



National Association of Insurance Commissioners

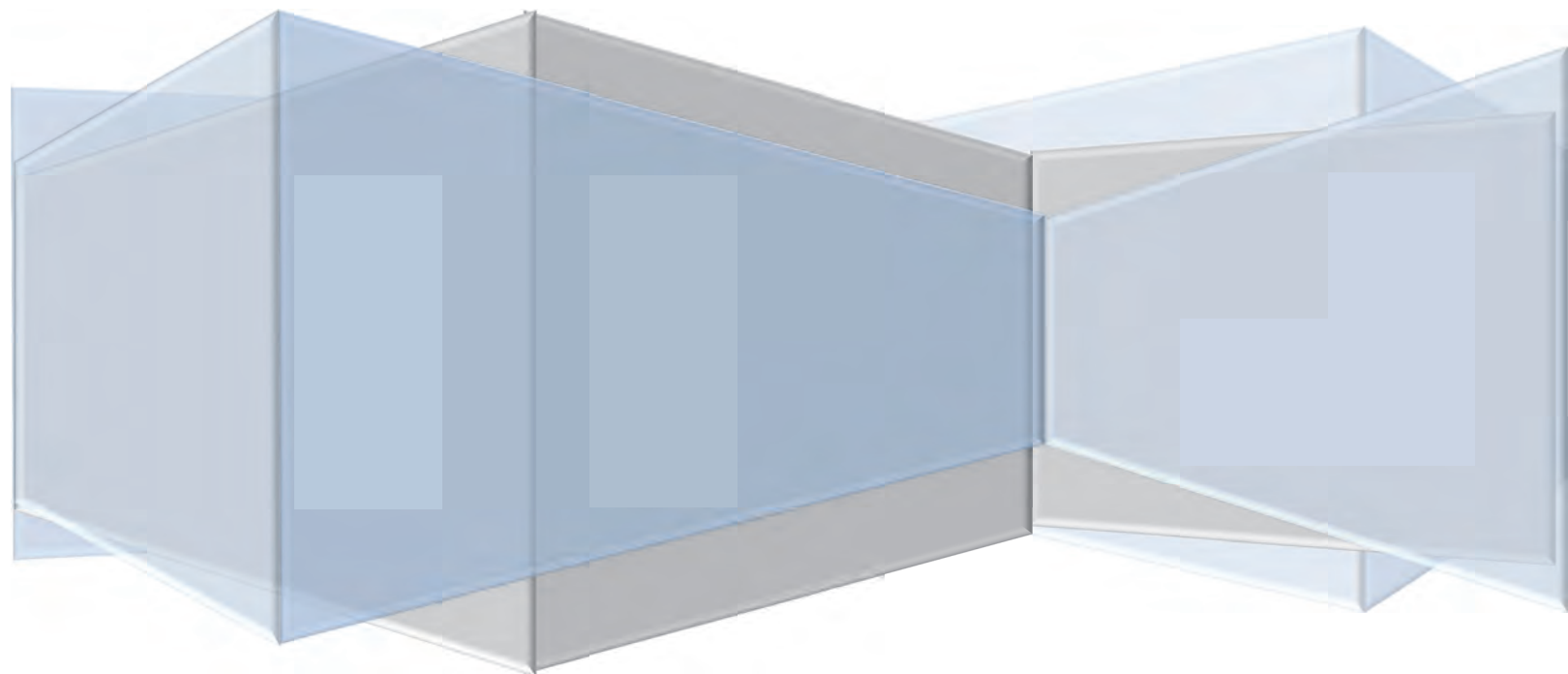
# **National Association of Insurance Commissioners**

## **Staff Support Directory**

**February 2012 Edition**

### **Department and Office Listings**

- **NAIC Executive Office**
- **NAIC Central Office**
- **NAIC Capital Markets and Investments Analysis Office**
- **National Insurance Producer Registry (NIPR)**
- **Interstate Insurance Product Regulation Commission (IIPRC)**



# Staff Support Directory

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Organization for Economic Cooperation and

Development (OECD)

U.S. – EU Financial Markets Regulatory

Dialogue

U.S. – China Strategic Economic Dialogue

U.S. – India Financial and Economic Forum

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Regulatory Dialogue

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Security Standards for Application Development and Testing

Security Vendor Assessments

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Bail Bonds

Database (D) Working Group

FBI Liaison

Federal and International Enforcement Coordination (D) Working Group

FINCEW Liaison

General Insurance Research

Identity Theft

Insurance Fraud Issues

Internet Fraud

Limited Medical Benefit Plan (B/D) Working Group

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NAIC/NASAA Enforcement Coordination (D) Working Group

OFAC Liaison

Online Fraud Reporting Systems

Producer, Company and Unauthorized Entities

SEC Liaison

Special Activities Database (SAD) and Relationships Database (REL)

TeamMate Agreements

U.S. Bank Secrecy Act Advisory Group

U.S. Department of Justice Liaison

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U.S. Postal Inspection Service Liaison

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Market Conduct Annual Statement (MCAS)

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Market Regulation and Consumer Affairs (D)  
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Market Information Systems (D) Task Force

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Market Analysis

Market Analysis Bulletin Board

Market Analysis Education and Training

Market Analysis Procedures (D)

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Market Analysis Review System (MARS)

Market Conduct Annual Statement (MCAS)

Market Conduct Examinations

Market Information Systems

Complaint Database System (CDS)

Examination Tracking System (ETS)

Regulatory Information Retrieval System  
(RIRS)

Market Information Systems (D) Task Force

Market Initiatives Tracking System (MITS)

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Market Regulation Bulletin Board

Market Regulation Handbook

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Multi-State Market Conduct Examinations

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Standards Summary  
Market Regulation Team Stores  
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State Insurance Consumer Advocacy Forum  
State (Producer) Licensing Handbook

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Defective/Chinese Drywall  
Disaster Response Plan  
Economic Analysis  
Economic Studies  
Financial Market Analysis  
Flood Insurance  
Homeowners Insurance  
Insurance Availability and Affordability  
Loss Costs  
Medical Malpractice  
Pay As You Drive  
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Property and Casualty Insurance Issues  
Property Insurance  
Rate and Form Filing and Product Approval  
Rate and Form Regulation  
Retained Asset Accounts  
Risk Management  
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Property and Casualty Insurance Issues

Property Insurance

Rate and Form Filing and Product Approval

Speed to Market (EX) Task Force

Terrorism Insurance (C) Working Group

Title Insurance

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Market Share Reports  
Medical Malpractice  
Monitoring Competition  
Natural Disasters  
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Disability

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Financial Reporting

Group Life

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International Issues

Investments

Life Actuarial (A) Task Force

Long-Term Care

Long-Term Care Nonforfeiture Benefits

Major Medical

Medicare Supplement

Mortality Tables

Other Health Products

Principles-Based Systems

Professionalism

Rating or Reserving Issues for Accident and Health Insurance (Including  
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Reinsurance

Secondary Guarantees

Small Companies

Small Group

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Valuation Manual

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Financial Data Inquiries

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Market Share Reports – Property/Casualty

(Including By Line and Top 25 of 25)

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[fmohn@naic.org](mailto:fmohn@naic.org)

Computer/Technology Questions and Issues  
Technical Infrastructure Management  
Business Partners, Industry, Insurance  
Compact, NAIC, NIPR, SBS, SERFF and  
States

### **Administrative Assistant**

Traci Overstreet

816-783-8560

[toverstreet@naic.org](mailto:toverstreet@naic.org)

### **MIKE BALL**

Manager II, Systems Administration

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Fax: 816-460-7440

[mball@naic.org](mailto:mball@naic.org)

iApp Servers (JAVA/JRUN)  
Network Area Storage (NAS)  
Oracle Application Server (SunOne/JRUN replacement)  
Storage Area Network (SAN)  
Web Services/Servers (SunOne, IIS)

### **JIM BRYANT**

Manager II, DBA and Internet/Intranet Solutions

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[jbryant@naic.org](mailto:jbryant@naic.org)

Enterprise Storage Management  
NAIC Internet/Intranet/Extranet (Architecture)  
Oracle Database Management  
SERFF/SBS Architecture  
Systems Administrators

# Staff Support Directory

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## *Technical Services Division – Continued*

### **SCOTT DANIELS**

Manager II, Network Technologies

816-783-8589

Fax: 816-460-7400

[sdaniels@naic.org](mailto:sdaniels@naic.org)

Application/System Monitoring and Alerts (Site Scope)

Co-Location

Device and Application Logs

Firewall

Internal Connectivity

Internal Network

Security Infrastructure (IDS, Syslog, etc.)

States and the NAIC

Streaming Video

Telecommunications between Business Partners, Industry, States and the NAIC

Telecommuter Support

Virtual Private Network Connections

Voice Over IP (telephones)

Wireless Connectivity (laptop air cards)

Workgroup Recovery

### **ROXANNE HARRIS**

Manager II, Enterprise Solutions

816-783-8876

Fax: 816-460-7863

[rharris@naic.org](mailto:rharris@naic.org)

Backup Solutions (Tivoli and Veritas)

Departmental Software Packages (HEAT: Vantage, SAS, etc.)

PeopleSoft Management (Budget, Expense Module, Financials, P-Cards)

### **JIM HURST**

Manager II, Database Administration

816-783-8464

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[jhurst@naic.org](mailto:jhurst@naic.org)

Oracle Access Manager (application login)

Oracle Database Administration

# Staff Support Directory

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## *Technical Services Division – Continued*

### **JOHN MCCRARY**

Manager II, LAN and Messaging Systems

816-783-8549

Fax: 816-460-7870

[jmccrary@naic.org](mailto:jmccrary@naic.org)

Biscom

Citrix Remote Access

Computer Operations

Email (Exchange, Blackberry, Contact Master Database)

LAN Systems

Novell Disk Space

Novell Drive Access

Listserv (Lyris)

Microsoft Server 2003/2008

National Meeting Network

Virus Protection

### **PEGGY PUGH**

Supervisor I, Computer Operations

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Computer Operations (laptop checkout,  
job scheduling, PC moves)

### **LISA SCHMUCKER**

Telecommunications Engineer III

816-783-8579

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[lschmucker@naic.org](mailto:lschmucker@naic.org)

Telecommunications between Business Partners,  
Industry, States and the NAIC

Telecommuter Support

VoIP (Call reporting, telephone, voice response,  
call center software)

### **GREG SHACKELFORD**

Manager I, Enterprise Solutions

816-783-8547

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[gshackelford@naic.org](mailto:gshackelford@naic.org)

Backup Management

Desktop Systems (PC-Related Issues)

Hardware/Software Purchasing and Licensing Issues

Package Software, PeopleSoft, (HEAT, SAS, etc.)

PeopleSoft Management

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Insurance Commissioners

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