



Property & Casualty Program Activity and Implementation Report

March 2015

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.

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Introduction

Purpose of this report

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 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, forms mapping guides 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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[ACORD Standards and Steering Committee Members](#)
[Public Standards Site](#)

What's New in P&C

Some recent items of interest:

- The **P&C Spring 2015 cycle** is well underway. **41 MRs** are on the ballot, and several more submitted prior to the March 27th MR Cutoff may also be put on the ballot.
- The new **P&C 2015 Mission, Vision, Goals and Objectives** are published at the end of this document
- **XML 2.0** is making great progress, with the working group determining the shape of the **next iteration** of **P&C XML**
- The P&C XML **Workers Comp Policy Quote Inquiry Transaction Specification** was recently published. The **Commercial Inland Marine Rate** transaction specification is soon to follow.

Working Group Scorecard

Categories & Definitions

- **Scope of Work** – Defined objectives and scope / progress is aligned with the original Working Group proposal.
- **On Schedule**– the objectives defined by the WG are on schedule
- **Attendance** - Group is meeting regularly, with representative attendance.
- **Member Contribution** – Working Group members are providing input, Use Cases, Homework, etc.
- **Implementation Commitment** – Members remain committed to implementing final work. For maintenance working groups, this category will be noted as Maintenance.

Status Indicators & Definitions

- ▲ **Good** – Group is on target for the specific category
- ▶ **Warning** – Group is aware the performance is jeopardizing the success of the working group's goals and is correcting the issue.
- ▼ **Critical** – Performance is not being met by this Group.
- ◀ **On Hold** – Future direction is being determined.

1 st Quarter Performance	Scope of Work	On Schedule	Attendance	Member Contribution	Implementation Commitment
Program Working Group	▲	▲	▲	▲	Maintenance
AL3 Transaction Specifications	▲	▲	▲	▲	Maintenance
XML Transaction Specifications	▲	▲	▲	▲	Maintenance
P&C Forms	▲	▲	▲	▲	Maintenance
Certificate Forms	▲	▲	▲	▲	Maintenance
Coverage Implementation	▲	▲	▲	▲	Maintenance
XML 2.0	▲	▲	▲	▲	▲

Working Groups

The driving force of standards maintenance is our working groups made up of industry volunteers who spend valuable time understanding gaps & issues and developing the optimum solutions for each within the standards.

Visit the P&C Communities and join working groups [at this link](#).

Click on a Working Group Name (below) to access all details specific to that working group, including:

- Meeting Minutes
- Work In Progress
- Shared Documents
- Active Participants
- Meeting Calendar

P&C Working Groups are listed in alphabetic order:

AL3 Transaction Specifications

Chair: Mele Fuller, EzLynx

Facilitator: James Bielak – jbielak@acord.org / Paul Harris – pharris@acord.org

Latest Status (updated March 31, 2015)

During the first quarter of 2015 the working group reviewed numerous maintenance requests introduced during the Spring 2015 cycle, and completed the Personal Auto AL3 transaction specification. The Business Owners Policy (BOP) implementation guide was updated and is under review by the working group.

The working group held 6 conference calls during Q1.

Business partners need help implementing AL3 policy download standards. This working group provides valuable AL3 Transaction Specifications 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.

Meeting Frequency: [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 working group [calendar](#)).

Implementation and Advocacy: This working group is focused primarily on AL3 maintenance.

Certificate Forms

Chair: Open

Facilitator: James Bielak – jbielak@acord.org

Latest Status (updated March 31, 2015)

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 Certificates WG held 1 conference call during Q1.

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.

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

Implementation and Advocacy: This working group is focused primarily on Certificate forms maintenance.

Coverage Implementation

Chair: Caleen Alexanderson - AgencyPort

Facilitator: Paul Harris – pharris@acord.org

Latest Status (updated March 31, 2015)

The CIWG continues responding to questions and reviewing maintenance requests relating to existing coverages and proposed new coverage codes, in both AL3 and XML. The group is also designing a combined coverage matrix for AL3 and XML.

The CIWG held 6 conference calls during Q1.

The CIWG identifies the correct use of coverage groups in download. This ongoing initiative reviews proposed and existing AL3 and XML coverages codes, synchronizing the separate lists. This includes analysis of the appropriateness and clarity of the coverages and the sublists in which they occur.

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 separately 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.

Meeting Frequency: [This working group](#) meets the 1st and 3rd Wednesday of each month, 2-3 pm (ET).

Implementation and Advocacy: This working group is focused primarily on AL3 and XML coverage code maintenance.

[P&C Forms](#)

Chair: Donna Gilbert, NxTech

Facilitator: James Bielak – jbielak@acord.org

Latest Status (updated March 31, 2015)

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

The Forms working group held 3 conference calls during Q1.

This group meets 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
- Advocating acceptance of ACORD Forms
- Promoting implementation of ACORD Forms

Meeting Frequency: [This group meets](#) the 1st and 3rd Tuesday of each month, 2-3 pm (ET).

Implementation and Advocacy: This working group is focused primarily on P&C Forms maintenance.

Program Working Group

Chair: Mele Fuller, EZLynx

Facilitator: James Bielak – jbielak@acord.org

Latest Status (updated March 31, 2015)

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.

The PWG placed **41 MRs** are on the ballot, and several more submitted prior to the March 27th MR Cutoff may also be put on the ballot.

The Program Working Group held 3 conference calls during Q1.

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.

Meeting Frequency: [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.

Implementation and Advocacy: This working group is focused primarily on MR Reviews.

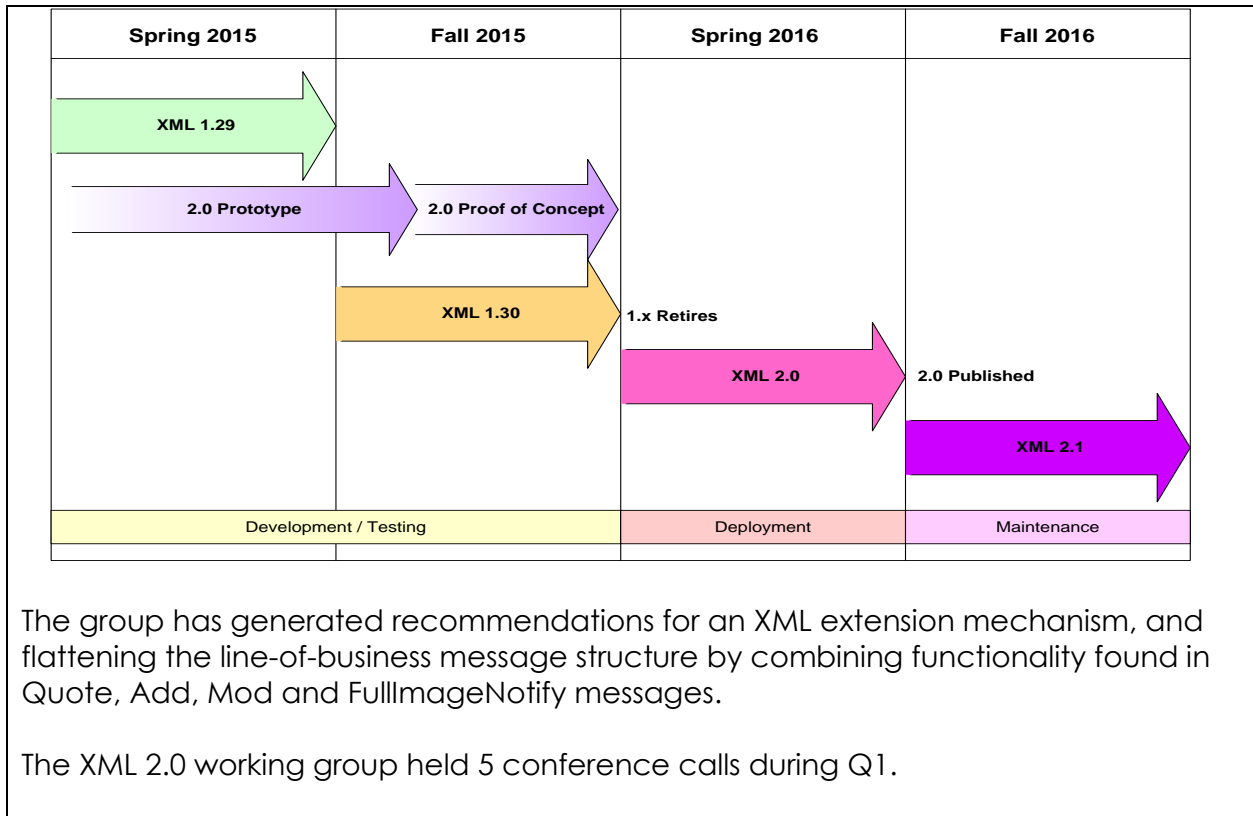
[XML 2.0 Roadmap](#)

Chair: Jamie Steward, Agencyport

Facilitator: James Bielak – jbielak@acord.org

Latest Status (updated March 31, 2015)

Efforts in 2015 began focusing on generating the XML 2.0 prototype. The following diagram shows the proposed timeline, illustrating continued evolution of XML 1.29 / 1.30 through 2015, while simultaneously developing the 2.0 prototype:



This working group generated a roadmap during 2014 to evolve the standard to a new, 2.0 major release. During 2015, the group is actively generating the XML 2.0 prototype standard. This working group's focus is to proactively correct XML 1.x shortcomings and errors:

- Simplify the schema and improve basic capabilities
- Remove unused material - deprecated and obsolete messages, elements and codes
- Improve ease of use and more consistent use of the standard with better documentation and more transaction specifications.

Meeting Frequency: [This group meets](#) on the 1st and 3rd Thursdays of each month at 1:00 pm ET.

Implementation and Advocacy: This working group is dedicated to developing and implementing the next major version of XML messaging.

[XML Transaction Specifications](#)

Chair: Nathanael Waite, Goodville Mutual Casualty

Facilitator: James Bielak – jbielak@acord.org

Latest Status (updated March 31, 2015)

During Q1 the XML Transaction Specification working group completed a first draft of the CommInlandMarineRateRq/Rs specification and prepared the document for publication. The group also focused on numerous MR reviews during 2015 Q1.

The XML 2.0 working group held 6 conference calls during Q1.

Insurers and agency management system solution providers need help implementing P&C XML standards. This working group provides XML Transaction Specifications to assist all stakeholders in implementing XML messages correctly and consistently.

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 other documentation to help drive consistency in the implementation of ACORD XML standards.

Benefits of Participation

Participants will be addressing 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.

Meeting Frequency: [This group meets](#) on the 2nd and 4th Thursdays of each month at 1:00 pm ET.

Implementation and Advocacy: This working group is focused primarily on XML transaction specifications and XML maintenance.

Objectives 2015

Vision - Enable data quality and consistency that allows single implementations to connect with multiple business partners.

Mission

- Define and enhance standards
- Refine and enhance the standards develop processes
- Promote awareness of and expertise in the use of standards

Goals	Objectives	Expected Outcome	Actionable Steps
Define and enhance standards	Evolve P&C Forms, AL3, XML and other (JSON) standards that support the needs and growth of interoperability among business partners		Publish forms-mapping guides Produce XML 2.0 prototype Seek opportunities for new standards
	Evolve and refine standard transaction documentation and deliverables	Increase number of published AL3 and XML transaction specifications	AL3 Transaction Spec WG focus on the 234 hierarchies XML Transaction Spec WG focus on additional LOBs
	Deliver two new standards releases each year, Spring and Fall	AL3 and XML releases June / December 2015	Implement updates throughout cycle post-PWG
Refine and enhance the standards development processes	Maintain core working groups by engaging core communities – carriers, agents, solution providers, vendors - to focus on development and enhancement of specifications	Dynamic working groups engaged in developing solutions for current business problems, high WG participation	Frequent steering committee and PWG review of ongoing initiatives
	Transition from a maintenance request approach toward a focus on standards development to address evolving business needs	XML 2.0 / SDP facilitates evolving XML standard XML 2.0 potential for replacing AL3	SDP prototyping 2.0 Focus in XML 2.0 on FullImageNotify messages
	Maintain a standards development platform that serves as a repository of changes and supporting communications about the change	Robust XML 2.0 initial publication, with easier ongoing maintenance	XML 2.0 prototype Q3 2015

Promote awareness of and expertise in the use of standards	Leverage relationships with ACORD and industry organizations – ACT, AUGIE, vendors, solution providers – to generate awareness of issues and develop solutions	Continued interaction, proposed changes to standards (E&S, Activity Notes, Commercial Lines Download, etc.)	Attend external meetings, facilitate technology transfer - business needs to standard solutions
	Establish virtual communities to promote awareness to business needs, issues and to facilitate discussion		ACE / Forms (non-WG) forum monitoring, participation P&C WG forums
	Build industry knowledge through training, conferences and meetings		ACE boot camps, standards update webinars AAMGA, Insurance Telematics, etc.

Communities and Industry Associations

ACORD's mission includes aid and support of 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 result in traditional P&C Program working group efforts, or may be educational or advocacy communities. 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.

Industry Association / Community	Key Goals and Activities
ACT – Agents Council for Technology	This group looks to set strategic industry direction by understanding upcoming technology trends and creates best practices, education, and advocacy around efficient agent workflows.

Industry Association / Community	Key Goals and Activities
Applied Client Network	Is the user group for Applied. They are a member of the AUGIE leadership, are Ambassadors and are working on the AUGIE Commercial Lines Download Task Group. In addition, they use their community to educate, discuss and encourage their members to use the systems provided by Applied.
AUGIE – ACORD Users Groups Information Exchange	This is a community within ACORD focusing on the efficient workflow of the automated independent agencies and brokerages. Their initiatives are built upon the value that ACORD brings to the industry, through forms, data standards, reference architecture and other assets.
CSIO - Centre for Study of Insurance Operations	CSIO utilizes ACORD resources to maintain their forms and standards.
Joint Excess & Surplus Working Group	This group lead by America's Agents Council for Technology (ACT), the American, Association of Managing General Agents (AAMGA) and the National Association of Professional, Surplus Lines Offices (NAPSLO) and ACORD is working towards improving the efficiencies for Retail Agents (RAs) interacting with managing General Agents (GAs) and wholesale brokers in the Excess & Surplus (E&S) market and to promote the electronic exchange of data between the partners.
Electronic Signatures Community	This community will continue to work on documentation and advocacy pieces to encourage Agents and brokers to utilize Electronic signatures.
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 is working with NAAIA to expand our outreach to their members, who are comprised of carriers, agents and technology providers.

Industry Association / Community	Key Goals and Activities
NASBP - National Association of Surety Bond Producers	Is an association leading a Surety initiative to automate their workflow through the use of ACORD Forms and data standards. The ACORD Form 502 Contract Bond Request Form has been completed and published. The group is currently working to submit two additional forms to ACORD.
NASPA - National Association of SIS Partner Agents	Is the user group for SIS. They are a member of the AUGIE leadership, are Ambassadors and are working on the AUGIE Commercial Lines Download Task Group.
NetVU	Is the user group for Vertafore. They are a member of the AUGIE leadership, are Ambassadors and are working on the AUGIE Commercial Lines Download Task Group. In addition, they use their community to educate, discuss and encourage their members to use the systems provided by Vertafore.
NeXsure	Is the user group for Xdimensional. They are a member of the AUGIE leadership, are Ambassadors and are working on the AUGIE Commercial Lines Download Task Group. In addition, they use their community to educate, discuss and encourage their members to encourage their vendor to incorporate claims download and activity notes into their system.