



**Employees' Retirement System of
Rhode Island
(ERSRI)**

40 Fountain St.
Providence, RI 02903



Dates of Engagement
1997 – 2003

Purpose / Objectives

- Procurement assistance
- Project monitoring, oversight project management, and quality assurance of line of business, imaging, financial, and backfile conversion efforts
- Process reengineering

Nature of LRWL Services

In the Quality Assurance and Oversight Project Management areas, activities included review of completeness and accuracy of both interim and final deliverables – project plan, staffing plans (both vendor and ERSRI), development life cycle products, technical architecture, etc., as well as day-to-day monitoring and management.

LRWL led efforts related to managing, planning, conducting testing, retesting, regression testing, etc. Additional activities included assisting a small staff in embracing change – organizational, procedural and process, as well as business processes as introduced by an integrated line-of-business retirement solution that included workflow and imaging.

The new system is operational; it was delivered on budget, with full functionality.

Other activities centered on improving the flow of work through ERSRI. Areas particularly targeted in these Business Process Re-engineering efforts have included:

- Eliminating multiple “hand-offs” of processes, thus reducing possibility / probability of errors
- Implementing a consistent method for the computation of benefit estimates and storing those for historical purposes
- Integrating work flow and imaging capabilities in the new solution, i.e., barcoded turnaround documents, replacing manual “to do lists” and paper files with automated work flow capabilities, etc.

LRWL provided assistance in developing an approach to procuring a new information system to support ERSRI's needs in the areas of Financial Accounting, Membership, and Benefits, including work flow, imaging, and Web-enablement. Responsibilities included:

- Determining functional and project requirements
- Developing an RFP
- Assisting in the conduct of the procurement
- Assisting in developing and applying the evaluation criteria and selection methodology
- Negotiating contracts with vendors.