

**PERS**

PUBLIC EMPLOYEES'  
RETIREMENT SYSTEM  
OF MISSISSIPPI

**Public Employees' Retirement System  
of Mississippi  
(PERS)**

429 Mississippi St.  
Jackson, MS 39201



**Dates of Engagement**  
1994 – 2000

**Purpose / Objectives**

- Management and technical consulting
- Information technology planning
- Procurement assistance
- Business Process Re-engineering (BPR) and Organizational Restructuring (OR)
- Work flow design and imaging applications
- Project monitoring, quality assurance, and oversight management of implementation

**Nature of LRWL Services**

LRWL led a major effort, aimed at identifying and implementing the best information technology solution to carry PERS into the 21st century. Major aspects of the effort included:

- Development of a detailed IT plan including project definitions, definition of objectives, descriptions of project approaches, resource estimates, cost estimates, scheduling, etc.
- Conduct of a competitive procurement – defining requirements, developing the RFP, managing the procurement, developing the selection criteria/evaluation methodology, and negotiating contracts.
- Assistance in the implementation of a long-term solution that includes state-of-the-art work flow, imaging, and information systems capabilities to support financial accounting, membership, and benefits by providing project monitoring services and project quality assurance review of all deliverables – hard, soft, interim, final, functional, technical – as well as assuring the quality of various aspects of the development and implementation process.
  - ✓ All functional requirements were identified and supported
  - ✓ System architecture alternatives were evaluated; the best solution was selected for the client
  - ✓ System design and database met all requirements in a cost effective resource efficient manner
  - ✓ Hardware was appropriately configured (both capacity and redundancy) and installed
  - ✓ Schedules and budget were met
  - ✓ Test and acceptance plans were developed and followed
  - ✓ Training was appropriately planned and delivered
  - ✓ Configuration control and change control were maintained, and change orders were minimized.

The solution was delivered on budget and on scope.

Additional tasks under this multi-year effort included:

- Reducing redundant, inefficient processes in the account review and audit areas
- Efficiency and process improvements related to wage and contribution reporting – combining service credit reporting and financial / payroll reporting
- Introduction of call service / customer servicing functions.

Further, LRWL helped identify a number of outsourcing opportunities that resulted in improvements in efficiencies as they were implemented, including backfile image conversion and WEB page authoring.