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Information Systems (EX1) Task Force
Boston, Massachusetts
August 3, 2018

The Information Systems (EX1) Task Force met in Boston, MA, Aug. 3, 2018. The following Task Force members participated: Chlora Lindley-Myers, Vice Chair, and Cynthia Amann (MO); Lori K. Wing-Heier represented by Chris Murray and Anna Latham (AK); Dave Jones represented by David Noronha (CA); Nancy G. Atkins represented by Satish Akula (KY); John Elias (NH); Jillian Froment represented by Angela Dingus and Tynesia Dorsey (OH); John D. Doak represented by Glenn Disher (OK); Kent Sullivan represented by Chris Herrick (TX); and Scott A. White represented by Vicki Ayers (VA). Also participating were: Peg Brown (CO); Robin David and Frank Pyle (DE); Doug Ommen (IA); and Kathy Shortt (NC).

1. **Adopted its Spring National Meeting Minutes**

   Ms. Dingus made a motion, seconded by Mr. Disher, to adopt the Task Force’s March 23 minutes (*see NAIC Proceedings – Spring 2018, Information Systems (EX1) Task Force*). The motion passed unanimously.

2. **Adopted its 2018 Amended Charges**

   Director Lindley-Myers reported the Information Systems (EX1) Task Force is requesting the Subcommittee consider amendments to its 2018 charges, which include disbanding the Technical Consulting (EX1) Working Group. This will help focus the efforts of the Task Force and support the broader goal of the NAIC membership to streamline committee-related activities.

   Ms. Ayers made a motion, seconded by Mr. Murray, to adopt the Task Force’s 2018 amended charges (Attachment One). The motion passed unanimously.

3. **Adopted its 2019 Proposed Charges**

   Director Lindley-Myers reported on the Task Force’s 2019 proposed charges. She said the 2019 proposed charges do not reflect any changes from the 2018 amended charges adopted today by the Task Force. Ms. Dingus made a motion, seconded by Ms. Ayers, to adopt the Task Force’s 2019 proposed charges (Attachment Two). The motion passed unanimously.

4. **Received an Update on Technology Proposals Reviewed by the Technical Consulting (EX1) Working Group**

   Mr. Noronha reported the Technical Consulting (EX1) Working Group met July 25 and reviewed the following fiscal impact statements: 1) Dynamic Content Website – Phase II; and 2) Enterprise Data Platform and Data Warehouse – Phase I. After reviewing the proposals and discussing various aspects of each, the Working Group members unanimously concurred with the technical approach described by the two projects.

5. **Received the IT Operational Report**

   Scott Morris (NAIC) highlighted three sections included in the Information Technology (IT) Operational Report that the Task Force members received, which outlines work the NAIC Information Technology Group (ITG) performs and provides insight into operations.

   a. **Innovation and Technology**

   The team continues to improve system availability and performance with best practices for change management, incident management and new monitoring tools. As a result, there has been a downward trend of customer-impacting events. One new monitoring tool is Dynatrace. This tool provides a view into the customer experience the team has not seen before. It is helping to understand the experience from a user perspective, head off issues before they impact customers and more quickly pinpoint the root cause when issues occur.
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Key to the continuous integration and delivery (CI/CD) initiative, GitLab is the new source control management system that will enable delivering smaller changes more quickly, so the team can deliver products and services to end users faster. More than 100 staff are in the platform with more than 200 projects, and GitLab has helped with increased communication and collaboration. Historically, code has been stored in silos and not shared among teams. As GitLab is being implemented, a new process called the “pipeline” automates every step, from when a developer submits code to deploying it and making it available for customers. It enforces a common process with standard quality and security checks along the way, which is a critical step in moving applications to the new cloud environment.

The Analytics Data Warehouse (ADW) Project has accelerated quickly. This is the cloud database focused on better organizing all of the NAIC data, giving state insurance regulators centralized access to data, as well as simplifying how data is stored so that it can be more easily consumed. Initial efforts focused on credit branded risk data to help inform technical decisions. This effort has ingested more than 1.2 billion rows of data from operational data stores. This new data representation is less complex (100 versus 20,000 tables for financial data) and is optimized for analytics use-cases, which will facilitate future work using artificial intelligence (AI) and machine learning. This initial groundwork is critical to the future success of the data platform and the NAIC’s larger data strategy.

b. Service and Support

In the months following hurricanes Irma and Maria, the NAIC Service Desk, in conjunction with the National Insurance Producer Registry (NIPR) and State Based Systems (SBS), launched a consumer assistance emergency call center to assist with call overflow from the Puerto Rico Office of Commissioner of Insurance (Puerto Rico Office). This call center consists of bilingual temporary staff hired locally from the Kansas City, MO, area, and is managed by the NAIC Service Desk, with assistance from the NIPR State Support team and NAIC Market Regulation Department. Staff in the NAIC’s Kansas City, MO, office enter consumer inquiries into the SBS application, where they are triaged and addressed by the Puerto Rico Office.

In a great example of moving faster and being more innovative, the NAIC assisted NIPR to launch a new call center technology based on Amazon Connect, a cloud-based call center platform. The project took about four-to-six weeks from start to finish, was not costly to get started and came in under budget. This project has increased the NIPR Customer Service team’s capacity to handle calls, by leveraging Amazon intelligent automated call tree technology based on Amazon’s Alexa platform. In June, the NIPR “FAQ Bot” handled 2,125 customer inquiries and scheduled 13,263 “callbacks” to schedule time for a customer service representative to call the customer back.

Regarding service incidents, the number of P1, P2 and P3 (urgent, high and medium) inquiries have decreased, when comparing the first six months of 2018 with the last six months of 2017. The team continues to centralize on one ticketing platform and has added some additional teams outside of the ITG, resulting in 2,000 additional calls per month.

c. Team Update

The ITG completed an engagement survey for the third consecutive year measuring the level of connection, motivation and commitment staff feel for their place of work. When comparing results from the same staff groups that took the survey last year, there was an engagement level of 76%, which is a 4% increase over 2017 results. Forty-four new respondents from a group recently incorporated into the ITG were also surveyed. Key areas of improvement since last year align with leadership efforts to improve communication, promote change and encourage innovation. The ITG leadership team will complete a more in-depth analysis of survey results and build an action plan for the coming year.

The NAIC’s State Ahead strategic plan is not just about new technology, it is also improving how the team delivers services. The 2018 ITG Engagement Survey results indicated the change management effort is going well. Staff responses on questions about innovation, teamwork and enablement indicate progress in providing employees with the tools and encouragement they need to assist in the technology transformation that is underway at the NAIC. Multiple forums continue to be held and open communication is encouraged in these forums, one-on-one, and through communication tools like Slack.

Seventeen staff recently demonstrated initiative to learn and develop by earning certifications. Fourteen staff received cloud certifications and three staff received Information Technology Infrastructure Library (ITIL) certifications.
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6. Received Project Status Reports

NAIC staff prepared a project status report for each active technical project included in the meeting materials on StateNet. Four departments also provided an update to the projects managed in their areas.

   a. Filing Solutions

Bridget Kieras (NAIC) reported on two closed projects and three active projects.

SERFF Plan Management 2018 was approved in January and closed June 30. The project was on budget, slightly under in staff hours and delivered early. The project introduced a new feature (i.e., the ability for a state to perform a preliminary plan transfer without sending rate date), included changes to support the 2019 templates and included some general updates to plan management functionality.

VISION Phase IIA began in July 2017 and was closed in March. The project added functionality to the VISION application to support the Qualified U.S. Financial Institution (QUSFI) List, which replaces the Securities Valuation Office (SVO) Bank List. The resulting functionality replaced a paper application and manual review process.

The InsData Rewrite project began in July 2017 and is a cloud-native application. InsData provides a means to purchase portable document format (PDF) files of the financial statements filed with the NAIC. The project improves the user interface and reduces manual tasks to administer the application. The InsData Rewrite project was originally scheduled to conclude in April 2018; however, a project change request was approved to extend the project into early August. The application has been deployed to production but is not yet live for customers. The project introduces several new technologies, and the NAIC teams are currently working through some final environment configuration issues.

The OPTins Rewrite project will be the third cloud-native application for the Filing Solutions Department. The project began in early March and is scheduled through June 2019. The project will bring improved functionality for state and industry users and will leverage modern cloud architecture. The team is currently coding user interface screens, building microservices, assessing the database conversion, and evaluating potential new tools and technologies.

VISION Phase II began in March and is scheduled into April 2019. This project incorporates the Business Entity Cross-Reference Service and Global Instrument Cross-Reference Service data sets into VISION. Incorporation of this data into VISION will allow filings and ratings for securities that do not have a Committee on Uniform Security Identification Procedures (CUSIP) number, thereby reducing exceptions reported on Schedule D. The team has completed the first release for the project, which refactored code to allow multiple identifiers for securities. The second increment of the project is now underway. When this increment concludes, the system will be able to process securities that have an International Securities Identification Number (ISIN), but not a CUSIP number from credit rating provider data feeds, and then assign an NAIC designation.

   b. Market, Financial and Licensing Systems

Ginny Ewing (NAIC) reported on four active projects.

The Consumer Information Source (CIS) Redesign project started in April and is scheduled to release in December. The project will provide enhancements to the public release and display of information about insurance companies. The type of data available, the display of data and search capabilities will be enhanced to provide a more consumer-driven experience. The team worked with a user interface/user experience consulting group on the initial design and solicited feedback from representatives from the state insurance departments, the industry and consumer groups. The team is now working with the NAIC Communications Division to integrate CIS functionality into the NAIC consumer web pages. In addition, Tableau will be leveraged heavily to present data with improved visualization. The first beta release is planned for September, with additional releases planned through October to incorporate feedback. The project is on time and on budget.

The Financial Analysis Tools Redesign project started in February and will lay the groundwork to deliver financial data in a more dynamic state for the state insurance financial analysts. The focus of the initial phase is the Property Credit Branded Risk interface for the annual reporting period. There are 43 subsections in the dashboard. Ten of those have been completed in
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Tableau, and the team is evaluating various methods to execute the supporting calculations. So far, this project is accessing more than 588 million rows of financial data stored in a PostgreSQL database. The project is on time and on budget.

The Market Conduct Annual Statement (MCAS) Redesign project was approved July 2017. This project is leveraging the existing Regulatory Data Collection (RDC) system, and the team’s initial focus includes migrating RDC to Amazon Web Services (AWS). Just a few tasks remain to complete that milestone including load/performance testing. In order to ensure the MCAS industry interface is ready for the upcoming data year, the team had to shift its attention to the MCAS-specific development tasks. Ms. Ewing gave a favorable report of a demo she saw of the new interface when it was delivered to business partners for their review. A project change request was recently approved to extend the end date through January 2019.

The Online Fraud Reporting System (OFRS) project started in January and is scheduled through September. The OFRS provides the means for consumers, the industry and regulators to report alleged fraudulent activities to state insurance departments. This project updates the OFRS to meet NAIC cybersecurity standards and addresses business requirements to accept attachments. The project was originally slated to be developed as a “cloud-ready” application; however, after the cloud Platform Engineering Team determined it could support additional cloud development projects, the NAIC agreed to build this new system as a cloud-native application. The team has made good progress on the new technical design and getting familiar with the AWS development environment. The team is currently working with regulator subject-matter experts to finalize the requirements as the buildout process begins. The project is on budget; however, it is behind schedule primarily due to the cloud learning curve (CI/CD pipeline and platform). A project change request will be submitted by then end of August.

c. Enterprise Project Management Office (EPMO)

Cheryl McGee (NAIC) reported on five active projects and four closed projects.

The Cloud Development Tools Modernization project is the second phase for the NAIC’s transition to the cloud. The project started mid-April and is scheduled to complete February 2019. The project is currently on schedule to implement the infrastructure, tools, staff training and automated processes to prepare for the 2019 cloud migrations. The project also includes improving the automation of internal security and governance.

Data De-identification project will remove or de-identify personally identifiable information (PII) data in nonproduction environments. Recent accomplishments include selecting a vendor and working through the contract process for that vendor. Work continues to document PII data elements from the various areas.

The Enterprise Web Security project deliverables include the purchase of additional licensing to support authentication options; and creating policies, standards and processes for the appropriate authentication option. It also includes piloting the framework for one application and documenting a communication plan for users. There have been several learnings over the past few months and the team is currently evaluating additional options for two-factor authentication.

The Security Application Enhancements project tracks the work of the application teams as they continue to make security enhancements to the NAIC applications.

The Windows 10/Office 365 project is on schedule to complete the end of November. The pilot phase is nearing completion and the controlled rollout to all NAIC and NIPR staff will begin soon.

The following projects completed since the spring meeting: Business Intelligence (BI) Framework and Data Analytics; Clouding Landing Zone and Roadmap; Online Content Management System (CMS); and TeamMate SQL Server Upgrade and Reconfiguration.

d. SBS

Jennifer Boren (NAIC) reported on the SBS team’s continued focus on system stability and preparing for the transition of nine remaining states from the legacy platform to the current SBS system. By using the new monitoring tool, Dynatrace, the team has seen visible improvements in SBS performance metrics and a decrease in performance-related service desk tickets. In the last newsletter, a chart was included that showed a significant reduction in system bugs over the past 18 months.
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The team is working on implementing South Carolina and is scheduled to go live in mid-October. Ms. Boren also reported the architecture and development teams have been conducting scalability testing to determine what further actions are necessary to ensure the system will perform well when the remaining nine legacy states are transitioned. The business analysts and product management team have been collecting details about functionality that needs to be refined to support those nine states. This work is being planned over the next few months, along with additional stability efforts, so the team can be confident moving forward with the transitions in 2019. The team has worked with NIPR on timing, and the business analysis team will be contacting the states over the next few months to start scheduling transition dates.

7. Discussed the iSite+ Application

Ms. Ewing provided an overview of the iSite+ application. In the 1990s, the Internet State Interface Technology Enhancement (I-SITE) was introduced to provide state insurance regulators access to data critical to their work. The current and enhanced version of this application is called iSite+ and was released in 2016.

iSite+ provides access to 53 summary reports, 35 individual reports, 35 Personalized Information Capture System (PICS) events, 17 applications (used to enter/maintain data) and more than 20 utilities—all related to financial, market regulation, producer licensing information and other data. iSite+ is available to all state insurance regulators and can be requested for contractors working for the state insurance departments. Access requires a security role, and additional roles are required to access the majority of the underlying applications. Access can easily be requested by a state’s NAIC IT liaison or through the NAIC Service Desk.

In general, data can be accessed for a specified entity or a group of entities. Some examples of reports include company demographics, compliance reports, financial statement data, financial analysis/examination, market analysis and MCAS. iSite+ also provides easy access to the member calendar, news releases, Consumer Alerts, NewsWire and Lyris bulletin boards.

PICS allows users to set up customized notifications. PICS event categories include company demographics, financial analysis, market regulation and online fraud reporting. Users may request additional event notifications by using the “Suggest Event” feature.

Having no further business, the Information Systems (EX1) Task Force adjourned.

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