

INFORMATION SYSTEMS (EX1) TASK FORCE

Information Systems (EX1) Task Force April 5, 2019, Minutes

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Draft: 4/17/19

Information Systems (EX1) Task Force
Orlando, Florida
April 5, 2019

The Information Systems (EX1) Task Force met in Orlando, FL, April 5, 2019. The following Task Force members participated: Al Redmer Jr., Chair, represented by Paula Keen (MD); Ricardo Lara, Vice Chair, represented by David Noronha (CA); Lori K. Wing-Heier represented by Michael Ricker; (AK); Allen W. Kerr represented by Letty Hardee (AR); Keith Schraad represented by Scott Greenberg (AZ); Michael Conway represented by Rolf Kaumann (CO); Trinidad Navarro represented by Frank Pyle (DE); Colin M. Hayashida represented by Gordon I. Ito (HI); Vicki Schmidt (KS); Nancy G. Atkins represented by John Melvin (KY); Chlora Lindley-Myers and Cynthia Amann (MO); Barbara D. Richardson (NV); Jillian Froment represented by Angela Dingus (OH); Kent Sullivan represented by Leah Gillum (TX); and Scott A. White represented by Vicki Ayers (VA). Also participating were: Christine Huff (FL); Tim Schott (ME); Preston Feeler (MO); Angela Hatchell (NC); Cuc Nguyen (OK); TK Keen (OR); Matt Gendron (RI); Eric Lowe (VA); and John Haworth (WA).

1. Adopted its 2018 Fall National Meeting Minutes

Ms. Amann made a motion, seconded by Ms. Ayers, to adopt the Task Force's Nov. 14, 2018, minutes (*see NAIC Proceedings – Fall 2018, Information Systems (EX1) Task Force*). The motion passed unanimously.

2. Received the IT Operational Report

Scott Morris (NAIC) highlighted four sections included in the Information Technology (IT) Operational Report the Task Force members received, which outlines work the NAIC Information Technology Group (ITG) performs and provides insight about technology initiatives.

a. Product Highlights

The Consumer Information Source (CIS) Redesign project recently delivered the new Consumer Insurance Search (CIS) with a more consumer-driven experience, as well as enhanced search capabilities and data display. The design includes business intelligence dashboards and a search component incorporated into the NAIC website. The current CIS application will remain in place for a period of time to allow for transition to the new tool.

The Market Conduct Annual Statement (MCAS) Redesign project launched in March. Project closeout activities will be completed by the end of April. The new system leverages the NAIC cloud framework while using components of an existing NAIC data-collection system called Regulatory Data Collection (RDC). This approach requires less maintenance, adjusts for peak usage, and easily scales for the addition of lines of business. Industry users will benefit from improvements in the design.

The report outlines several State Based Systems (SBS) updates. The New Jersey SBS transition was reported underway in the operational report, and it has since successfully finished as of March 18. Nebraska will be the next state to transition to the new platform in April. The South Carolina Phase I implementation was a success and completed on schedule in the fourth quarter of 2018. The SBS system hardening improvements project has completed, with a 10% reduction in year-over-year service desk tickets, as well as an increase in system performance. There are now eight states left to transition to the new platform. This multi-year effort is scheduled to be complete in 2020.

b. Innovation and Technology

The Financial Analysis Tools Redesign Phase I (FASTR 1) project is in the final stages before being released to state insurance regulators. As financial transactions, and insurers themselves, continue to increase in complexity, state insurance regulators are even more challenged to perform quality solvency oversight with existing constrained resources. The FASTR 1 project was founded to assist with this challenge. It is scheduled to complete soon and will be made available via iSite+.

SBS is using new technologies to improve performance and quality of the system. By breaking out the system into smaller components, they can be changed, tested and deployed more quickly with less impact to the overall system. The team has demonstrated success with this approach and will continue to leverage this programming pattern.

Application security enhancements have been completed for NAIC applications. This major security project was completed in December 2018.

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c. Service and Support

First quarter email and call volume are up significantly, which has resulted in longer resolution times for issues. This volume is largely driven by regulatory deadlines, and it is somewhat expected. There are also several open positions on the NAIC Service Desk, which the NAIC is aggressively seeking to fill. NAIC staff are working on a plan to better address these first quarter volume spikes.

The NAIC has elected to continue the Consumer Pilot program to better understand and address inquiries directed at the NAIC Service Desk that are not related to directly supporting NAIC products and services. Overall, this program has diverted between 900–1,200 inquiries per month from the NAIC Service Desk technical support group. Further analysis of the inquiry types will be performed as the program continues.

d. Team

In November 2018, the NAIC and NIPR hosted an event tied to the Amazon Web Services (AWS) re:Invent Conference. The event was a three-day mini conference that included: 1) watching the AWS re:Invent keynote speakers; 2) attending a variety of learning sessions provided by external partners and internal staff on cloud technology, team building and innovation; and 3) participating in the organization's first "hack-a-thon." The hack-a-thon consisted of seven teams using the NAIC's new cloud technology stack to create an application within 48 hours. Each team presented their application and discussed their creation process to a panel of judges and an audience of NAIC staff. Teams were recognized for technical proficiency, teamwork, presentation and other factors. The event was capped off with a celebration to recognize everyone's willingness to be involved in something new and step outside their comfort zones. Overall, the event received positive feedback from staff, who look forward to the possibility of future hack-a-thons to promote continual learning and experimentation.

The NAIC realizes that change leadership and change management are an important part of implementing the *State Ahead* strategic plan. Traditional change management is not enough and must be supplemented with great change leadership to embrace the constant evolving digital business and what Gartner calls the "continuous next" environment. NAIC senior leadership met in December 2018 to learn about the Gartner ESCAPE model and the six steps for change leadership. This training will be shared with other NAIC managers in 2019.

The ITG leadership team created the ITG Playbook, based on reading and discussing Patrick Lencioni's *The Advantage*. The ITG Playbook answers six critical questions, and it is used for the basis of all communications, decision-making and planning throughout the organization.

1. Why do we exist?
2. How do we behave?
3. What do we do?
4. How we succeed?
5. What is most important, right now?
6. Who must do what?

Members of the NAIC Business Intelligence and Data team produced and hosted a Tableau Vizathon at the NAIC. Approximately 150 people from the Kansas City, MO, metro area who use Tableau signed up for the event to network and compete in the challenge. The competitors were given a data set at the beginning of the meeting and 1.5 hours to complete their dashboards. The dashboards were judged on design, storytelling and speed to insight. The NAIC took two of the top three awards.

Members of the Business Intelligence and Data team also hosted a roundtable to fill a gap in the Tableau community, which related to user provisioning, governance, process, cloud and any non-visual aspects of Tableau. The NAIC hosted the roundtable with three local companies, and each shared how they were handling these areas.

3. Received Portfolio Update and Project Status Reports

Cheryl McGee (NAIC) reported on the project portfolio contained in the operational report and the project status reports available in the regulator packet and posted on StateNet.

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As of March, the NAIC's technical project portfolio includes 29 active technical projects, 26 of which are *State Head* projects. Three projects have been completed since the last report: SBS South Carolina Implementation Phase I; SBS Hardening Adjustments; and Security Application Enhancements. Eight new projects were added to the portfolio since the last report.

Having no further business, the Information Systems (EX1) Task Force adjourned into a regulator-to-regulator session, pursuant to paragraph 4 (internal or administrative matters of the NAIC or any NAIC member) of the NAIC Policy Statement on Open Meetings.

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