

**Insurance
Bureau
of Canada**

IT Renewal Program Phase II

Implementation Release Strategy Final

September, 2009



Table of Contents

1. Introduction	1
2. Release Timelines	2
3. Release 1	3
4. Release 2	5
5. Early Warning System – Pilot	7
6. Deficiency Fees	8

1. Introduction

IBC is currently undertaking a major initiative – the *IT Renewal Program*. The IT Renewal Program consists of a series of projects that will renew the IBC IT environment to deliver the Automobile Statistical Plan (ASP) data collection, processing and analytical systems.

The first phase of the IT Renewal Program is the development and deployment of the new Automobile Data Collection System which was successfully delivered in January 2008. The second phase of the Program is well underway and will deliver a high-end Automobile Statistical Plan (ASP) Analytical Capability and Archive Management mechanism.

In an effort to deliver the systems in a systematic manner, a phased release approach was applied in the implementation of Phase I. This approach was based on delivering the systems in scheduled “releases” with each subsequent release building on the previous release. The principle behind the release strategy is to deliver functionality as it is required and avoid the “Big Bang” approach which could introduce complexity and quality issues. The same release approach will be applied in IT Renewal Phase 2.

This document will outline the timelines and scope of the various releases, the transition to operational support based on the business strategy.

2. Release Timelines

The timelines for the delivery of the releases:

Release	Delivery Date	Internal / External
Release 1 – <i>Error Scoring Framework, Analytical Environment, Early Warning System – Go Live</i>	March 31, 2010	Internal / External
Release 2 – <i>Exhibit Production System – Go Live</i>	June 30, 2010	Internal / External
<i>Early Warning System - Pilot</i>	April 5 – June 30, 2010	Internal / External

3. Release 1

Error Scoring Framework, Analytical Environment, Early Warning System (EWS) – Go Live

Timeframe: March 31, 2010

Environment: Production technical infrastructure environment will be utilized

Users: Early Warning System Users (internal and external)

In Scope:

This release will include the following:

- Error Scoring Framework - application and supporting processes to allow “tagging and scoring” of fields in error within transactions in order to identify usability of the ASP data for the ASP exhibits and Early Warning System.
- Early Warning System - automated verification of data accuracy and reasonability, proactive identification of potential anomalies in the reported ASP data and functionality for management of anomaly rules and resulting issues. The following components included in the scope of the EWS:
 - Anomaly Rules
 - Anomaly Rules Maintenance
 - Anomaly Rules Engine
 - Anomaly Management
 - Issue Management
 - Operational & Management Reports
- Initial load of the historical ASP data
- ASP Analytical Environment to support OLAP capabilities (internal only)
- Scheduling of Anomaly Rules will be handled during Operational Transition
- Integration with the ASP Portal, Submission Management and ASP Collection systems
- Logging and auditing processes to track data movement and usage of ASP data
- Implementation of the EWS in French
- Initial setup of internal and external users
- Operational documentation required to support the Error Scoring Framework, ASP Analytical Environment and Early Warning System
- Transition to Operational Support
- User documentation and/or training videos
- The expansion of the production technical infrastructure environment to accommodate IT Renewal Phase 2 functionality
- External user training utilizing training videos, user manual and appropriate presentation methods (e.g. webinars)

4. Release 2

Exhibit Production System (EPS) – Go Live

Timeframe: June 30, 2010

Environment: Production technical infrastructure environment will be utilized

Users: Exhibit Production System users (internal and external)

In Scope:

This release will include the following:

- Exhibit Production System - application and supporting processes to generate and analyze ASP exhibits, which includes functionality for the management of exhibit report rules, the construction of data exclusions and adjustments in order to reduce the effects caused by data issues identified by the EWS, the certification of the product content and the publication of the final ASP products. The following components included in the scope of the EPS:
 - Exhibit Rules
 - Exhibit Rules Engine
 - Exhibit Rules Maintenance
 - Exhibit Templates
 - Point-In-Time Creation / Data Readiness
 - Report Creation
 - Exhibit Library
 - Operational & Management reports
- Integration of EPS with Early Warning System, Error Scoring Framework and ASP Portal
- Data movement traceability, logging and auditing processes
- Initial setup of internal and external users
- User documentation and on-line help within the application
- Exhibit Production System in French and English
- Operational documentation
- Transition to Operational Support
- Training materials which will be used for industry training
- Train IBC staff and external certifiers (GISA, external actuaries)
- Initial data load of historical adjustments, exclusions and factor files
- Initial load of historical exhibits and supporting datasets to the Exhibit Library
- External user training utilizing training videos, user manual and appropriate presentation methods (e.g. webinars)

5. Early Warning System – Pilot

Timeframe: April 5, 2010 – July 5, 2010

Environment: Production technical infrastructure environment will be utilized

Users: Early Warning System users (internal and external)

Ongoing during the April to July 2010 timeframe will be a period where the Early Warning System (EWS) is in use in production by both IBC and the insurance companies. Initially however, the application will be released into production along with only the anomaly rules that are most pertinent to exhibit production. As part of this Pilot Period, the operational business unit accountable for managing the anomaly rules at IBC will phase the rules in as determined by the analysis of the results generated in production.

The Early Warning System provides the business users with the functionality to control the scheduling of the individual Anomaly Rules. This functionality will be used to schedule only a subset of the Anomaly Rules on the “Go Live” date (Release 1, April 5, 2010). The remaining Anomaly Rules will be scheduled as part of day-to-day EWS business activities through the on-line Anomaly Rules Maintenance functionality. This will enable internal and external users to contend with a more manageable set of rules when the system is first implemented. All anomaly rules are expected to be in production by the end of the Pilot period, in July 2010.

6. Deficiency Fees

Fees related to data quality issues (late submissions, items in error) will continue unabated throughout the Phase II delivery as they did during the Phase I delivery.

Fees related to data accuracy will also continue unabated through the Phase II delivery. Currently, fees related to data accuracy are charged as historical corrections, where IBC corresponds with the insurer and with the insurer's authorization IBC modifies their data on their behalf. After the launch of a renewed deficiency fee system, historical corrections will be restricted to only situations that meet specific criteria.

Once the new deficiency fee system is launched, data accuracy-related fees will be transitioned from the fees currently charged for historical correction to the fees based on the data issues identified by the Early Warning System.

This transition will not occur in July 2010 with the launch of EWS. Instead, the date for the launch of new deficiency fee system (which is to be determined at this stage), will be used as the transition date for fees attributable to data accuracy, as supported by the earlier Early Warning System delivery. Although the date for the new fees system has not been planned yet, reporting companies can be assured that it will not be launched until at least July of 2011, giving IBC and the insurance companies at least a full calendar year in production together before associating fees through the new system and new model.

End of Document