



**Retirement and Insurance Service
Payroll Office Letter**

Number: P-00-07

Date: March 16, 2000

SUBJECT: THE MARCH ISSUE OF *MODERNIZING TODAY*- FOCUSING ON THE CUSTOMER

Enclosed is the March issue of the *Modernizing Today* bulletin. There are a variety of articles including one from Ed Flynn, Associate Director for Retirement and Insurance, who notes that the Retirement Systems Modernization effort focuses on the customer. You can also read how the Modernization team responded to questions received during the focus groups sessions held with Human Resource Specialists and Federal employees at various agencies, an interview with one of our developers, and other articles about our initiative.

If you should have any questions or comments regarding this bulletin or on the Modernization effort, please email us at: askrsm@opm.gov or fax us at 202-606-0548. If you wish to see previous issues of the bulletin or read more about the Modernization effort, you can visit our web site at www.opm.gov/retire/modern.

And if you should have any questions about this or any other payroll office letter, please call us at 202-606-0606, or send email finance@opm.gov.

A handwritten signature in black ink, appearing to read 'Robert A. Yuran'.

**Robert A. Yuran, Chief
Financial Policy Staff
Retirement and Insurance Service**

Enclosure

*Civil Service
Retirement
System*

*Federal Employees
Group Life
Insurance*

*Federal Employees
Health Benefits
Program*

*Federal Employees
Retirement
System*