SERFF Product Steering Committee Meeting

Wednesday, November 15

NAIC NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS

Table of Contents

Meeting Recording Link:
https://naic.webex.com/naic/ldr.php?RCID=b4c4a4f0363e7e3e7440286167d3c0f1

- Roll Call – page 3
- SERFF Modernization
  - Phase 3.1 - page 5
  - Industry Focus Group Survey – page 6
  - Tableau Deepdive – pages 7-10
    - Timestamp – 6:40-35:00
  - SERFF Modernization Contact Info – page 11
  - Engagement Activity Summary – page 12
  - Engagement Activity Questions – page 13
- 2023 Call Dates – page 14
- Engagement Activity Results – pages 15-37

Roll Call

- Roll was called for current PSC members

- Interested parties who called in and wish their attendance to be recorded can email lbandle@naic.org

SERFF Modernization Progress Updates

NAIC NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS

Phase 3.1 - Interstate Compact

- In Progress Work:
  - Rate/Rule Schedule
  - Filing Fee Configurations
  - Pre-Submission Check
- Upcoming Work:
  - Objections/Objection Letters
  - State Fee Calculation

Industry Focus Group Survey

- Link: Focus Group Survey
- Only for industry users
  - State users are being contacted separately for focus group participation
- Focus groups will be spun up gradually during the project

Tableau Reporting

NAIC NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS

'Reporting' Options

- Expanded options available for "Data Sharing"
  - Tableau
    - Once daily refreshes of data
    - Curated narrow data set
    - *Visualization of data*
  - Snowflake Shared State Account
    - Hourly refreshes of data
    - Curated broader data set
    - *State-level ad hoc analysis of data*
  - Appian User Reporting and Features
    - Real-time data
    - Application data set
    - *Operational, action-based data*

Tableau Reporting

- First set available now
  - Executive Level Overviews – 10,000 foot level view of the information
    - Totals
    - Averages
    - Current Year-to-Date/Previous Year-to-Date
- Next set in progress
  - Manager Level Overviews –1,000 foot level view of the information
    - Choose Date Range
    - Designed for monthly reporting and operational impact analysis

Tableau Walk-thru

- Next several PSC meetings
- Purpose:
  - Understand the User Interface
  - Understand the purpose of the dashboard
  - Give feedback and 'wish list' items

SERFF Modernization Contact Info

- **To request access to the Tableau Dashboards**
  - Email: serffuat@naic.org
- **For any questions, feedback, wishlist items, etc. related to the SERFF Modernization Project**
  - Email: serffmodernizationquestions@naic.org
- **SERFF Modernization Project Website**
  - https://serff.com/serff_modernization.htm

SERFF Modernization Engagement Activity

- Used online tool – Menti
- About 115 PSC attendees participated
- Main topics covered: Tableau Dashboards and Reporting
- Questions from the activity are on page 13
- Results from the Menti Activity start on page 15
- **If you were not able to participate in the activity or would like to expand on your answers, feel free to email responses to the questions to Lauren (lbandle@naic.org) and Bridget (bkieras@naic.org)**
  - Please include what type of SERFF user you are (state, industry, or other) and how frequently you use SERFF (daily, weekly, once a month or less) with your answers.

Engagement Activity Questions

- Did you find the Tableau Dashboard deep dive helpful?
- Would you find value in deep dives on the other Tableau Dashboards?
- What other information/questions do you want to be discussed in a future Tableau presentation?
- What other reporting scenarios/needs would you like to see addressed in the modernization project?
  - As an example of a scenario, we had a regulator reach out and say that they had seen a significant change in the number of filings submitted over a certain period of time compared to last year, and they wanted to be able to drill into that data to research the specifics of that change.

2023 Call Dates

- December 13

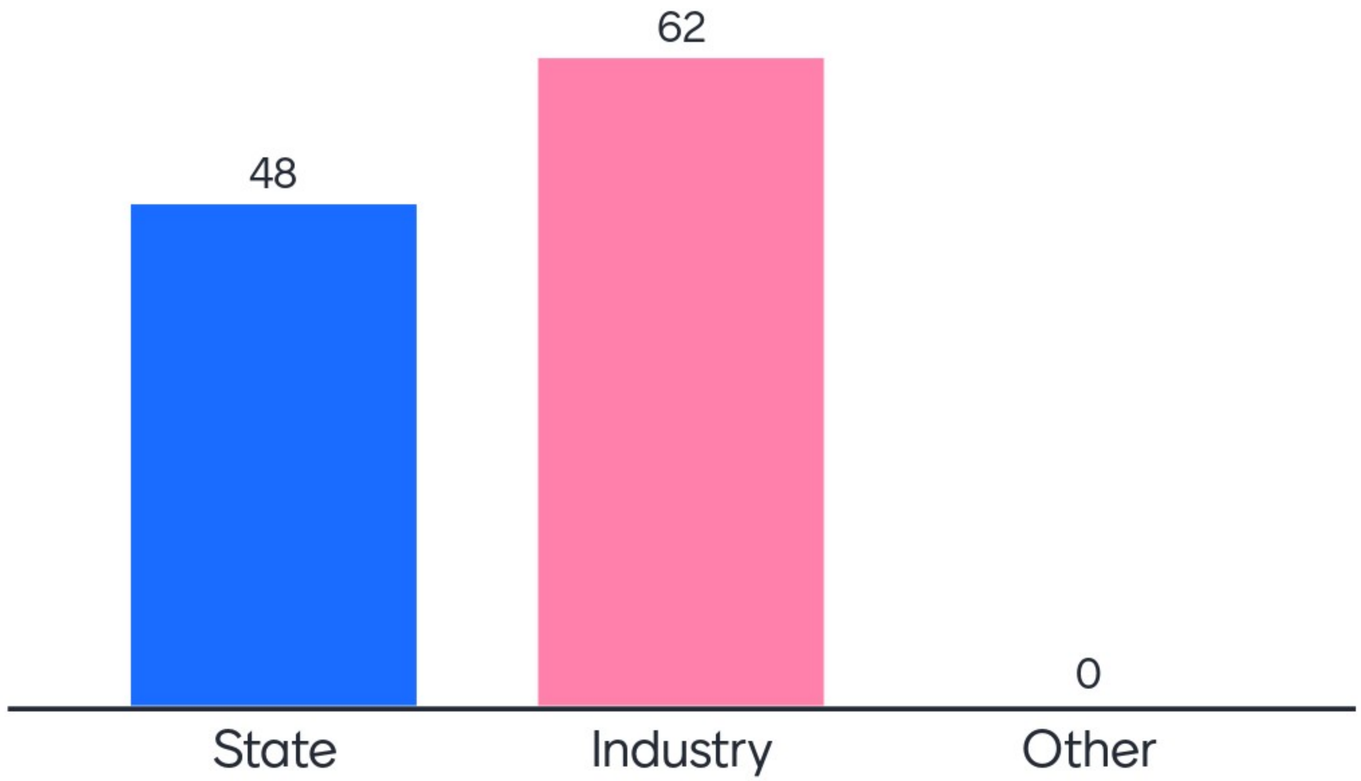
Mentimeter

November SERFF PSC

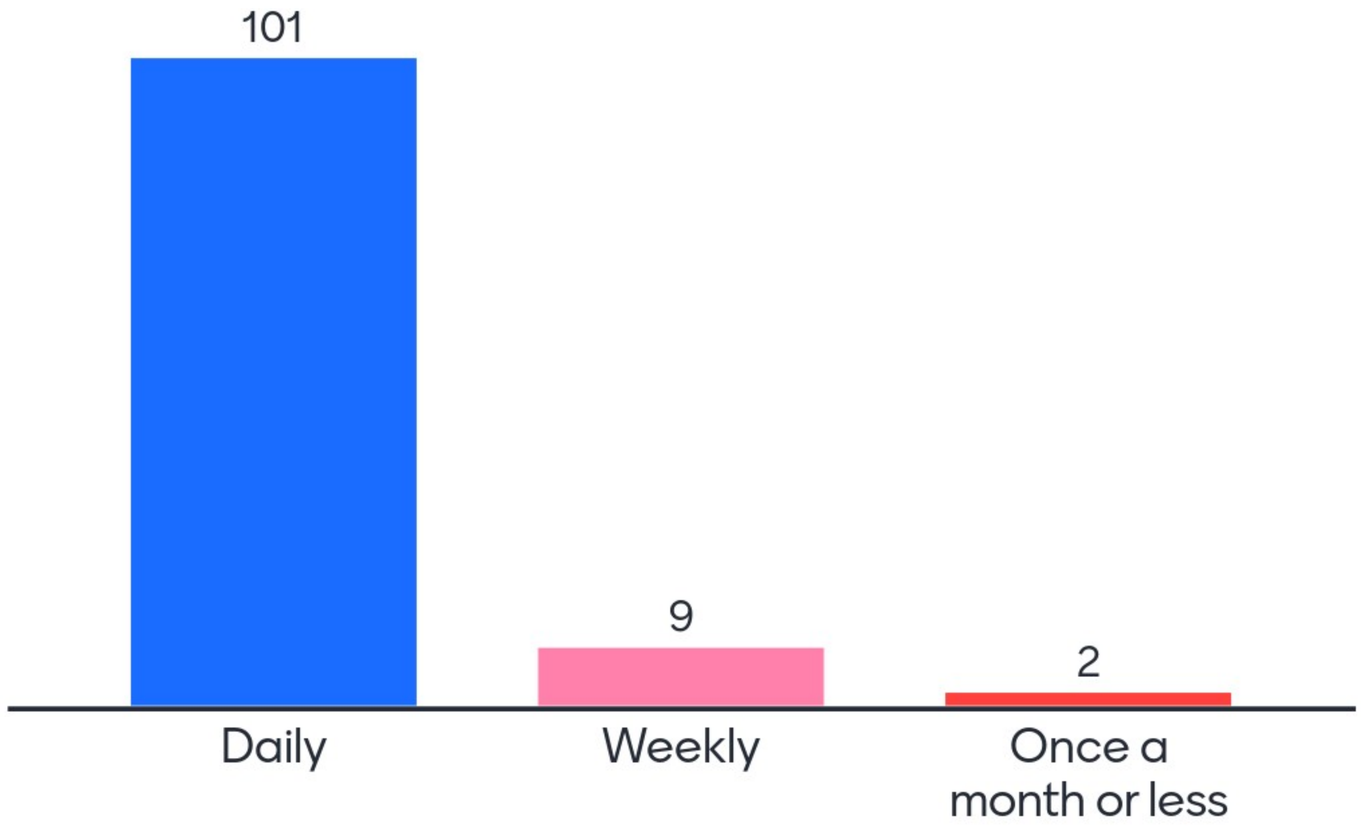
33

Mentimeter

What type of user are you?



How often do you use SERFF?

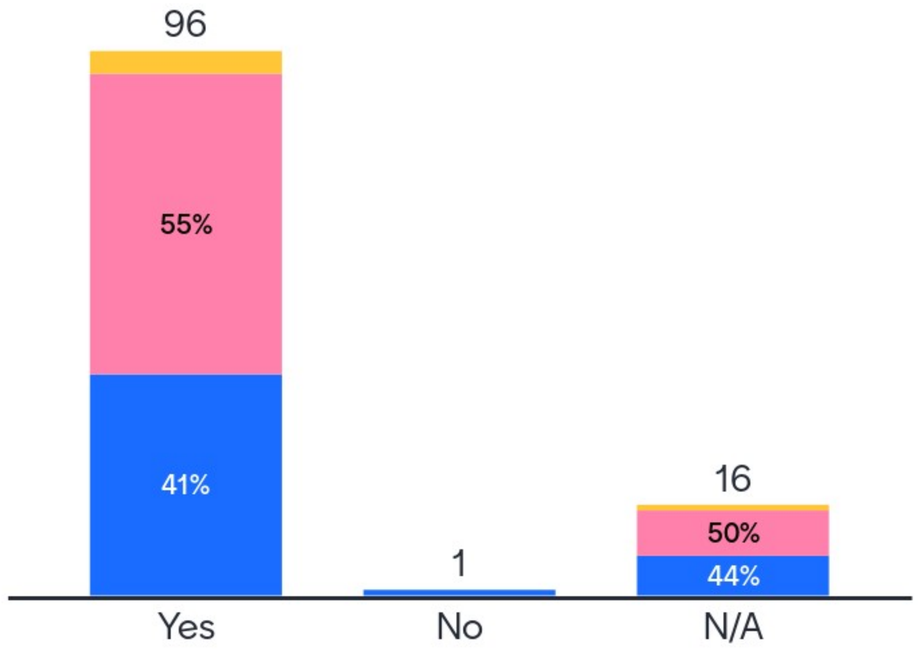


Mentimeter

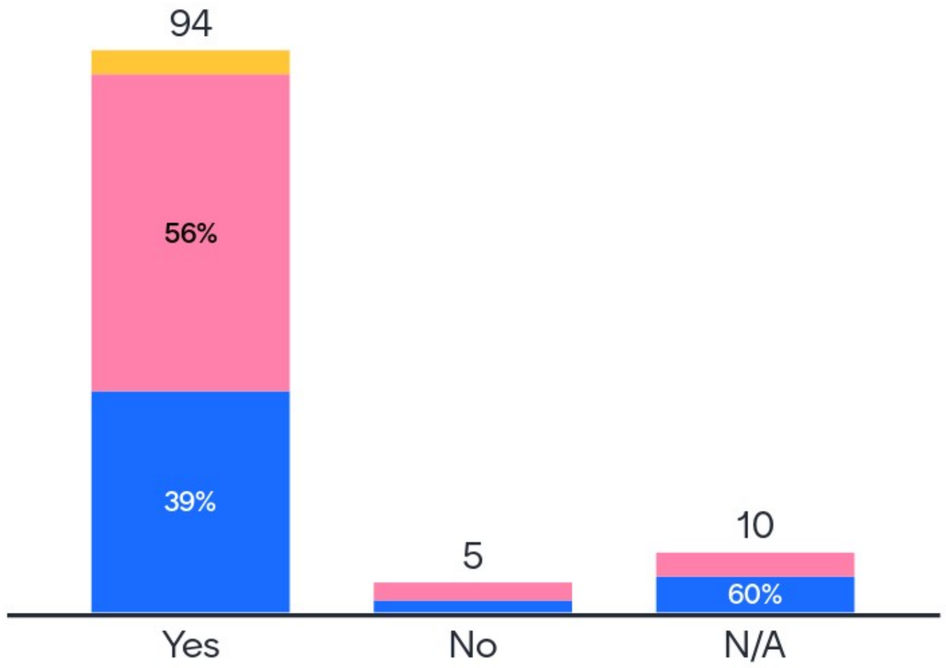
Tableau Dashboards

4

Did you find today's Tableau deep dive helpful?



Would you find value in deep dives on the other Tableau Dashboards?



Mentimeter

What other information/questions do you want to be discussed in a future Tableau presentation?

Metrics by individual user/filer.

none as of now

When can we pull data at a state reviewer level?

filer info for a manager

Details on what each column data sets entail.

Nothing now

Metrics by filer

Will be able to filter between SERFF instances?

10 54

What other information/questions do you want to be discussed in a future Tableau presentation?

What other data is available for us to see

Nothing at the moment

Nothing specific at the moment.

By specific filer and by groups of filers

how the exports look like and the data

Just overall how data is pulled and how it can be manipulated and sorted.

I don't have anything specific, just a good overview of how it works. I have access and have been going through it and see what type of information I may need.

Nothing at this time

What other information/questions do you want to be discussed in a future Tableau presentation?

metrics by filing type

Data by filerData by filing type (ex. Rate, rule, form)

Metrics by filer

Nothing at this time

Can we sort by open objections and due dates

info on company tracking numbers

More background info on the data that will be displayed in the dashboard and what customization is available, if any.

Include groups of state data.

What other information/questions do you want to be discussed in a future Tableau presentation?

Similar to what you showed today with how to expand information, export, change a view, etc.

Average processing time for filings

How to compare filings, reviewers, and companies

Filters by Filing Type

What other types of information is available?

Metrics by filer

Objection trends by state

Love to see demos.

What other information/questions do you want to be discussed in a future Tableau presentation?

Nothing at this time

Looks good - I can't think of anything at the moment.

objection searches based on topics or keywords

Clarification on what is currently available for reporting versus future design on what will be provided.

How can I access the data for my own dashboards? Suggestion: create state-focused data sources in Snowflake so I can just see Texas info as a regulator

I need to navigate a little more in the state SERFF Tableau platform first.

Metrics by user

Nothing specific now.

What other information/questions do you want to be discussed in a future Tableau presentation?

clarifications on what is or is not included in data being captured (ie Objections) does it include withdrawn items or would those be different status?

Would like to be able to get info in the tableau by the company's name for the filings.

More canned reports. metrics for managers. metrics by TOI's and sub-TOI's. Filing types

Groups and filers

Deem Dates for form filings

additional data that will be can pull ourselves to create customized reports

Would like more specific definition and source of data for each of the metrics. More information on exporting SERFF Tableau reports and data for further analysis and use outside of SERFF.

Add as much flexibility into the dashboards to allow customization by the user.

What other information/questions do you want to be discussed in a future Tableau presentation?

more info on how the different 'levels' present data, how it deferrers in the slicing and dicing aspect

Will Serff offer a dashboard at some point?

customization available for our specific needs

Timeframe for filings: submission date/disposition date

Tableau Summaries or Outliers, How to name reports and set reporting rules/schedules

Unsure at this time.

Total forms filed for given time frame and/or SERFF instance

Individual filer customized dashboard presentation.

What other information/questions do you want to be discussed in a future Tableau presentation?

What each Tableau report is used for, what it entails, how to use it meaning what you can do with each column and chart.

no

It could be helpful for a dataset index of queried fields to be created. Essentially a full list of the fields that are being queried one way or another anywhere in the current dashboard set.

Nothing at the moment

Looking for stats on Filing submission timelines to approvals. Also, submission dates to first DOI Objection. In general, how can we monitor the turn around time by DOI by Filing types.

Nothing at this time

Tableau isn't applicable for me

N/A

What other information/questions do you want to be discussed in a future Tableau presentation?

filter to include draft filings for total filings stored by instance

N/A

For example, if we got a question from the business, we could look at the dataset index and see if that type of data is even available in any way in the dashboards.

Can Tableau workbook reports and data sources be exported and then opened/worked with in a user's own local licensed copy Tableau software if users have that available?

Add ability for Tableau to create queries/reports similar to current canned SERFF reports

I did not see in this presentation how to separate life from health, will that be available to separate out into P&C, Life, Health?

Should also show paper filings

API integration of Tableau data to our internal systems or databases

Mentimeter

Reporting

5

Mentimeter

What are other reporting scenarios/needs would you like to see addressed?

Average days from submission to approval.

productivity, time to close

Group data by a set of states.

Total fees paid by month per Company (improved report vs. EFT report)

Average number of objections per filing.

Submit to disposition times

Filing Counts (how many filings we submitted, responded to objections, how many objections, how many dispositions)(Monthly, YTD))

Objections trends

2 36

Mentimeter

What are other reporting scenarios/needs would you like to see addressed?

Turnaround times, average number of objections

Average number of objection points per objection

Repeated objections from states.

Weekly snapshot of filing loads (regularly scheduled static report).

Industry side - would like to see number of days from submission to approval

Average days from submission to approval by state

availability to extract data to create customized reports

None at this time

2 36

What are other reporting scenarios/needs would you like to see addressed?

i just want to be able to access the source data for my own Tableau dashboards

reasons for objections - is there trends for certain states

Objections. Time to approval.

filters for types of filings

Reoccurring objections

Project level data.

We would like to see data similar to what we get in SERFF State Turnaround Report. Avg. State Turnaround Days and Total Number of Filings by business type of Life, Health, P&C.

avg review time per state (submission to Disposition)

What are other reporting scenarios/needs would you like to see addressed?

Number of pages in filing

Nothing at this time

snapshot of what each filer does (Monthly/YTD)

Average days - for approval, for companies to respond by objections etc. with the ability to filter by filing types

Within P&C, will there be the ability to get detailed data and trends by TOI/Sub TOI ?

Filings with a breakdown on number of Objection letters

Report on Company Tracking Numbers

turnaround time in responding to objections,group data by states and lines of business.

Mentimeter

What are other reporting scenarios/needs would you like to see addressed?

Average number of objections in each filing

availability to save reports to reuse frequently without having to create every time

Average number of objections and time to respond

Number of characters in objection

Compare oldest filing by age to longest in pending.

repeating the same objections

Filing Counts by filer

average timeframe by approvals/dispositions from the original filing date.

2 36

Mentimeter

What are other reporting scenarios/needs would you like to see addressed?

Filing timeframes (submission to approval/disposition) by LOB

filings per TOI

Ability to custom build reports and export

Filing counts by filer/team

Filing count with form count per analyst

Average number of objection letters sent on particular filings

management always wants to know how long it will be for a filing to be approved. since you will have all companies in the US data, care to do some predictive guesses :)

lines of insurance

2 36

What are other reporting scenarios/needs would you like to see addressed?

Turnaround time by filers

Average time from submission to final disposition.Average time from Objection Letter Submission to Objection Response SubmissionYoY count changesPercentage of filings with objections for a project

Objections. It would be nice to see actual listing of objections by state

Status of a particular filing and how many days it has been pending. What lines of business they are and who submitted it.

Running averages for total review times by State, filing types, etc.

Active or Inactive forms, alerts in regard to approvals of forms in multiple states.

Reporting by Product, TOI, Filing types, forms versus rates and rules. Reporting in rate change activity...

Contact Oregon and I can give you some samples of report catalog reports.