

CSAC EXCESS INSURANCE AUTHORITY

TECHNOLOGY COMMITTEE

MEETING SUMMARY

CSAC Excess Insurance Authority
Web Conference/Telephonic Meeting

Tuesday, May 29, 2018
1:00 p.m.
First Meeting – 2018

Members Present

Rick Krepelka, GSRMA
Matt Gutierrez, Kern County
Heather Correll, Mendocino County
Diego Chavez, City of Rancho Santa
Margarita
Jim Johnson, Shasta County
Angelika King, Shasta County – Alt.

Members Absent

Denise Carter, Colusa County
Steven Chandler, Kern County Hospital
Authority – Alt.
Hank Ford, Santa Clara County

Selection of Chair and Vice Chair

Heather Correll, Mendocino County, and Rick Krepelka, GSRMA, were re-appointed as Chair and Vice Chair respectively for 2018.

JPA IT Standards

Staff provided the Committee with updates on two of the EIA's IT Strategic Plan goals (1. EIA IT staff needs to evaluate all internal EIA systems to determine areas where automation can improve processing; and 2. EIA IT staff needs to update policies/procedures/plans which define a mature cyber environment). First, staff reported that an IT Specialist was hired and is focused on process improvement at the EIA. Recently, much effort has been directed to Laserfiche, our document management system, and the addition of a Forms module which is helping automate and streamline the recruitment/application processes for Human Resources. Second, staff is working on new documentation and updating existing documents. As chair of the CAJPA Technology Committee, the EIA's CIO presented a session at the 2018 CAJPA Spring Technology and Finance Workshop where the group brainstormed additional areas of focus. New items will be added to CAJPA's Accreditation Standard, with direction of the CAJPA Technology Committee. EIA will take the lead in adopting/implementing the policies and procedures which will eventually be submitted to the CAJPA Accreditation Committee. Staff will be presenting the policies to the EIA's Technology Committee for input and guidance later this summer.

Claim System Update

Staff provided the Committee an update on the status of TPA conversion activity, EIA SIMS system administration enhancements and enhanced excess reimbursement handling.

Website/Pool Management Update

Staff advised that much work has been completed to bring the renewal application exposure data sets more in-line with industry expectations as well as to consolidate the EWC and GL applications into one application for members who are in both programs. The new renewal applications are nearing completion for EWC, GL, and GL2, with user acceptance testing to begin soon. The Technology Committee was invited to serve as our initial pilot group starting in July, with the rest of the membership completing their applications starting in August. Medical Malpractice renewal applications and additional enhancements to the EWC/GL/GL2 applications for next year's collection will be released in the fall.

EIA Mobile App

Based on the EIA's long-term strategic goal to have a valued mobile website and suggestions that the EIA should have a Mobile App, a survey was distributed to members to solicit input on feasibility and potential use cases for an EIA App. The results were communicated to the Committee, with the majority (58% compared to 41%) in support of an App. Easier, quicker access to contact information, coverage information and documents, event registration, and remote access to training were suggested most for access on the go. Staff reported that based on where we're at with current system development and the suggestions received, it may be better to focus on further planning in 2018/19 with development not starting until the following fiscal year (2019/20). The Committee provided input on information they would find useful, but also expressed concern about functionality, and in general agreed that more strategic planning should occur before any development ensues.

Cyber Security Service

The Committee was advised that Synoptek was the chosen vendor contracted by the EIA to offer cyber security services to EIA members, at negotiated rates. The Committee was presented with information on their offerings, pricing model, and a list of public entities (not necessarily EIA members) who have had services provided by Synoptek. One committee member reported that they would be engaging with Synoptek soon and would report back on their experience at a future meeting.

Certificates of Insurance (COI) Management Services Update

Staff reported on current usage and ongoing interest of the COI service. Staff also advised that administration, marketing, and accounting oversight for the service was transitioned from the IT Department to the Member Services Department last year, following the formation of the Member Services Department. Additionally, a new committee – Member Services, was formed and is tasked with oversight of many EIA service offerings. Based on these reasons, the Committee approved transitioning the purview of the COI service to the Member Services Committee, effective immediately.