



**State Employees' Retirement System of Illinois  
(IL SERS)**

2101 S. Veterans Parkway, P. O. Box 19255  
Springfield, IL 62794-9255



**Dates of Engagement**  
2006 – Present

**Purpose / Objectives**

- Business process review
- Information technology evaluation
- Tactical and strategic plan development

**Nature of LRWL Services**

LRWL efforts are aimed at identifying opportunities, needs, and alternatives for upgrading SERS' existing business processes and information systems, focusing on operational efficiency and member service.

Activities include:

- Review and update of SERS process definitions
- Development of vision for SERS of the future
- Development of recommendations for new / changed business processes
- Evaluation of SERS existing information technology and development of technology recommendations
- Development and delivery of Board presentation summarizing study's findings
- Establishment of performance measure baselines and targets to enable assessment of progress against benchmarks at future project milestones
- Development of IT tactical and strategic plans to effect the recommended changes.

All of the foregoing activities are being leveraged with LRWL's extensive information repositories, project archives, and public retirement databases.