



NAIC **SERFF**

SERFF Product Steering Committee
April 23, 2025

Recording

Link: <https://naic.webex.com/naic/ldr.php?RCID=aaf62bc31f95fa5a0dbb78a67c1b6575>

Agenda

- General Project Update
- Review of Recent Items in Production
- Legacy Single Sign-On
- Self-Service User Management

Project Update

- Releasing updates to production 2x per week
- Improving Amendment workflow for Filers and Reviewers
- Expanding Communication and Outreach with Industry
 - Improving Knowledge Articles & Copilot Results
 - Additional training dates for Compact Filers
 - E-mails to larger filer groups
- Improving System Performance

Recent Items in Production

- Increased In-Platform 'Help Tips' for Filers
- Improved Amendment Validations
- Licensing Verification Error Fix

Legacy Single Sign-On

- We're transitioning SERFF Legacy to Single Sign-On (SSO) with Okta for authentication.
- Why?
 - Simplified Access: No need to remember a separate username and password for SERFF and other NAIC applications.
 - Enhanced Security: Centralized authentication improves monitoring, password policies, and access controls.
- Okta
 - All users received Okta login when SMOD went into production
 - Activation of the Okta login is important
 - What if users didn't activate the Okta login
 - There will be a bifurcated login for a small amount of time after roll out.

Self-Service User Management

- We're excited to introduce Self-Service User Management, a key step in streamlining how user access and permissions are managed.
 - Phase 1: Starting with a small, targeted group of user admins and trusted advocates.
 - These individuals were selected based on their familiarity with user management processes and willingness to provide feedback.
 - Phase 2: Broader expansion based on the success, feedback, and insights gathered during Phase 1.
- This initiative is aimed at reducing dependency on the service desk while empowering local user admins.
 - Add, modify, or remove users within your designated instance.
 - Manage roles, permissions, and user account status.

Q&A Summary from Menti:

- **Q: How long will the legacy SERFF bifurcated access be available for SSO? A:** The goal is to have at least a 45-day bifurcated access period.
- **Q: When do we anticipate Okta for SERFF legacy to be fully launched? A:** Okta for legacy is expected to be fully launched by the end of July or early August.
- **Q: With single sign-on for legacy, will all SERFF instances we currently have access to be available within that single sign-on? A:** Yes, all SERFF instances will be available within the single sign-on.
- **Q: Does the team anticipate any other changes to legacy SERFF besides single sign-on prior to states moving to the new platform? A:** No, there are no anticipated changes to legacy SERFF besides single sign-on.
- **Q: When will the statement of intent spreadsheet upload be available? A:** The SOI bulk upload Excel feature is expected soon; it is currently undergoing testing in our lower environments, and we hope to move it to production by the end of next week.
- **Q: Will the self-service user maintenance work for legacy and SERFF mod? A:** Yes, self-service user maintenance works for both legacy and SERFF mod.
- **Q: Is Okta what we use to sign into myNAIC? A:** Yes, Okta is used to sign into myNAIC.
- **Q: Our Okta emails were expired, so our staff were told to wait. Would you like our staff to send individual emails to the help desk or do we plan to send another email blast with the link? A:** If you have entire staff unable to log in, compile the staff into one email and send it to help@naic.org
- **Q: Can we please put a date on the known issue list going forward? A:** There is ongoing discussion on how to handle communicating issues or updates moving forward.
- **Q: In legacy system, after a user receives access from SERFF, the administrator still needs to add the user to the contact screen with the user profile. How will this work in user management? A:** In legacy, users and contacts are not the same thing. In SERFFmod, they are the same. Configuration managers will still need to add contacts in legacy.
- **Q: When I attempt to log into the apps on the dashboard, I receive a message that our organization does not support SMS or voice authentication. Is there another method? A:** Yes, there are additional methods for verifying authentication with Okta. Contact the NAIC service desk to change the method.

Q&A Summary from Menti:

- **Q: Any updates for P&C on the new timeline for when SERFF modernization will release? A:** The roadmap for SERFF modernization has changed from business type to an early adopter approach. Please see the April 2, 2025 PSC Summary.
- **Q: Will there be any AI beta testing conducted by industry users? A:** Additional AI implementations will likely go through end-to-end testing with small beta testing groups as we move through the Early Adopter program.
- **Q: How can I access the user manual for the new platform? A:** If you received an error from the AI knowledge center, please reach out to the SERFF modernization team or try again. The user manual can also be sent to you directly from the team at serffmodernizationquestions@naic.org
- **Q: Under the new platform, once you add a state in an amendment, you cannot pay the fee until the compact accepts or declines the amendment. Could this be fixed? A:** This is something we are investigating improving as part of our ongoing efforts to improve the amendment and review workflows. For now, you can submit your amendment to add states and once the compact approves the addition of that state, you can remit the fees via a second amendment without waiting on a compliance issue.
- **Q: Can you provide an update on the PDF pipeline on disposition filings? A:** The PDF pipeline is still under development and slated for future release.
- **Q: Can you describe some of the amendment issues and problems you are working on for the new platform? A:** We are examining validations, usability, and workflow improvements.
- **Q: Which states are early adopters, and when will this happen? A:** The official timeline for early adopters has not been announced. A kickoff meeting with early adopter states is scheduled in May.
- **Q: In the SERFFmod platform, once an amendment is submitted, the industry cannot change or fix anything until the compact accepts or declines the amendment. Could this be fixed to allow us to add filing fees? A:** You can submit additional amendments so long as they are not on the same component. If you have a specific issue on your filing, please contact the SERFF modernization mailbox.
- **Q: In SERFF legacy, we can do country-wide filings. Will the new SERFF still have this feature? A:** This feature is on the roadmap but has yet to be developed.

Questions?

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