

SERFF Product Steering Committee Meeting

Wednesday, October 19

Table of Contents

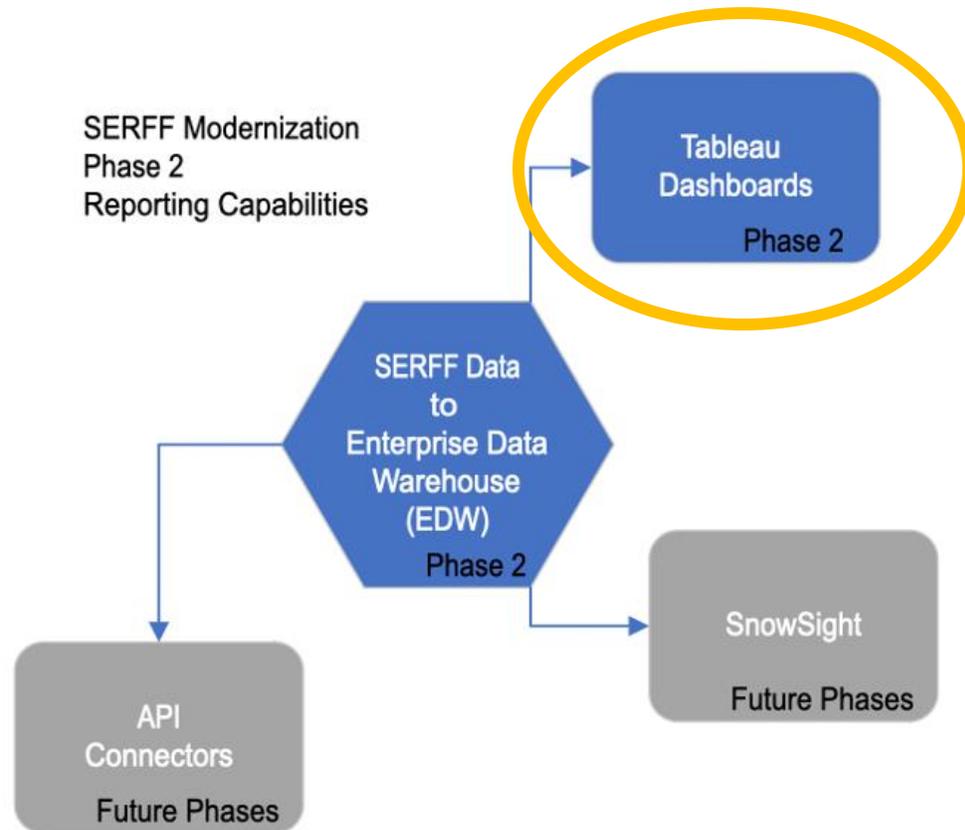
- Roll Call - page 3
- SERFF Modernization - page 4
 - Phase 2 Update - pages 5-6
 - Phase 3.1 Update - page 7
 - Phase 1 Update - page 8
 - Demo Recording link and timestamps - page 9
 - Post-Demo Questions - page 10
 - Industry Focus Group Survey - page 11
- Next Call Dates - page 12
- Post-Demo Questions Results - pages 13-38

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

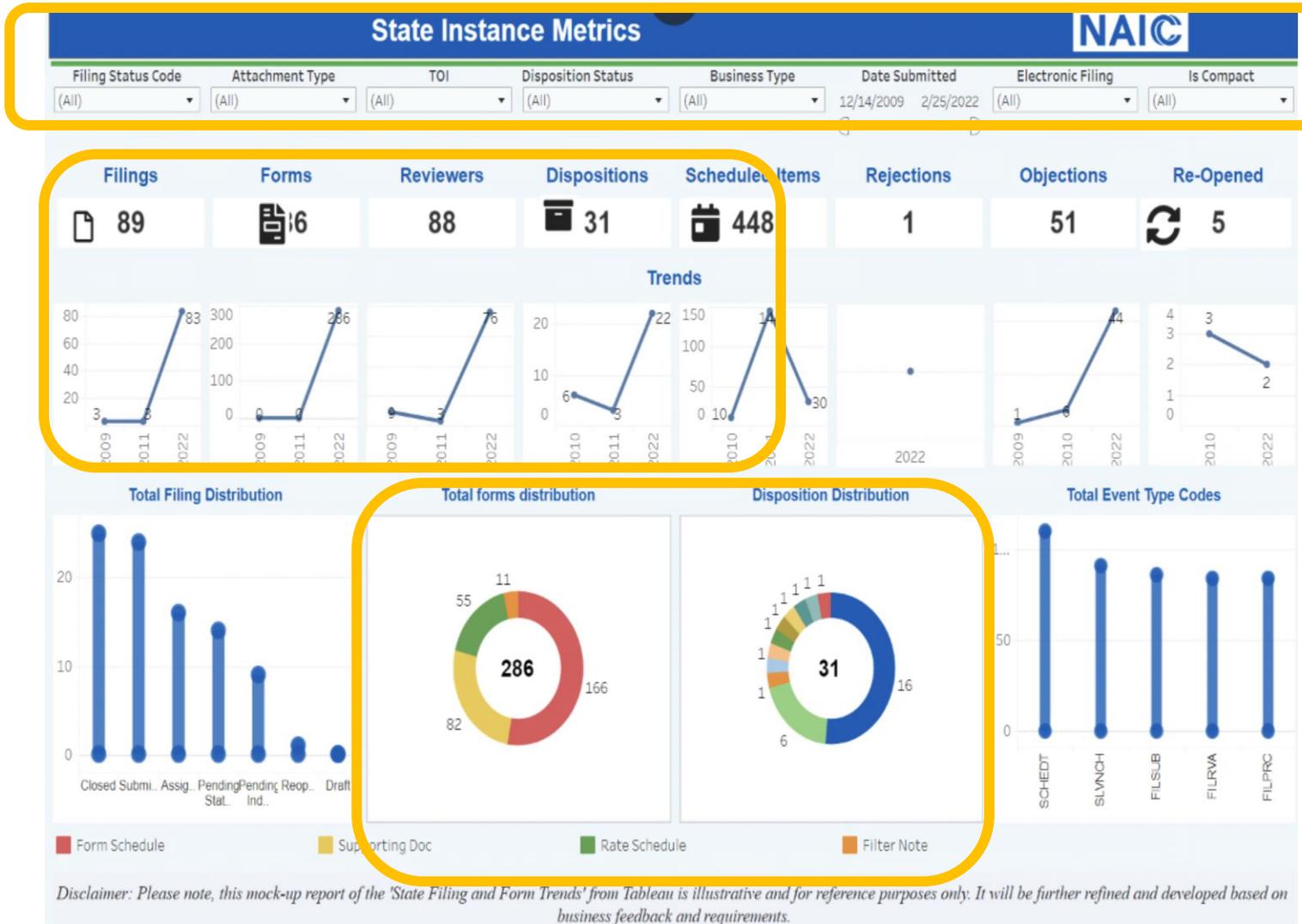
SERFF Modernization Progress Updates

Phase 2 - Reporting Capabilities



- Currently in Sprint 4 of 8
- Foundation - SERFF data to Enterprise Data Warehouse (EDW)
 - 30% development complete
- Tableau Dashboards
 - Data modeling - 75% complete
 - First dashboard in development
 - High-level Metrics for Overview Information
- Users will log into NAIC's Tableau site during transition.

Example - Providing Value, Not Just Numbers



Filter to target results

Highlight the Important data

Give data context

Phase 3.1 - Interstate Compact

- Progress to date:
 - Custom workflow for Compact registration.
 - Screens & clicks for create Compact filing significantly reduced.
 - Integration of NAIC licensing data source to assist with license verification.
 - Business rules to validate data entry and filing fees.
- Upcoming work:
 - Statement of Intent
 - User Management

Phase 1 - Search and Document Capabilities

- Improve performance of advanced search
- Expand and improve ability to search document content
- Introduce feature to compare two PDFs

Demo Recording Information

- Meeting Recording Link: [October PSC Meeting Recording](#)
- Demo Timestamps:
 - General Project Update - 6:23
 - Phase 2 - 9:00
 - Phase 3.1 - 19:41
 - Phase 1 - 45:19
 - Post Demo Q&A - 1:02:37

Post-Demo Questions

Questions:

- Based on what was presented in the project updates and demos:
 - What are you excited about?
 - What do you want to hear more about?
 - What confuses for worries you?

If you were not able to participate during the meeting 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)

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**



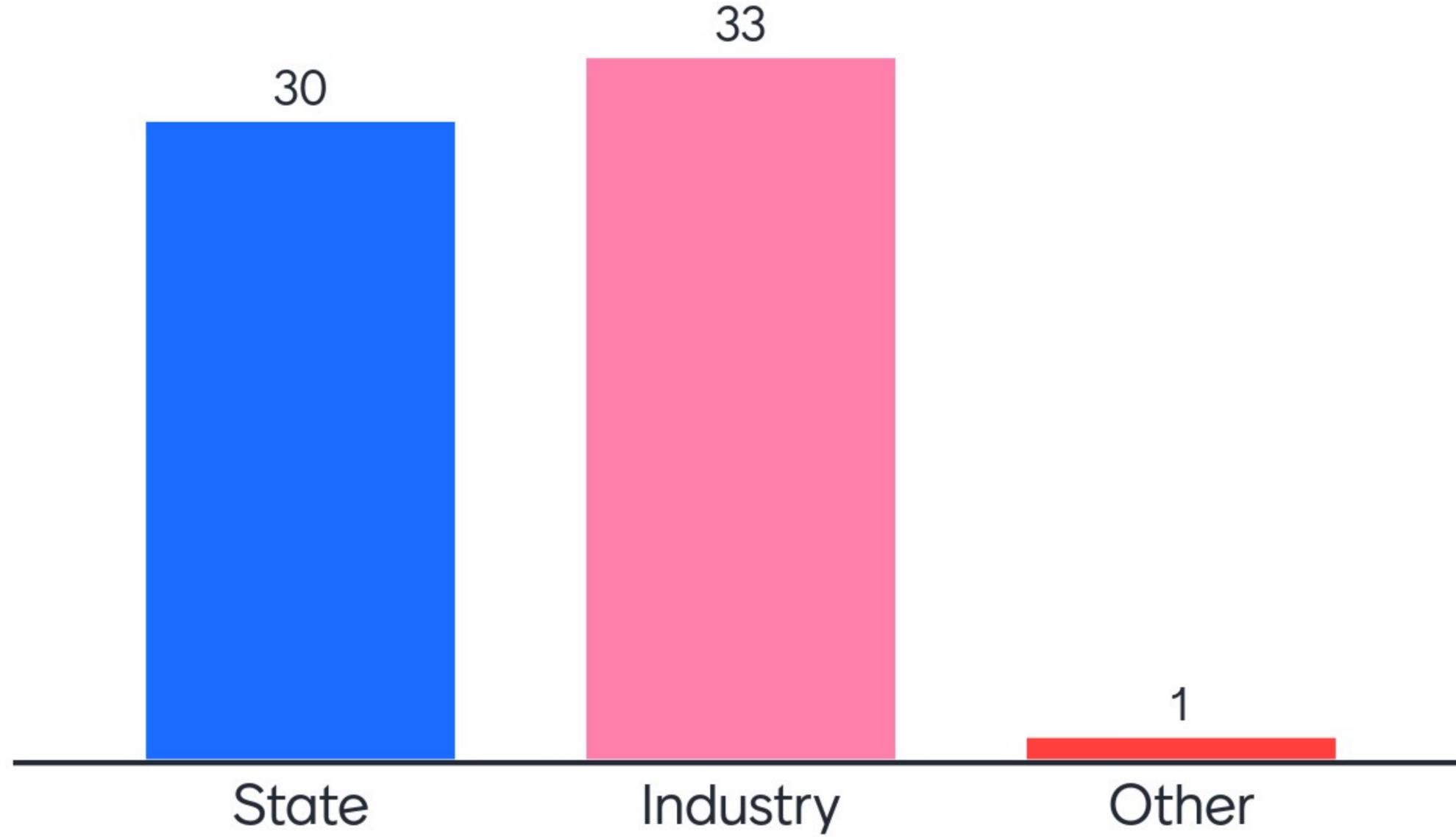
2022 Call Dates - all calls start at 12:30 Central

- November 16
- December 14

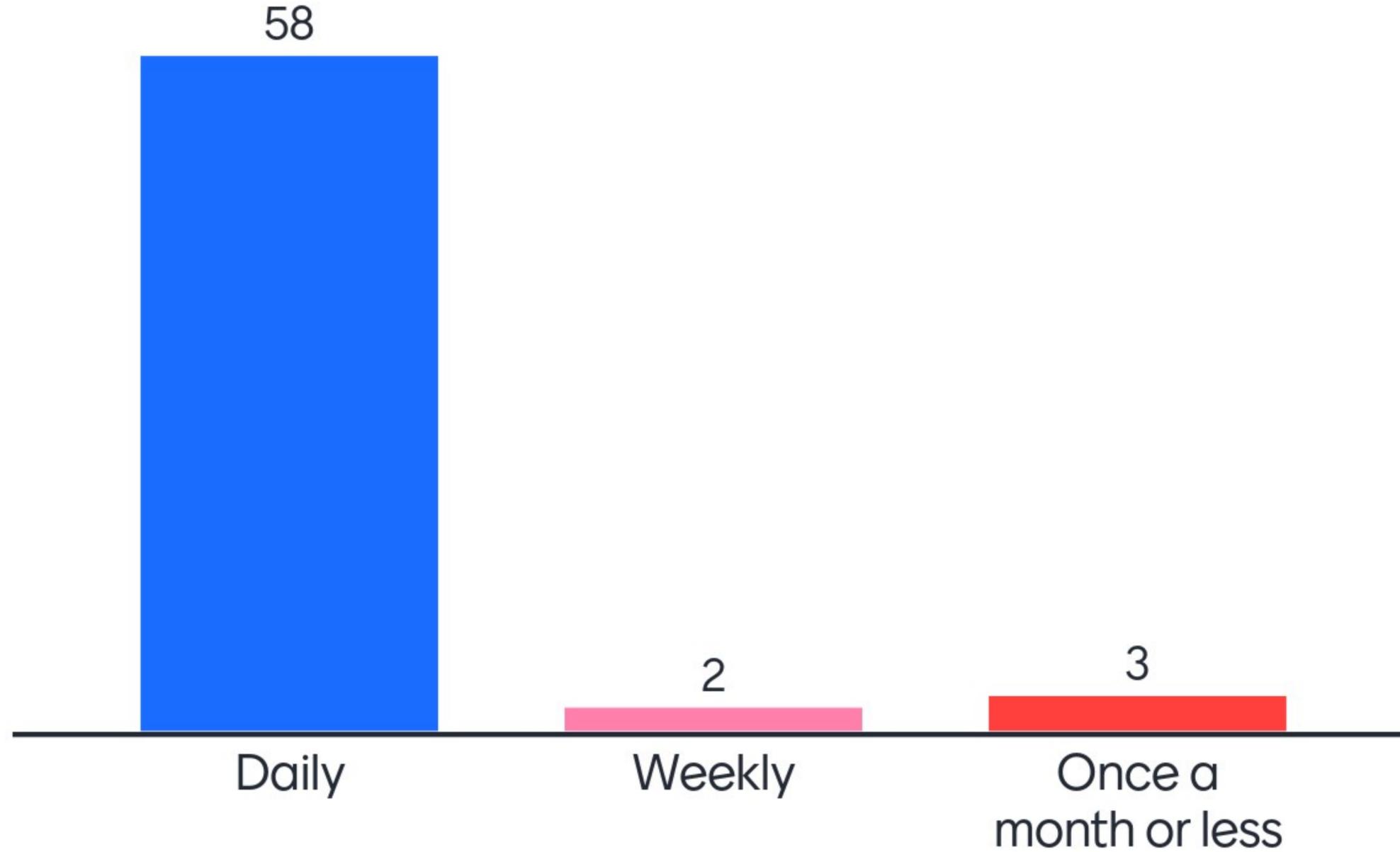
October SERFF PSC Demo Q&A



What type of user are you?



How often do you use SERFF?



Post-Demo Questions

What are you excited about?
What do you want to hear more about?
What confuses or worries you?



What are you excited about?

searching

Doc search

New search capabilities

Advanced search

new search functionality

dashboards

Automation

searching

Improvements in functionality and speed!

What are you excited about?

fewer clicks

Powerful search engine

The search capabilities

fast paced search and dashboard/reporting data

Very excited about the search capabilities.

The tableau reporting and viz

quicker response time; ability to compare PDFs

The Search feature

Getting to see the progress being made.

What are you excited about?

The new system.

document search

Very excited for changes that are going to help streamline the filing process.

SERFF speed.

Easy to visualize reports

The new interface and search

Filing Fee calculations and being able to change TOI/Sub-TOIs after submission

Search capabilities, Tableau dashboards!

Speed, versatility

What are you excited about?

ability to change to i and / or companies document search based on text rather than just form number or title

Being able to use the open search for rules searching.

speed

All the more user friendly areas

The ease of creating/building/modifying and submitting filings, from an Industry perspective.

The speed of the searches

new search capability and speed

Search feature

increased speed, access to data vizzes. and exporting reports

What are you excited about?

Search feature for legacy and the streamlined filing submission process

Very excited about the Tableau reporting within SERFF and the enhanced Search capabilities that will be much faster.

Update TOI/sub-TOI post submission

Advanced search capability

Tableau dashboards, access to data.

the speed in which it responds...once everyone goes on i dont think it will be that fast.

New search capabilities

Filing fee calculations

Fewer clicks, integrated licensing data, ability to change TOI/Sub-TOI after SERFF draft is created, ability to use multiple TOI/Sub-TOI in same filing.

What are you excited about?

The whole thing, it seems much faster and I can see huge time saving features being implemented. Ease of Use !!!!

new report and dashboards

fee calculation

The searching of text improvements and document comparisons; and other upcoming SERFF updates

Quick turn around time for searches.

ability to edit/correct submitted filings

Updates to the Compact filings (i.e. fee input)

The speed of the search results. As a manager, the dashboard with data is VERY exciting. Looking forward to having this at an individual analyst level.

Searching and reports.

What are you excited about?

multiple TOIs/Sub-TOIs, being able to change companies after submission, faster search

The opportunity to perform more precise searches (example search for filing that contain confidential documents).

Interface w/Tableau dashboard

All of these improvements that have been shown so far and at the AICP conference. Also speed and versatility and advanced search.

Filing fee calculations.

Searching text within PDFs!

system speednew search functionality

The search feature and just the overall speed! That will reduce so much time on our end.

Ability to change TOI/Sub-TOI Enhanced search functionalities

What are you excited about?

email integration / no more message center

automatic fee calculations

The New Look of the Compact Platform and the ease to add company information. New Compare Feature in SERFF.

The reporting enhancements.

Advanced Search and reporting

rapid search results

Open search index

The dashboard view of pending filings.

Email integration

What are you excited about?

I am excited about the tableau pages, fee verification , advanced search, and document compare features.

Fee calculation Email integration

verification of company license

Comparing of multiple documents within a filing

built in logic on licensing and included states!!!

Absolutely amazing speed!!! New advanced search interface. Document compare. Tableau! No more message center.

Less "intake" review as regulator on fees

SERFF being able to compare pdf documents.

Repeat what you said about scanned documents.

What are you excited about?

Open Search Feature and Compare Feature

Industry demo, non compact

demos

Tableau dashboards

Potential improvements for Compact and non-compact filing setup

all changes for P&C filings in comparison to legacy from the industry side

Not having enough time to adapt to the new platform prior to implementation.

training

What do you want to hear more about?

Fee verification

User customization

Drafting correspondence including quick text

Nothing

Training for new functionality.

How to remove a state that you don't want included in a compact filing

reports

demos of screens/functionality for SERFF filings

Demo for how it works on State of Oregon.

What do you want to hear more about?

changing toi/company after creation

reporting

Customized views

Further information on all changes as it impacts the filing process

rollout timeline.

Software integration

I'd like to see more development demo's so we may have an opportunity to provide feedback before finalization.

Future Phases and where they stand

Updates to schedule tabs?

What do you want to hear more about?

Roll out timing and training.

How to extend the time for SERFF before it logs you out.

Training

user maintenance

I would like to see examples of tableau pages that will be available.

The comparisons features

New features, more demos, one sign on for multiple SERFF instances.

Will reconciliation with licensing information include pending licenses for P&C

roll out timing

What do you want to hear more about?

All of it, I just can't wait to see it come together, really interested in how we will upload docs and complete state certification, if there will be changes to that process.

Other new upcoming features

timeframe of implementation

individual user enhancements, report enhancements

Authorization of licensed insurers.

State Demo on the new platform.

Progress

Anxious to try the new reporting features

any potential changes to user roles

What do you want to hear more about?

More detailed info on rollout timelines.

features affecting SERFF Public Access

Advanced search examples

whether Tableau will include reports we currently use and have available to us in the legacy system.

Objection letter and response letter creation

Reports including Tableau dashboards

Report enhancements

tableau pages and report options

focus groups

What do you want to hear more about?

More about SERFF updates for P&C.

demos

Reporting and especially opportunities for ad hoc customization using Tableau. Training and support.

What type of training will users receive on new features and how that training will be rolled out.

More information on how the new search feature will interact with the legacy files.

are there any changes planned for SERFF trx fees, data hosting fees?

Other new improvements/enhancements. Like what I'm seeing/hearing to date.

I am a very visual person. Presentations like what was shown today is very beneficial. I would love to hear (and view) the continued progress.

SERFF updates for P&C.

What do you want to hear more about?

How will states be able to add new companies/filers that do not have an NAIC number but are state

User customization and what pieces of the functionality will be applicable to ACA Binder filings/review, if any?

Keep the updates and the visuals coming.

New features and getting them to work correctly

Tableau reporting options

Nothing

Will we be able to pdf excel attachments with this update?

What confuses or worries you?

rollout process for a filer that does both PC and LH filings

change lol

What will be limited to regulators vs. industry

Rollout timing coinciding with new company software rollout timing.

Nothing at this time

That some of our most requested suggestions may not make it to the final product.

Will the information provided via Tableau be useful to industry management.

data preservation

Nothing. I am excited to see the enhancements already made and looking forward to using the new platform

What confuses or worries you?

Importing

N/A

impact to 3rd party api systems

changes that impact integration with state systems

N/A

Understanding the changes that are being implemented, and updating the filing process accordingly

nothing at this time

I would like to have a timeline for the rollout. Is this available?

understanding more about the Tableau data and dashboard capabilities

What confuses or worries you?

Stability of the system - downtime or slowdowns.

n/a

nothing

a few of the areas confuse me because I do not use them but once the Releases come out, they should make it clearer.

adequate general staff training

Training on the new enhancements.

Will each state be able to test before going live?

User experience managing logins for both legacy and new platforms as well as a Tableau login.

I currently don't have any, that may change as we move along, but right now seems really good. We use many different databases in our current role and this seems to work like many of the ones we use now.

What confuses or worries you?

User training

No worries - yet! This looks great!!!!

Training

Rolling out different instances in different time frames

Transition time from legacy to new system

Want to make sure that when performing a search on a large number of filings, we'd like the ones that have been viewed to change color so we don't repeatedly click on the same filing. This is going to make searching filings so much easier!

How the changes will impact the pdf pipeline (if at all).

Nothing

Seeming lack of changes to certain pain points like objections and objection letter creation

What confuses or worries you?

Will there be online job aids available?

accuracy of legacy data migration?

Just how things will change to our normal work environment. For instance we have 3 intake people, most instances dont have that from what I've herd

Nothing confusing so far. Concerns about how things will work and the impacts on state review and reporting operations while things are split by product line temporarily during the implementation phases.

We have users that use P&C instance and LDH instance to do their work; what happens when one instance is changed to the new and one instance changes later?

Will the screens in SERFF change a lot?

Losing a capability I find beneficial today.

Making sure all trouble errors are improved upon---including errors we experience re: trade secret.

Will the calculations in the Rate/Rule Schedule tab be updated for multiple companies, for P&C.