SERFF Product Steering Committee Meeting

Wednesday, August 23

NAIC NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS

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Meeting Recording Link:
https://naic.webex.com/naic/ldr.php?RCID=117576638ba2c28c21976f8bfadede8b

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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

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

SERFF Modernization Project Update

August 2023

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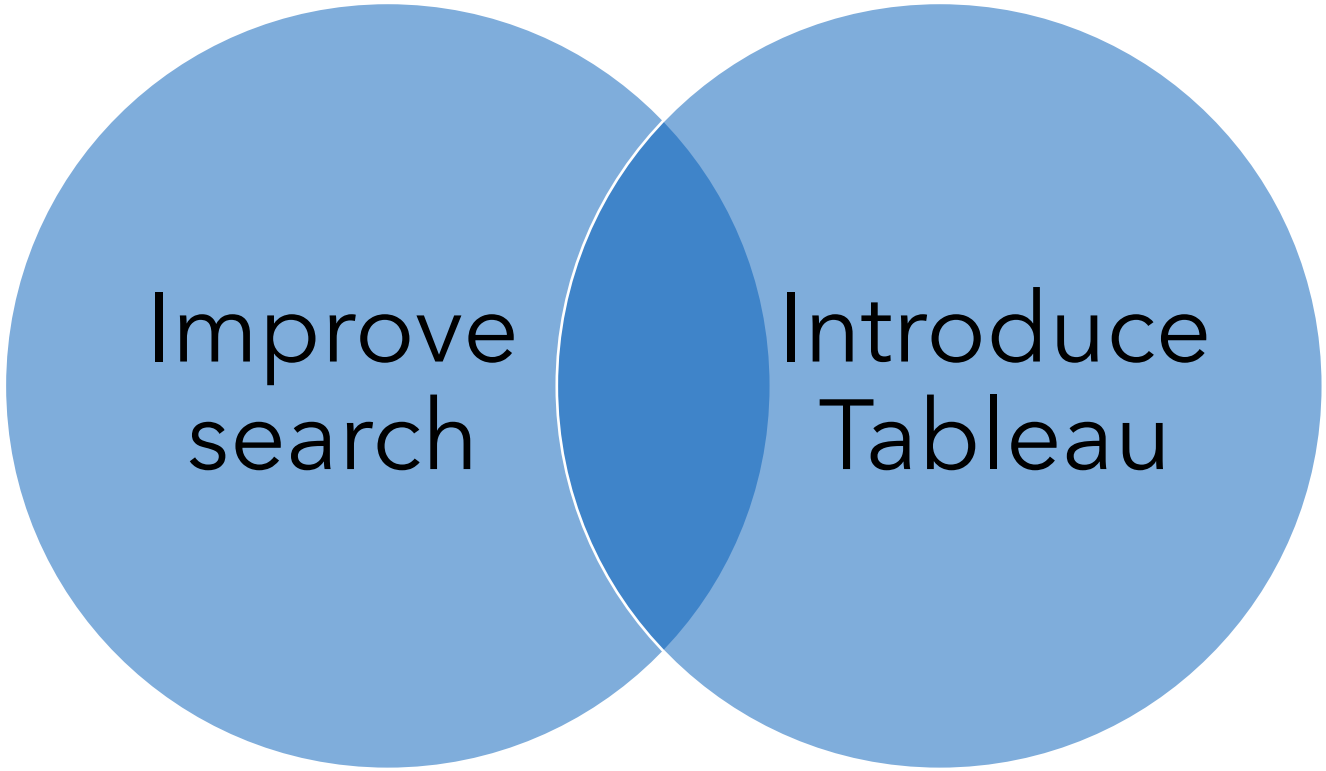
Drivers for Change

- Operational Efficiency
- Product Complexity & Innovation
- Technological Advances

Phases 1 and 2

GOAL

Address pain points in existing system while building foundational components for new platform.



Search Improvements Delivered

Data Search

- 15-20x faster
- 6 search fields added, used 813 times
- Easily combined with document search

Document Search

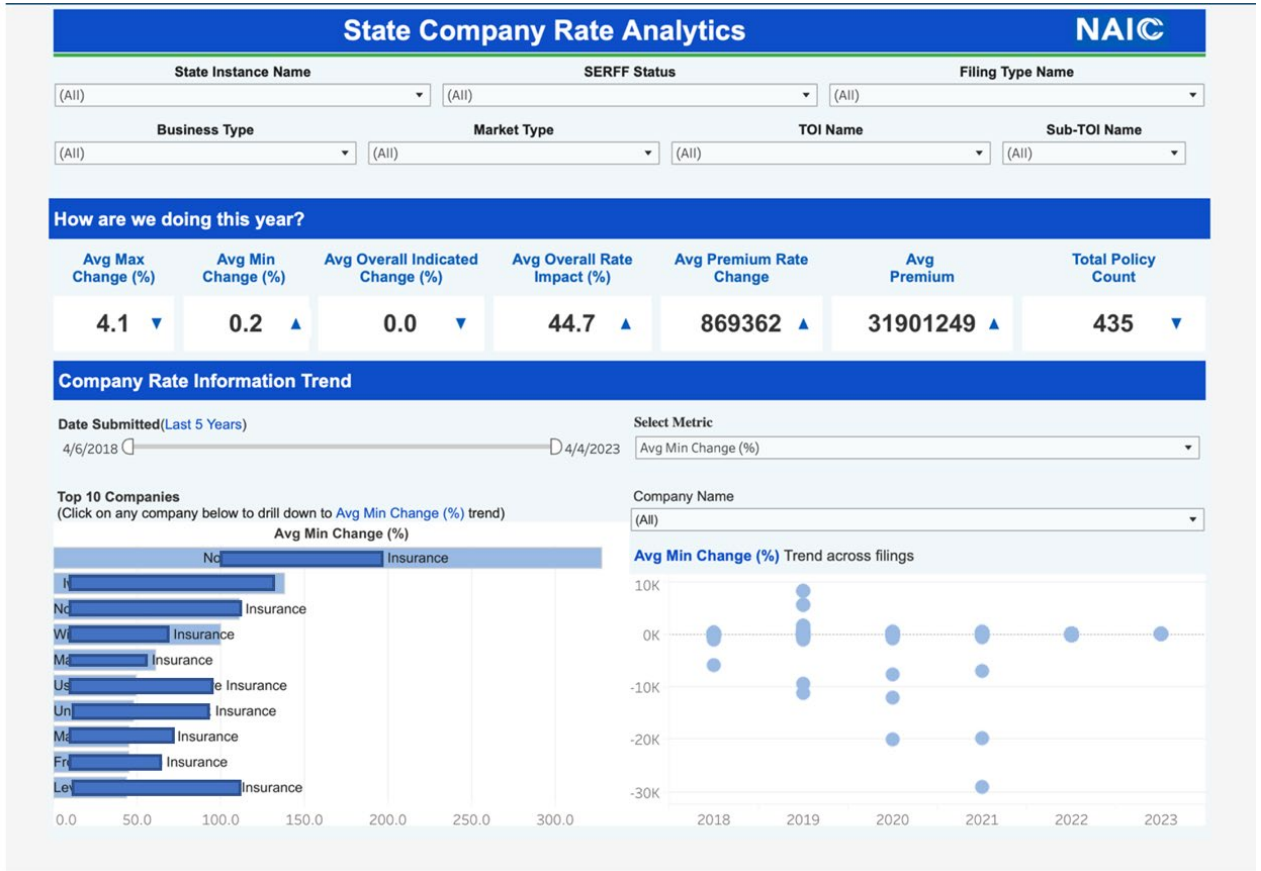
- Better results – includes scanned PDFs, supports phrase search, virtually eliminated stop words
- Faster results – from minutes long and time outs to average of .5 seconds
- Increased usage - Available to all users with no adverse performance impact

Foundational Components

- OpenSearch Index takes load off operational data stores
- Search API integrates with application and public portal
- Monitoring ensures stability and responsiveness

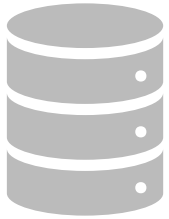
Tableau Dashboards in Production

Providing more than 'just data'



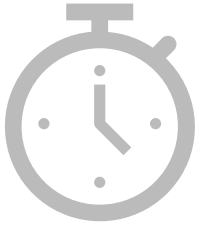
- For Regulators
  - Filing & Form Metrics
  - Objection Metrics
  - Filing Company Metrics
  - Reviewer Analytics
  - Company Rate Analytics
- For Industry
  - Filing & Form Metrics
  - Productivity Analytics

Road to Tableau



Historical SERFF data moved to enterprise data warehouse

Data modeled for reporting



Pipeline established for nearly real time updates

Tableau Implementation Status

Available to all states

- 39 states + IIPRC with access
- Nearly 250 state users

35 Industry Users completed pilot testing

Request access by emailing serffuat@naic.org

Key Capabilities for Modernized Platform

- User Managed Customizations
- Filing Preparation and Submittal
- Consistent and Efficient Filing Review
- Communication and Collaboration Tools
- API Integration with Business Partners and NAIC Products
- Workload Management
- Robust Search and Reporting

Demo!

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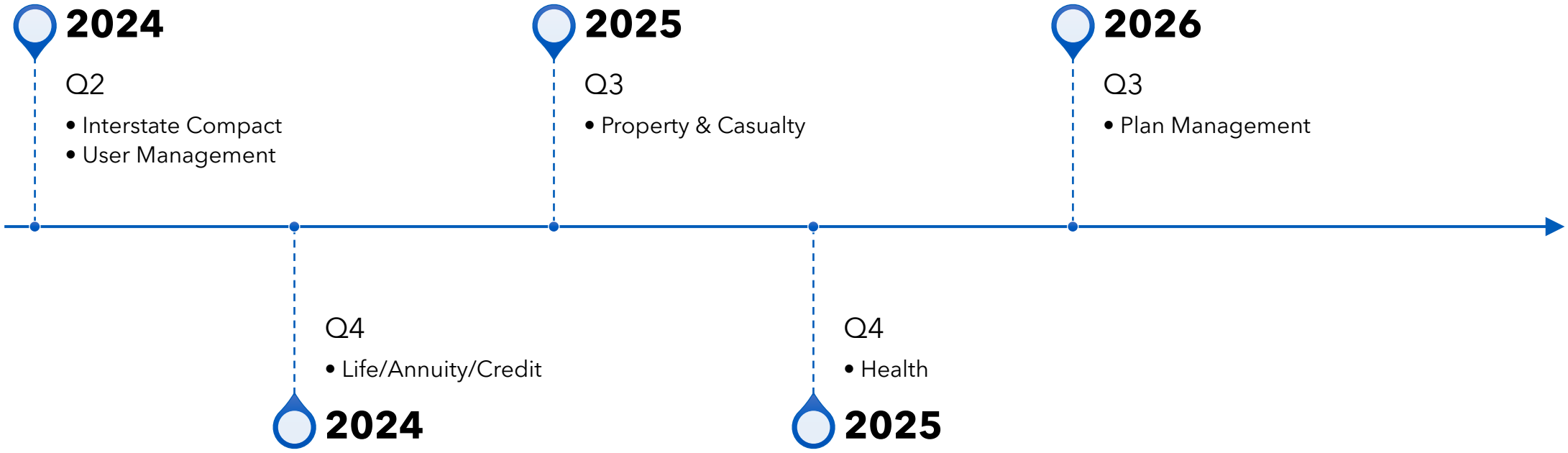
Project Timeline



Join us in **Kansas City** on **October 11-12**!

- 1:1 Consultations
- Training
- Focused Small Group Discussions
- Feature Demonstrations

Targeted to Life/Annuity/Credit regulators
Some travel funding is available
Additional workshops planned for 2024

Get Involved; Get Ready!

- Keep an eye out for e-mails and SERFF Alerts!
- Review and clean up your users
  - Ensure all e-mail addresses are valid
  - Deactivate users if necessary
- Document SERFF processes to help identify potential disruptions
- Contact us at *serffmodernizationquestions@naic.org*

Questions?

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2023 Call Dates

- September 20
- October 18
- November 15
- December 13