



**Commonwealth of Pennsylvania
State Employees' Retirement System
(SERS)**

30 North Third Street
Harrisburg, PA 17108-1147



Dates of Engagement
1998 – 2002

Purpose / Objectives

- Project monitoring
- Quality assurance
- Project management oversight

Nature of LRWL Services

LRWL provided assistance in overseeing several IT projects and completing specific efforts during a three year period. The efforts included:

- Involvement in developing an IT Vision and an IT Plan for SERS
- Review of Y2K plans and contingencies
- Assistance in a "customer care" initiative
- Assessment of investment support activities.