

SERFF MIGRATION - ORACLE OR BUST!

Many of you have already heard the phrase “data migration” in discussions about SERFF v5, but do you really know what that entails? It’s an important enough topic that we’re devoting the entire newsletter to it to help ensure that all SERFF users are aware of how migration affects their filings.

SERFF’s data migration refers to the movement, or migration, of the data from the current Lotus Notes databases to a new home in Oracle. The data must be migrated both to the database at the NAIC and, for industry, the databases at their Data Host. What data is being migrated? Pretty much everything: Filings, Companies and Contacts, Preferences, Report Definitions, Filing Rules, even Users. There are, literally, millions of documents in SERFF. All of those have various elements of data and many of them have attachments.

Planning the migration has been one of the most challenging tasks of SERFF v5. The completeness and integrity of the data in SERFF is our foremost concern. When SERFF was first piloted in late 1997, there was very little field validation in the application. This was done to allow flexibility and encourage usage. Over time, the SERFF community has made some good strides toward uniformity and so we’ve tightened up what values can go in which fields and which are required vs. optional. Moving toward a more structured data model means the existing data has to either be cleaned up or left behind. Fortunately, very few fields have been left behind and only a handful will need to be manually cleaned up before migration. However, there are changes of which you need to be aware and we want to give you every opportunity make good business decisions regarding your data.

This newsletter focuses on some of the key migration issues of which users need to be aware, but we cannot cover everything in two pages. Additional details about the migration were sent with this newsletter and have been posted to our website at <http://www.serff.com/redesign.htm>. We encourage you to not only carefully read this newsletter, but also read the Migration Details document and review the specifics about the SERFF v5 Data Migration.

Migration Milestones You Need to Know

The Migration Plan for SERFF v5 is very detailed and lengthy—you don’t need to be familiar with all of it but there are a few dates you’ll want to know:

September 1 *User Admin Freeze* - No additional users or instances will be added to SERFF. This is to minimize the risk that any users or databases will be skipped in the migration process.

September 21 *Filing Rules & Config Snapshot*— The SERFF team will take a snapshot of Filing Rules and the Config databases for migration. These databases include TOIs, General Instructions, Submission Requirements, Companies, Contacts, and User and Instance Preferences. Any changes made to these databases after Thursday, September 21 will not migrate and will have to be re-entered once v5 is released.

September 22 *No weekend access to SERFF*- This is the first of six consecutive weekends where there will be no access to SERFF while the SERFF team migrates data. The system will be unavailable from 7 pm CST Friday to 6 am CST Monday on the weekends of September 22, September 29, October 6, October 13, and October 20 and also Rollout Weekend (see below).

September 22 *The Migration Begins!*— The first weekend will be used to migrate Users, Filing Rules, Companies and Contacts and Preferences. Following weekends will be dedicated to migration of filing data.

September 29 *Filings Not to Be Migrated Identified*- Companies and States with filings that cannot be migrated will be notified and reminded to PDF these filings.

October 26 *Last Day of SERFF as we know it - Thursday, October 26th is the last day to use SERFF v4.6.*

October 27 *Release Weekend* - All SERFF access will be shut off at 7 pm CST on Thursday, October 26. There will be no access to SERFF on Friday, October 27 or throughout the weekend. Migration tasks will be completed over this weekend and the new system will be moved to production.



STATE SUBMISSION REQUIREMENTS CLEAN-UP IS UNDERWAY

Are you Ready?

Thank you, Arizona Life & Health, Kansas Fire & Casualty, Louisiana Life, Missouri P&C, New Hampshire P&C and Tennessee P&C for stepping up and leading the way as we prepare to migrate state data to v5. They have standardized their Filing Types where applicable, created the Filing Type combinations that they are accepting, and removed Submission Requirements that will become redundant when SERFF v5 rolls out. GREAT JOB!

All existing Submission Requirements will migrate to the Supporting Documentation Schedule in v5. If the redundant requirements are not removed, it may cause confusion for both state and industry, and insurers may attach the same information in both places. This also means more work for the state analyst because they need to determine if the information is duplicate information.

The reason for the cleanup is to streamline the filing submission process and accommodate all of the new features in SERFF v5. This allows for a smoother transition because duplicate Submission Requirements will be eliminated. Insurers will only see those Submission Requirements they need for the type of filing they are submitting. For example, the 'NAIC Uniform Transmittal Document' will be built into the application itself, eliminating the need for a separate Submission Requirement on the Supporting Documentation Schedule. Another example is that data and attachments related to 'Policy Forms', 'Rates', and 'Manual Rules', etc. will be entered into the Form Schedule and/or Rate/Rule Schedule in SERFF v5.

JOIN THESE STATES AND LET US HELP YOU PREPARE FOR A SMOOTH TRANSITION TO SERFFv5!

Contact Teresa Kroll at 816-783-8698 or TKroll@naic.org or
Melissa Moeller at 816-783-8461 or MMoeller@naic.org
to get the ball rolling!

HEADS UP INDUSTRY USERS!

Although some of the above Submission Requirements have been, or will be, removed from the state instances, YOU ARE STILL REQUIRED TO SUBMIT THOSE REQUIREMENTS UNTIL SERFF v5 IS IN PRODUCTION AT THE END OF OCTOBER! The states still need to review those items in order to process your filing. Please review their General Instructions for more details. We appreciate your cooperation.

REPORT DEFINITIONS

In the current SERFF system, states utilize Report Definitions to save time in creating Problem Reports and Dispositions. This great tool has been improved for SERFF v5 and renamed Quick Text. However, one thing has changed that impacts SERFF state users.

SERFF v5 does not have a user-defined Quick Text. Accordingly, we will not migrate user-defined Report Definitions to the new system. Only those Report Definitions set at the instance level will be migrated.

To determine if you have user-defined Report Definitions, go to your User Preference document and click the Keyword Lists tab. Check the last three sections of that tab for any user-defined Report Definitions.

If you have user-defined Report Definitions that you want to keep, contact a user with the Config Editor role for your database and work with them to have these set up for the instance. You can do this work before 9/21 or after the release of SERFF v5.

THINGS THAT WILL NOT MIGRATE TO v5

Messages: Messages in SERFF v5 are structured differently than the current system, so we will not be able to migrate existing messages. Be sure to check your Message Center on the last day of the current system to check on any new messages that have come in. Print off any messages that will need follow-up on Monday, or use the v5 Search feature to check up on all your filings.

Exports: The export tool in SERFF today uses Lotus Script. The new export tool uses SQL script. Exports cannot be migrated from one to the other. The SERFF team will work with states to recreate their scripts, but industry users will need to recreate their own. However, that will be much easier with the v5 Export Tool! And remember, industry users must have a Data Host to utilize the Export Tool.

Pipelines: Pipelined version of filings will not be migrated. Be sure to download them before Thursday, October 26. or be prepared to recreate them in v5, using the new and improved instant Pipeline process!

Companies with invalid data: Company Documents with invalid required fields will not be migrated and will have to be recreated in v5. Earlier notice regarding clean up was sent to industry users, and the SERFF team is working with states on their clean up.

As migration progresses, we'll keep you posted on additional issues that may impact your data or use of SERFF v5.



Questions/Comments?

Contact us at 816-783-8990 or email at serffhelp@naic.org