



New Hampshire Retirement System (NHRS)

4 Chenell Drive
Concord, NH 03301



Dates of Engagement
2000 – 2005

Purpose / Objectives

- Business process redesign
- Updating functional requirements
- Updating RFP for acquisition of an automated information system (AIS)
- Vendor selection
- Oversight project management and quality assurance services

Nature of LRWL Services

LRWL provided oversight project management and quality assurance services during the implementation of a new comprehensive pension automated information system (AIS) named TESS, including:

- Development of a number of plans: overall implementation, data conversion, data cleansing, web-enabled employer reporting, rollout, testing
- Review of all user specifications for business rules
- Development of reports, forms, and letters inventory
- Development of a comprehensive Disaster Recovery Plan
- Review of infrastructure upgrade.

LRWL also provided oversight management of the rollout of the new Employer Reporting System, including development of a comprehensive rollout plan, development of a training plan, and development of help desk procedures.

Previously, LRWL supported NHRS with the following services:

- Provided project management support, including:
 - ✓ Creation of work plan
 - ✓ Managing project risks
 - ✓ Status reporting
 - ✓ Providing technical and subject matter expertise
- Developed and updated the functional requirements which were used in the RFP for an AIS
- Performed business process redesign, including review of current processes, facilitation of process changes and improvements, and preparation of a list of “quick fixes” applicable to processes that required immediate improvement
- Developed a comprehensive RFP for the AIS
- Assisted in the solicitation, evaluation and selection of a vendor for the AIS, including facilitating attendance at the vendor conference, assistance in responding to vendor questions, development of evaluation criteria, and assistance in the selection of the vendor
- Led the acquisition process including negotiating contract, defining scope of services, identifying deliverables and terms and conditions
- Aided the NHRS in all aspects of change management throughout all phases of the project.

The solution was implemented with complete functionality on budget.