



**Ohio Public Employees Retirement System
(OPERS)**

277 East Town Street
Columbus, Ohio 43215



Dates of Engagement
2007 – Present

Purpose / Objectives

- Needs analysis
- Requirements definition
- Technology assessment
- Business Process Reengineering
- Cost benefits analysis
- Implementation planning

Nature of LRWL Services

LRWL has been engaged by OPERS to review its pension benefit and data maintenance operations and business processes. The purpose of the review is to identify business needs, system requirements, technology improvements and processing efficiencies that will enable OPERS to re-engineer business processes to best serve OPERS benefit recipients now and into the future. The objectives of the project are to:

- Streamline operations and key processes
- Define roles, responsibilities, and staffing structures
- Identify detailed business requirements for system improvements
- Develop strategies for adopting improvements based on quantifiable benefits
- Identify limitations / issues unique to OPERS.

LRWL activities include:

- Documenting CURRENT and FUTURE business environment and process flows in detail
- Providing a 'Quick Hits' document containing a list of prioritized changes that will provide immediate cost savings or increased service levels
- Documenting the impacts the FUTURE environment will have on existing roles, systems, and processes
- Providing a staffing plan, including roles and responsibilities, to support the FUTURE operations model
- Developing a matrix of system requirements to a level of detail sufficient for inclusion in a subsequent implementation RFP (including priority weightings for evaluation purposes)
- Analysis of the costs and benefits of implementing and maintaining any recommended changes, including staffing levels
- Development of an implementation road map, i.e., a phased implementation schedule illustrating the transition from the CURRENT to the FUTURE state and the value gained from each phase (including tasks, resources and timeframe estimates).