend Differential Pay Total		\$73,000	\$73,000	0.00	0.00
Agency Total		\$73,000	\$73,000	0.00	0.00

Decision Item (DIN): 3010 - Full Funding of Lease and Directed Moves Costs

NARRATIVE

Standard Budget Adjustment - Full Funding of Lease and Directed Moves Costs

Decision Item by Line

Decision Item (DIN): 3010 - Full Funding of Lease and Directed Moves Costs

Line Number	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$0	\$0
02	Turnover	\$0	\$0
03	Project Position Salaries	\$0	\$0
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$0	\$0
06	Supplies and Services	\$82,800	\$82,800
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13	Annuity Supplements	\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$82,800	\$82,800
18	Project Positions Authorized	0.00	0.00
19	Classified Positions Authorized	0.00	0.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

Program: 01 - Employee benefit plans

Decision Item (DIN): 3010 - Full Funding of Lease and Directed Moves Costs

Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
76 - Administration	\$82,800	\$82,800	0.00	0.00
Program Sub Total	\$82,800	\$82,800	0.00	0.00
DIN 3010 - Full Funding of Lease and Directed Moves Costs Total	\$82,800	\$82,800	0.00	0.00
Agency Total	\$82,800	\$82,800	0.00	0.00

Decision Item by Fund Source

Decision Item (DIN): 3010 - Full Funding of Lease and Directed Moves Costs

Source of Funds	Type	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
SEG	S	\$82,800	\$82,800	0.00	0.00
DIN 3010 - Full Funding of Lease and Directed Moves Costs Total		\$82,800	\$82,800	0.00	0.00
Agency Total		\$82,800	\$82,800	0.00	0.00

Decision Item (DIN): 4000 - Employer Insurance Unit - Staffing Support

NARRATIVE

ETF Requests 4.0 FTE and an increase to base funding of \$336,600 in SFY 2028 and \$430,600 in SFY 2029 to to address increased workload for ETF's Employer Services Bureau (ESB) - Employer Insurance Unit (EIU). The centralization of benefit administration services caused by the implementation of the Insurance Administration System has increased the number of employer contacts and the range of employer issues that EIU addresses. Without additional resources, EIU will continue to face significant capacity challenges with workload and service demand exceeding the unit's available staffing resources.

Employer Insurance Unit - Staffing Support

Request

As shown in Table 1, ETF requests segregated (SEG) resources in the form of 4.0 permanent FTE Trust Funds Specialist positions and associated funding of \$336,600 in SFY 2028 and \$430,600 in SFY 2029.

Table 1 – Summary of Funding Request

	SFY 2028	SFY 2029
Total FTE (#)	4.0	4.0
Salary	\$216,900	\$289,200
Fringe	\$85,400	\$113,800
Supplies and Services	\$34,300	\$27,600
Total	\$336,600	\$430,600

The additional resources will be used to address increased workload for ETF's Employer Services Bureau (ESB) - Employer Insurance Unit (EIU). The centralization of benefit administration services caused by the implementation of the Insurance Administration System (IAS – also known as My Insurance Benefits) has increased the number of employer contacts and the range of employer issues that EIU addresses. Without additional resources, EIU will continue to face significant capacity challenges with workload and service demand exceeding the unit's available staffing resources.

Issue

IAS is now the system of record for employee enrollment and eligibility information for many of the insurance benefit programs offered by the state. The system of record is the single, authoritative software platform trusted with holding the true official state of employee benefit elections, eligibility rules, and coverage data. The goal is to eliminate conflicting data, track enrollment data, feed verified eligibility data into other systems and maintain audit trails to ensure compliance with regulatory requirements.

Prior to IAS implementation, there were multiple systems that housed benefits information, some were maintained by ETF and others were administered by ETF's Third-Party Administrators (TPAs). Post IAS implementation, My Insurance Benefits (MIBS) consolidated the administration into a single system maintained by ETF. ETF members and employers benefit from the more convenient access to the system and the increased quality of data housed in MIBS. However, this change also transitions some responsibility for administering employee insurance benefits from TPAs to ETF.

To adapt to this new operating environment, ETF is requesting additional permanent EIU staffing resources. ETF will factor in the redistribution of responsibilities and look for opportunities to lower costs when developing new solicitations for TPA services or, to the extent possible, when negotiating contract extensions to current TPA contracts.

Background

ESB is comprised of two sections, including the EIU. The EIU is staffed with 7.0 FTE Trust Fund Specialists and 1.0 FTE Trust Fund Supervisor. The unit supports over 930 employer sponsors which include the University of Wisconsin (UW), University of Wisconsin Hospitals and Clinics (UWHC), Department of Administration (DOA), and several cities/towns/municipalities (Locals). The unit's primary responsibility is to serve as a central point of contact and problem-solving resource for employers managing employee insurance benefits. EIU receives requests via Ivanti tickets (an IT service management software tool), phone calls, emails, voicemails, and shared mailboxes.

More specific EIU responsibilities include:

- Answering employer questions related to employee health, life, and income continuation insurance benefits;
- Assisting employers with employee enrollments, changes, terminations, and other benefit-related transactions;
- Reviewing and processing documentation submitted by employers;
- Investigating discrepancies between systems or records and coordinating corrections when necessary;
- Helping employers with system-related questions and issues;
- Following up with employers when additional information or clarification is needed;
- Coordinating with internal teams, vendors, or other business partners when an issue cannot be resolved directly by the EIU case manager; and
- Managing other operational work associated with employee benefit changes.

ESB and EIU were heavily impacted by recent IAS implementation and go-live efforts. IAS is one of the main pillars of ETF's IT modernization project. The system's go-live is a major milestone in ETF's journey to deliver quality insurance benefits and services by providing a secure, one-stop, self-service platform for members and employers to access and manage their insurance benefits. IAS allows for visibility, 24/7 access, and a more consistent customer experience across benefit options. System go-live occurred in three phases:

- Phase 1: All but COBRA and billing functionality for UW went live on 7/1/2025.
- Phase 2: All but COBRA and billing functionality for DOA went live on 5/1/2026.
- Phase 3: Full functionality for retirees, UWHC, and local governments and COBRA and billing functionality for all other employers went live on 7/1/2026.

ESB EIU Operating Environment Changes

Additional Benefit Program Tasks Supported by EIU

IAS implementation further centralized benefit administration responsibilities and became the system of record for benefit programs including Life Insurance, Income Continuation Insurance (ICI), COBRA, Health Savings Accounts (HSAs), Flexible Spending Accounts (FSAs), and supplemental accident, dental, and vision. IAS is now the authoritative source for housing enrollment and benefit data for each of these programs, which was previously handled by TPAs such as The Hartford (ICI) and Securian (Life). These changes have prompted an increase in employer outreach to EIU.

Following IAS implementation, EIU has assumed several new responsibilities that have prompted additional employer outreach:

- As noted, EIU is now responsible for responding to employer questions regarding benefit programs that were formerly handled by ETF's TPAs. Employers may ask EIU staff to help clarify policy, identify what the system allows/does not allow, follow up on why information displays a specific way in the system, or ask ETF to make a correction because an employer missed the window to do it themselves. Questions may also include handling employer issues involving benefit changes, for example, changes to dependents and life event changes. EIU also serves as the point of contact for Life Insurance billing and invoice questions to help employers understand their invoice as well as navigate the employer through the various reports used to reconcile their invoice to their payroll withholdings.
- Because IAS is now the system of record for Life and ICI enrollments, EIU has taken on additional routine audits associated with the administration of these benefit programs, for example:
 - On a weekly basis, EIU staff conduct a document verification audit that requires reviewing a subset of documents that employers approved for Qualifying Life Events (QLEs). EIU assesses whether employers approved allowable documents. Employers must correct ineligible documents.
 - On a weekly basis, EIU staff review and reconcile sources of salary information that are used to determine the Life Insurance invoice and benefit. Employers may advertently or inadvertently change this information, which can cause incorrect or improper administration of the benefit. EIU staff engage with each employer to reconcile these data discrepancies. EIU staff may need to manually adjust salaries on behalf of the employer as they do not have access to do so.
- EIU support has expanded to handle questions about non-ETF benefits that are managed in My Insurance Benefits as part of a Memorandum of Understanding with the UWs and UWHC. As needed, they answer basic questions about using My Insurance Benefits to manage those benefits. They also assist with fixing incorrect enrollments or opening cases with Benefitfocus (ETF's IAS vendor) to make corrections. If needed, they will escalate issues with those benefits to the appropriate internal resources for resolution.
- EIU support has expanded to include issues related to IAS and ancillary systems access and use.
 - Employers are reliant on ETF to make certain changes in IAS on their behalf due to the centralization of benefit administration with the new IAS system. Examples include items such as making employment termination date corrections and enrolling an adult disabled dependent.
 - Securian life insurance invoices are provided through Securian's portal called Life Benefits Extra (LBE). As the primary administrator of Life Insurance, EIU now assists employers with accessing the system. As of 2026, there are 816 employers who

participate in the Life Insurance benefit program. Each of these employers can contact EIU with access issues or changes when there is turnover.

- The Employer Transaction Application (ETA) is a new internal system built to supplement IAS. Employers enter enrollment, termination, and demographic information for WRS-eligible employees into the system. This includes key information like hire and termination dates which have a direct impact on benefit coverage. EIU staff assist employers as they enter and change information within this system. ETA data flows into IAS so it is critical that the data entered is accurate.
- The Master Data Management (MDM) system connects with several of ETF's new and legacy IT systems. MDM applies uniform rules to evaluate and assess data with the goal of creating a single trusted source of truth for ETF's core business data. Often the data entered by an employer in one system contradicts the data they entered in another system. (For example, an incorrect digit in a social security number.) EIU contributes to the Vendor Discrepancy process, a multi-team collaborative effort to review discrepancies and reconcile data to ensure a high level of data quality.
- The Employer Portal is a new way for employers to access ETF applications and requires multi-factor authentication. While EIU staff do not directly resolve all access issues, they now need to be aware of the process and be able to coach an employer through the steps needed to gain access. They also need to recognize when additional documentation is needed from the employer or when an issue needs to be escalated.
- Employer training efforts are now more complicated. To manage benefits for their employees, employers now need to familiarize themselves not only with the benefits but also with the new systems used to manage these benefits, for example IAS and ETA. Previously, employers and ETF could focus training efforts on benefit program administrative information. System training in ETF's legacy insurance system was only needed for those employers who offered health insurance. Employers could handle most other transactions via paper applications sent into the TPAs for processing.

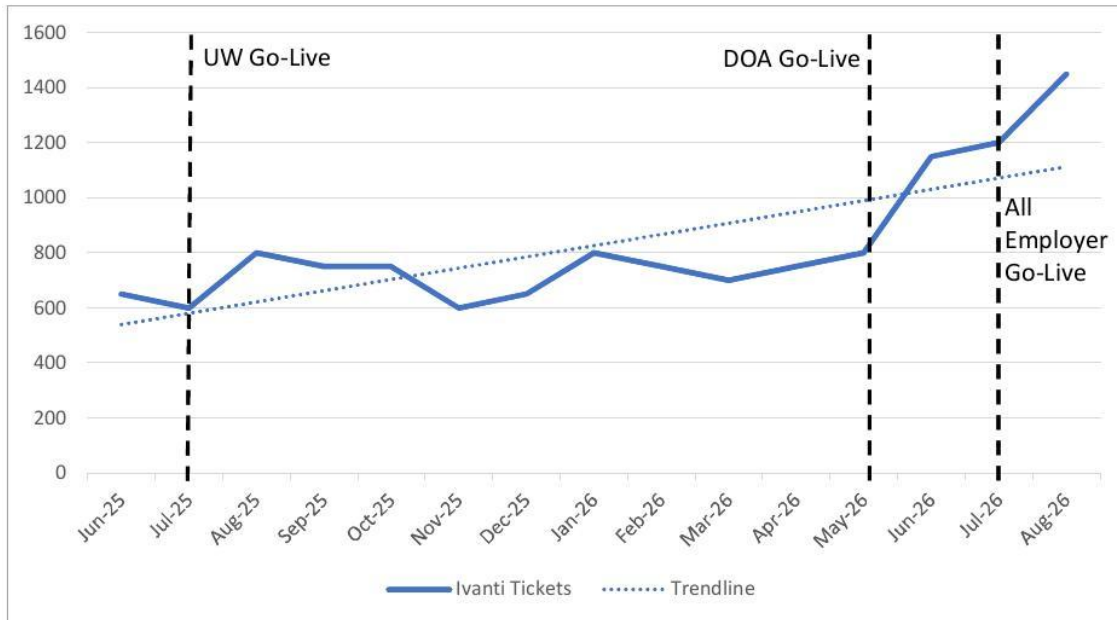
ETF anticipates an increase in training needs for local employers when staff turnover occurs. Smaller local employers often do not have robust internal benefits administration support and more heavily rely on ETF to provide training and general assistance when onboarding new employees.

- The Call Center in the Member Services Bureau intakes a variety of calls each day from members that may involve IAS-related issues. At times, those calls escalate to EIU for assistance. For example, if a member calls and has an issue with their COBRA offer, the issue is escalated to EIU for assistance. EIU either directly assists or contacts the new COBRA administrator Voya to escalate the concern further. EIU works with Voya to ensure all issues are resolved.

Increases in Employer Outreach Following IAS Implementation

EIU primarily logs employer questions through Ivanti, though it also receives a smaller number of questions via a shared email inbox, voicemail and other forms of communication. The unit first started receiving tickets in Ivanti for the big three employers (UW, UW Hospitals and Clinics, and DOA); however, local employers began submitting tickets in June 2025. Employer inquiries have consistently trended upwards over the past 15 months, which is attributable to the IAS system go-live. As shown in Figure 1, after each go-live event there was an increase in the number of Ivanti tickets.

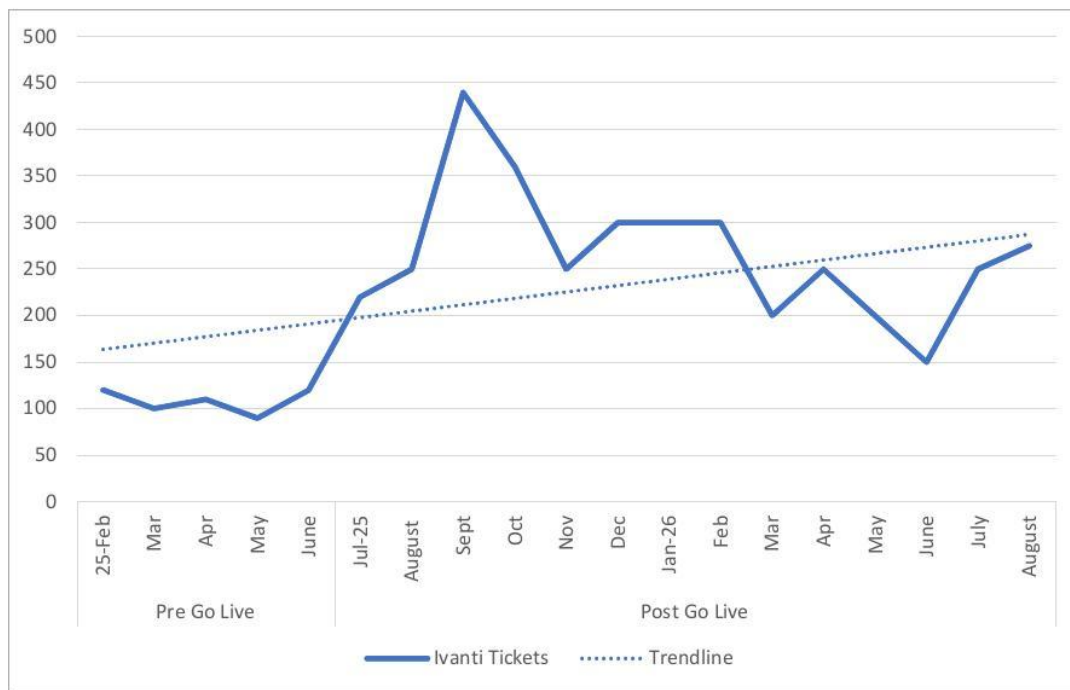
Figure 1 – IAS Post Go-Live Ivanti Support Tickets (All Employers)



The last three months show a significant increase in employer outreach primarily due to the all employer IAS go-live event. June through August 2026 averaged approximately 1,300 Ivanti tickets each month, which is an 86% increase over the 700 Ivanti tickets averaged monthly from July 2025 to May 2026. The number of calendar days it took to resolve an Ivanti ticket also increased from 7 days in June 2025 to 11 days in June 2026, an increase in processing time of 57.1%. In addition to the Ivanti tickets, ESB logged 437 emails and 131 voicemails for employer-related inquiries in July 2026, which marks an increase from the 333 emails and 6 voicemails logged in July 2025.

EIU does not anticipate that that increase in employer outreach is temporary. An initial period of increased employer outreach tied to each phase of IAS go-live is expected; however, Figure 2 demonstrates that EIU has experienced a sustained increase in UW outreach following their go-live in July 2025. As a point of comparison, the average number of monthly Ivanti tickets filed by the UW over the five-month period from February to June 2025 was 108 tickets, which compares to an average of 220 tickets for the same period in 2026. This represents a 104% increase in average monthly ticket volume.

Figure 2 – IAS Pre- and Post-Go-Live Ivanti Support Tickets (UW) ¹



¹ The highest monthly ticket total of 440 tickets in September 2025 likely occurred due to enrollments associated with the new school year.

The UW has dedicated administrative human resource support staff to help internally troubleshoot questions. ETF's final go-live event occurred in July 2026 and included local employers, which vary significantly in their size and internal support structures. Many local employers do not have dedicated human resource staff and are more dependent on ETF when answering insurance benefit-related questions. ETF expects significantly more questions from local employers and a sustained higher level of employer outreach on a permanent, ongoing basis.

Complexity of Employer Outreach Varies

Employer outreach statistics only provide partial context. The work performed by EIU is not always transactional or predictable. The type of questions EIU handles vary in complexity depending on the specific employee or employer need. Two tickets may appear similar based on their category but require dramatically different levels of effort to resolve. A single request may involve reviewing multiple documents, researching enrollment or eligibility history, correcting information, coordinating with another business area, and communicating back and forth with the employer. This variability underscores why simple volume counts understate the actual workload and staffing resources required.

Business Impact if Resource Needs are Not Met

IAS presents an enormous opportunity for ETF's members. For the first time, members will have the ability to securely manage, review, and update their insurance options online with 24/7 access. IAS

implementation also marks a movement away from legacy tools to a fully integrated, single platform for almost all ETF-administered insurance programs. These benefits allow ETF to better serve members and employers; however, they also place a greater responsibility on the department to centrally administer and coordinate insurance-related operations. EIU is one of the business areas within ETF most heavily impacted by these changes.

EIU is requesting 4.0 permanent FTE to respond to increases in the number and complexity of employer-related support tickets. Without additional resources this unit will continue to experience workload capacity challenges and demands that will:

- Lead to delays in responding to employer issues, including benefit-related issues that may affect employees such as enrolling a member in health insurance timely and providing them with required proof of coverage which will then allow them to be approved for a life-sustaining surgery, cancer treatment, or emergency prescription such as insulin;
- Increase pressure on existing staff, who are already balancing priority work, phone coverage, voicemails, shared mailbox responsibilities, and their individual work queues;
- Reduce flexibility to absorb unexpected workload increases, work on process improvements, handle staff absences; and
- Raise the risk of employee burnout and turnover, which can further reduce capacity and create additional training demands.

Decision Item by Line

Decision Item (DIN): 4000 - Employer Insurance Unit - Staffing Support

Line Number	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$216,900	\$289,200
02	Turnover	\$0	\$0
03	Project Position Salaries	\$0	\$0
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$85,400	\$113,800
06	Supplies and Services	\$34,300	\$27,600
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13	Annuity Supplements	\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$336,600	\$430,600
18	Project Positions Authorized	0.00	0.00
19	Classified Positions Authorized	4.00	4.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

Program: 01 - Employee benefit plans

Decision Item (DIN): 4000 - Employer Insurance Unit - Staffing Support

Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
76 - Administration	\$336,600	\$430,600	4.00	4.00
Program Sub Total	\$336,600	\$430,600	4.00	4.00
DIN 4000 - Employer Insurance Unit - Staffing Support Total	\$336,600	\$430,600	4.00	4.00
Agency Total	\$336,600	\$430,600	4.00	4.00

Decision Item by Fund Source

Decision Item (DIN): 4000 - Employer Insurance Unit - Staffing Support

Source of Funds	Type	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
SEG	S	\$336,600	\$430,600	4.00	4.00
DIN 4000 - Employer Insurance Unit - Staffing Support Total		\$336,600	\$430,600	4.00	4.00
Agency Total		\$336,600	\$430,600	4.00	4.00

Decision Item (DIN): 4001 - Member Call Center - Staffing Support

NARRATIVE

ETF requests 2.0 FTE and an increase to base funding of \$168,400 in SFY 2028 and \$215,300 in SFY 2029 to meet increases in demand for member call center services and to reduce reliance on Retirement Planning and Outreach (RPO) staff. To meet service demands, the current Call Center staffing model relies heavily on supplemental staff support from RPO. This negatively impacts RPO's ability to meet its own service needs, including holding member appointments and conducting retirement-related processing.

Member Call Center - Staffing Support

Request

As shown in Table 1, ETF requests two permanent Trust Fund Specialist positions for the Member Call Center with an estimated cost of \$168,400 in SFY 2028 and \$215,300 in SFY 2029.

Table 1 – Summary of Funding Request

	SFY 2028	SFY 2029
Total FTE (#)	2.0	2.0
Salary	\$108,500	\$144,600
Fringe	\$42,700	\$56,900
Supplies and Services	\$17,200	\$13,800
Total	\$168,400	\$215,300

The additional resources will help the Member Call Center meet increased service demands and maintain more consistent staffing. This will reduce the need for Retirement Planning and Outreach (RPO) staff to provide Call Center coverage, particularly during periods of higher demand. RPO staff will then be able to provide more timely member appointments and retirement-related processing.

Issue

The Member Call Center (herein referred to as Call Center) requests additional staffing resources to meet increases in demand for its services and to reduce reliance on RPO staff. Demand for Call Center services is affected by demographic changes and expanded responsibilities following the launch of the new Insurance Administration System (IAS - also known as My Insurance Benefits). To meet service demands, the current Call Center staffing model relies heavily on supplemental staff support from RPO. This negatively impacts RPO's ability to meet its own service needs, including holding member appointments and conducting retirement-related processing. Recent waits for individual retirement appointments have exceeded 40 business days compared with ETF's goal of providing an available appointment within 15 business days.

Background

ETF's Member Services Bureau (MSB) is in the Division of Benefit Administration (DBA). MSB is comprised of several sections, including the Call Center and Retirement Planning and Outreach.

The Call Center is comprised of two sections totaling 25.0 FTE. The unit often serves as the first point of contact for participants, retirees, and beneficiaries seeking assistance with ETF programs and benefits. Call Center staff answer questions about WRS and insurance benefits, provide account-specific information, assist members with the benefit application process, respond to member calls and email inquiries, book appointments, process beneficiary designations, and process retiree address and direct deposit changes.

The RPO section has 13.0 FTE. RPO staff provide one-on-one member meetings, answer questions about WRS benefits, provide account-specific information, calculate benefit estimates, assist with

the benefit application process, and respond to member inquiries. Additional details on RPO's core responsibilities are provided below.

Member Services Bureau

Increasing Demands

The need for MSB's services continues to grow as ETF's participant and retiree populations increase. Over the last five years, the total number of WRS participants increased by 8.5%, from 648,486 to 703,515 individuals. Retirees were the fastest-growing group, increasing by 12.1%, from 215,070 to 241,125 individuals over the same period.

Growth in the retiree population is particularly relevant to MSB because members often require more direct assistance as they approach and enter retirement. This includes retirement planning and estimates, benefit applications, insurance questions, beneficiary changes, account access, tax withholding changes, and other retirement-related services.

As ETF's participant and retiree populations grow, both the Call Center and RPO must provide services to a larger population while continuing to meet existing service expectations. While annual Call Center volume fluctuates from year to year based on changes in member service needs, such as federal tax withholding changes or changes in insurance providers, overall call volume has increased over time. From 2021 to 2025 calls increased by 5.9%, from approximately 173,000 to 183,000 calls in 2025. Early data following full IAS implementation also shows increased call volume, although the long-term impact on Call Center demand is still developing.

Member Call Center

Expanded Responsibilities

The Call Center's responsibilities have expanded with implementation of the Insurance Administration System (IAS). IAS was implemented in phases, beginning with the University of Wisconsin System in July 2025, followed by the Department of Administration in May 2026 and full implementation for the remaining employers, members, and retirees in July 2026.

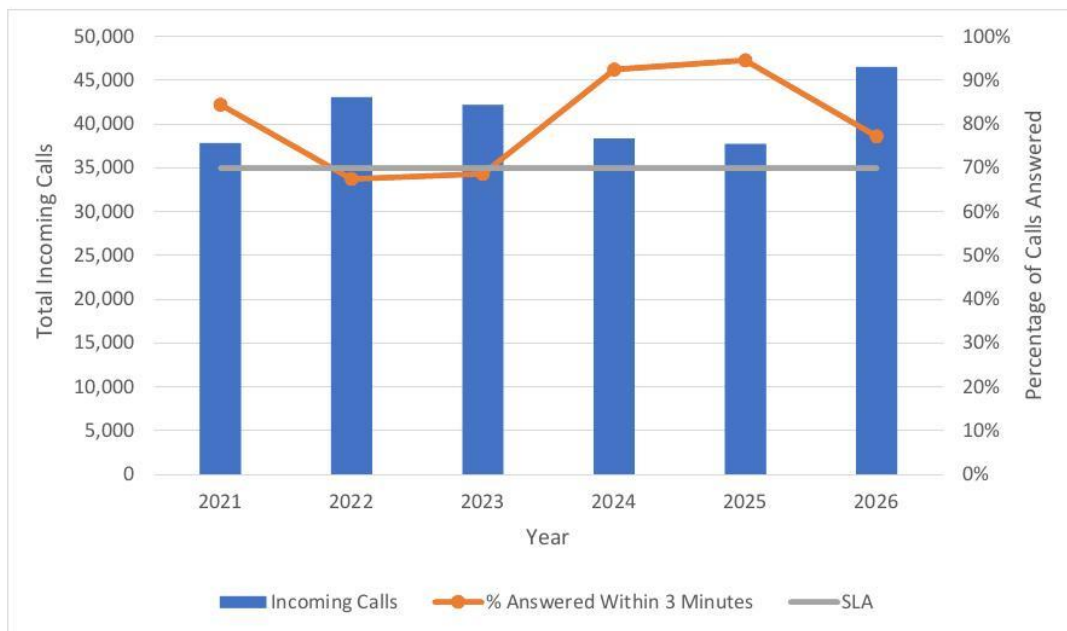
Call Center staff now provide additional support to members using ETF's new online insurance services, including now assisting members with questions about My Insurance Benefits, the online portal members use to access and manage their insurance benefits, as well as the secure account members must set up to access the system. Staff also help members with questions about premium information, electronic document uploads, billing, payments and other changes that came with IAS implementation.

Another new responsibility for the Call Center is assisting members with questions about COBRA coverage. COBRA is a federal law that allows some individuals who lose employer-sponsored health coverage to temporarily continue that coverage. Retiring WRS members may instead be able to continue their ETF insurance as retirees, which can lead to questions when they receive a COBRA notice. As part of IAS, COBRA administration changed and ETF now works with a vendor to administer the coverage. ETF is now responsible for providing this service to the 450 employers who offer the GHIP, the 215 employers who offer Vision Insurance, and the 240 employers who

offer Supplemental Dental Coverage. Call Center staff help members understand the notice, their coverage options, and what steps they may need to take.

As shown in Figure 1, call volume has increased during the broader IAS implementation period. From June through August 2026, the Call Center received 46,552 incoming calls, the highest volume of calls for the same three-month period over the last five years. This was approximately 23% more than during the same period in 2025 and 21% more than in 2024. Despite the increase in call volume, the Call Center continued to meet its goal of answering at least 70% of calls within three minutes, due in part to supplemental support from RPO staff.

Figure 1 – Member Call Center June - August Call Volume & Service Levels¹



¹ Service Level Agreement (SLA) goal is to answer 70% of all incoming calls within 3 minutes.

Although the long-term impact of IAS on Call Center workload is still developing, the new IAS-related responsibilities are permanent additions to the work performed by Call Center staff. These responsibilities are being added to the existing workload that already requires supplemental staffing to meet Call Center service demands.

Impact on Retirement Planning and Outreach

RPO Staff Supplementing Call Center

The Call Center is currently reliant on supplemental staffing from RPO to meet call demand. This staffing approach helps the Call Center respond to changes in demand, but it also reduces the staff time RPO has available for member appointments and retirement-related processing.

The level of supplemental staffing support needed varies depending on call demand. Peak demand periods include April, when Statements of Benefits are issued, and October, during the Open Enrollment Insurance period. Call volume increases by approximately 43% during these peak periods, and average member wait times increase from approximately 1 minute and 37 seconds to 4 minutes and 35 seconds. The Call Center also experiences regular staffing pressure between 1:00 p.m. and 3:00 p.m., when call volume can exceed the number of staff available to answer calls.

To help manage these fluctuations, RPO staff provide supplemental Call Center coverage. RPO currently provides an average of 52 hours of Call Center support each week, equivalent to 1.3 FTE. During periods of higher demand, as many as 3.0 FTE may be assigned to support the Call Center at one time. RPO's ability to provide this support also depends on its own workload. RPO experiences its own workload increases related to modernization efforts, scheduled outreach activities, and other retirement service needs.

Adding two permanent Call Center positions would reduce the need for regular RPO coverage and provide additional capacity during periods of higher demand. As Call Center staffing stabilizes, Call Center Specialists would also be cross-trained to assist with RPO work during periods of lower call volume, such as preparing retirement estimates. This would allow MSB to better manage staffing demands based on workload.

RPO Workload and Service Level Impact

Reducing the amount of time RPO staff spend supporting the Call Center would allow more staff capacity to remain focused on RPO's core responsibilities. RPO's workload is both high-volume and highly variable, requiring staff to manage predictable work such as retirement applications and scheduled appointments while also responding to complex and often time-sensitive matters.

RPO's core responsibilities include:

- Processing retirement benefit-related applications and other transactions that directly affect the administration and payment of WRS benefits. RPO serves as the primary point of entry for retirement benefit-related applications. RPO also handles many transactions and decisions affecting the administration and payment of WRS benefits. Responsibilities include numerous member-related actions, such as qualified domestic relations orders (QDROs), death applications for members and associated family members, beneficiary location and research, reentry of rehired annuitants into the WRS, powers of attorney and related account actions, disability applications, and other retirement processing activities. These cases may involve unique circumstances, multiple parties, legal or beneficiary considerations, and detailed account research, requiring staff to exercise judgment and resolve complex issues.

- Performing individual online and in-person retirement planning. A significant component of RPO's workload is individualized retirement planning appointments. Staff review the member's retirement information, prepare and explain retirement estimates, discuss eligibility and benefit options, identify and address potential account issues, answer questions about beneficiaries, employment, service history, and other factors that may affect retirement, and explain the steps and deadlines. In 2025, RPO prepared 25,575 retirement estimates. Staff must review member records, verify eligibility and service information, and communicate with members when additional information is required.
- Conducting statewide outreach, group retirement appointments, and walk-in service. RPO provides some direct member services through online and walk-in person group retirement appointments, outreach presentations throughout the state, and walk-in member services. Group appointments and presentations allow RPO to serve multiple members and provide information on requirements, deadlines, and available options. Walk-in service assists members without a scheduled appointment. In 2025, RPO assisted 2,103 members through walk-in service. Through August 2026, RPO has already assisted 1,786 members, which is approximately 85% of the full 2025 volume with 33% of the year remaining.

As shown in Table 2, returning this capacity to RPO is expected to reduce turnaround times across several areas of RPO work. This would help RPO keep up with its own workload and provide more timely services to members.

Table 2 – RPO Estimated Processing Time Improvements

Task	Current Wait Time	Estimated Improved Wait Time	Estimated Improvement
Individual Retirement Appointments	40 days	35 days	5 days faster
QDRO Processing	6 - 9 months	5 - 8 months	3 - 5 weeks faster
Retiree Account Maintenance	45 days	35 days	10 days faster
Benefit Estimates	3 - 5 weeks	2 - 4 weeks	3 - 5 days faster
Account Information	7 - 10 days	6 - 9 days	1 day faster
Beneficiary Designations	1 - 2 weeks	5 - 10 days	2 - 4 days faster

RPO has 13.0 FTE, which means the average 1.3 FTE used to support the Call Center represents approximately 10% of RPO's staffing capacity. The impact of these competing staffing demands is also reflected in the wait times for and availability of individual retirement appointments.

RPO's goal is to provide member appointments within 15 business days. As shown in Figure 2, average monthly appointment volume increased from approximately 487 appointments in 2021 to 778 per month through August 2026, a nearly 60% increase. Over the same period, the average wait time for an available appointment has increased from approximately 20 business days to 39 business days. In August 2026, the average wait time reached approximately 44 business days.

Figure 2 – RPO Appointment Wait Times and Appointment Volume

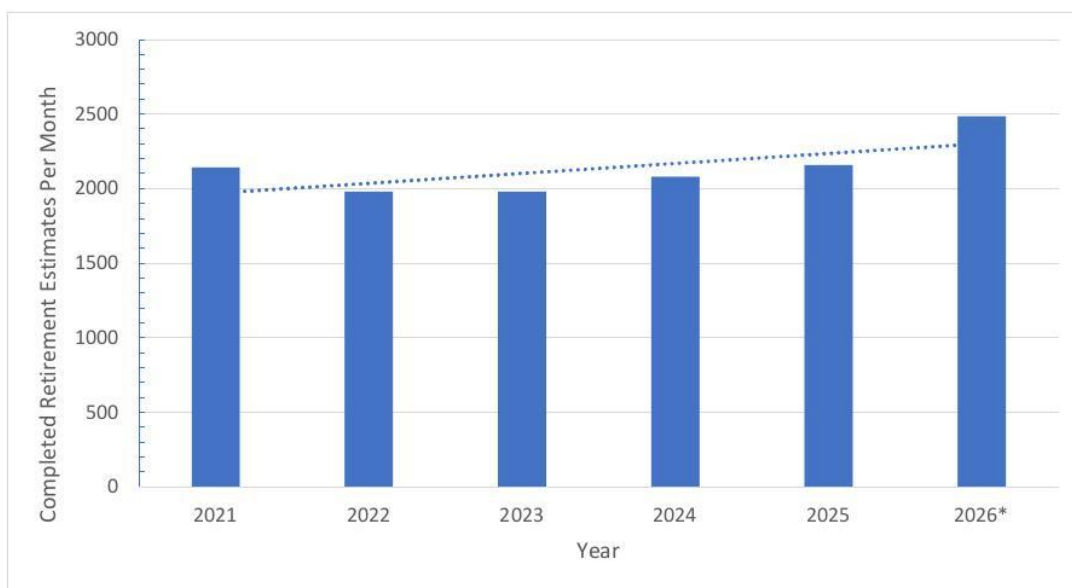


*2026 data is through August.

RPO completed 8,030 individual retirement appointments in 2025 and is on target to exceed that number in 2026 based on its current average of approximately 778 appointments per month through August 2026. RPO serves approximately 115,528 active and inactive members who are eligible for retirement. Available appointments are typically fully booked approximately 10 weeks in advance, with cancellations generally filled as soon as they become available.

As explained above, RPO also manages a substantial volume of retirement estimates and applications, and this workload has increased as the WRS population ages and more members approach retirement. As shown in Figure 3, the average number of retirement estimates completed each month has increased by approximately 3.0% per year on average since 2021. Through August 2026, RPO has completed an average of approximately 2,483 retirement estimates per month.

Figure 3 – RPO Average Number of Retirement Estimates Completed Per Month



*2026 data is through August.

RPO's existing workload, combined with the need to provide supplemental Call Center coverage, limits the staff time available for retirement appointments and estimates. It also limits the capacity available for other retirement processing and outreach work. Reducing the amount of RPO staff time needed for Call Center coverage would allow more RPO capacity to remain focused on these services.

Additional Call Center staffing would also create more flexibility across MSB. As Call Center staffing stabilizes, Call Center Specialists could be cross-trained to assist with RPO work during periods of lower call volume, such as preparing retirement estimates. This would allow MSB to better shift staff based on changing workload demands and provide additional support to RPO when capacity is available.

Business Impact if Not Approved

The two positions requested would provide more consistent staffing in the Call Center, reduce the need for RPO staff to provide regular Call Center coverage, and allow more RPO staff time to remain focused on member appointments and other essential retirement work. This would help MSB better manage increasing and changing service demands across both areas.

If the positions are not approved, the Call Center will continue to rely on RPO staff to supplement regular phone coverage. This would continue to reduce the RPO staffing available for individual retirement appointments and retirement-related processing.

The current arrangement also leaves Call Center coverage dependent in part on the availability of staff assigned to another section. Vacations, illnesses, vacancies, and other staffing needs within RPO can affect the amount of supplemental coverage available to the Call Center.

As ETF's member population grows and the Call Center takes on permanent responsibilities associated with IAS, continuing to meet Call Center needs by redirecting RPO staff will place ongoing pressure on both areas. Members may continue to experience extended waits for retirement appointments and retirement-related processing, while MSB staff continue to manage competing service demands.

Adding two permanent Call Center positions would provide a more stable staffing structure by placing additional resources in the Call Center and allowing RPO staff to spend more of their time on the services they are assigned to provide.

Decision Item by Line

Decision Item (DIN): 4001 - Member Call Center - Staffing Support

Line Number	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$108,500	\$144,600
02	Turnover	\$0	\$0
03	Project Position Salaries	\$0	\$0
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$42,700	\$56,900
06	Supplies and Services	\$17,200	\$13,800
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13	Annuity Supplements	\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$168,400	\$215,300
18	Project Positions Authorized	0.00	0.00
19	Classified Positions Authorized	2.00	2.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

Program: 01 - Employee benefit plans

Decision Item (DIN): 4001 - Member Call Center - Staffing Support

Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
76 - Administration	\$168,400	\$215,300	2.00	2.00
Program Sub Total	\$168,400	\$215,300	2.00	2.00
DIN 4001 - Member Call Center - Staffing Support Total	\$168,400	\$215,300	2.00	2.00
Agency Total	\$168,400	\$215,300	2.00	2.00

Decision Item by Fund Source

Decision Item (DIN): 4001 - Member Call Center - Staffing Support

Source of Funds	Type	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
SEG	S	\$168,400	\$215,300	2.00	2.00
DIN 4001 - Member Call Center - Staffing Support Total		\$168,400	\$215,300	2.00	2.00
Agency Total		\$168,400	\$215,300	2.00	2.00

Decision Item (DIN): 4002 - IAS and PAS Project Subject Matter Expert Backfill

NARRATIVE

ETF requests 3.0 FTE (four-year) project positions and an increase to base funding of \$252,600 in SFY 2028 and \$323,000 in SFY 2029. Although the Insurance Administration System went live with all employers in July 2026, significant stabilization work continues. At the same time, ETF has begun development of the Pension Administration System, which will require substantial participation from Division of Benefit Administration subject matter experts over the next several years. The operational capacity provided by the project positions will allow experienced staff to support both modernization efforts while continuing to maintain day-to-day services.

IAS and PAS Project Subject Matter Expert Backfill

Request

As shown in Table 1, ETF requests segregated (SEG) resources to re-authorize 3.0 four-year project FTE Trust Fund Specialist positions with an estimated cost of \$252,600 in SFY 2028 and \$323,000 in SFY 2029.

Table 1 – Summary of Funding Request

	SFY 2028	SFY 2029
Total FTE (#)	3.0	3.0
Salary	\$162,700	\$216,900
Fringe	\$64,100	\$85,400
Supplies and Services	\$25,800	\$20,700
Total	\$252,600	\$323,000

The three project positions provide day-to-day operational support in the Member Call Center and Benefit Initiation Section 3 (BIS 3). The additional capacity allows experienced permanent staff serving as Subject Matter Experts (SMEs) to dedicate time to ETF's modernization efforts, including stabilization of the recently implemented Insurance Administration System (IAS) and development of the new Pension Administration System (PAS). SMEs provide the program and operational knowledge needed to translate statutory and operational requirements into system designs, review and test functionality, identify implementation issues, and help improve existing processes.

Without reauthorization of the three project positions, SMEs would have to absorb the operational work currently performed by the project staff while also supporting IAS stabilization and PAS development. This would reduce the time available for modernization work and affect ETF's ability to maintain member and employer services as service demands continue to grow.

Issue

In the 2023-25 Biennial Budget ETF received authority for 3.0 FTE four-year project positions to provide operational support to key areas within the Division of Benefit Administration (DBA), allowing experienced SMEs to support the development and implementation of IAS. These positions continue to be needed to help ETF stabilize IAS and develop its new Pension Administration System (PAS). Currently, two positions support ETF's Member Call Center, and one position supports the Benefit Services Bureau's (BSB) Benefit Initiation Section 3 (BIS 3).

Although IAS was fully implemented in July 2026, significant stabilization work continues through October 2027. At the same time, ETF has begun development of the PAS, which will require substantial participation from DBA subject matter experts over the next several years.

The operational capacity provided by the project positions will allow these experienced staff to support both modernization efforts while continuing to maintain day-to-day services.

Because the positions expire on June 30, 2027, ETF must secure continued position authority to maintain member services during IAS stabilization and PAS development.

Background

Organizational Overview

ETF's DBA administers benefits and provides services to WRS members, retirees, beneficiaries, and participating employers. The three project positions included in this request support two areas within DBA: the Member Call Center and BIS 3.

ETF's Member Call Center is often the first point of contact for members, retirees, and beneficiaries seeking assistance with ETF programs and benefits. Call Center staff explain WRS and insurance benefits, provide account-specific information, assist members with the benefit application process, respond to member calls and email inquiries, book appointments, process beneficiary designations, and process retiree address and direct deposit changes. Two of the project positions provide additional operational capacity in the Call Center to support this day-to-day work.

BIS 3 is responsible for retiree health insurance applications and eligibility issues, maintenance of sick leave conversion credit accounts, annuitant and continuant health insurance administration, maintaining insurance deductions, processing death transactions relating to health insurance, and Open Enrollment coordination. BIS 3 also reviews weekly and monthly reports to ensure accuracy in members' insurance accounts and communicates with members and vendors to resolve insurance issues. The third project position provides operational support within BIS 3.

ETF IT Modernization Project

Both the Member Call Center and BIS 3 are involved in ETF's IT modernization efforts. ETF is engaged in a multi-year effort to replace its aging legacy benefit administration systems with modern, secure systems that better support ETF members, employers, and staff.

ETF completed the full implementation of IAS in July 2026 and is now focused on stabilizing the system. Stabilization continues to require staff time for system support and testing, issue resolution, training, reporting, and process improvements.

IAS implementation has also created new and permanent responsibilities for ETF. The Call Center is now assisting members with questions about My Insurance Benefits, the online portal members use to access and manage their insurance benefits, as well as the secure account members must set up to access the system. Staff also help members with questions about premium information, electronic document uploads, billing, payments and other changes that came with IAS implementation.

Another new responsibility for the Call Center is assisting members with questions about COBRA coverage. COBRA is a federal law that allows some individuals who lose employer-sponsored health coverage to temporarily continue that coverage. Retiring WRS members may instead be able to continue their ETF insurance as retirees, which can lead to questions when they receive a COBRA notice. As part of IAS, COBRA administration changed and ETF now works with a vendor to administer the coverage. ETF is now responsible for providing this service to the 450 employers who offer the Group Health Insurance Program (GHIP), the 215 employers who offer Vision Insurance, and the 240 employers who offer Supplemental Dental Coverage. Call Center staff help members understand the notice, their coverage options, and what steps they may need to take.

IAS has also added ongoing responsibilities within BIS 3. BIS 3 works closely with IAS project teams and vendors to resolve system issues, improve system processes, and implement changes that reduce manual work. BIS 3 also manages monthly deduction and variance reporting, which continues to require additional staff time while system issues are being resolved. At the same time, ETF has begun development of PAS, which will replace ETF's legacy pension administration systems. PAS development is expected to occur over the next five to seven years and require significant participation from DBA staff throughout the project. This includes providing business requirements and operational input, reviewing proposed processes and system changes, testing and validating functionality, developing training, and providing general implementation support.

[Subject Matter Expert Utilization](#)

The requested project positions provide operational capacity that allows permanent DBA staff to continue supporting ETF's modernization efforts. Within BIS 3, four SMEs currently devote approximately 102 hours per week to IAS-related work, including system support and testing (30 hours), report development (32 hours), and training (40 hours). PAS discovery sessions began in September, at which point additional SME capacity is needed across BSB. The BIS 3 project position provides additional operational capacity by taking on routine work that would otherwise need to be completed by these or other experienced staff.

The Member Call Center is also expected to dedicate experienced staff to PAS development. In the discovery stage, before full PAS development begins, current resource estimates anticipate that two experienced Call Center staff, a Lead Worker and a Trainer, may devote up to 50% of their time to SME responsibilities (equivalent to 1.0 FTE). This PAS work will occur while the Call Center continues to support IAS stabilization as members and retirees begin using the new system and online services and new questions and issues are identified. Maintaining the two Call Center project positions provides additional day-to-day staffing capacity, allowing these experienced staff to participate in PAS as needed while the Call Center continues to meet member-service needs.

The role and importance of SMEs in the PAS project are further elaborated on in Appendix 1.

Ongoing Operational Needs

While IAS post go-live support and PAS development continue, the Member Call Center and BIS 3 also maintain significant day-to-day operational workloads. These responsibilities continue regardless of ETF's modernization efforts and require sufficient staffing throughout the requested reauthorization period.

MSB Call Center Operational Needs

The two project positions in MSB's Call Center provide additional capacity to help manage operational demands while also preserving staff resources for IT modernization responsibilities. The need for Call Center services continues to grow as ETF's participant and retiree populations increase. Over the last five years, the total number of WRS participants increased by 8.5%, from 648,486 to 703,515 individuals. Retirees were the fastest-growing group, increasing by 12.1%, from 215,070 to 241,125 individuals over the same period.

This growth is especially significant for the Call Center because retirees continue to rely directly on ETF throughout retirement for account maintenance and individualized support. As the retiree population grows, so does the number of members who may need assistance with benefit payments, tax withholding changes, beneficiary updates, insurance coverage, account access, and other ongoing services.

Call Center workload is also affected by predictable fluctuations in member demand. Service levels are more difficult to maintain during higher-volume periods, particularly in April during Statement of Benefits and October during Open Enrollment. During periods of higher demand in the Call Center, staff from other Member Services Bureau areas step in to provide additional phone coverage. When this occurs, those staff have less time available for their own operational responsibilities. Maintaining the two project positions gives the Call Center additional capacity to manage higher call volumes and reduces the need to rely on staff from other areas for coverage.

BSB BIS 3 Operational Needs

Maintaining the project position in BIS 3 allows SMEs to focus on IAS stabilization and other specialized work instead of supporting routine operations. IAS stabilization includes completing work deferred from IAS implementation, transitioning ongoing system support to DBA staff, and supporting the first Open Enrollment following full IAS implementation.

Since IAS implementation, BIS 3 front-line staff have experienced a significant increase in daily phone calls and emails related to system issues and member questions. Prior to go-live, trained staff spent an average of 53 hours per week responding to calls and emails. Following go-live, that increased to approximately 101 hours per week, an increase of approximately 90%. This has reduced the amount of time available for case processing and contributed to increased workloads. Staff continue to become more proficient with IAS through weekly training, but productivity has not yet returned to pre-go-live levels because of the learning curve and ongoing IAS stabilization work. While staff productivity is expected to improve as they become

more familiar with IAS, some of the increased workload is expected to continue due to the additional work taken on by ETF.

BIS 3 also continues to work closely with IAS project teams and vendors to resolve system issues, improve processes, and implement enhancements that reduce manual work. The section manages key monthly processes, including deduction and variance reporting, which continue to require significant staff time while system issues are being resolved.

The BIS 3 project position helps maintain day-to-day member services and processing work by handling escalated member and retiree issues, supporting benefit programs administered by ETF vendors, and completing other benefit processing work. The position will continue performing these duties during the requested four-year reauthorization period while taking on additional responsibilities as training progresses.

Business Impact if Not Approved

The three project positions provide day-to-day staffing capacity in the Member Call Center and BIS 3, allowing experienced permanent staff to support ETF's modernization efforts while member services continue to be provided. Reauthorizing the positions will help maintain this capacity during ongoing IAS stabilization and PAS development.

If the three project positions are not reauthorized, the work they currently perform will need to be completed by permanent MSB and BSB staff. This would make it more difficult for the Call Center and BIS 3 to manage day-to-day operations and reduce the time SMEs have to support IAS stabilization and PAS development.

In the Call Center, losing two positions would mean fewer staff available to respond to daily calls, emails, and member transactions. During periods of higher call volume, this could increase member wait times and make it more difficult to maintain service levels. It would also require additional staff from other areas to help cover Call Center phones, taking those employees away from their own work of processing retirement estimates and other essential member services like retirement appointments. Reduced processing capacity would also delay time-sensitive member requests, such as tax withholding and direct deposit changes, which can affect member payments.

In BIS 3, the project position's workload would need to be redistributed among permanent staff. This would increase processing backlogs and service delays and require experienced staff to spend more time on day-to-day member service and benefit processing work instead of supporting IAS stabilization and PAS development.

Reauthorizing the three project positions will allow the Call Center and BIS 3 to maintain day-to-day member services while preserving experienced staff time for ETF's modernization efforts.

Appendix 1 – Overview of SME Roles by PAS Project Phase

Phase	SME Role
Discovery	SMEs are responsible for defining: • Current and future state processes: how ETF operates and performs tasks in the present and how ETF wants to operate and provide services to its customers in the future. • Business rules: documenting the specific policies, guidelines, and constraints that govern ETF's operations including that the system accurately reflects the requirements set forth in state statutes, plan provisions and federal law. • Exceptions: process outliers or technical constraints that warrant special note or consideration. SMEs also analyze calculations to identify: • Logic: the mathematical model and system architecture to trace how inputs become outputs. • Edge cases: extreme scenarios and unexpected inputs that may cause software failures or incorrect calculations. • Validation scenarios: structured tests used to confirm that a proposed idea, user need, or technical approach is viable before committing to full-scale development.
Build/Design (multiple phases)	SMEs serve as a bridge between the development team and the business areas. Their work may include: • Leveraging their specialized business knowledge to help prioritize features based on their value. • Answering questions from developers to ensure they understand the “why” and “how” of business processes. • Inspecting completed work to ensure the software meets ETF's requirements.
Testing (multiple phases)	SMEs are significantly involved in testing efforts and act as a quality assurance check by: • Validating system outputs against real-world scenarios. • Helping develop and execute User Acceptance Testing (UAT) test cases. • Confirming business rule accuracy.
Maintenance	SMEs help support ongoing software operations, for example, validating that bug fixes, patches, and feature updates do not disrupt existing workflows, comply with industry standards, and address operational needs. SMEs also support business process knowledge transfer, internal and external training, and future state procedure documentation.

Decision Item by Line

Decision Item (DIN): 4002 - IAS and PAS Project Subject Matter Expert Backfill

Line Number	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$0	\$0
02	Turnover	\$0	\$0
03	Project Position Salaries	\$162,700	\$216,900
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$64,100	\$85,400
06	Supplies and Services	\$25,800	\$20,700
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13	Annuity Supplements	\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$252,600	\$323,000
18	Project Positions Authorized	3.00	3.00
19	Classified Positions Authorized	0.00	0.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

Program: 01 - Employee benefit plans

Decision Item (DIN): 4002 - IAS and PAS Project Subject Matter Expert Backfill

Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
76 - Administration	\$252,600	\$323,000	3.00	3.00
Program Sub Total	\$252,600	\$323,000	3.00	3.00
DIN 4002 - IAS and PAS Project Subject Matter Expert Backfill Total	\$252,600	\$323,000	3.00	3.00
Agency Total	\$252,600	\$323,000	3.00	3.00

Decision Item by Fund Source

Decision Item (DIN): 4002 - IAS and PAS Project Subject Matter Expert Backfill

Source of Funds	Type	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
SEG	S	\$252,600	\$323,000	3.00	3.00
DIN 4002 - IAS and PAS Project Subject Matter Expert Backfill Total		\$252,600	\$323,000	3.00	3.00
Agency Total		\$252,600	\$323,000	3.00	3.00

Decision Item (DIN): 5000 - Master Data Management - Business Systems Analyst Support

NARRATIVE

ETF requests 1.0 FTE and an increase to base funding of \$138,500 in SFY 2028 and \$180,000 in SFY 2029. A permanent Business Systems Analyst position will provide operational support and management of the Master Data Management (MDM) platform. Dedicated MDM expertise is needed to maintain operational stability, manage enhancements and integrations, support future modernization efforts, and ensure the integrity of data used for eligibility, enrollment, and downstream business processes.

Master Data Management – Business Systems Analyst

Request

As shown in Table 1, ETF requests 1.0 FTE permanent Business Systems Analyst with an estimated cost of \$138,500 in SFY 2028 and \$180,000 in SFY 2029.

Table 1 – Summary of Funding Request

	SFY 2028	SFY 2029
Total FTE (#)	1.0	1.0
Salary	\$93,200	\$124,200
Fringe	\$36,700	\$48,900
Supplies and Services	\$8,600	\$6,900
Total	\$138,500	\$180,000

This position will provide operational support and oversight of the Master Data Management (MDM) platform. It will also support the continued growth and improvement of the MDM as additional business needs require. MDM is an enterprise data capability used to establish, maintain, and govern consistent, trusted master data across multiple systems. Inadequate support for MDM could lead to failures or service degradations that cascade into broader operational impacts, including data quality issues, processing disruptions, increased need for manual interventions, and reduced confidence in ETF's system outputs.

Issue

Staffing resources provided by the Office of Enterprise Initiatives (OEI) to support the MDM platform implementation are transitioning to the Pension Administration System (PAS) project, which is commencing the discovery phase in September 2026. MDM has been successfully integrated with many of ETF's modern and legacy IT systems and is now in need of ongoing, permanent support from a dedicated Business Systems Analyst (BSA) position.

A permanent BSA position will provide operational support and management of the MDM platform. Dedicated expertise is needed to maintain operational stability, manage enhancements and integrations, support future modernization efforts, and ensure the integrity of data used for eligibility, enrollment, and downstream business processes.

Background

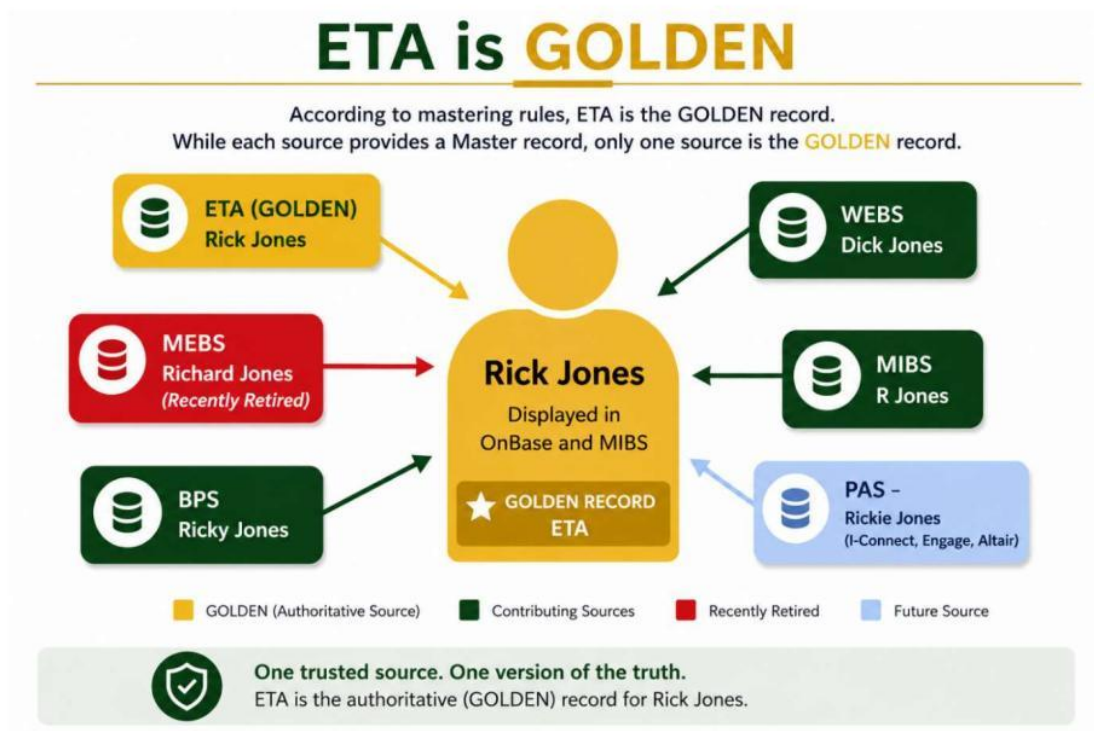
The Data Management Bureau (DMB) resides in ETF's Division of Technology, Security, and Data Services and is staffed with seven permanent positions. DMB is responsible for establishing and maintaining enterprise data capabilities that enable the use of reliable, accurate, and trusted information across ETF. The Bureau supports data governance, data quality, data architecture, data integration, master data management, analytics, reporting, and related data management practices necessary to support business operations and strategic initiatives.

DMB is an important contributor to the Department’s IT modernization efforts and is the primary technical owner of ETF’s MDM program. MDM ensures key shared data elements supporting benefits administration are consistently maintained, governed, and synchronized across integrated systems, including the Insurance Administration System (IAS), Pension Administration System (PAS), Enterprise Content Management (ECM) solution, employer database, member portal, and related applications. Key data elements include items such as name, date of birth, Social Security Number, Member ID, sex, addresses, email addresses, and phone numbers.

Having accurate data is critical to ETF’s ability to administer benefits, communicate with members, and maintain the integrity of the Trust. MDM’s purpose is to assess information from several of ETF’s legacy and modern systems to establish a single, trusted “golden record” for an ETF member. This record can then be managed and shared across applications in a way that promotes accurate reporting, reduces data errors, removes redundancy, ensures consistent master data, and helps ETF staff make better informed decisions.

Figure 1 represents how MDM identifies the golden name record for a typical ETF member. Data stored in multiple systems is evaluated according to data matching rules defined in the MDM software tool. In the example below, the Employer Transaction Application (ETA) is considered the authoritative source for information on a member’s name.

Figure 1 – MDM Data Mastering Example¹



¹ Definitions for the systems identified above can be found in Appendix 1.

As of June 2026, ETF's MDM platform contains and helps manage critical information, including 1.6-million-person records (items such as name, date of birth, Social Security Number, etc.), 1.7 million mailing address records, 1.1 million phone numbers, 519,000 email address records, 192,400 employment records supporting insurance benefit administration, and approximately 2,500 employer records.

MDM capability was foundational to the successful implementation of IAS in July 2026 and was established as a core enterprise data service supporting ECM, IAS, and other dependent systems. During modernization, MDM was enhanced to support insurance eligibility processing, improve data quality, and establish trusted master data across ETF's integrated systems. Key accomplishments included expanding MDM data structures and business rules to support the IAS system, enabling daily transmission of trusted eligibility and member data, improving member matching and duplicate record resolution, establishing new authoritative data sources, and implementing enhanced data quality monitoring and error resolution capabilities. These enhancements strengthened ETF's ability to maintain accurate member and employer information, support critical insurance processes, and establish a scalable enterprise data foundation for future integrations and modernization initiatives.

Transition in MDM Support

From MDM project inception through the present, implementation and operational support activities were primarily performed by OEI project staff because the capability was being established as part of the IAS implementation effort. Following IAS go-live, MDM is transitioning from needing implementation oversight to needing ongoing support as an enterprise service. Consequently, operational ownership is transitioning to DMB.

This transition aligns MDM support responsibility with the team in charge of enterprise data management, data governance, data quality, and related data capabilities. DMB is positioned to provide the long-term operational oversight required to maintain MDM reliability, manage data dependencies, and ensure alignment with ETF's broader data management practices.

Project resources currently supporting MDM will transition their focus to PAS modernization priorities. This shift allows project resources to maintain focus on application modernization responsibilities while data management assumes responsibility for ongoing MDM operational support, governance, and enhancement activities.

Existing DMB resources do not have the dedicated MDM expertise due to the specialized nature and risk associated with MDM. MDM has a significant learning curve and requires knowledge of the platform, data modeling, matching and survivorship, hierarchies, data quality, and governance. Decisions in these areas directly affect the accuracy and integrity of mastered data and can have downstream impacts across reporting, integrations, and business processes. Assigning this responsibility to current staff whose primary focus is reporting and data ingestion would increase implementation and operational risk, while also reducing capacity for their existing commitments. Dedicated MDM expertise provides the specialized knowledge and continuity needed to manage these risks appropriately.

Ongoing Need

Dedicated resources are needed to support current and future MDM operations and integrations. As noted, MDM currently integrates with several existing legacy and modern IT solutions and houses millions of critical, sensitive records on ETF's members and employers. Given the sensitive nature and broad use of this information, dedicated business analysis is necessary to manage requirements, perform impact assessments, evaluate data usage, and ensure appropriate security, privacy, and data governance controls are considered when implementing changes.

Unlike project-based implementation work, ongoing MDM operations require sustained ownership, business context, and knowledge of ETF-specific processes, data relationships, and regulatory requirements. This knowledge is developed over time and is critical when assessing data impacts, resolving issues, and making decisions that affect multiple integrated systems. A permanent resource provides the continuity and accountability necessary to maintain this enterprise capability.

The MDM Business Systems Analyst will serve as the bridge between business operations, data management, application teams, and vendors to ensure MDM continues to support business needs while maintaining data integrity, security, and appropriate governance. Rather than treating MDM as a series of individual projects or requests within a technical team, the resource would play a critical role on a dedicated cross-functional team, providing ongoing focus to run, improve, and evolve the capability, establish clear priorities, respond to changing business needs, and identify opportunities to increase its value over time. This approach creates greater accountability, continuity, and alignment between the business and technical teams.

Key BSA responsibilities include:

Operational Support and Data Quality Management

- Providing operational support and issue resolution for the MDM platform and related integrations.
- Monitoring and maintaining data synchronization between MDM, IAS, and dependent systems.
- Analyzing data issues, identifying root causes, and coordinating resolution across business, technical, and vendor teams.
- Supporting data quality management by identifying trends, resolving exceptions, and improving data reliability.
- Maintaining institutional knowledge of MDM processes, integrations, dependencies, and business rules.

Business Analysis, Requirements Management, and Integration Support

- Managing MDM configuration, business rules, workflows, and enhancements needed to support evolving business requirements.
- Performing impact analysis and requirements management for new system integrations and MDM changes.
- Supporting testing and implementation activities associated with MDM enhancements, integrations, and future platform upgrades.

Future Capability Management and Governance

- Evaluating new MDM capabilities, including emerging AI functionality, to determine appropriate adoption, business value, and risk considerations.
- Supporting continued evolution of the MDM platform by ensuring enhancements align with ETF's data governance, security, and operational requirements.

Additionally, although IAS went live on July 1, 2026, MDM will continue to expand business processes, including National Change of Address (NCOA) services, member contact data used for annual Statements of Benefits, future system integrations (including PAS), and other critical business functions.

Business Impact if Not Approved

MDM is an integral component of ETF's IT modernization efforts due to its ability to collate, match, and apply rule-based logic to sensitive member data. This ability ensures that the most current, accurate member information is being leveraged by ETF's IT systems. To function properly, MDM requires dedicated, knowledgeable staff to support the platform on an ongoing basis. As MDM transitions from implementation to ongoing operations, current project resource staff will be moving to the PAS project. In their place, ETF is requesting an additional 1.0 FTE to provide MDM with permanent support, guidance, and general operational expertise.

Without this resource, ETF will face additional enterprise-level risk. Because MDM supports multiple member- and employer-facing processes, failures or degradation of the service can cascade into broader operational impacts, including data quality issues, processing disruptions, an increased need for manual intervention, and reduced confidence in ETF's core system outputs.

Potential impacts include:

- Increased risk of inconsistent or inaccurate data across IAS and integrated systems, potentially impacting eligibility determinations, enrollment processing, member communications, and ETF operational processes.
- Increased manual intervention and workarounds to resolve data synchronization issues, creating operational inefficiencies and increasing the likelihood of additional errors.
- Reduced ability to proactively monitor, identify, and resolve data quality issues before they affect business operations or members.
- Increased risk during future enhancements, integrations, and the planned MDM platform upgrade due to limited dedicated expertise.
- Increased audit and compliance risk due to reduced ability to demonstrate consistent data management practices and controls.
- Greater risk associated with responsibly leveraging AI capabilities, particularly as vendors increasingly embed AI into their products and services.
- Increased risk of inappropriate access, use, sharing, or retention of sensitive member and employer data due to insufficient oversight of data requirements, integrations, and security and privacy considerations.
- Lack of clarity on the authoritative source for data elements.

- Increased risk during future integrations and modernization efforts if MDM dependencies, data relationships, and enterprise data management considerations are not appropriately evaluated, potentially resulting in inconsistent data management practices, security or privacy impacts, and additional operational complexity.

Appendix 1 – Key ETF Systems Used to Inform Member Demographic Information

The MDM program currently leverages information stored in several of ETF’s legacy and modern IT systems to create a golden record for each member. Key systems currently integrated into MDM business logic are summarized below.

System	Purpose
Benefit Payment System (BPS)	Information for retirees, named survivors, beneficiaries, and disability recipients. (Will be replaced by the new PAS solution.)
Employer Transaction Application (ETA)	Information for actively employed members whose employers offer insurance benefits. Captures employee demographic and eligibility data daily from employers and makes the information available to MDM.
Wisconsin Employee Benefits System (WEBS)	Information for actively employed members whose employers are WRS-only participants. (Will be replaced by the new PAS solution.)
Member Enrollment and Benefits System (MEBS)	The myETF Benefits system contained health insurance information for current and past coverage, dependents and demographics for state and local employees. The system is now in read-only mode and can no longer be updated. (Replaced by Benefitplace/My Insurance Benefits - MIBS)
BenefitPlace/MIBS (IAS)	Provides a new, fully integrated, best practices-based insurance administration system for benefits including health, life and income continuation insurance, and several supplemental benefits. (Replaces MEBS)
OnBase (ECM)	Captures, stores, retrieves, shares, manages, and integrates member and employer records and information, as well as creates and manages workflows for customer case management by business units throughout the department.
PAS	Discovery on the new pension system begins in fall 2026 and is expected to impact the MDM.

Decision Item by Line

Decision Item (DIN): 5000 - Master Data Management - Business Systems Analyst Support

Line Number	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$93,200	\$124,200
02	Turnover	\$0	\$0
03	Project Position Salaries	\$0	\$0
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$36,700	\$48,900
06	Supplies and Services	\$8,600	\$6,900
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13	Annuity Supplements	\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$138,500	\$180,000
18	Project Positions Authorized	0.00	0.00
19	Classified Positions Authorized	1.00	1.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

Program: 01 - Employee benefit plans

Decision Item (DIN): 5000 - Master Data Management - Business Systems Analyst Support

Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
76 - Administration	\$138,500	\$180,000	1.00	1.00
Program Sub Total	\$138,500	\$180,000	1.00	1.00
DIN 5000 - Master Data Management - Business Systems Analyst Support Total	\$138,500	\$180,000	1.00	1.00
Agency Total	\$138,500	\$180,000	1.00	1.00

Decision Item by Fund Source

Decision Item (DIN): 5000 - Master Data Management - Business Systems Analyst Support

Source of Funds	Type	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
SEG	S	\$138,500	\$180,000	1.00	1.00
DIN 5000 - Master Data Management - Business Systems Analyst Support Total		\$138,500	\$180,000	1.00	1.00
Agency Total		\$138,500	\$180,000	1.00	1.00

Decision Item (DIN): 6000 - Annuity Supplement Adjustment

NARRATIVE

The Department of Employee Trust Funds (ETF) requests an increase to base funding of \$6,700 GPR in FY 2028 and \$5,800 GPR in FY 2029 to reflect increased amounts necessary to pay benefit supplements for retirees who first began receiving annuities before October 1, 1974.

Decision Item by Line

Decision Item (DIN): 6000 - Annuity Supplement Adjustment

Line Number	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$0	\$0
02	Turnover	\$0	\$0
03	Project Position Salaries	\$0	\$0
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$0	\$0
06	Supplies and Services	\$0	\$0
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13	Annuity Supplements	\$6,700	\$5,800
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$6,700	\$5,800
18	Project Positions Authorized	0.00	0.00
19	Classified Positions Authorized	0.00	0.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

Program: 01 - Employee benefit plans

Decision Item (DIN): 6000 - Annuity Supplement Adjustment

Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
01 - Annuity supplements and payments	\$6,700	\$5,800	0.00	0.00
Program Sub Total	\$6,700	\$5,800	0.00	0.00
DIN 6000 - Annuity Supplement Adjustment Total	\$6,700	\$5,800	0.00	0.00
Agency Total	\$6,700	\$5,800	0.00	0.00

Decision Item by Fund Source

Decision Item (DIN): 6000 - Annuity Supplement Adjustment

Source of Funds	Type	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
GPR	A	\$6,700	\$5,800	0.00	0.00
DIN 6000 - Annuity Supplement Adjustment Total		\$6,700	\$5,800	0.00	0.00
Agency Total		\$6,700	\$5,800	0.00	0.00

Decision Item (DIN): 7900 - Cybersecurity - Security Analyst Support

NARRATIVE

ETF requests 2.0 FTE and an increase to base funding of \$232,100 in SFY 2028 and \$300,300 in SFY 2029. Demand for ETF's cybersecurity services has increased due to the agency's ongoing Information Technology modernization efforts and increased cybersecurity threat levels.

Cybersecurity Management - Security Analysts

Request

As shown in Table 1, ETF requests 2.0 FTE permanent Security Analyst positions with an estimated cost of \$232,100 in SFY 2028 and \$300,300 in SFY 2029.

Table 1 – Summary of Funding Request

	SFY 2028	SFY 2029
Total FTE (#)	2.0	2.0
Salary	\$154,200	\$205,600
Fringe	\$60,700	\$80,900
Supplies and Services	\$17,200	\$13,800
Total	\$232,100	\$300,300

Demand for ETF's cybersecurity services has increased due to the agency's ongoing IT modernization efforts, state reporting requirements, and increased cybersecurity threat levels. To address these demands, ETF requests additional permanent position resources in ETF's Bureau of Information Security Management (BISM). Without these resources, ETF may need to delay its IT modernization efforts or reduce the operational security services BISM provides, which would increase the organization's exposure to cyber, compliance, and operational risks.

Issue

ETF's cybersecurity threat environment has expanded, placing additional pressure on BISM to manage more responsibilities with limited staffing resources. ETF is replacing its legacy IT systems with systems available on the public internet for direct customer usage. The portfolio of software and vendors needing to be managed by BISM has also increased. At the same time, the broader cybersecurity threat environment is also intensifying as malicious actors increasingly use more sophisticated automation and AI-based tools to accelerate attacks.

Background

BISM resides in the Division of Technology, Security and Data Services (DTSDS). The Bureau is staffed with 5.0 FTE. BISM is responsible for developing and implementing ETF's Information Security (IS) strategy. Amongst other items, this includes administering security training; leading IS-related projects; conducting security incident response planning; managing security operations; and participating in IT disaster recovery and business continuity planning. BISM also works with vendors to ensure adequate contractual safeguards and practices are in place to enforce the appropriate handling of sensitive member and employer information. Table 2 contains additional information on BISM's most critical cybersecurity functions.

Table 2 – Overview of Critical Cybersecurity Functions

Function	Description
Web Application Security Reviews	• Thorough evaluation of websites and web-based software to identify vulnerabilities. • May involve reviewing source code, testing configurations, and simulating attacks to secure an application before malicious actors can exploit it.
Cloud Security Architecture Assessments	• ETF cybersecurity staff evaluate cloud-specific configurations, user access controls (IAM), encryption methods, and network setups to ensure they align with industry best practices. • Goal is to harden cloud environments against misconfigurations and secure cloud native-assets.
Vendor Risk Evaluations	• Assesses the cybersecurity and operational risks introduced by third-party suppliers, contractors, and partners. • Involves routinely evaluating the vendor’s security controls, certifications (like SOC 2), and data protection practices to ensure they meet ETF security standards throughout the business relationship. ETF monitors and evaluates dozens of vendors including insurance providers, technology vendors, and others.
Operations and Compliance Monitoring	• Involves the continuous monitoring of IT systems, access logs, and security controls to detect policy violations and configuration changes in real time to ensure ETF and its vendors remain compliant with industry standards and statutory requirements.

Movement to Modern, Online Systems Increases Demand for BISM Services

Enabling online access for 704,000 WRS members and more than 1,600 employers allows for more convenient access to benefit and retirement information; however, it also presents additional openings for malicious actors to gain unauthorized access to ETF’s systems and confidential information including member data. These risks increase when including the many supplementary systems ETF is using to help support its IT modernization efforts. To mitigate these risks, BISM’s services are increasingly in demand in both the short and long-term.

- Short-term: Cybersecurity resources are typically needed early in the implementation lifecycle of new software because cybersecurity reviews, vendor assessments, architecture evaluations, and control design activities occur before system development and deployment activities are complete.

PAS implementation will further increase ETF’s cybersecurity responsibilities through the introduction of new cloud-hosted environments, expanded integrations, evolving identity management requirements, vendor connectivity, and large-scale data conversion activities. Cybersecurity staff will play a critical role in reviewing system

architecture, assessing vendor controls, monitoring compliance requirements, and ensuring sensitive member information remains protected throughout implementation.

- Long-term: ETF must continually evaluate and improve its cybersecurity risk posture to effectively safeguard sensitive personal contact, financial, and health information for more than 700,000 members. BISM is planning several new initiatives that further protect member data through enhanced security controls, data anonymization, and other activities. ETF will need additional cybersecurity staff to execute that work both in the near term and beyond as threats such as artificial intelligence and quantum computing continue to make it more difficult to protect ETF's systems and data.

Ultimately, each new software vendor and service that ETF implements, especially those that interact with sensitive data, requires ongoing monitoring and support on behalf of BISM staff. Table 2 (above) contains a list of the types of activities that BISM will need to undertake with these vendors on an ongoing, permanent basis. The National Conference on Public Employee Retirement Systems (NCPERS) underscores the importance of managing third-party risk to mitigate cybersecurity threats. "Pension funds are intricately tied to a diverse network of third-party vendors, relying on them for a broad array of services, from investment management and actuarial consultations to data processing and IT support. This dependence significantly exposes pension funds to various risks, notably data breaches, which can arise from inadequate cybersecurity measures at any point in the vendor chain. Additionally, compliance failures with financial and privacy regulations can lead to severe legal and financial repercussions."¹

Cybersecurity Threat Environment is Increasing

While ETF is replacing its legacy IT systems, the general cybersecurity threat is also increasing. The Federal Bureau of Investigation released its 2025 Internet Crime Report, which found:

- Over 1.0 million complaints were filed with the FBI's Internet Crime Complaint Center in 2025.
- From 2024 to 2025 reported cybercrime losses increased by 26%. Total losses for 2025 were \$20.87 billion.
- Of the reported cyber threats in 2025, 36% were ransomware and 39% were related to data breaches.
- Several critical industries faced enhanced cyber threats including industries related to government facilities, financial services, and healthcare/public health.²

ETF is considered a "high-risk" target for cyberattacks. Pension funds have access to personally identifiable information (PII), personal health information (PHI), and large amounts of funds. A 2025 Data Breach Investigations Report by Verizon Business found that the Healthcare, Finance, and Public Administration industries experienced 3,415 confirmed data breaches between November 1, 2023 and October 31, 2024.³ This represents 28% of the 12,195 total confirmed data breaches over the same period. All instances involved confirmed disclosure of data to an unauthorized party.

Malicious actors are also using increasingly sophisticated automated and AI-driven techniques and tools to commit cybercrimes. In June 2026, the Massachusetts Institute of Technology FutureTech, an interdisciplinary group that studies the foundations of computing progress, released a study that identified five key AI-risks, which included “using AI systems to develop cyber weapons (e.g., by coding cheaper, more effective malware).”⁴ A panel of cybersecurity experts convened by Harvard Extension School met to discuss how AI was impacting the future of cybersecurity. They likewise concluded that “AI has democratized cybercrime” and “is making cyberattacks faster, more scalable, and more difficult to detect by automating tasks such as phishing, data analysis, and malware development.”⁵

ETF undertakes considerable efforts to secure confidential member information with the resources available; however, the requested positions are needed to support and maintain the agency’s IT modernization efforts, while also responding to a heightened general cybersecurity threat environment.

Business Impact if Not Approved

As ETF modernizes its IT systems and faces an increasingly challenging cybersecurity threat environment, its key that BISM is staffed with the resources needed to mitigate these threats and help ensure sensitive member data is protected. As noted, ETF is a higher profile target due to its access to confidential member information including PII and PHI. The requested 2.0 FTE will help ensure that BISM can keep pace with the additional tasks required by the agency’s movement to publicly accessible systems provided by a network of IT and benefit program-related vendors.

Without these additional resources, BISM will face a critical bottleneck. ETF will be forced into an untenable choice:

- Slow down deployment and integration of systems, delaying modernization efforts, or
- Reduce the operational security services BISM provides, increasing the organization’s exposure to cyber, compliance, and operational risks.

Neither outcome helps ETF’s customers or the State of Wisconsin. Approving these positions ensures that ETF can modernize at the required pace without compromising security, compliance, or service delivery.

¹ “Safeguarding Pension Funds: Effective Third-Party Risk Management,” Paul LaClair, December 2024, <https://www.ncpers.org/blog/safeguarding-pension-funds-effective-third-party-risk-management>

² “Federal Bureau of Investigation – 2025 Internet Crime Report” - https://www.ic3.gov/AnnualReport/Reports/2025_IC3Report.pdf

³ “2025 Data Breach Investigations Report,” Verizon Business, <https://www.verizon.com/business/resources/T16f/reports/2025-dbir-data-breach-investigations-report.pdf>

⁴ “Prioritization of Risks from Artificial Intelligence,” MIT FutureTech, June 2026, <https://mitsloan.mit.edu/ideas-made-to-matter/these-are-most-urgent-ai-risks-according-to-272-experts>

⁵ “AI and the Future of Cybersecurity,” Harvard Extension School, June 2025, <https://extension.harvard.edu/blog/ai-and-the-future-of-cybersecurity/#Meet-Our-Experts>

Decision Item by Line

Decision Item (DIN): 7900 - Cybersecurity - Security Analyst Support

Line Number	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$154,200	\$205,600
02	Turnover	\$0	\$0
03	Project Position Salaries	\$0	\$0
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$60,700	\$80,900
06	Supplies and Services	\$17,200	\$13,800
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13	Annuity Supplements	\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$232,100	\$300,300
18	Project Positions Authorized	0.00	0.00
19	Classified Positions Authorized	2.00	2.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

Program: 01 - Employee benefit plans

Decision Item (DIN): 7900 - Cybersecurity - Security Analyst Support

Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
76 - Administration	\$232,100	\$300,300	2.00	2.00
Program Sub Total	\$232,100	\$300,300	2.00	2.00
DIN 7900 - Cybersecurity - Security Analyst Support Total	\$232,100	\$300,300	2.00	2.00
Agency Total	\$232,100	\$300,300	2.00	2.00

Decision Item by Fund Source

Decision Item (DIN): 7900 - Cybersecurity - Security Analyst Support

Source of Funds	Type	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
SEG	S	\$232,100	\$300,300	2.00	2.00
DIN 7900 - Cybersecurity - Security Analyst Support Total		\$232,100	\$300,300	2.00	2.00
Agency Total		\$232,100	\$300,300	2.00	2.00

Decision Item (DIN): 7901 - Cybersecurity - Vulnerability Management

NARRATIVE

ETF requests an increase in base funding of \$951,500 in SFY 2028 and \$951,500 in SFY 2029 to strengthen ETF's cybersecurity capabilities with additional contractor and software resources.

Cybersecurity - Vulnerability Management

Request

As shown in Table 1, ETF requests supplies and services funding to support contractors and cybersecurity-related software tools at an estimated cost of \$951,500 in SFY 2028 and \$951,500 in SFY 2029.

Table 1 – Summary of Funding Request

	SFY 2028	SFY 2029
Total FTE (#)	-	-
Salary	\$0	\$0
Fringe	\$0	\$0
Supplies and Services	\$951,500	\$951,500
Total	\$951,500	\$951,500

The Department of Administration's Division of Enterprise Technology (DET) has implemented a new state vulnerability management standard that significantly changes the requirements for identifying, mitigating, remediating, and validating software vulnerabilities. The standard applies to both vendor provided software and custom applications developed and maintained by ETF staff.

To implement the new DET standard and address the demands of a quickly evolving cybersecurity landscape, ETF requests additional funding for contractor resources and cybersecurity software to meet the requirements of the new DET standard, reduce exposure to technology vulnerabilities, and to protect ETF systems and data.

The requested resources will provide ETF with additional technical capacity, specialized expertise, automation, and security visibility. It will also allow permanent staff to maintain focus on critical operations, modernization initiatives, and strategic technology projects.

Issue

ETF's vulnerability management requirements have changed due to a new DET state standard designed to ensure agencies are proactive and prompt in their approach to resolving software vulnerabilities. The cybersecurity threat environment continues to evolve rapidly. Vulnerabilities are being discovered and exploited at increasing speed, while vendors are releasing security updates and patches at a higher frequency. Artificial Intelligence (AI) is also increasing the speed and scale at which both defensive and offensive cybersecurity activities can be conducted.

The new requirements create a continuous operational workload. For each significant vulnerability, ETF must:

- Identify affected technology assets;
- Determine the severity of risk and potential business impact;
- Research available mitigations;
- Coordinate with application, infrastructure, and business owners;
- Test patches and application changes;
- Deploy fixes across affected environments;
- Address systems that cannot immediately be patched; and
- Validate that vulnerabilities have been successfully remediated.

These activities must be performed repeatedly and under significant time pressure as new vulnerabilities are identified. To comply with this new standard, ETF is requesting additional funding to support security-related contractor staff and software tools.

Vulnerability Management Timeliness

DET's new standard is intended to minimize security risks by reducing the amount of time that attackers can target and exploit software vulnerabilities. Consequently, the standard establishes more aggressive expectations for resolving vulnerabilities across the agency's technology environment. Meeting these requirements requires ETF to increase its capacity to continuously identify vulnerabilities, assess risk, implement mitigations, develop and test application fixes, deploy patches and verify remediation.

The fundamental challenge is response timeliness. ETF's cybersecurity risk is increasingly determined not only by whether vulnerabilities are ultimately remediated, but by how quickly ETF can identify affected systems and implement appropriate mitigation or remediation. Attackers are moving faster, vulnerabilities are being disclosed faster, and vendors are producing patches faster due to AI and other factors. ETF's application development, testing, and cybersecurity resources must be able to operate at that same speed.

ETF's existing staff must perform this work while continuing to support systems operations, application development, modernization, data management, compliance, incident response, customer support, and other critical responsibilities. The new DET standard creates a sustained capacity requirement that cannot be addressed by reprioritizing existing staff.

Required Resources to Implement New DET Standards

ETF requests additional funding for two complementary categories of resources:

- Contractor Resources – Additional contractors will provide ETF with specialized technical capacity that can be deployed to address existing vulnerability workload and better protect applications and data from the increasing frequency and complexity of cybersecurity attacks. Contractors can be deployed quickly to perform specialized vulnerability assessment, application modification, testing, validation, and other related activities to address vulnerabilities in ETF's applications and infrastructure technologies.

- Cybersecurity Software and Automation – Additional security software and tools will improve ETF’s ability to identify, prioritize, track, remediate, automate repetitive processes and increase visibility into technology risks.

The combination of additional personnel and automation is critical. Software can identify and prioritize vulnerabilities and automate portions of the remediation process, but skilled professionals are required to determine how vulnerabilities affect ETF’s applications and coordinate remediation. Conversely, additional staff without modern security tooling would increase reliance on manual processes and limit the scalability of the response.

Table 2 provides a line-item listing of the requested resources. A more detailed explanation of these items follows.

Table 2 – Itemized Cost of Budget Request Items

Item	SFY 2028	SFY 2029
Contractors (5 staff)	\$750,000	\$750,000
Github Code Security	\$28,000	\$28,000
Cyberbit	\$86,500	\$86,500
Crowdstrike AIDR	\$27,000	\$27,000
Tines	\$60,000	\$60,000
Total	\$951,500	\$951,500

Requested Contractor Resources

Security Operations (2 contractors) – ETF requests two Security Operations contractors to provide dedicated capacity for continuous security monitoring and proactive vulnerability remediation. These contractor resources will perform daily operational activities including:

- Monitoring security dashboards, alerts, and logs;
- Responding to security incidents;
- Reviewing and prioritizing vulnerabilities;
- Scanning web applications and other applications;
- Investigating emerging security threats; and
- Supporting implementation of DET vulnerability requirements.

Adding dedicated operational capacity will allow ETF to respond more rapidly to vulnerabilities while allowing existing Security staff to focus on improving ETF’s security posture, critical modernization efforts, and technical projects.

Identity and Access Management Automation Engineer (1 contractor) – ETF requests an Identity and Access Management (IAM) Automation Engineer to address increasing security automation requirements across IAM, Privileged Access Management (PAM) tool, and related IT services. This resource will also enhance ETF’s ability to improve vulnerability management practices due to increased capabilities to automate management access to ETF systems. The position will:

- Expand and automate IAM and PAM processes;
- Integrate service management and security systems;
- Streamline and automate security workflows;
- Reduce manual processes;
- Improve consistency, quality, and auditability of access control processes;
- Establish stronger end-to-end traceability of access-control activities for systems containing sensitive data; and
- Identify and implement additional automation opportunities across other critical IT services, with an emphasis on reducing operational risk and strengthening cybersecurity controls.

Automation will create consistent workflows and records for access requests, approvals, provisioning, modifications, and removals. This will strengthen ETF's ability to demonstrate effective access controls and provide evidence for compliance and security audits. The position will also reduce repetitive manual work, improve response times and enable existing staff to focus on higher-value security and service-management activities.

Application Developers (2 contractors) – ETF requests two Application Developers to increase ETF's capacity to address vulnerabilities within its portfolio of custom applications. The new DET standard requires rapid mitigation of vulnerabilities identified in core application libraries and dependencies. This requires developers to:

- Research and monitor vulnerability information;
- Determine the impact on ETF applications;
- Develop and implement fixes;
- Update application dependencies;
- Test application changes;
- Deploy updated applications; and
- Validate that vulnerabilities have been addressed.

The increased use of AI by external bad actors has accelerated the ability to identify and exploit vulnerabilities, significantly increasing the speed at which ETF must respond. As a result, custom applications will need to be updated, tested, and released at a faster cadence while maintaining security, functionality, and compliance requirements.

These contractors will provide capacity to address vulnerability remediations without continually diverting existing development staff from critical business initiatives, modernization projects, and planned application projects.

Requested Software Resources

GitHub Code Security - GitHub Code Security will integrate automated security checks and vulnerability mitigation directly into the software development process. The capability will help developers identify and fix security issues in both custom code and third-party software components, including automatically suggesting or automatically applying fixes for known vulnerabilities. Application Architects and DevOps staff can establish security rules and custom

automated triage processes to improve consistency in the handling of security alerts and vulnerable code. This capability will reduce the time and manual effort required to identify, prioritize, and remediate application vulnerabilities and supports ETF's ability to meet increasingly stringent vulnerability remediation requirements.

CyberBit - Cyberbit will provide a controlled, hands-on environment for testing and measuring security operations incident response capabilities. The platform will allow ETF to:

- Simulate realistic enterprise cyberattacks;
- Exercise incident-response processes under operational conditions;
- Measure team performance;
- Identify skills and process gaps; and
- Establish measurable readiness indicators.

This capability provides ETF with a means of validating that personnel, procedures and security technologies can operate effectively during a significant cybersecurity event.

CrowdStrike AI Detection and Response (AIDR) - CrowdStrike AI Detection and Response capabilities will provide additional controls for the emerging risks associated with enterprise AI adoption. The capability will provide actual runtime protection across AI models, applications, and autonomous agents to safely scale AI initiatives while preventing data leakage and blocking active threats. The platform will allow ETF to:

- Detect and protect against sensitive data exposure;
- Monitor AI agent behavior and API activity to prevent unauthorized actions and data access;
- Detect unauthorized actions or data access; and
- Protect against prompt injection, jailbreak, and related AI-specific attack techniques.

Tines - Tines Security Orchestration and Automation will automate repetitive security and operational workflows and integrate activities across ETF's existing technology environment. The platform will be used to:

- Automate security response workflows;
- Connect disparate security and technology systems;
- Reduce repetitive manual activities;
- Improve response times;
- Reduce opportunities for human error; and
- Accelerate investigation and remediation activities.

Automation will allow ETF to manage a larger volume of security events and vulnerabilities without requiring a proportional increase in manual effort.

Business Impact if Not Approved

Bad actors can increasingly find and exploit new software vulnerabilities using more sophisticated techniques. In response, DET's new state standard requires ETF to identify and mitigate higher-risk vulnerabilities more quickly.

This request represents a risk-reduction investment designed to increase ETF's ability to meet the requirements of the new state vulnerability standard while maintaining delivery of essential technology services. The additional contractor resources and cybersecurity software will provide the capacity necessary to implement the new DET vulnerability standards and address the rapidly changing cybersecurity environment. More specifically, the investment will:

- Reduce the time that critical application vulnerabilities remain exploitable within ETF's environment.
- Increase response capacity for actively exploited vulnerabilities and emerging cybersecurity threats.
- Improve visibility into technology risk across applications, infrastructure, identities, and data.
- Increase the percentage of vulnerabilities remediated within required timeframes.
- Reduce manual security and operational vulnerabilities through automation.
- Improve consistency and accountability in application vulnerability management.
- Preserve permanent staff capacity for mission-critical operations and strategic modernization.
- Strengthen the agency's ability to demonstrate effective cybersecurity risk management to leadership, auditors, regulators, and stakeholders.

Without the requested resources, ETF will continue to manage an increasing vulnerability workload with substantially the same staffing and technology capacity. This creates a capacity constraint. Existing staff will have to balance urgent vulnerability remediation against other essential responsibilities, such as systems operations, application development and maintenance, technology modernization, data initiatives, compliance activities, incident response, and customer support.

ETF would face two primary options: redirect existing resources toward vulnerability remediation or allow remediation work to compete with other priorities and take longer to complete. Neither option eliminates the underlying workload. Both options increase organizational risk.

The most significant consequence of insufficient capacity is increased exposure to technology vulnerabilities. Not every vulnerability presents the same level of risk. However, vulnerabilities that are actively exploited or have a high likelihood of exploitation require timely action. When available staff and technology capacity are insufficient, remediation may take longer, increasing the period during which affected systems could be exploited.

Potential consequences of a successful exploitation are significant and include:

- Unauthorized access to systems;
- Unauthorized access to sensitive information;
- Disruption of critical business operations;
- Recovery and response costs;
- Regulatory or compliance consequences; and

- Damage to the agency's reputation and public trust.

The occurrence of any individual security event cannot be predicted. However, longer exposure periods increase ETF's overall vulnerability management risk.

Decision Item by Line

Decision Item (DIN): 7901 - Cybersecurity - Vulnerability Management

Line Number	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$0	\$0
02	Turnover	\$0	\$0
03	Project Position Salaries	\$0	\$0
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$0	\$0
06	Supplies and Services	\$951,500	\$951,500
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13	Annuity Supplements	\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$951,500	\$951,500
18	Project Positions Authorized	0.00	0.00
19	Classified Positions Authorized	0.00	0.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

Program: 01 - Employee benefit plans

Decision Item (DIN): 7901 - Cybersecurity - Vulnerability Management

Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
76 - Administration	\$951,500	\$951,500	0.00	0.00
Program Sub Total	\$951,500	\$951,500	0.00	0.00
DIN 7901 - Cybersecurity - Vulnerability Management Total	\$951,500	\$951,500	0.00	0.00
Agency Total	\$951,500	\$951,500	0.00	0.00

Decision Item by Fund Source

Decision Item (DIN): 7901 - Cybersecurity - Vulnerability Management

Source of Funds	Type	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
SEG	S	\$951,500	\$951,500	0.00	0.00
DIN 7901 - Cybersecurity - Vulnerability Management Total		\$951,500	\$951,500	0.00	0.00
Agency Total		\$951,500	\$951,500	0.00	0.00

ACT 201

Proposal under s. 16.42(4)(b): **0% change in each fiscal year**

FY: **FY28**

Agency: **ETF - 515**

Exclude: Federal
Debt Service

Columns A-G were prepopulated for agencies to reflect state operations adjusted base and reductions agreed to by DOA and LFB. See Appendix H for instructions on how to complete these templates.

Proposed \$ and Proposed FTE columns reflect total agency proposed spending and positions for indicated fiscal year. These amounts should include standard budget adjustments (SBAs), any proposed reallocations or reductions to meet the target, and any other requests that the agency would want considered under this proposal.

Appropriations with zero dollars and zero FTEs are not loaded into the template. If you have any questions, contact your SBO analyst.

IF YOUR AGENCY PLANS TO TAKE THE SAME CUTS OVER BOTH YEARS, YOU SHOULD ONLY FILL OUT ONE GRID FOR 0% GROWTH AND ONE GRID FOR 5% REDUCTION, THEN CHANGE "FY28" TO "FY28 AND 29".

Agency	Appropriation		Fund Source	\$	FTE	(See Note 1) 0% Change Target	Proposed Budget 2027-28		Item Ref	Change from Adj Base		(See Note 2) Remove SBAs		Change from Adj Base after Removal of SBAs	
	Alpha	Numeric					Proposed \$	Proposed FTE		\$	FTE	\$	FTE	\$	FTE
515	1t	161	SEG	\$15,848,100.00	0.00	\$0	\$15,848,100	0.00		\$0	0.00	\$0	0.00	\$0	0.00
515	1w	176	SEG	\$50,619,900.00	286.20	\$0	\$52,201,700	289.20		\$1,581,800	3.00	(\$1,581,800)	-3.00	\$0	0.00
Totals				\$66,468,000.00	286.20	\$0	\$68,049,800	289.20		\$1,581,800	3.00	(\$1,581,800)	-3.00	\$0	0.00

Note 1: Reduction target must be met within state operations appropriations, but may be allocated across those appropriations and fund sources.

Note 2: Amounts should be SBAs (DINs 3001 - 3011) from agency request multiplied by -1.

Target Reduction = \$0

Difference = \$0
Should equal \$0

Items - Describe proposed changes (excl. SBAs) to reach target or other priorities of agency

- 1 All ETF appropriations are SEG Public Trust Funds and not state funds (OAG 1-95); a no growth scenario yields no GPR benefits.
- 2 Reduces funding for IT resources that would delay modernization efforts, thereby increasing costs and potential risks in the long-term.
- 3 The no growth scenario could result in state and local compliance issues and a delay in the agency's modernization efforts to upgrade antiquated legacy systems, which could result in additional costs and operational risk.

ACT 201

Proposal under s. 16.42(4)(b): **5% change in each fiscal year**

FY: **FY28**
 Agency: **ETF - 515**

Exclude: Federal
 Debt Service

Columns A-G were prepopulated for agencies to reflect state operations adjusted base and reductions agreed to by DOA and LFB. See Appendix H for instructions on how to complete these templates.

Proposed \$ and Proposed FTE columns reflect total agency proposed spending and positions for indicated fiscal year. These amounts should include standard budget adjustments (SBAs), any proposed reallocations or reductions to meet the target, and any other requests that the agency would want considered under this proposal.

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Agency	Appropriation		Fund Source	\$	FTE	(See Note 1) 5% Change	Proposed Budget 2027-28		Item Ref	Change from Adj Base		(See Note 2) Remove SBAs		Change from Adj Base after Removal of SBAs	
	Alpha	Numeric				Target	Proposed \$	Proposed FTE		\$	FTE	\$	FTE	\$	FTE
515	1t	161	SEG	\$15,848,100.00	0.00	(\$792,400)	\$12,524,700	0.00		(\$3,323,400)	0.00	\$0	0.00	(\$3,323,400)	0.00
515	1w	176	SEG	\$50,619,900.00	286.20	(\$2,531,000)	\$52,201,700	289.20		\$1,581,800	3.00	(\$1,581,800)	-3.00	\$0	0.00
Totals				\$66,468,000.00	286.20	(\$3,323,400)	\$64,726,400	289.20		(\$1,741,600)	3.00	(\$1,581,800)	-3.00	(\$3,323,400)	0.00

Note 1: Reduction target must be met within state operations appropriations, but may be allocated across those appropriations and fund sources.

Note 2: Amounts should be SBAs (DINs 3001 - 3011) from agency request multiplied by -1.

Target Reduction = (\$3,323,400)

Difference = **\$0**
 Should equal \$0

Items - Describe proposed changes (excl. SBAs) to reach target or other priorities of agency

- 1 All ETF appropriations are SEG Public Trust Funds and not state funds (OAG 1-95), a 5% cut yields no GPR benefits.
- 2 Reduces funding for IT resources that would delay modernization efforts, thereby increasing costs and potential risks in the long-term.
- 3 This scenario could result in state and local compliance issues and a delay in the agency's modernization efforts to upgrade antiquated legacy systems, which could result in additional costs and operational risk.

ACT 201

Proposal under s. 16.42(4)(b): **0% change in each fiscal year**

FY: **FY29**
Agency: **ETF - 515**

Exclude: Federal
Debt Service

Columns A-G were prepopulated for agencies to reflect state operations adjusted base and reductions agreed to by DOA and LFB. See Appendix H for instructions on how to complete these templates.

Proposed \$ and Proposed FTE columns reflect total agency proposed spending and positions for indicated fiscal year. These amounts should include standard budget adjustments (SBAs), any proposed reallocations or reductions to meet the target, and any other requests that the agency would want considered under this proposal.

Appropriations with zero dollars and zero FTEs are not loaded into the template. If you have any questions, contact your SBO analyst.

IF YOUR AGENCY PLANS TO TAKE THE SAME CUTS OVER BOTH YEARS, YOU SHOULD ONLY FILL OUT ONE GRID FOR 0% GROWTH AND ONE GRID FOR 5% REDUCTION, THEN CHANGE "FY28" TO "FY28 AND 29".

Agency	Appropriation		Fund Source	\$	FTE	(See Note 1) 0% Change Target	Proposed Budget 2028-29		Item Ref	Change from Adj Base		(See Note 2) Remove SBAs		Change from Adj Base after Removal of SBAs	
	Alpha	Numeric					Proposed \$	Proposed FTE		\$	FTE	\$	FTE	\$	FTE
515	1t	161	SEG	\$15,848,100.00	0.00	\$0	\$15,848,100	0.00		\$0	0.00	\$0	0.00	\$0	0.00
515	1w	176	SEG	\$50,619,900.00	286.20	\$0	\$52,201,700	289.20		\$1,581,800	3.00	(\$1,581,800)	-3.00	\$0	0.00
Totals				\$66,468,000.00	286.20	\$0	\$68,049,800	289.20		\$1,581,800	3.00	(\$1,581,800)	-3.00	\$0	0.00

Note 1: Reduction target must be met within state operations appropriations, but may be allocated across those appropriations and fund sources.

Note 2: Amounts should be SBAs (DINs 3001 - 3011) from agency request multiplied by -1.

Target Reduction = \$0

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ACT 201

Proposal under s. 16.42(4)(b): **5% change in each fiscal year**

FY: **FY29**
 Agency: **ETF - 515**

Exclude: Federal
 Debt Service

Columns A-G were prepopulated for agencies to reflect state operations adjusted base and reductions agreed to by DOA and LFB. See Appendix H for instructions on how to complete these templates.

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							(See Note 1)					(See Note 2)		Change from Adj Base	
Appropriation		Fund	5% Change				Proposed Budget 2028-29		Item	Change from Adj Base		Remove SBAs		after Removal of SBAs	
Agency	Alpha	Numeric	Source	\$	FTE	Target	Proposed \$	Proposed FTE	Ref	\$	FTE	\$	FTE	\$	FTE
515	1t	161	SEG	\$15,848,100.00	0.00	(\$792,400)	\$12,524,700	0.00		(\$3,323,400)	0.00	\$0	0.00	(\$3,323,400)	0.00
515	1w	176	SEG	\$50,619,900.00	286.20	(\$2,531,000)	\$52,201,700	289.20		\$1,581,800	3.00	(\$1,581,800)	-3.00	\$0	0.00
Totals				\$66,468,000.00	286.20	(\$3,323,400)	\$64,726,400	289.20		(\$1,741,600)	3.00	(\$1,581,800)	-3.00	(\$3,323,400)	0.00

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