Property & Casualty Program

Activity and Implementation Report

September 2014

ACORD is a non-profit membership standards development organization (SDO) which develops and maintains forms and data standards and provides professional and technical support to the global insurance industry.

This Activity Report is prepared to regularly inform ACORD members and other interested parties on the standards development and implementation efforts underway. This publication is produced quarterly with the first quarter introducing the priorities for the year, the mid-year reports providing status and the year-end reporting a summary of accomplishments.

Any and all comments and questions are appreciated. Please contact the standards program at pc@acord.org.

Contents

Introduction

Purpose

This report provides quarterly updates to all standards participants and interested parties regarding the current activities, issues and accomplishments in the ACORD Property & Casualty (P&C) Standards Program.

The document is designed to keep ACORD members, agents, brokers, insurers, solution providers, associations and all interested parties informed and aware of P&C Program strategies, objectives and progress towards program goals.

The ACORD Property & Casualty (P&C) Program

The P&C Program manages two separate data standards; the P&C XML Standard and the P&C EDI (AL3) Standard as well as the P&C standard forms. Other deliverables include XML and AL3 transaction specifications and a large library of Implementation Guides all available at www.acord.org.

For more information and resources be sure to check out the P&C community page on the ACORD website - http://www.acord.org/P&C/Pages/default.aspx

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P&C Steering Committee Chair – Rich Mathews – Cincinnati Insurance

P&C Program Manager – James Bielak – jbielak@acord.org

ACORD Standards and Steering Committee Members
Public Standards Site
ACORD Governance Documents

What's New in P&C

Some recent items of interest:

- The **Spring 2014 P&C AL3 and XML standards** were published. There were 73 AL3/XML/Forms Maintenance Requests on the ballot – many of them filling gaps in the standards that were recognized during the extensive eLabel / Forms Mapping Project. Due to the unusually large number of AL3 and XML maintenance requests, the final release of Spring 2014 standards was delayed from June 27 to July 25.

- The **Fall 2014 P&C Cycle** is nearing completion, with approximately 44 maintenance requests slated to be on the ballot. **Plenary** is scheduled for **October 22**, and **voting** occurs **November 3-14**.

- The **ACORD eLabel / Forms Mapping Project** continued making great headway, mapping AL3 and XML to individual ACORD form fields. The effort largely completed commercial lines of business forms, and began addressing personal lines auto in June. AL3 and XML standards **gaps and conflicts** identified by this effort continue to drive **Fall 2014** (and future) maintenance requests to bring the standards into sync.

- Three working groups recently focused on **Commercial Inland Marine** are wrapping up their efforts. This confluence of efforts provided a **unique opportunity to fully explore and synchronize Forms, AL3 and XML** for a single line of business, helping the P&C program align and improve all three standards at one time. Multiple maintenance requests from the effort are on the **Fall 2014** ballot.

- The recently published, updated **Maintenance Request Template** increased focus on identifying the business need(s) driving the request, simplified the entry of data and coordinates the effort of keeping AL3, XML and Forms in sync. Be sure to download the new template!

- The **XML 2.0 Roadmap** is wrapping up their efforts and preparing a report to be delivered at the 2014 ACORD Implementation Forum Program Working Group open face-to-face meeting. This working group established criteria for determining which 1.x messages will be migrated to 2.0 (and which to leave behind) – **reducing the XML messages list by 80%**. Recommendations for 2.0 include improved documentation on **message service wrappers / envelopes**, including instructions for using **AWSP, SOAP** and Interactive Financial Exchange (IFX). Improvements will be made to the structure of XML documentation as the program evolves a leaner, well-documented and more effective XML standard.

- The XML Transaction Specification working group recently **completed the WorkCompQuoteInqRq/Rs** specification and will soon be finalizing the narrative portion of the document. The group will be deciding during October conference calls which transaction to work on next.

- The **Program Working Group** is meeting weekly through the **Fall 2014 MR Review** period, and otherwise meets monthly for 90 minute meetings. Agendas for monthly meetings are posted two weeks prior to the monthly calls. MR Reports are being published weekly during MR Review (October).

Objectives 2014

The P&C Program Mission continues to be: "*Enable data quality and consistency that allows single implementations to connect with multiple business partners.*"

The Program's 2014 P&C Goals and Objectives are designed to achieve this mission:

Goals	Focus Areas	Objectives	Expected Outcome	Actionable Steps
Refine and Enhance Standards	Evolve P&C AL3, XML and Forms standards and **improve transaction documentation** through P&C working groups. **Improve** the **consumability** of P&C deliverables	Maintain core P&C working groups (AL3, XML, Forms) as communities focused on developing and improving P&C specifications	Engaged core communities in each P&C standard.	Revisit WG charters with steering committee on a regular basis (per cycle)
		Evolve XML 1.x	Easier to adopt, use and understand the XML standard	Produce XML 2.0 Roadmap WG deliverables
		Deliver two new standards releases - in Spring and Fall 2014	Improved WG workflow and processes.	Update draft standards throughout cycle
			Document and publish on PWG community the process for submitting and reviewing MRs	Enhance / improve the MR submission template
			Make the process of contributing suggestions and asking questions easier to execute and monitor	Improve tracking of withdrawn MRs
			Timely, accurate standards publications	Ensure all MRs are fully baked and accurate
				Ensure PWG reviews / accepts ***ballot*** items
				Sync both AL3 and XML Coverage standards
		Improve tracking of all program issues and maintenance requests	Improved tracking, accuracy, history	Improve tracking of withdrawn MRs

Goals	Focus Areas	Objectives	Expected Outcome	Actionable Steps
				Ensure all MRs are fully baked
				Ensure PWG reviews / accepts ballot items
		Standards Development Platform	SDP: Repository of all proposed changes, questions and issues, with all relevant information reflecting member input and discussion	Provide details of current process in P&C Issue List management to the Standards Development Platform Monitor SDP development
		Deliver standard release prototypes throughout both cycles after PWG acceptance.	Continuous draft standard development	Perform standards updates immediately after PWG approvals
		Deliver new and updated AL3 and XML transaction specifications	Reduction in message structure ambiguity	Deliver draft and final specifications on demand
		Evolve and refine standard transaction documentation processes and deliverables in collaboration with other SDO programs	Library of transaction specifications	MR process documentation efforts
			Compliance with SDO directives for process / deliverables consistency across programs	Cross-program sharing of process, lessons learned
Refine and Enhance SDO Processes	**Support and promote** the **adoption** and use of **tools** that **enhance the ability to develop and utilize ACORD standards**	Utilize Message Forge in documenting and distributing transaction specifications	Transaction specifications become accepted as *the* way P&C documents use of the standards	Deliver multiple specifications (including drafts) in XML and AL3 during cycles
			Demonstration of the value (i.e., single interface) transactions specifications provide	
	Ensure P&C working groups **employ** the **most efficient use of member / ACORD time and resources**. Working groups are listed in the P&C	P&C SDO Process Repository	List of P&C processes (internal and external) illustrating steps followed in producing standards	Contribute process information to PWG Community page

Goals	Focus Areas	Objectives	Expected Outcome	Actionable Steps
	Program Activity Report.			
		Continue transitioning the program from a Maintenance Request (MR) approach to issue resolution, favoring a focus on **business** *needs* (issue) over proposed *solutions* (MR)	Communities focused on understanding business problems rather than simply "adding elements to a standard" Engagement and involvement of ACORD architectural staff in standards evolution process	Continue using issue list for WG agendas, minutes, MR review, Plenary, ballot, and continuing education
		Dynamic steering committee engagement	Increased contributions to P&C program, new expert leaders	Succession planning, event planning, WG reviews, Awards
Build Awareness and Expertise of Standards	Encourage the **creation of experts** that can guide carriers and solution providers toward the optimal use of ACORD transactions	Cultivate new P&C A.C.E.s	Increase in number of A.C.E.s	Contribute to education program and documentation / training material publication efforts
		Contribute continued education sessions to ACORD-LOMA and AIF conferences	A.C.E.s with up-to-date information on recent standard modifications	Conduct continuing education sessions as required , including two webinars annually
		Deliver innovative standards documentation that provides unambiguous instructions in the use of ACORD P&C transactions	Library of P&C message specifications Growing number of implementations	Continue focus on transaction specifications, and increase number / quality of graphical explanations
		Provide to membership a resource to find and obtain existing implementation documents	Indexed / cross-indexed access to P&C documentation and deliverables	Publicize P&C Downloads page on PWG home page.
Refine and Enhance Communication	Better u**nderstand the needs of the entire user community** Share **value** and **direction** of ACORD standards	Leverage relationships with ACORD and industry organizations as AUGIE, ACT, agency management system User Groups, vendors	Initiatives aligned with industry needs Recognition of ACORD P&C's responsiveness and agility in evolving	Monitor organizations for issues that may be addressed by P&C program (IICMVA, AAMGA, MAIC, AUGIE, ACT, X12)

Goals	Focus Areas	Objectives	Expected Outcome	Actionable Steps
			standards to meet business needs	
		Hold face-to-face meetings with membership at ACORD LOMA and/or AIF	Energized and engaged P&C communities	Compelling presentations and program summaries at events
				Engage steering committee monthly, focus on events
		Publicize P&C important issues and program progress through ACORD media, keeping our P&C membership up to date with current information	Informed P&C communities	Publish relevant, emerging news in ACORD Newsletter
				Migrate P&C Teams roster to PWG Community
			Consensus	Publicize P&C issues at partner events

P&C Program Key Activities

The P&C Programs activities fall into two major categories: Program Initiatives and Working Groups. Work in each of these areas is described below.

Program Initiatives

The P&C Program Steering Committee authorized the following set of initiatives independent of day-to-day standards maintenance responsibilities and working group activities.

These include:

- **Transaction Specifications** – Programs adopted an innovative way to document AL3 and XML messages. Business transaction specifications provide clear, unambiguous information regarding what information is needed, and where it is placed in a message. The P&C program is publishing AL3 and XML business transaction specifications, promoting data quality and consistency and alleviating the need to support multiple interfaces for individual business messages.
- **Implementation Services Support** – ACORD continues to develop and support a wide range of innovative and effective tools, services and activities that encourage and support *implementation* of standards. The P&C Program supports these efforts.

- **Core Working Groups** – The 2014 P&C Program continues with three core working groups directly addressing each of the three P&C standards – AL3, XML and Forms. The Program Working Group (MR Review team) remains focused on monitoring the output of the three core working groups, reviewing business issues and acting on maintenance requests throughout each cycle. Specialty working groups continue to focus on certificate forms, telematics, coverage implementation and XML 2.0.
- **Communication** – With so much going on at ACORD both within programs and globally across programs, the P&C Program continues to focus on improving the content and delivery of standards development information.

Working Groups

Working groups, the driving force behind standards maintenance, are made up of industry subject matter expert volunteers who spend valuable time developing optimal solutions to gaps & issues identified within the standards.

> *Get involved…it's easy. Contact a working group facilitator for more information or engage in any of the conversations by joining the working group directly! Visit the P&C Communities and "FOLLOW" working groups [at this link](#).*

Working Group Status Indicator Definitions:

▲ Good – Group is meeting regularly, with representative attendance, has defined objectives being achieving on schedule.
► Warning – Group is correcting its issues and expected to be Good next report.
▼ Critical – Group is lacking in attendance, defined objectives or progress
◄ On Hold – Future direction is being determined

P&C Working Groups are listed here in alphabetic order:

▲ [AL3 Transaction Specifications](#)

Chair: Mele Fuller, EzLynx
Facilitator: James Bielak – jbielak@acord.org / Paul Harris – pharris@acord.org

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Latest Status (updated September 30, 2014)

Green – The group completed work on the **Commercial Inland Marine** line of business transaction specification, in collaboration with the [P&C Forms WG](#) and [JWG Carrier Sub-Group](#) (XML). Clarifications were made to group attachment structures for this line of business. The hierarchy will specify that a commercial inland marine *policy*, indicated in 5BPI (Basic Policy Information group), will contain one or more attached inland marine *classes*, indicated in 6IMA (Commercial Inland Marine Unit at Risk group). Class-specific underwriting, coverage and other information will be located below the unit at risk group.

> The group will soon shift focus to the **Crime line of business**, explore the download portion of policy lifecycle, and continue processing AL3-related maintenance requests for the PWG.

Business partners need help implementing ACORD standards. This working group delivers results that assist all stakeholders in implementing AL3 messages in a consistent manner.

AL3 messages have been utilized for many years in batch download, and there are numerous successful implementations, particularly in Personal Lines. From management system to management system, however, the standards have been implemented differently, partially due to the fact that implementation guides did not exist, or the standards were flexible and succinct messaging specifications were not available.

Benefits of participation: This group identifies improvements and gaps in implementation guides and addresses them, and discusses any AL3 implementation questions and issues submitted by membership. If you've ever wondered how to implement the ACORD Property & Casualty AL3 standard or have specific questions, this is the group for you. Group discussions are typically lively and fun and the various constituents work well together to collaborate on consistent workflows and implementation of standards.

[This group meets](#) the 1st and 3rd Thursday of each month, 10-11 am (ET). During MR Review months, the group moves to Tuesday meetings (watch the [calendar](#)!)

Schedule & Milestones

- Identify and address issues, improve line of business specifications in the ACORD 234 Hierarchies Guide - Ongoing
- Address new issues as they arise and reprioritize – As needed

▲ [Certificate Forms](#)
Chair: Michael Blackshear, ACE
Facilitator: James Bielak – jbielak@acord.org

> *Latest Status (updated September 30, 2014)*
>
> Green – The working group meets as needed, focusing on certificates topics ranging from considering new types of certificates, reviewing proposed changes to ACORD certificate forms and making recommendations on best practices.

The objective of this group is to review and monitor the use and acceptance of ACORD certificate forms, ensuring they meet industry needs, are appropriately formatted for automation, and are filed in applicable states. Certificates are widely used and change as needed to meet the industry's needs. The working group meets as required.

The scope of this working group includes the eight current ACORD certificate forms noted below. The working group meets to consider proposed revisions to these forms. Requests for new certificates are also evaluated by this working group.

Benefits of Participation
Participants have the opportunity to directly influence the definition and design of ACORD P&C Certificate Forms, identifying the necessary data elements and instruction guides. By monitoring the P&C Certificate Forms working group communications, participants can be informed about proposals to modify existing certificates, and proposals for new ACORD certificates.

This group meets as needed on the 4th Wednesday of each month, 2-3:30 pm (ET).

Schedule & Milestones

During the 2014 cycles the group will continue to monitor

- ACORD 23, Leased Auto Certificate Of Insurance
- ACORD 24, Certificate Of Property Insurance
- ACORD 25, Certificate Of Liability Insurance
- ACORD 27, Evidence Of Property Insurance
- ACORD 28, Evidence Of Commercial Property Insurance
- ACORD 29, Evidence Of Flood Insurance
- ACORD 30, Garage Liability Certificate of Insurance
- ACORD 31, Certificate of Marine / Energy Insurance

Deliverables include

- Updated Forms as necessary
- Supporting Materials (Form Instruction Guides – FIGs)

▲ **Coverage Implementation**
Chair: TBD
Facilitator: Paul R. Harris – pharris@acord.org

Latest Status (updated September 30, 2014)

Green – The WG continues to handle questions relating to existing coverages and maintenance requests for new coverage code in both AL3 and XML.

The Coverage Implementation Working Group was initially established to encourage companies to use ACORD-standard Coverage Codes instead of using 'company unique' codes. This took two forms: first, to encourage companies (and vendors) to use ACORD-standard coverage codes, and secondly, to assist companies in analyzing their

unique codes and advising they shift to existing standard codes or submit their particular codes to be included in the ACORD standard coverage code lists. Both of these activities continue in the CIWG.

The CIWG also assists download users in the correct use of coverage groups. The Coverage Implementation Specification was the first product of this effort. It is anticipated that these Specifications will be extended over time as additional problematic or company unique coverages are encountered.

A current CIWG initiative is reviewing AL3 and XML coverages codes, synchronizing currently separate lists. This includes a line of business analysis of the appropriateness and clarity of the coverages and the sublists in which they occur. BOP was selected as the initial LOB in order to assist in Commercial Download efforts, where BOP is a key component.

The CIWG plans to develop a combined AL3 / XML Coverage Matrix. A Coverage Matrix provides specifics for an implementation's use of each coverage code. Currently the Matrix exists in separate form for AL3 and XML. By combining the AL3 & XML Coverage Matrices, the specifics of each can be shown in parallel, and the details of each brought into sync. This will also assist in keeping them in sync and at the same level of detail. The Combined Matrix will also likely drive the addition of new entries in the Coverage Implementation Specification document.

Benefits of participation: Every carrier downloading to their agents should be participating in or monitoring this working group. The group is working to create new codes in the AL3 (and XML) standard by identifying where commonality exists in company unique codes submitted by individual insurers. Individual insurers are collaborating to enhance the AL3 standard and build a common approach for tracking, sharing, and enhancing the standard for those "unique" codes in common use.

This working group meets the 1st and 3rd Wednesday of each month, 2-3 pm (ET).

Schedule & Milestones
Throughout 2014 the group will continue to
- Bring AL3 & XML coverages into sync, and in the process identifying gaps in existing documentation and providing the correct utilization of the standard. BOP Property coverages are in process, with other BOP lines to follow, including BOP-specific coverages, with BOP Liability, Credits & surcharges, and Exclusions & Restrictions to follow
- Update the Coverage Implementation Specification as new complex, troublesome, and company-specific coverages come to the CIWG's attention.
- Develop a draft of the Combined Coverage Matrix, focusing on the format of the matrix. A few examples will be mapped, primarily to visualize the new format.

▲ **P&C Forms**

Chair: Donna Gilbert, NxTech
Facilitator: James Bielak – jbielak@acord.org

Latest Status (updated September 30, 2014)

Green - This working group recently completed its effort on Commercial Inland Marine forms, in conjunction with data needs arising in the AL3 Transaction Specification and JWG Carrier Sub-Group (XML) efforts. The group redesigned the ACORD 146 (formerly Equipment Floater), evolving the form into a much more useful Commercial Inland Marine Section form that is capable of handling several inland marine classes.

The WG also continues evaluating, prioritizing and addressing form change requests submitted by ACORD forms users, as well as maintenance requests arising from the forms mapping project.

This group meets monthly to review forms issues and requested changes submitted by members.

The P&C Forms WG is focused on:
- Review of proposed new forms or enhancements (MRs) to existing forms, from various sources including other working groups
- Discussion of opportunities, issues and/or questions involving forms implementations where no other more appropriate forum is available (e.g. working group)
- Discussion of forms design principles

Benefits of Participation
Participants have the opportunity to directly influence the definition and design of ACORD P&C commercial and personal lines forms, identifying the necessary data elements and instruction guides. By attending P&C Forms working group, participants can affect the appropriateness and completeness of information gathered on ACORD forms, helping streamline workflows associated with completing forms, and ensuring that information needed to conduct insurance business is well represented.

This group meets the 1st and 3rd Tuesday of each month, 2-3 pm (ET).

Schedule & Milestones
- Prioritize and address submitted Forms issues
- Discuss any new forms issues presented to the group

▲ **Program Working Group (MR Review)**

Chairs: Mele Fuller, EZLynx
Facilitator: James Bielak – jbielak@acord.org

> *Latest Status (updated September 30, 2014)*
>
> Green - The PWG meets once a month for 90 minutes reviewing new Maintenance Requests, tackling new issues related to delivery of standards to members. After each cycle's MR cutoff date, the group meets weekly to review and resolve any remaining MR issues for that cycle. **Fall 2014 MR Reviews** were scheduled for Sep 25, Oct 2, 9, and 16. **Plenary** is October 22.
>
> The group has already accepted 26 maintenance requests for the Fall 2014 ballot, and has another 18 or so to review in the time remaining before Plenary.
>
> Members' continued involvement in the PWG illustrates a firm commitment to make the AL3, XML and Forms standards more accurate and responsive to today's agile business environment and business needs.

The Program Working Group is continuously engaged with incoming change requests and the core P&C working groups (AL3, XML and Forms), ensuring that all changes to a standard are necessary and sufficient to address the stated business needs of each request.

This group ensures that all change requests focus on the business problem that needs to be solved (the *issue*), rather than merely providing a single point solution within a particular standard.

Benefits of Participation
Participants are directly involved with developing ACORD P&C standards - ensuring the program vision to "ensure data quality and consistency that allows single implementations to connect with multiple business partners" is met. All issues requiring quick decisions, coordination between core P&C working groups, consideration of architecture, or naming and design rules are discussed here.

This group meets on the fourth Thursdays of each month at 10:00 am ET for 90 minutes. During MR Review, the group meets weekly on Thursdays.

Schedule and Milestones
- Review new standards issues and change requests monthly
- Establish and document a process for rapidly assessing new change requests
- Ensure all issues are routed to the appropriate core working groups

◄ Telematics
Chairs: Mark Woods, Allstate
Facilitator: James Bielak – jbielak@acord.org

> *Latest Status (updated September 30, 2014)*

On Hold - The working group is currently on hold, pending questions and new issues based upon implementation. TelematicsScores were added to the Spring 2014 release, XML 1.27. An updated transaction specification will be published during the release of the Fall 2014 standards.

Participants are interested in learning of new implementations, in order to develop a case study evaluating the effectiveness of the published standard. Future working group efforts are anticipated to be focusing on improving the current XML, and additions for commercial lines telematics use.

Telematics data has the potential to detect claim fraud, determine risk, predict driver behavior, price products, prevent accidents, lower claims costs as well as provide other benefits. The telematics data messaging standard helps to provide the relevant data in a consistent fashion.

There are hundreds of sources of telematics data, a wide variety of data elements collected, many uses for this data, and a broad range of industry participants. Data generated by vehicle devices is recorded at predetermined intervals; for example, data can be reported every few seconds, or it can be recorded for specific events, such as hard braking (when the driver stomps on the brake), upon swerving, or colliding.

The objective of this working group continues to focus on standardizing the data reported to insurers for the purpose of making risk decisions. While there may be multiple representations of that data, from the actual mobile device transmission to cell towers / satellites - to data aggregator - to insurer – this working group focuses on standardizing data involved in delivery of telematics data to an insurer.

Benefits of Participation
The use of telematics devices is growing, expanding to handheld and mobile devices. The technology is available in most new cars and trucks being manufactured today. The availability and applicability of telematics data is widespread and has appeal in insurance and other areas.

You can take part in evolving the standard that is shaping up to become a major component to the future of the insurance industry.

Follow the Telematics community to learn of future meetings and initiatives.

Schedule and Milestones
- Identify data elements, business requirements for telematics data transmission from data producer to insurer
- Enhance the telematics data message transaction specification with newly added data capabilities

▲ XML 2.0 Roadmap

Chairs: TBD
Facilitator: James Bielak – jbielak@acord.org

Latest Status (updated September 30, 2014)

Green - The XML 2.0 Roadmap working group is concluding its efforts to imagine and define a migration path to a new XML major version. A report will be delivered to the Program Working Group face-to-face session at the 2014 ACORD Implementation Forum.

The working group established criteria for determining which 1.x messages will be migrated to 2.0 (and which to leave behind) – reducing the XML messages list by 80%. Recommendations for 2.0 include improved documentation on message service wrappers / envelopes, including instructions for using AWSP, SOAP and Interactive Financial Exchange (IFX). Improvements will be made to the structure of XML documentation as the program evolves a leaner, well-documented and more effective XML standard.

After numerous maintenance additions and a decade of use, opportunities to improve the ACORD P&C XML 1.x standard are recognized. This new working group is generating a roadmap to evolve the standard to a new, 2.0 major release.

Rationale for this XML 2.0 effort includes:

* Business rules embedded in the XML schema prohibit broader usage of existing data elements and aggregates in new business message contexts.
* Unhelpful "inheritance" methods obfuscate the XML and make it more difficult to understand and use.
* Some XML 1.x idioms are difficult to reconcile in modern development platforms, and negatively impact upgrades to XML Help File documentation and the Message Forge transaction specification platform.
* A large portion of the XML 1.x standard is already deprecated, and much more is obsolete and largely unused.
* The 1.x standard utilizes message "envelopes" (services) that have been eclipsed by newer SOAP and the ACORD Web Service Profile standard.

This working group is developing a roadmap to evolve the 1.x standard, including a timeline for completing analytical work and for releasing an initial 2.0 version. Attention is focused on proactively correcting XML 1.x shortcomings and errors:

* Simplify the schema and improve basic capabilities
* Remove unused material: Deprecated and obsolete messages, elements and codes

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- Improve ease of use and more consistent use of the standard with better documentation and more transaction specifications.

The working group effort will also specify testing facility requirements for validating designs and ease the transition from 1.x to 2.0.

Benefits of Participation
Participants will be improving the ACORD P&C XML Standard's ease of use. The resulting XML schemas will be leaner, easier to understand, and better documented.

Schedule and Milestones
- Develop the case for change – justification for a 2.0 evolution
- Inventory proposed changes and improvements to the XML and help documentation
- Validate and evaluate proposed changes with respect to existing XML implementations
- Generate revised schema and documentation
- Deploy test facility
- Candidate 2.0 specification for membership

▲ XML Transaction Specifications

Chairs: Nathanael Waite, Goodville Mutual Casualty
Facilitator: James Bielak – jbielak@acord.org

Latest Status (updated September 30, 2014)

Green - The XML Transaction Specification working group recently completed a first draft of the WorkCompQuoteInqRq/Rs specification and will soon be finalizing the narrative portion of the document. The group will be deciding during October conference calls which transaction to work on next.

Insurers and management system solution providers need help implementing ACORD standards. This working group produces deliverables that assist all stakeholders in implementing XML messages.

P&C XML messages have been utilized for many years and there are many successful implementations, particularly in Personal Lines. From management system to management system, however, the standards have been implemented differently, partially due to the fact that implementation guides did not exist, or the standards were very flexible and succinct messaging specifications did not exist.

There is an ongoing industry-wide campaign to increase the use of real-time solutions. To further succeed at this campaign, improvements in XML implementation transaction

documentation and certification process are needed, to ensure consistency in message implementations.

This working group provides assistance by producing transaction specifications, implementation guidance, business rules and documentation to increase consistency in the implementation of ACORD XML standards.

Benefits of Participation
Participants will be addressing all the issues that will help improve the ACORD P&C XML Standard's ease of use. From help file documentation, to specifications for new transactions, to refining (and redefining) current XML messaging, this working group will be focused on improving anything that involves ACORD P&C and XML.

This group meets on the 2nd and 4th Thursdays of each month at 1:00 pm ET.

Schedule and Milestones
- Complete WorkCompPolicyQuoteInqRq/Rs – Q3 – Q4
- Present Commercial Inland Marine at AIF 2014
- Develop a general strategy for improving all ACORD P&C XML message documentation

Communities and Industry Associations

ACORD's mission includes aiding and supporting standards implementers. This is accomplished through "Communities." These communities may be created as standards (SDO) efforts or they may be created independently by members and/or non-members, together seeking to solve one or more business problems. The activities of these groups may be educational or advocacy-focused, or they may result in traditional P&C Program working group efforts and maintenance requests. ACORD staff and resources are a vital component of these communities.

ACORD Communities focus on specific issues and opportunities. They set goals to support standards usage, initiatives and promote consistency of implementation.

Industry Associations may also host communities that ACORD participates on to assist with implementation and development of ACORD Forms, Data Standards and the ACORD Reference Architecture (Framework).

Key to the relationship between ACORD Communities and Associations is advocacy and promotion of consistent and successful use of ACORD forms, standards and reference architecture. The list below contains several associations that fit this description.

Sponsor / Community	Key Goals and Activities
ACT – Agents Council for Technology	This group advocates the efficiency of workflows based on ACORD Standards. A current focus is ePolicy delivery utilizing the ACORD Activity notes standards.
AUGIE – ACORD Users Groups Information Exchange	This advocacy group "Ambassadors" communications to encourage implementation of ACORD forms and standards from a business and process improvement perspective.
CSIO - Centre for Study of Insurance Operations	CSIO utilizes ACORD resources to maintain their forms and standards.
Excess & Surplus Lines Carriers ACORD – James Bielak	This group is working to create XML transactions that can be used in the real-time processing of data between MGA's and Excess & Surplus Lines Carriers. 2014 Initiatives – Commercial Inland Marine.
Electronic Signatures ACORD – Cal Durland	Agents and brokers have communicated that workflows utilizing Electronic signatures is efficient and meets client's expectations. This community will continue to develop advocacy pieces and speak at industry events to assist the industry in expanding their usage.

Sponsor / Community	Key Goals and Activities
ID Federation	The structure to assist the industry in taking steps towards resolving password issues is now in place. An issue with a password could cause a transaction based on ACORD standards to fail. More information is found on http://idfederation.org/
NAAIA - National African American Insurance Association	ACORD will be speaking, sponsoring and exhibiting at their annual conference to educate and engage the attendees and members of this association in ACORD.
NASBP and SFAA - National Association of Surety Bond Producers and The Surety & Fidelity Association of America	They are interested in utilizing ACORD forms and data standards to improve their process. They are communicating to their members to secure volunteers for a project they will be hosting.

Appendix: Program History & Achievements
2013 Accomplishments

Goals and Objectives

Refine and Enhance Standards

Two successful voting cycles in 2013 resulted in numerous changes to the P&C Forms, AL3 and XML standards. The spring cycle saw 48 MRs adopted, and the fall cycle approved 45. The voting ballots showed for each MR the specific actions that were proposed to modify each standard. Acceptance by working groups and Plenary continue to be shown on the ballots.

Spring 2013 Cycle - 48 MRs were submitted and approved.

Fall 2012 Cycle - 45 MRs were submitted and approved.

Standards updates - 2013
- AL3 MRs: 53
- AL3 standard updates: 825

- XML MRs: 68
- XML standard updates: 924

- Forms MRs: 12

Transaction Specifications

Six XML transaction specifications completed in 2013:

- Activity Note Notify
- Financial Responsibility
- Policy Quote Inquiry Resend
- General Liability Policy Rate
- Personal Auto Policy Quote Inquiry Request / Response
- Telematics Vehicle Notify

XML transaction specifications progressing at the end of 2013:

- Commercial Auto Policy Quote Inquiry Request / Response
- Additions to Telematics
- E&S Commercial Inland Marine Policy Rate

XML 2.0 Schema prototyping was initiated by generating XML 1.25 Schemas with all deprecated items removed. Posted these schemas in TCF (Testing Certification Facility) so members can see what (if any) impact deprecated item removal has on their existing XML transactions.

The AL3 hierarchies continue to be updated, with a near-future focus on Commercial Inland Marine and Crime download transactions. Published during 2013:

- Personal Auto
- Dwelling Fire
- Homeowners
- Personal Inland Marine
- Mobile Home
- Business Owners Package (BOP)

Working Groups

The Program supported the following working groups during 2013:

- **AL3 Transaction Specifications** – During 2013 the group reviewed and revised several AL3 hierarchies, and in doing so applied many improvements and clarifications to the AL3 standard. In addition to the diagram improvements in the 234 hierarchies standard, the group published new spreadsheets to accompany each of the updated hierarchy diagrams. These spreadsheets report all "usual and ordinary" groups that one sees in a hierarchy diagram, plus all "legal" group associations, groups that may optionally be used, and those that are no longer associated. Required / optional usage attributes are shown, and notes clarifying usage are provided where relevant.

- **Certificate Forms** – The objective of this group is to review and monitor the use and acceptance of ACORD certificate forms, ensuring they meet industry needs, are appropriately formatted for automation, and are filed in applicable states. Certificates are widely used and change as needed to meet the industry's needs. The working group meets on a monthly schedule. The group reviewed several certificate forms issues and Maintenance Requests submitted during the Spring and Fall 2013 cycles.

- **Coverage Implementation**) – This group completed a document that helps carriers and solution providers better understand how coverages should be sent, and how to format some of the more complex coverages using the existing data fields in the coverage groups, without having to create company unique codes.
  Numerous Maintenance Requests for new coverage codes were handled by the working group during 2013, providing authors with a) alternative approaches where appropriate, or b) support through the MR process.

- **P&C Forms** – This group reviews all submitted forms Maintenance Requests (MRs) and/or issues submitted by members on an as needed basis. Participants include agents, insurers and solution providers.
  The working group reviewed several proposed changes and Maintenance Requests during the Spring and Fall 2013 cycles, and maintains a backlog of issues that are on hold until additional criteria justify consideration of the change.

- **IICMVA** – This working group completed a new Financial Responsibility transaction that permits insurers to file to a DMV a certificate of financial responsibility on behalf of an insured. This transaction and XML standard changes were approved in the Spring of 2013. The working group, having completed its mission, was subsequently decommissioned.

- **Program Working Group** – The working group formerly known as MR Review met bimonthly to review submitted MRs, review program standards issues, and make recommendations on proposed changes to P&C standards. The PWG quickly and frequently processed and made recommendations on issues and maintenance requests forwarded by other working groups or staff. Forty eight MRs were processed in Spring, and 45 MRs were processed in Fall, 2013.

  The PWG held face-to-face meeting at the October ACORD Implementation Forum, where volunteer program subject matter experts proposed numerous opportunities to improve the P&C standards. Many of these ideas will be addressed in the program's 2014 goals and objectives.

- **Telematics** – This working group completed the development of the first telematics transaction that communicates data from a data provider to an insurer. One XML message can transmit data on one or more vehicles, each reporting one or more telematics devices, events, and time series data streams. The message can be used to

report vehicle / device inventories, a single vehicle's data after one or more trips, or a collection of vehicles at the end of a set time period.

At the end of 2013 the working group was focused on transmitting telematics scores and frequency distribution data, which will likely be ready for consideration during the Spring 2014 cycle.

- **XML Transaction Specifications** – The XML group completed an Activity Note transaction specification, then focused on the personal auto policy quote request and response, which was completed at the end of 2013. Additionally, the group began to analyze the commercial auto policy quote request and response messages to develop their next transaction specification.

Refine and Enhance SDO Processes

ACORD P&C Program staff continued to refine how ACORD standards are produced in a more agile, responsive way. Numerous recent improvements continued to evolve during 2013:

- All program issues and discussions continue to be tracked in a central location. This provides better visibility into the program's workflow across multiple working groups, and establishes a volunteer-accessible workflow that tracks all ideas that are raised, not only those that become maintenance requests.
- Working group agendas, email reminders, meetings, and minutes – as well as MR reports, Plenary, the ballot, and continuing education webinars – are all consistently using the program's issue list.
- Work throughput (93 MRs accepted during the 2013 Spring and Fall cycles) continues to be high.
- Decisions and recommendations on submitted issues and MRs are reached and published in as little as two weeks, giving an author good indication of the level of community support for their idea.
- XML transaction specification drafts are published weekly, so developments from the various working groups' efforts are more widely and immediately available.
- The PWG meets face-to-face at the ACORD Implementation Forum to discuss overarching program issues.

Build Awareness and Expertise of Standards

A key factor of success in building ACORD standards implementations is having expert participants who know both the needs of the involved business partners, as well as robust knowledge of the ACORD Standards. The ACORD ACE program recognizes individuals with critical insurance and standards expertise, and encourages the industry to involve these experts in implementation plans and activities.

The P&C program prepared two webinars during 2013 to communicate the changes applied to the standards during the Spring and Fall 2013 cycles. Program staff continues working with ACORD's Knowledge Center, providing continuously improving documentation and training materials to those who implement the standards.

The number of P&C ACEs grew to 59 during 2013, with 11 new ACEs. ACORD staff delivered two ACE continuing education webinars during the year, for the Spring and Fall cycles. Additional P&C sessions were developed and presented at the ACORD Implementation Forum to help inform and educate implementers on the use and value of ACORD standards.

Refine and Enhance Communication

Several ACORD Newsletter articles were published through the year to keep membership informed of P&C initiatives and progress:

- Keeping participants updated on the program's 2013 goals and objectives
- The 2013 P&C working group migration to acord.org Communities
- Certificates working group updates
- Publication of new XML transaction specifications
- Telematics standard progress
- ACORD LOMA and ACORD Implementation Forum insights
- ACORD Implementation Forum open steering committee meeting questions
- The program's 2013 year-in-review

ACORD P&C staff also collaborated with other industry groups focused on advancing the adoption and use of standards and standard workflows in the P&C insurance industry. AUGIE, ACT, Mid-America Insurance Conference (MAIC), E&S Joint Working Group, AAMGA, and Commercial Lines Download 2013 Initiatives all focused on increasing industry use of the standards. Results from these efforts included standards maintenance requests, initiation of new working groups, publication of new documentation and updated ACORD forms.

Finally, attendees of the ACORD Implementation Forum had the opportunity to discuss ideas and open issues with ACORD P&C program steering committee members at the AIF P&C Open Meeting held on October 28th, 2013. Many comments and new ideas were expressed, and the steering committee is actively reviewing this material to help understand and chart the direction the 2014 ACORD P&C Program.