Draft Pending Adoption

Draft: 12/2/14

Information Systems (EX1) Task Force
Washington, District of Columbia
November 16, 2014

The Information Systems (EX1) Task Force of the Internal Administration (EX1) Subcommittee met in Washington, DC, Nov. 16, 2014. The following Task Force members participated: Gordon I. Ito, Chair (HI); Sandy Praeger, Vice Chair, represented by Neil Woerman (KS); Dave Jones represented by David Noronha (CA); Karen Weldin Stewart represented by Michael Gould (DE); Sharon P. Clark represented by Rob Roberts (KY); Therese M. Goldsmith represented by Brenda Wilson (MD); Mary Taylor represented by Tynesia Dorsey and Michelle Rafeld (OH); and Jacqueline K. Cunningham represented by Vicki Ayers (VA).

1. **Adopted its Sept. 10 and Aug. 16 Minutes**

   Mr. Gould made a motion, seconded by Ms. Dorsey, to adopt the Sept. 10 (Attachment Five) and Aug. 16 (see NAIC Proceedings – Summer 2014, Information Systems (EX1) Task Force) minutes. The motion was unanimously adopted.

2. **Received the Report of the Technical Consulting (EX1) Working Group**

   Commissioner Ito asked Mr. Woerman to provide a report regarding the Technical Consulting (EX1) Working Group’s review of the 2015 NAIC budget Business and Fiscal Impact Statements (BFIS) with a technology component. Mr. Woerman reported that the Working Group met Sept. 16 in regulator-to-regulator session pursuant to paragraph 4 (internal or administrative matters of the NAIC or any NAIC member, including budget, personnel and contractual matters, and including consideration of internal administration of the NAIC, including, but not limited to, by the Internal Administration (EX1) Subcommittee or any subgroup appointed thereunder) of the NAIC Policy Statement on Open Meetings.

   During its Sept. 16 meeting, the Working Group reviewed four BFIS proposals submitted for the NAIC 2015 budget: 1) the 2015 State Based Systems (SBS) Software Enhancement and Technology Compliance Initiative – Phase III; 2) the SERFF Integration Expansion; 3) the Securities System Rewrite (SSR) – Expanded Phase I; and 4) the Enhanced Support for Member Use of Electronic Workpapers. Mr. Woerman reported that, following receipt of a clarification from the project teams regarding whether they had given consideration to the new common user interface that is in the process of being designed, the Working Group members unanimously concurred with the technical approach described by the first three projects.

   Mr. Woerman reported that the Working Group members requested that the project team complete the Appendix A portion of the BFIS for the Enhanced Support for Member Use of Electronic Workpapers project. He noted that, after receiving and reviewing the Appendix A, the Working Group members unanimously concurred with the technical approach described in the BFIS proposal.

   Mr. Woerman went on to note that the Appendix A of the BFIS and the Project Request includes an item under Section 3 that refers to MyNAIC.org. He said that, because MyNAIC.org will no longer exist in its current form as of the completion of the Regulator User Interface (RUI) project—which will result in the combining of MyNAIC.org, I-SITE and StateNet—the Working Group members recommended that the language in Appendix A be changed to be more generic. Further, the Working Group members propose revising the language to what is in Appendix A.

   The Task Force received the report of the Technical Consulting (EX1) Working Group and agreed to direct NAIC staff to make the changes to Appendix A (Attachment One) of the BFIS and the Project Request forms as proposed by the Working Group.
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3. Received an Update on 2013 Approved Projects in Process

Commissioner Ito stated that reports on 2013 approved projects (Attachment Two) were provided. He said there are upgrades for SERFF to support the U.S. Department of Health and Human Services (HHS) Exchange Plan Management Data Collection, SBS Software Enhancement and Technology Compliance Initiative – Phase I, and Online Premium Tax for Insurance (OPTins) Enhancements. He noted that the first project is still scheduled to complete by year-end 2014 and continues to be revenue-neutral. The second project completed in June 2014 and the third project is expected to complete in March 2015 and be slightly under budget in resources and about 25% under budget in terms of expenses.

4. Received an Update on 2014 Approved Projects in Process

Commissioner Ito stated that reports on the following 2014 approved projects (Attachment Three) were provided: SBS Software Enhancement and Technology Compliance Initiative – Phase II, Integrated Securities Information System (ISIS) System Rewrite – Phase I, SERFF Web Public Access and Implementation, Examination Tracking System Continuum Action Support and Regulator User Interface Redesign Project (RUI). The following summarizes the status for each:

<table>
<thead>
<tr>
<th>Project</th>
<th>Current Status</th>
</tr>
</thead>
</table>
| 1) SBS Software Enhancement and Technology Compliance Initiative – Phase II | • The first beta release went out in mid-August. Additional beta releases will be released later in 2014 and throughout 2015.  
  • The production release is scheduled for the first quarter of 2016.  |
| 2) Integrated Securities Information System (ISIS) System Rewrite – Phase I | • As reported previously, this project was delayed, enabling the New York office directors to evaluate the evolving business needs of their department.  
  • The new scope expands Phase I but effectively eliminates the originally envisioned Phase II of the project. The cost of this expansion is included in the 2015 NAIC budget.  |
| 3) SERFF Web Public Access Implementation                               | • The project is still scheduled to complete by year-end 2014.  
  • The project will be slightly over on expenses ($12,424) due to software maintenance costs being higher than anticipated. However, total project hours are projected to be 1,400 fewer than reported in August due to time savings resulting from the JBoss implementation going well, two new tools that were easier to learn and implement than expected, and the state implementations requiring fewer audits than anticipated.  |
| 4) Examination Tracking System Continuum Action Support                | • This project is scheduled to complete in the third quarter of 2015.  
  • A prototype will be presented to a group of market regulators in December.  |
| 5) RUI Project                                                          | • Two webinars were held with the regulator volunteer group to present the proposed design concepts and ideas. They were well received.  
  • The project is expected to complete the end of 2015.  |

5. Received Updates on Other Projects

Julie Fritz (NAIC) provided an update on SBS activity. She reported that there is little activity in regard to the legacy SBS system, as the team is working on the SBS rewrite project. She reported on the following key activities: 1) the implementation of Arkansas for Licensing and Market Regulation, Nebraska Market Regulation; and 2) the SBS redesign beta 2 release. Ms. Fritz noted that four more beta releases are scheduled with the last planned for October 2015. Production releases of the new system will begin in January 2016 and will complete by the end of March 2016.

Joy Morrison (NAIC) provided an update on the SERFF and OPTins projects. She indicated that SERFF is ahead of budget in terms of transaction volume and revenue, and the team has been working on NAIC projects including the NetIQ security infrastructure and JBoss application server implementations, as well as the last releases related to SERFF Filing Access. Ms. Morrison also reported that there have been several functionality enhancement releases for OPTins since the Summer National Meeting.
Draft Pending Adoption

Michael Wellington (NAIC) gave an update on the State Producer Licensing (SPL) team. He indicated that NAIC staffs have been working with NIPR staff on the JBoss infrastructure project, the Contact Change Request project and the rewrite of the loads and loads related applications.

6. Solicited Members for the Technical Consulting (EX1) Working Group

Commissioner Ito reminded the Task Force members what the Technical Consulting (EX1) Working Group is charged with doing. He encouraged anyone interested in serving on the Working Group in 2015 to contact Denise Matthews (NAIC).

7. Presented Findings from the 2014 State Technology Survey

Ms. Matthews made a presentation related to the 2014 State Insurance Department Technology Survey (Attachment Four). She reported that 48 states and the District of Columbia participated in the survey. The summary covered various areas of interest: 1) use of central state IT support; 2) browser adoption; 3) mobile device support; 4) social media usage; 5) budgeting and staffing; and 6) security. Basic survey results will be available online via StateNet by mid-December.

8. Discussed Other Matters

Commissioner Ito recognized and thanked Mr. Woerman, who is retiring from the Kansas Insurance Department, for his many years of dedicated service to the Task Force and for furthering technology in insurance regulation.

Having no further business, the Information Systems (EX1) Task Force adjourned.
Approved IT Project Request - Quarterly Status Report

Project Name: System For Electronic Rate and Form Filings (SERFF)
Upgrades to Support the U.S. Department of Health and Human Services (HHS)
Exchange Plan Management Data Collection

<table>
<thead>
<tr>
<th>PROJECT PLAN STATISTICS</th>
<th>As Approved by EX 1</th>
<th>Actual Status for Project (as of 3/13/15)</th>
<th>Estimate at Project Completion work</th>
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PROJECT COMMENTS

Technology Related:

Business Related Having a Technology Impact

Business Alignment*

Describe any Risks, Concerns or Other Issues currently impacting the project

This project was completed Dec. 31, 2014, and this will be the final report. The increase in project hours is mainly due to internal resources, as the project was extended from its original end date of July 31, 2013, through the end of 2014. The project was extended due to delays in the delivery of requirements by the federal government in Year 1 and year 2 of the project. Despite the delay and increase in staff hours, the project was able to stay revenue neutral because more states supported the project through their use of federal grant funds than were initially anticipated in the budget.

SIGNATURES

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Date</th>
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<tbody>
<tr>
<td>Joy Morrison</td>
<td>Asst. Director, SERFF/OPT</td>
<td>3/13/2015</td>
</tr>
</tbody>
</table>

* Categories include: Consumer Protection, Market Regulation, Speed-to-Market for Insurance Products, Producer Licensing, Insurance Company Licensing, Solvency Regulation, or Change In Insurance Company Control
## PROJECT PLAN STATISTICS

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## PROJECT COMMENTS

**Technology Related:**
Project includes upgrade to new servers as part of an enterprise initiative.

**Business Related Having a Technology Impact**

**Business Alignment**
Insurance Company Licensing

**Describe any Risks, Concerns or Other Issues currently impacting the project**
This project will be completed March 31, 2015, and this will be the final report. The project was initially planned to introduce functionality to allow OPTins to serve as an optional clearinghouse for multi-state tax sharing. Since that time, the members redirected the project to focus on overall improvements in OPTins to benefit existing users, while deferring multi-state tax sharing. As the actual salaries were below budgeted levels, consulting resources were extended into early 2015. However, despite extending consulting dollars through the first quarter 2015, the actual project costs are 25% under budget, in part because the original BFIS included salary expense for all of 2015, and the project anticipates applying FTE salaries only through the project end at March 31, 2015.

## SIGNATURES

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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Joy Morrison</td>
<td>Assistant Director</td>
<td>3/13/2015</td>
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* Categories include: Consumer Protection, Market Regulation, Speed-to-Market for Insurance Products, Producer Licensing, Insurance Company Licensing, Solvency Regulation, or Change In Insurance Company Control

**Note:** Data for the second week of March is an estimate.

W:\National Meetings\2015\Spring\TF\tf reports\IS TF EX1 Project Status Rpt 13 - OPTins Q1 2015.xlsx
## PROJECT PLAN STATISTICS

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## PROJECT COMMENTS

### Technology Related:
This will be the final report for SBS Software Enhancement and Technology Compliance Initiative - Phase II, as it concluded in December 2014. It included two beta releases to SBS state users for evaluation and feedback, first in August, then in December. Several more beta releases are planned for 2015 in Phase III, with production release in the first quarter of 2016. The reduction in the actual expenses from that budgeted is due to the decision to not purchase the ERWIN software and the delay in purchasing the UFT license until later in 2014.

### Business Related Having a Technology Impact:
- None.

### Business Alignment*:
- Consumer Protection
- Market Regulation
- Producer Licensing
- Insurance Company Licensing
- Solvency Regulation

Describe any Risks, Concerns or Other Issues Currently Impacting the Project:

### SIGNATURES

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donna Powers</td>
<td>NAIC Senior Manager II</td>
<td>3/9/2015</td>
</tr>
</tbody>
</table>

* Categories include: Consumer Protection, Market Regulation, Speed-to-Market for Insurance Products, Producer Licensing, Insurance Company Licensing, Solvency Regulation or Change in Insurance Company Control.

W:\National Meetings\2015\Spring\TF\reports\IS EX1 Project Status Rpt 14 - IS TF EX1 Project Status Rpt - SBS Software Enhancement Tech Compliance Initiative – Phase II Q1 2015.xlsx
## PROJECT PLAN STATISTICS

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</table>

## PROJECT COMMENTS

**Technology Related:**
- None

**Business Related Having a Technology Impact:**
- Speed to Market for Insurance Products

**Describe any Risks, Concerns or Other Issues currently impacting the project:**

This project was completed Dec. 18, 2014, and this will be the final report. When the fiscal was initially submitted, it did not include staff resource hours. The project numbers were updated to include actual NAIC resources through project completion. The fiscal is over budget on expenses because the Text maintenance costs were estimated at $6,300 and are actually $18,724.80. Consulting costs were $1,920 under budget.

## SIGNATURES

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<th>Report Completed By:</th>
<th>Name</th>
<th>Title</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Joy Morrison</td>
<td>Asst. Director, SERFF/OPTINS</td>
<td>3/13/2015</td>
</tr>
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</table>

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### PROJECT PLAN STATISTICS

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<th>Estimate at Project Completion</th>
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### PROJECT COMMENTS

**Technology Related:**

The team is very near completing business requirement gathering, data modeling, and design. Construction for the new Market Actions Tracking System (MATS) is now underway.

Phase 1 represents the release of the MATS Web interface, updates to other applications impacted by the project, PICS events, and updated reporting functionality. Phase 2: represents the Web service for State departments with an existing back office examination system to eliminate double keying of information.

**Business Alignment***:

Market Regulation

**Describe any Risks, Concerns or Other Issues Currently Impacting the Project:**

Requirement gathering and impact to other MIS applications is estimated to require more resources than originally estimated. A new document retention methodology and data migration plan is also included. This better understanding of the business requirements is now reflected in the updated estimate for completion.

### SIGNATURES

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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Joe Paolucci</td>
<td>Business Application Manager - Market Information Systems</td>
<td>3/6/2015</td>
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**Note:** Data for the second week of March is an estimate.
### PROJECT PLAN STATISTICS

<table>
<thead>
<tr>
<th></th>
<th>As Approved by EX1 Subcommittee</th>
<th>Actual Status for Project (as of 3/13/15)</th>
<th>Estimate at Project Completion</th>
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### PROJECT COMMENTS

**Technology Related:**

The project will be developed using PrimeFaces (JavaServer Faces) and Bootstrap framework for responsive design.

**Business Related Having a Technology Impact:**

The team is in the process of continuous business requirement gathering working through the various system components, working with NAIC staff from representative business areas and the regulator volunteer group. Two Webinars were held with the regulator volunteer group in September 2014 to present the proposed design concepts and ideas, and another in February to demonstrate some of the completed components. Overall, the group has responded positively to the new look and navigation, and confirmed the design is headed in the right direction. The project team will continue to meet with the regulator volunteer group throughout the project regarding the new design and to gather feedback, and plan to have several components available for the regulator beta group in our BETA environment for review in May.

**Business Alignment***:

Solvency Regulation, Market Regulation, Insurance Company Licensing, Producer Licensing

**Describe any Risks, Concerns or Other Issues Currently Impacting the Project:**

The team has been working diligently to keep the project on the original timeline, but has been challenged by changes to original business requirements, new technology challenges and learning curve, and JBoss implementation issues. The team has been conducting continuous business requirement meetings to review deliverables, and in some cases this has resulted in changes that, while possibly changing original designs, will provide a more intuitive interface and better business flow. Webinars with the regulator volunteer group (most recent was on Feb. 3) have been conducted and resulted in positive feedback. There have been discussions regarding extending the completion of the project into 2016. It is anticipated this would extend the duration with little to no impact on cost (project hours) or resource availability for other projects. The team believes this could provide for a more positive engagement with the regulators, thorough testing, training opportunities on the new system, and improve the rollout, as we would not be releasing at the end of the year during the holiday season or during the busy ramp up time and height of the financial filing project. The team will provide an updated status at the Summer National Meeting.

### SIGNATURES

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<td>Shawn Hardin</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sr. Manager, Financial Systems &amp; Services</td>
<td>3/13/2015</td>
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**Note:** Data for the second week of March is an estimate.
### PROJECT PLAN STATISTICS

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<th>As Approved by EX1 Subcommittee (through 6/30/2016)</th>
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### PROJECT COMMENTS

**Technology Related:**

The SBS Redesign continues to make progress toward the production release in early 2016. Several beta releases are planned for 2015, to allow states to continue to provide feedback on the new system. The fiscal for Phase III assumed all SBS licensees would be migrated by the end of the first quarter 2016; however, a decision has been made to release three each month through September 2016.

**Business Related Having a Technology Impact:** None.

**Business Alignment***:

- Consumer Protection
- Market Regulation
- Producer Licensing
- Insurance Company Licensing
- Solvency Regulation

Describe any Risks, Concerns or Other Issues Currently Impacting the Project: None.

### SIGNATURES

<table>
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<tr>
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<tbody>
<tr>
<td>Donna Powers</td>
<td>NAIC Senior Manager II</td>
<td>3/9/2015</td>
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**Note:** Data for the second week of March is an estimate.
Information Systems (EX1) Task Force
Approved IT Project Request – Quarterly Status Report
Project Name: Securities System Rewrite (SSR) – Expanded Phase I

## PROJECT PLAN STATISTICS

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## PROJECT COMMENTS

- **Technology Related:** None.
- **Business Related Having a Technology Impact:** This project was budgeted to begin in April 2014 with the fiscal submitted with the 2014 budget. However, a fiscal was submitted with the 2015 budget that expanded the scope of the project and extended the implementation date for the first phase. The project kicked off in October 2014 and continues to progress successfully. In February 2015, NAIC staff conducted a business requirements session with an industry focus group and with the New York office analysts.
- **Solvency Regulation:**

## SIGNATURES

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<thead>
<tr>
<th>Name</th>
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<td>Donna Powers</td>
<td>Senior Manager II</td>
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**Note:** Data for the second week of March is an estimate.

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## Project Plan Statistics

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<tr>
<td>Total Project Hours</td>
<td>3,071</td>
<td>0</td>
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</table>

## Project Comments

### Technology Related:

### Business Related Having a Technology Impact:

**Business Alignment***: Speed-to-Market for Insurance Products

**Describe any Risks, Concerns or Other Issues Currently Impacting the Project:**

The JBoss implementation for SERFF has run longer than expected and this has pushed several projects back. At this time, the estimated Sept. 1, 2015, start date for this project is an estimate only. The actual project start date will be dependent upon when SERFF migrates to JBoss and whether there are production issues when that occurs. The estimated date of completion has also been adjusted 60 days and is now set to Feb. 28, 2016. There are no contractual obligations that will be impacted by the delayed start time.

### Signatures

<table>
<thead>
<tr>
<th>Report Completed By:</th>
<th>Name</th>
<th>Title</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Joy Morrison</td>
<td>Asst. Director, SERFF/OPT</td>
<td>3/13/2015</td>
</tr>
</tbody>
</table>

*Categories include: Consumer Protection, Market Regulation, Speed-to-Market for Insurance Products, Producer Licensing, Insurance Company Licensing, Solvency Regulation, or Change In Insurance Company Control*
## PROJECT PLAN STATISTICS

<table>
<thead>
<tr>
<th></th>
<th>As Approved by EX 1</th>
<th>Actual Status for Project (as of 2/28/15)</th>
<th>Estimate at Project Completion work</th>
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<td>Project Budget</td>
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<td>$253,331</td>
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<td>Project Start</td>
<td>1/1/2015</td>
<td>1/15/2015</td>
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<td>Project Finish</td>
<td>On-Gong</td>
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<tr>
<td>Total Project Hours</td>
<td>3,005</td>
<td>83</td>
<td>3,005</td>
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</tbody>
</table>

## PROJECT COMMENTS

**Technology Related:**
None. The project is on schedule. Several of the hardware and software capital purchases will occur later in the year than expected, so that will result in the depreciation and amortization to be about $5,000 less than budget. There may also be a few items moved to a 2016 purchase. An update on that will be provided at the Summer National Meeting.

**Business Related Having a Technology Impact**

**Business Alignment***
Solvency and Market Regulation

**Describe any Risks, Concerns or Other Issues currently impacting the project**
The new FTE position proposed in this Business and Fiscal Impact Statement started on March 9, 2015. The process to host Alabama's examinations has been completed.

## SIGNATURES

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Denise Matthews</td>
<td>Director, Information Systems</td>
<td>3/17/2015</td>
</tr>
</tbody>
</table>

* Categories include: Consumer Protection, Market Regulation, Speed-to-Market for Insurance Products, Producer Licensing, Insurance Company Licensing, Solvency Regulation, or Change In Insurance Company Control

W:
National Meetings/2015/Spring/TF/ex IS TF EX1 Project Status Rpt 15 - Enhanced Support Member Use Electronic Workpapers Q1 2015.xlsx
INFORMATION SYSTEMS (EX1) TASK FORCE
Saturday, March 28, 2015
8:30 – 9:30 a.m.
Phoenix Convention Center North—Rm 127—Street Level

Jurisdictions Licensed to Use SBS
28 Licensees:

10. Kansas

SBS Available Services
- Producer
- Continuing Education
- Company
- Financial Exams
- Consumer Services, Including Consumer Assistance Grant Program
- Enforcement
- External Health Care Review (Consistent with the Uniform Health Carrier External Review Model Act (#76))
- Investigations
- Market Conduct Exams
- Revenue
- Regulated Industries Services
- SBS Connect/Online Licensee Services (OLS)
- I-SITE Integration
- SERFF Integration

Key Completed Activity
- SBS Redesign Beta 2 Release (December 2014)

Upcoming Implementations/Activity
- Alaska completes the SBS market regulation suite of SBS products.
- SBS Redesign Beta 3 Release. Due to technical difficulties, this release was rolled into the Beta 4 Release scheduled for state review in April.
- SBS Redesign Beta 4-5 Releases to be scheduled 2Q and 3Q 2015.
- SBS Redesign Phase III originally scheduled to include production release in 1Q 2016 for all states currently utilizing SBS; upon further review, three states per month will convert during a nine-month period from January through September 2016. SBS staff are working with each SBS state to determine its 2016 transition month, which is expected to be finalized by the end of April 2015.
SBS/SERFF Integration

- The SERFF Rates and Forms filing product is integrated with the SBS product suite today.
- SERFF currently allows regulators to retrieve SBS licensing information managed by regulators within the SBS Company service. SERFF includes an optional licensing status check that verifies whether a company holds an active license in that state. If an inactive license is found in the SBS Company service, the regulator can stop a filing from being submitted from within SERFF.
- The SERFF application does not currently include a check at the line level; therefore, an active P/C company could submit a life rate and form filing. At this time, the line-level check has not been requested by SBS or SERFF users, but it could be incorporated if there was interest and approval from the appropriate parties to move forward with this type of request.

SBS/NIPR Open House for Regulators

- 4:30 – 6:00 p.m., Sunday, March 29
Online Premium Tax for Insurance (OPTins) Enhancements Update

Jurisdictions Licensed to Use OPTins
24 licensees (23 implemented):

<table>
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<tr>
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<th>Premium Tax</th>
<th>Surplus Lines Tax</th>
<th>Other</th>
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<tbody>
<tr>
<td>1. Alabama</td>
<td>X</td>
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<td></td>
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<td>2. Alaska</td>
<td>X</td>
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<td>3. Arizona</td>
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<td>5. Delaware</td>
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<tr>
<td>6. Dist. of Columbia</td>
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</tr>
<tr>
<td>7. Hawaii</td>
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<td>8. Idaho</td>
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<td>X</td>
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</tr>
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<td>9. Indiana</td>
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<tr>
<td>10. Michigan</td>
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</tr>
<tr>
<td>11. Montana</td>
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<td>13. New Hampshire</td>
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<tr>
<td>14. New Mexico</td>
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<td>15. New York</td>
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<td>16. North Dakota</td>
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<tr>
<td>20. Tennessee</td>
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<td>21. West Virginia</td>
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</tr>
<tr>
<td>22. Virgin Islands</td>
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<td>X</td>
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</tr>
<tr>
<td>23. Wyoming</td>
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<td></td>
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<tr>
<td><strong>Totals</strong></td>
<td><strong>18</strong></td>
<td><strong>15</strong></td>
<td><strong>7</strong></td>
</tr>
</tbody>
</table>

*Required

OPTins Available Services
- Premium Tax Filing and Payment
- Surplus Lines Tax Filing and Payment – Single State
- Other State-specific Filings (e.g., State Assessments, Captive Filings, Fire Insurance Fees, Motor Vehicle Enforcement Fee, Annual Contracted Producers)

Fiscal Request
A fiscal request was approved as part of the 2013 budget process to complete the development and implementation phases for the use of OPTins as an optional Non-admitted Insurance Multi-State Agreement (NIMA) clearinghouse. The fiscal was revised as part of the 2014 budget process and, in early 2014, the members decided to pursue enhancements to the existing OPTins application that will benefit all states, deferring functionality for an optional clearinghouse. This project will be completed as of March 31.

New Functionality Released in 2015
OPTins 4.17 (February):
- Reports, Search and Transaction Usage Metrics
- Mapping Extended to Payments; Additional System Consistency Validations
- Enhanced Transformer for Quicker State-Specific Report Generations
- Enhanced Search Criteria
- Error Messaging Improvements
- Extended Manual Entry by State and Data Export Features
- Expanded Visibility of Draft Filings
- Performance Enhancements
- Notifications Tool to Improve Communication with OPTins Users
- Improved Integration Between Form Data and OPTins Interface
- Redesign of Search Interface
• Transaction Report Available as Excel File
• Not Filed Report for Non-SBS States
• Improvements to Paper Filing Feature
• Improvements to Transaction Functionality
• Migration to the JBoss Platform

**Upcoming Implementations/Activity**
First quarter 2015 focus:
• Additional Tax Form Mapping
• Improved Error Messages for Uploaded Forms
• General User Interface Consistency Changes

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MEMORANDUM

TO: Information Systems (EX1) Task Force

FROM: Joy Morrison, Assistant Director, SERFF/OPTins

CC: Denise Matthews, Director, Information Systems Division

DATE: March 13, 2015

RE: SERFF Update

SERFF Transaction Volume
SERFF’s transaction volume in 2014 was 7.9% over budget; revenue was 8.9% over budget. SERFF was expected to receive approximately 600,000 filing transactions in 2014 and ended the year at 644,158. This overage is attributable to overall growth across all business types. The 2014 budget anticipated 18,000 qualified health plan (QHP) filings related to health care reform. There were 46,147 plans submitted in 2014 and 34,942 plans submitted in 2013.

There is a 5% increase in revenue anticipated in the 2015 budget. Through February, transactions and revenue are both very close to the budgeted amounts.

SERFF Development
- **SERFF Production Releases**
  - SERFF v6.7.4 was released Dec. 11, 2014, and contained the final piece of the SERFF Filing Access (SFA) project, which allows plan management binders to be viewed via the interface.
- **IIPRC Enhancements** – With the SERFF v6.7.4 release, filers are now able to add a company to a draft compact filing. The IIPRC is prioritizing other enhancement requests it would like to have slated for development.

NAIC Initiatives
SERFF was scheduled for NAIC application server upgrades in 2014; it was anticipated that the SERFF application and Web services would be moved to JBoss in January 2015. Issues with the infrastructure have prevented a move to the production environment; however, the team hopes to complete testing and migrate in March. The SERFF team has begun the work on the implementation of NetIQ, but those efforts have been delayed by the extended JBoss implementation.

SERFF State Implementation
The implementation team is working on its annual state satisfaction surveys and preparing for the upcoming NAIC E-Regulation Conference.

Health Care Reform Update
- **State Plan Management Requirements Implementation** – The implementation team is hosting calls with each state to: 1) identify changes in their submission requirements for plan management, 2) gather deadline information for issuers; and 3) discuss the federal deadlines.
- **Plan Validations** – Federal validation services for the 2016 plans are expected to be available beginning March 16. The federal Centers for Medicare & Medicaid Services (CMS) has a few change windows established but those transfers are usually minimal.
- **Initial Transfer Deadline** – All plans must be transferred via the federal transfer services by April 15.

SERFF Filing Access
The development project is complete, and there are now 25 states using SFA for at least one business type. The implementation team continues to work with states interested in implementing this tool.

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The applications maintained by the SPL team are all running on the NAIC’s recently deployed application server, JBoss. The project to migrate applications to this new server completed in November 2014, as scheduled.

Another important initiative the SPL team is working on with the NIPR staff is the Contact Change Request (CCR) project. The SPL team completed the enhancements to the state I-SITE reports to display email addresses. In January, the NIPR made the CCR Web application available to producers. As of this report, 31 of 53 states have implemented both receipt and processing of CCR transactions. Thirty-nine of 53 states have completed the implementation of the Common Architecture (C/A) piece, which loads the email information from the states into the SPL database. Four additional states are waiting testing sign-off to complete their C/A implementation. Accepting and processing transactions from the industry front-end CCR application, and returning that data back to the NAIC SPL database through the C/A process, completes the end-to-end CCR process.

The SPL team is working with the NIPR staff to create a set of Web services to complement the business flow surrounding producer licensing transaction processing. The Web services remove the dependency on the secure file transfer protocol (FTP) server, as well as eliminate the complexity that the State Process application added to the process. In an effort to eliminate process holds, and put control into the state’s hands regarding when best to process transactions, the following Web services will be available in 2015:

- A Web service to retrieve the NAIC Gateway transactions and update them in the state’s database.
- A response Web service that allows the states to return transaction resolution information to the process. This real-time Web service will enhance the NAIC Gateway system by replacing a file-based batch process, thereby eliminating the dependency on the secure FTP server.
- An E-Commerce Web service, which is an upgrade of the scheduled E-Commerce report, will allow the states to retrieve the current, or any previous day’s, reconciliation report.

The SPL data load process is a key focus for the team, and efforts to complete the enhancements to the Loads application continues. The project is making use of the Scrum agile methodology and the remaining work is detailed in the project backlog, which is scheduled to be reviewed by internal business partners March 25. This meeting is intended to scope the items required for the first release of the project. The agile team has been impacted recently by the loss of several key team members. This, and other staffing issues that impacted the project in late 2014, may result in the need to deliver new features in a later phase. That will be determined as a part of the March 25 review. An update on the project will be provided to the Task Force at the Summer National Meeting.