



Teachers Retirement System of Georgia (TRSGA)

Two Northside 75, Suite 400
Atlanta, GA 30381-7901



Dates of Engagement
2000 – 2004

Purpose / Objectives

- Information technology planning
- Procurement assistance
- Business Process Re-engineering (BPR) and Organizational Restructuring (OR)
- Work flow design and imaging applications
- Quality assurance / oversight project management
- Strategic business planning

Nature of LRWL Services

LRWL led a major effort aimed at identifying and procuring a new integrated information solution, incorporating imaging technology and workflow components. Major aspects included:

- Reviewed and documented TRS' current business processes and workflows. TRS anticipated some of its current processes would need to be reengineered to increase efficiency. Using knowledge of pension administration "best practices", LRWL documented proposed reengineered business processes, and identified how document imaging workflow technology would be implemented to improve TRS business processes.
- Identified and documented new system(s) specifications including process, function, data, security, and other technical requirements
- Developed IT planning material for submission to the Georgia Technology Authority
- Reviewed and made recommendations regarding quantitative technical issues such as system response time, system sizing and growth, upgradeability, etc.
- Prepared 3 RFPs to select contractors to design and implement TRS' new information systems:
 - ✓ The line-of-business application including imaging, Internet access by TRS members, remote access capability, etc.
 - ✓ Comprehensive documentation and training services
 - ✓ Imaging backfile conversion
- Developed a standard format that vendors were required to follow in preparing their proposals to provide a means of readily comparing the proposals to expedite the evaluation process
- Developed RFP evaluation/selection criteria and the methodology of applying the criteria
- Facilitated evaluation and selection process
- Assisted in negotiating favorable contract terms with the winning bidder.

LRWL provided oversight project management and quality assurance services during the implementation phase of the new system development including attending requirements definition sessions, facilitating testing and training, and reviewing deliverables for both product and process quality and applicability.

The new system implementation was delivered on time, on scope, on quality, and on budget.

Additionally, LRWL facilitated the development of TRSGA's Strategic Business Plan and an annual update to it.