



**Maryland State Retirement Agency
(SRA)**

120 E. Baltimore St.
Baltimore, MD 21202



Dates of Engagement
2004 – 2005

Purpose / Objectives

- “As is” business process documentation
- Identification of processing alternatives

Nature of LRWL Services

LRWL completed the following activities:

- Surveyed the current environment including mail room operations, data control, member and retiree administration, and finance.
- Reviewed, analyzed, modeled, and documented existing business processes – an “as is” documentation.
- Determined costs to the organization of current business processes.
- Identified, documented, and presented restrictions current processes place on operating efficiencies and offered suggestions for improvements therein.
- Provided short, mid- and long-term recommendations for processing improvement – organizational, procedural, and technology enablers.
- Briefed management, the SRA Board, and Legislators on alternatives, options, plans, and budgets relating to implementing a new retirement system.