

Title: Enabling Enterprise Management

The California Department of Insurance (CDI) currently maintains a collection of software applications that were developed to support business operations. Collectively, these applications store their data in an Oracle database termed the Integrated Database (IDB). While the data from these applications are located in one central repository, they are highly "siloesd" making it difficult to access and use information across business areas. For Executive Staff this poses a critical problem. It is both difficult and expensive for executives to obtain information on the overall health and welfare of the Department, and in some cases even their own divisions. This results in excessive resource investment within divisions in support of Executive requests. CDI Executive Staff require information that is current, accurate and readily available. In order to solve this business problem, an Oracle-based Business Intelligence (BI) and Data Warehousing software solution was developed giving management access to key performance indicators, metrics and operation status through a single user-friendly self service Portal.

This system is known as the Enterprise Information Portal and was deployed in November 2006 and is utilized by Executives and mid-managers enabling CDI to manage across the organization consistently, accurately and timely. The solution enables rapid decision making, instant collaboration and sophisticated analysis on internal and external Insurance industry conditions and internal CDI operations.

Key features of the EIP system include:

Alerts –

- Sends automated notifications to key decision makers via the Portal when out-of-bound conditions arise
- Enables CDI to actively monitor specific program/interest areas
- Permits rapid response by CDI management to address critical internal or external conditions
- Distributes alert information to the designated management groups based on severity, access and authority.

Key Performance Indicators –

- Pre-defined business measures for management decision making
- Enables long-term trend analysis on standard business metrics
- Enables exception-based management
- Utilizes red, yellow, green thresholds drawing focus to urgent issues
- Shares information across the organization enabling collaboration and holistic view of the Department.

Centralized Reporting –

- Consolidated standard and adhoc reports for individual program areas
- Enables CDI management to access desired reports for a consolidate portal
- Adhoc functionality is available using the Oracle Discoverer portion of the Portal.

Objectives Attained:

- Increased analytics for strategic and tactical decisions from a consolidated data source
- Increased sharing of CDI and data from the National Association of Insurance Commissioners – Financial Statement data
- Reduced reliance on IT staff to develop queries to support management decision making
- Effectiveness of CDI's programs in meeting established targets, goals and performance objectives.

Technology – an Oracle centric solution

- Oracle 10G Enterprise Suite including:
 - Portal
 - Warehouse Builder
 - Balanced Scorecard
 - Reports
 - Discoverer
 - Application Server
 - Database

To conclude, the EIP solution is a high level management tool where decision makers can check their alerts daily, collaborate, take action, provide information on changes in the insurance industry or develop adhoc reports in one consolidated Portal.

Enterprise Information Portal - Enabling Enterprise Management

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CALIFORNIA DEPARTMENT OF INSURANCE ENTERPRISE INFORMATION PORTAL

HOME COMPANY PRODUCER REPORTS KPI

Alerts →

From	Subject	Sent	Due	Priority
	Spike in Complaint Growth Alert for HEALTH NET LIFE INSURANCE COMPANY	24-Jul-2006		Normal
	Company Downgrade Alert for ALLIANCE UNITED INSURANCE COMPANY	19-Jul-2006	19-Jul-2006	Normal
EIP GROUP	Rapid Complaint Growth Alert for Fake Company to Test Alert Format	19-Jul-2006		Normal
EIP GROUP	Rapid Complaint Growth Alert for Fake Company to Test Alert Format	19-Jul-2006		Normal
	Company Downgrade Alert for ALLIANCE UNITED INSURANCE COMPANY	27-Jul-2006	27-Jul-2006	Normal
	Company Downgrade Alert for CROATIAN CATHOLIC UNION OF USA	27-Jul-2006	27-Jul-2006	Normal
	Spike in Complaint Growth Alert for BC LIFE & HEALTH INSURANCE COMPANY	27-Jul-2006		Normal
Total Notifications : 7 View All				

← KPI's

Average Age of Open Legal Matter

Compliance w/5yr Exam Req. - 2006

Year	FSB Five Yr	Budget
2005	~99.0%	99.0%
2006	~99.8%	99.0%

View Graph Last Updated: 17-AUG-2006

BRANCH REPORT CARD

Branch Scorecard

Licensing

- Avq TAT for opening & closing of a license
- Online Licensing Application Perf
- Paper Licensing Application Perf

FSB

- 5YR Exam
- Compliance with 18mo Exam

MCD

- Avq Billable hours per active resource
- In-Progress Exams
- Prop 103 Hours
- Number of Companies Examined
- Billable Hours

CSD

- Closed Aging Report
- Complaint Acknowledgement

Legal

- Avq Age of Open Legal Matter

Favorites

Oracle
Oracle Technology Network

CDI News NAIC News

LATEST NEWS

- Arrest of SF Corporate Officer on 49 Felony Counts**
The arraignment of Martha P. O'Neill, 40, of San Francisco, on 49 felony counts of alleged workers' compensation insurance premium fraud and employment tax fraud.
- Arrests of Two Riverside Individuals**
Garamendi announced today the arrests of two suspects after a ten-month investigation by the California Department of Insurance's (CDI) Investigation Division.
- State Farm Ins. to Implement Good Driver Reforms**
Garamendi today announced that State Farm Insurance, California's largest auto insurer, has ended its battle against his Good Driver Reforms
- Court's Ruling on "Good Driver Reforms" A Victory**
Garamendi on Thursday hailed a District court's decision to uphold an earlier ruling that rejected an insurer-sponsored effort to stop the Good Driver Reform regulations.