

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

TECHNOLOGY COMMITTEE

MEETING SUMMARY

Web Conference/Telephonic Meeting

Friday, February 18, 2022

10:00 a.m.

First Meeting – 2022

Members Present

Heather Correll Rose, Mendocino County
Rick Krepelka, GSRMA
Steven Chandler, Kern County Hospital Authority
Monique Chaldu, Riverside County
Hank Ford, Santa Clara County
Angelika King, Shasta County
Katie MacKay, Sonoma County – Alt.
Erike Young, CIRA – Alt.

Members Absent

Matt Gutierrez, Kern County

Selection of Chair and Vice Chair

Heather Correll Rose, Mendocino County, and Rick Krepelka, GSRMA, were re-appointed as Chair and Vice Chair respectively for 2022.

Existing Claim System Update

Staff reported on the progress of several projects within the existing claims system (ClaimsXPress). One priority project is the bulk upload process for COVID claims. Over twenty thousand claims have been uploaded saving over 5000 hours of staff time. Another project was fixing an OSIP report for a member that was assessing over \$100k erroneously. Several other miscellaneous projects were mentioned such as the AmTrust true-up, an ISO billing issue for a member, a new report for the Risk Control staff, and some custom reports for reinsurers.

New Claim System Update

Staff provided an update on the status of the project. Most of the requirements gathering (Discovery) has been completed, and development has begun on the Excess Module. One of the latest developments has been a third party software integration for document management and handling including mail merge functionality for correspondence. The product is called Zoho and it enhances the current system functionality by compatibility for Word, Excel and Adobe.

The IT Claims team has been working on Quality Assurance (QA) of what has been developed. This effort has been helpful to make the system better (fixing bugs) and allowing the IT Claims team to learn the new low-code software development platform.

Also mentioned was two more third party products purchased to enhance the new system. Many products were evaluated and tested over several months. The team decided to use Qlik for reporting, dashboards/analytics and data replication. Qlik is also used by PRISM's Data and Analytics team. A product called Boomi was chosen to assist with data extraction, transformation and loading (ETL). Boomi is a top rated product in that market space and is expected to make the many interfaces of the new system easier to create and manage.

Website/Pool Management System Update

Staff provided an update of the prospect, additional named covered party (ANCP), and renewal application solutions.

For the prospect solution; PRISM Underwriting and Alliant are planning to use the prospect solution during this upcoming season. The solution is functional with basic features ready to go. The collection of exposure information will be handled through document upload/download until the exposure data intake forms and review functions have been implemented.

ANCP development continues and the team is working on the functionality to add or inactivate ANCP's and their related workflows. This functionality may be used in other areas of the system where indirect participation is tracked.

The team is working on fixes and enhancements as we approach the next renewal application collection. Meanwhile, after a review of all of the renewal work, the development team decided that a new solution called a Form Builder would greatly enhance how data in the system is collected, reviewed and stored. The Form Builder solution is currently being developed and once complete will be used to create any form needed for all areas of the website/pool management system. Staff mentioned how easy and quickly it will be to make changes to forms once this solution is in place.

Member Services Update

Staff provided an update on new and upcoming member services. Member services intends to provide less but more comprehensive updates at committee meetings. First, staff walked through some of the services available today to all entities at no additional cost. Next, resources were reviewed including informative pages on the website and PRISM's menu of services and programs. Various tools were also mentioned which members can take advantage of and cover a broad spectrum of risk. Finally staff encouraged the committee to join PRISM's Communication Forums which are inspired by member requests and relevant topics.

Fall Retreat Recap

Those who attended, informed the Committee the topics from the 2021 Fall Retreat. This recap included what the topics were, what was discussed and what has happened since the retreat.

Staff Report

Staff gave an update on two internal systems being replaced at PRISM. The Accounting system is currently implementing Sage Intacct and is scheduled to go-live in the beginning of April. The HR/Payroll system selected was UKG. Anticipated go-live date of that system is August 2022. Staff highlighted the fact that both these systems are cloud-based. While the annual software licensing is a bit more expensive, the administrative and maintenance costs for infrastructure are non-existent.

Staff updated on the two cybersecurity initiatives being added to the Risk Control Partner Program. KnowBe4 has been added and offers a discount for PRISM members on their best-in-class cybersecurity awareness and training platform. A similar deal is being worked on for a product that makes system and data backups ransomware-proof.

Future Meetings

The next regularly scheduled meeting will be held on May 20, 2022.