



## Kentucky Retirement Systems (KRS)

1260 Louisville Road  
Frankfort, Kentucky 40601



**Dates of Engagement**  
2005 – Present

### **Purpose / Objectives**

- Operational and organizational review and recommendation
- Develop an RFP and conduct a procurement for a new agency-wide telephone and call center capability
- Develop an RFP and conduct a procurement for a new agency-wide, Great Plains financial system
- Conduct an analysis and develop recommendations relating to cleansing of data
- Develop an RFP and conduct a procurement for a new agency-wide line of business (LOB) retirement solution
- Provide oversight project management and quality assurance support to the implementation of a new line of business retirement system

### **Nature of LRWL Services**

LRWL assisted KRS in the following areas:

- Review of KRS operations in order to identify opportunities for improvement
- Identification of technology enablers to improve KRS operating efficiencies
- Establishing a comprehensive set of metrics, i.e., measurements, that will enable KRS to gauge the degree of improvement achieved after implementation of the recommendations to be developed
- Conducting a SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis
- Developing an actionable item listing – grouped based upon their anticipated time frame to complete, their relative potential benefit, and their ease of implementation
- Preparing implementation guidelines – for both the short and long term items in the actionable item listing that have been determined to be of *high benefit* and *simple to implement*
- Identification of sample metrics for each of the actionable items to be implemented
- Preparation of a final report of operational opportunities for change as well as any reorganization suggestions.

Beyond this, services were provided in the following areas:

- Development of the FY 2006 Capital budget for Information Technology projects
- Preparation of pertinent Requests for Information or Requests for Proposal associated with specific technology initiatives recommended in the operational and organizational assessment
- Assistance with the institutionalization and implementation of the Continuous Process Improvement program delineated in initial assessment.

LRWL then developed RFPs and conducted procurements for: an agency wide telephone system and call center capability (Avaya was selected); an agency wide integrated financial solution (a Great Plains solution implementer was selected); an agency wide LOB application to replace then current legacy and imaging applications. The RFPs, evaluation criteria, product demonstration scenarios, reference checking scripts, and assistance in the selection process were all provided by LRWL.

Additionally, LRWL analyzed the current state of KRS member and retiree data – and developed recommendations related to going forward.

Oversight project management and quality assurance were provided to the line of business implementation.