

**PUBLIC RISK INNOVATION, SOLUTIONS, AND MANAGEMENT
(PRISM)**

TECHNOLOGY COMMITTEE

MEETING SUMMARY

Web Conference/Telephonic Meeting

Friday, May 19, 2023

8:30 a.m.

Second Meeting – 2023

Members Present

Kennedy-Kiet Vu, CSR – Alt.
Steven Chandler, Kern County Hospital Authority
Heather Rose, Mendocino County
Monique Chaldou, Riverside County
Hank Ford, Santa Clara County
Angelika King, Shasta County

Members Absent

Erike Young, CIRA – Alt.
Rick Krepelka, GSRMA

Data & Analytics Update

The Data & Analytics (D&A) team reported on the various applications and tools developed that provide valuable insights and services to the membership. With access to comprehensive membership information, loss analysis, and more, staff can now generate customized reports effortlessly. The D&A team is continuously improving the dashboard tools for both members and staff, introducing new features regularly. Collaborating with the Member Services Department, D&A staff has implemented processes to intake data from contracted vendors and created a report interface, saving considerable time.

Currently, D&A is focused on transitioning members from annual to monthly reporting, a project that will consume significant resources but ultimately streamline processes in the long term. Additionally, they have automated internal and reinsurer reporting through an Extract, Transform, and Load (ETL) process, enabling advanced analytics. D&A will need to redevelop the data intake processes from the new claims system when it goes live.

Current Claim System Update

Staff continues to support 17 instances on the current system and reported on other notable projects, including, 1 member conversion (Lake County), creation of a new positive pay interface, and modifications to existing check reports following the acquisition of Union Bank by US Bank.

In April, staff signed a 1-year renewal with our vendor for the current claim system (ClaimsXpress), following a 60-day termination notice with no prior communication or warning. Staff expressed some considerations going forward given the status of the new system and the growing costs of ClaimsXpress.

New Claim System Update

The User Acceptance Testing (UAT) phase with GL users was successful, with staff incorporating their feedback and making necessary changes to the application. Testing is ongoing and efforts are underway to freeze all functionality in preparation for the go-live stage. Data conversion validation was largely successful, with a few reported issues currently being addressed by the conversion team. However, the conversion process is taking more time than expected for policy and excess transactions due to significant changes in structure and functionality. Staff is meticulously reviewing data on a member-by-member and policy year-by-policy year basis to ensure accurate conversion.

Another area of focus for staff is reporting, as they are leveraging new software tools to develop database replication, a data warehouse, and a data mart specifically for reporting purposes. Reports utilizing the new data warehouse tables are being built. The new data warehouse offers a significant expansion in the number of columns available for reporting, with comprehensive change tracking capabilities for as-of-reporting.

Website/Pool Management System Update

Staff provided brief demos of the Form Builder solution, supporting exposure intake forms for Prospect Tracking, the annual review and approval of additional named covered parties (ANCP) process and functionality, and the refactor of the WC employee concentration section in the renewal application.

The implementation of enhanced collaboration features, notifications for Prospect Tracking, and ANCP is complete. Staff is actively collaborating with internal teams to further streamline processes and automate where feasible. New reports are in development based on user feedback and requirements.

A project to reorganize the website's resources and services sections is currently on hold due to staffing changes but will resume in the coming months.

Staff Report

- Staff reported that Rajesh Kumar had been hired, filling the role of Database Administrator/Architect. This is a shared resource within PRISM.
- Staff reported that with the Chief Actuary's retirement, the D&A department will be brought under the IT Department.
- Committee members Steven Chandler and Angelika King were recognized for 5-years of service on the Committee.

Next Meeting

The next regularly scheduled meeting is on ***Friday, September 22, 2023, at 8:30 a.m.,*** at the ***PRISM office in Folsom*** or via ***Web Conference***.