



Employees' Retirement System of Georgia (ERSGA)

Two Northside 75, Suite 300
Atlanta, GA 30381



Dates of Engagement
2001 – Present

Purpose / Objectives

- Implement process, organizational, and IT changes that will improve ERS' ability to serve its customers
- Assist in the implementation of a new integrated pension administration solution

Nature of LRWL Services

LRWL provided the following services to ERS:

- Developed an overall change management plan and helped to effect it
- Developed Business Process Engineering recommendations
- Developed organizational change recommendations
- Assisted in determining optimum staffing levels
- Assisted in the development of a strategic business plan
- Developed narrative descriptions and flow diagrams of current business processes at ERS
- Provided quality assurance and oversight project management services relating to the development of the comprehensive procedures manual
- Developed an RFP for a comprehensive procedures manual
- Assisted in improving the level of service provided to members (and users) by the IT organization:
 - ✓ Identification of needs
 - ✓ Identification of resources available
 - ✓ Developing an IT plan
 - ✓ Executing to the plan
- Oversaw upgrade to infrastructure (LAN, e-mail, imaging)
- Developed an RFP for a replacement of the imaging environment – technology and backfile conversion
- Oversaw implementation of a help desk and COTS software to support it
- Oversight of the construction of a state-of-the-art Conference Center and Training Center – both overall construction and technology aspects
- Developed a Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP)
- Oversaw the implementation of a new agency-wide telephone system (Voice Over Internet Protocol - VOIP).

LRWL also identified requirements for and developed an RFP for a new line-of-business retirement solution, including fully integrated document imaging and workflow management capabilities.

Currently, LRWL is providing oversight project management, quality assurance, and independent verification and validation (OPM / QA / IV&V) services to the PARIS project activities. LRWL reports to the Executive Director, the Board of Trustees, the Georgia Technology Authority, and the Governor's Panel on Critical Projects on a regular basis.