NFIP NextGen Project

EDG Meeting Number 9 – WYO Co. & Vendor Involvement III

December 13, 2007 from 2 PM to 4 PM | Arlington, VA (Marriott Crystal Gateway) Conference Call - 1.800.320.4330 (#822536)

Presentation Purpose: to effectively communicate WYO company and vendor upcoming NextGen Modernization for the new NFIP Bureau applications.





NextGen Team

- -Laurie Michie, FEMA Program Manager Laurie.Michie@dhs.gov
- -Jack Way, FEMA IT Manager & ISSO Jack.Way@dhs.gov
- -Amy Fester, NextGen Project Manager (OST Inc.) afester@ostglobal.com
- -Fabio Mendonca, NextGen Lead Data Architect (OST Inc.) fmendonca@ostglobal.com
- -Ed Pasterick, EDG Facilitator Edward.Pasterick@dhs.gov
- -NextGen Pilot Coordinator nextgen@ostglobal.com















EDG Meeting 9 Agenda

- Introduction, Welcome & Meeting Purpose
- MOU/ISA Instructions and Questions
- NextGen Production Dates and WYO Company Involvements by Application
- WYO Company Transition to Production Environment
 - Encryption
 - FTP Server
- Next Steps
- Next Meeting Date



Welcome, Introduction and Purpose

EDG Mission

- Make informed decisions and direct optimal course for NextGen's final development and production phases
- Maintain focus on technologically relevant procedures and operations, tabling items related to legislative and some programmatic areas

Meeting Purpose

Communicate NFIP IT System Plan,
 Timeframe and Stakeholder Involvement



NFIP Interconnection Security Agreement (ISA)

- ISA is Required for All WYO Companies, their Vendors and others Who Submit Data to the NFIP
- ISA Includes the Following
 - Identifies Systems Submitting Data to the NFIP Bureau
 - TRRP Cycle Data
 - Financial Data
 - Any NextGen a la carte Applications Data
 - Provides Primary Contact with Signatory Authority
 - Provides Technical Systems Descriptions
 - Describes the Security Environment
 - Security Policies
 - Security Controls

Due to FEMA by the end of May!



NFIP Memorandum of Understanding (MOU)

- MOU Primarily Defines Responsibilities for Parties Identified in the ISA and the Following
 - Non-Technical Systems Descriptions
 - Authority by which the MOU is based
 - Interconnection Background
 - Communications Expectations
 - Security Compliance Confirmation
 - ISA/MOU Timeframes

Due to FEMA by the end of May!



NextGen Stakeholder Applications

- NextGen Transaction Record Reporting and Processing (TRRP) Cycle
- Location Validation
- F2M (Flood Financial Management)
- FREE (Flood Rating Engine Environment)
- My Profile (Access Control)
- AW501 & RL Maintenance
- NFIPBureau.FEMA.Gov Web Portal
- SQANet (Simple and Quick Access Net)
- Company Profile
- ezClaims Company QuickClaims
- ezClaims Re-Inspections
- ezClaims Prelim Damage Assessment
- ezClaims Adjuster Console
- ezClaims Adjuster Lookup
- ezClaims Coordinating Office
- ezClaims Disaster Info
- NextGen Web Support (e.g., feedback forms, etc)
- Forms
- Admin Console (Access Control Workflow)



January 2008 Production Dates & WYO Co. Involvement

- January 2, 2008 Official NextGen BSA Applications
 - FREE
 - Location Validation
 - My Profile
 - Web Support
 - Forms
 - SAM (Internal system)
- WYO Company Stakeholder Involvement
 - Get ready to meet ezClaims Company Claims (Formerly QuickClaims) Required for WYO Companies Starting February 1
 - Encryption Kickoff, Planning & Implementation
 - Kickoff Conference Calls begin January 5 with WYO Companies and Vendors
 - F2M Pilot Test 1: Initiate WYO Co. Mandatory F2M Pilot BSA Application for December TRRP Statistical Financial Data

NFIP IT Production Phase 1



FREE – January Timeframe

- The FREE application is the single authoritative and centralized rating engine for the NFIP. FREE contains built-in underwriting workflow for BSA, WYO company, and vendor underwriting personnel. Authorized users will be able to both create flood insurance quotes and submit required BSA underwriting data, including required SFR packets.
- FREE replaces the current BSA SFR Expert System
- FREE generates quotes for the following flood insurance types.
 - NFIP Regular Program (Standard and RCBAP policy types)
 - NFIP Emergency Program
 - Submit-for-Rate (SFR)

Optional in January! New Business SFR Packet Submission will be required in May.



January 2008 - FREE Work List • New Quote • Underwriting Submission • Search • Back to NFIPBureau.FEMA.gov • Help • Logout -Welcome ngfemahq! My Quotes Company - Select -State Quote Number GO Expert 🔍 3,782 quotes found, displaying 1 to 20.[First/Prev] 1, 2, 3, 4, 5, 6, 7, 8 [Next/Last] Deductible Notes Quote # Quote Date Insured Name Property Address Status Company State Coverage 123 Park St. San Francisco, CA, 9... CA 25000/10000 500/500 13943 12/10/07 test, test1 SFR Submitted 99997 12/10/07 test, test1 123 Park St, San Francisco, CA, 9... CA 25000/10000 500/500 Ouote 99997 13941 12/10/07 test, test1 123 Park St, San Francisco, CA, 9... CA 25000/10000 500/500 SFR Approved 99997 13940 12/10/07 test, test1 123 Park St. San Francisco, CA, 9... CA 25000/10000 500/500 Quote 99997 13939 12/10/07 test, test1 123 Park St. San I 13938 12/10/07 test, test1 123 Park St. San F 12/10/07 test, test1 123 Park St. San F ork List • New Quote • Underwriting Submission • Search Back to NFIPBureau.FEMA.gov = Help = Logout -<u> 13927</u> 12/07/07 test, test1 123 Park St, San Property Location: 123 Park St, San Francisco, CA, 94110-5835 Valid NextGen Address : Yes - NextGen Validated 13926 12/07/07 test, test1 123 Park St. San F Community Name/CID/CRS Discount: ORANGE COUNTY * / 060212 / .15 13925 12/07/07 test, test1 123 Park St. San F Roof Top Longitude/Latitude: -122.423079 / 37.736682 Insured Name: test1 test 13924 12/07/07 test, test1 123 Park St. San F Policy Effective Date: Feb 02, 2008 13923 12/07/07 test, test1 123 Park St. San Ouote Number and Date: 13942 | Dec 10, 2007 Determined Rates 13922 12/07/07 test, test1 123 Park St, San F COVERAGE BASIC LIMITS ADDITIONAL LIMITS DEDUCTIBLE 13921 12/07/07 test, test1 123 Park St. San AMOUNT OF ANNUAL AMOUNT OF RATE PREMIUM TOTAL AMOUNT PREMIUM PREMIUM REDUCTION / OF INSURANCE INSURANCE INSURANCE 13920 12/07/07 test, test1 123 Park St, San I INCREASE BUILDING 25000.00 .85 213.00 .00 .19 .00 13919 12/07/07 123 Park St. San I CONTENTS 10000.00 1.07 107.00 .00 .00 13918 12/07/07 123 Park St, San F ANNUAL SUBTOTAL TOO PREMIUM This is a "Submit-for-Rate" policy quote. Within 30-days of issuing this policy, you must submit a SFR packet to the NFIP Bureau, which includes SFR Worksheet (<u>elevated</u>): Flood Insurance Application; Elevation Certificates: Statement of Variance (if required); Building photos, Evaluation Form (if required); and Certificate <u> 13917</u> 12/07/07 123 Park St, San F SUBTOTAL CRS PREMIUM DISCOUNT 13916 12/07/07 123 Park St. San I of Breakaway Walls (if required). SUBTOTAL A SFR Policy is an application type for flood insurance on a building for which no risk rate is published in the Flood Insurance Manual. Insurance coverage can be obtained only after the NFIP has approved the application 13915 12/07/07 123 Park St, San I PROBATION SURCHARGE and has established the risk premium rate FEDERAL POLICY FEE 3,782 quotes found, displaying 1 to 20.[First/Prev] 1, $\underline{2}$, $\underline{3}$, $\underline{4}$, $\underline{5}$, $\underline{6}$, $\underline{7}$, $\underline{8}$ [Ne TOTAL PREPAID AMOUNT Policy Type: Submit For Rate Building Coverage: Eligible for PRP (Non Repetitive Loss Property): NA Contents Coverage: Severe Repetitive Loss (SRL) Property: NA Building Deductible: Program Type: Regular Content Deductible: Community Status: Participating Deductible Factor: Building Occupancy: Single Family



BASIC AND

Elevation Difference:

Base Flood Elevation:

Highest Adjacent Grade:

Lowest Adjacent Grade:

Top of Bottom Floor:

Bottom of Slab/Enclosure Floor:

Building Flood Proofed / Eligible for Credit: No / NA

Elevation of Machinery or Equipment:

Bottom of Lowest Horizontal Structural Member:

Top of Lowest Elevated Floor/Top of Next Higher Floor:

Replacement Cost: 250000.00

25000.00

TOTAL

213.00

107.00

10.00

330.00

50.00

280.00

30.00

310.00

25000.00

10000.00

500.00

500.00

1.000

-2.0

3.0

NA

NΔ

3.0

NA

15.0

.00

Enclosure/Sub Grade Crawlspace Size (SQ FT): NA

Proper Openings (Enclosure/Garage/Sub Grade Crawlspace): NA / NA / NA

Date of Construction: Feb 02, 2000

Flood Zone: AH (Not Validated)

Enclosure: Unfinished Enclosure

Number of Floors: Three Or More Floors

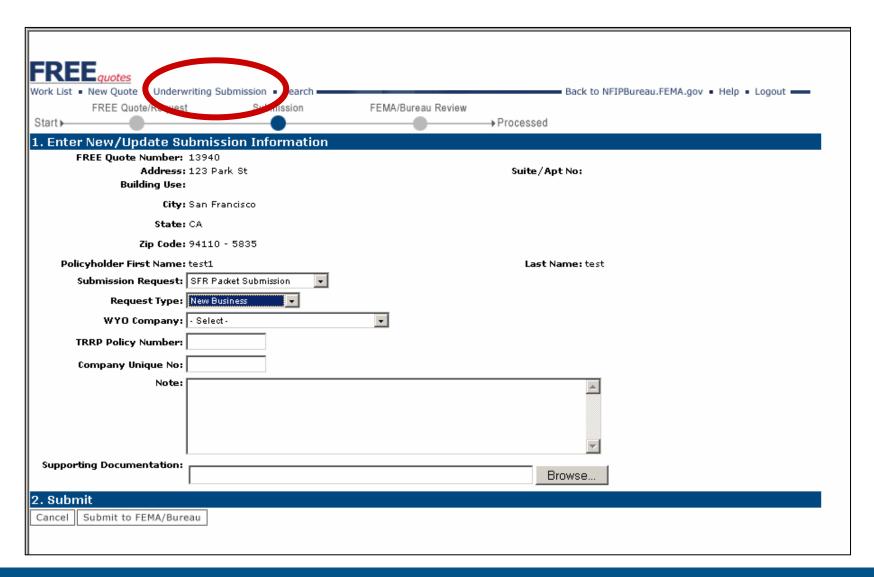
Basement: No Basement

Pre-FIRM or Post-FIRM: Post-FIRM

Map Panel - Suffix / Effective Date: NA - NA / NA

Condo Coverage/RCBAP: NA / NA

Attached Garage: NA M/E in Garage: NA



New Business SFR Packet Submission will be required in May.



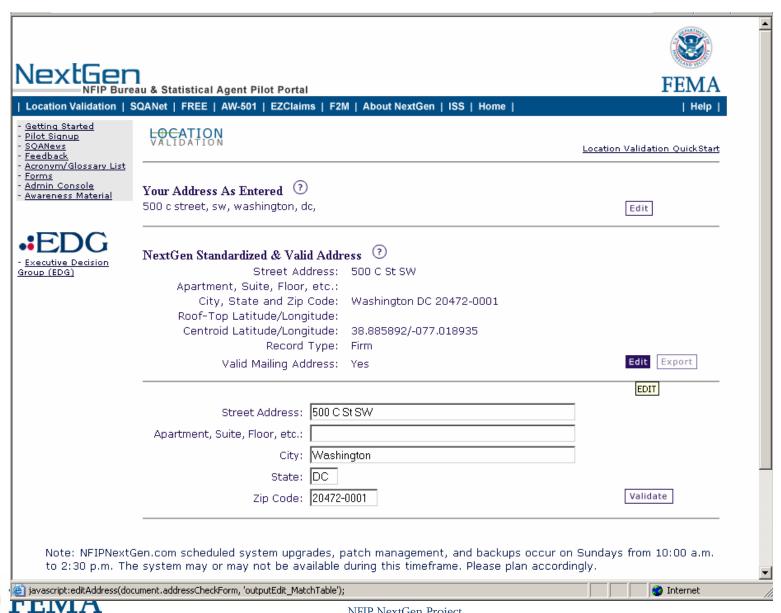
Location Validation

- NFIP Validated and Standardized Property Location
 - Validates Address Components
 - Standardized Street, City and State Address
 - Nine Digit Zip Code
 - Unit Type and Description (e.g., apartment, building, etc.)
 - Urbanization Name (Puerto Rico only)
- Roof-top or Centroid Latitude/Longitude
- Record Type (e.g., Street, PO Box, Rural Route, High Rise, Commercial or General Delivery)
- Directories
 - NextGen's Address/Location Validation uses the USPS (Postal Standard), GeoCensus, Early Warning System (EWS)
 Directories. See the Location Validation QuickStart for additional information.

Optional in January! What happens online happens in the TRRP Cycle.



Location Validation





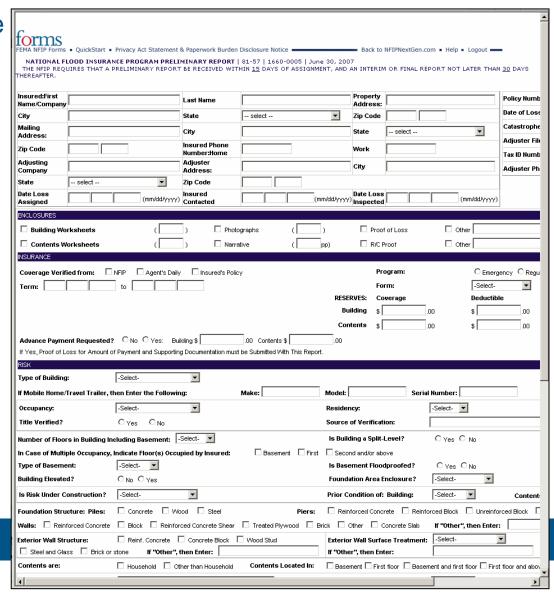
My Profile

my profile			
New Account Request • Update My Profile, Password & Account	Back to Ni	NFIPNextGen.com ■ Help ■ Logout ——	
1. Enter your information.			
First Name: Last Name:	Post Name (Sr., III):		
Email: Phone:	Second Phone or Fax:		
Title: Area of Extertise:			
	Select Your WYO Company -		
Vendor:	Select Your Vendor- ▼		
FEMA:			
NFIP Bureau:			
State/Local:			
NFIP Community:	my profile		
Other:		Gla Dacament C Account	Hala Lasaut
2. I am invloved in (check all that apply.)	New Account Request • Update My Profi		Help • Logout ——
☐ NFIP Standards Committee		date: <u>Password</u> Account Personal Info	
☐ IBHS	Change Your Password.		
Association of State Floodplain Management (A	Your Username:	Display Email on File	
☐ Committee		Display Elita VII I I	
☐ Committee	Your Old Password:		
Committee	V N P		
3. I am interested in (Check all that apply):	Your New Password:		
NFIP Bureau Applications	Retype Your New Password:		
FREE - Flood Insurance Quoting Engine			
SQANet - Flood Insurance Reports	Secret Question:	- Select-	
F2M - WYO Company Flood Financials Managen	II		
AW501 and Repetitive Loss Maintenance (Access ezClaims - Re-Inspection (Access for WYO Com			
ezclaims - Re-Inspection (Access for WYO Com	Submit.		
ezclaims - Coordinating Office (Access for Bures	Cancel Reset Save		
ecclaims - Damage Assessment (Access for Adj			
ecclaims - Adjuster Console (Access for Flood C			
Admin Profile (Access for WYO Company POC a			
Company Profile (Access for WYO Company PO	C and Bureau Staff ONLY)		
Mailing Lists		-Access Control and Monito	ring for
NFIP Bulletins		Ticcos Comitot and Month	
NFIP Bureau Clearinghouse		all wals based and is ations	
☐ Watermark		all web-based applications.	
National Flood Conference			
☐ SQANews		-Required for Web Access	
☐ NFIP Agent Mailing Lists		required for web ricess	
□ NFIP Adjuster Mailing Lists		Equadation for Admin Con	
4. Enter your address.		-Foundation for Admin Cons	soie
Building Name/Suite:			
Street:			13
City:			1 J

January 2008 - Forms

Forms

- Forms Production Release forms
 - 18 NFIP Forms
 - NFIP Claims and Underwriting Forms



Always Optional!

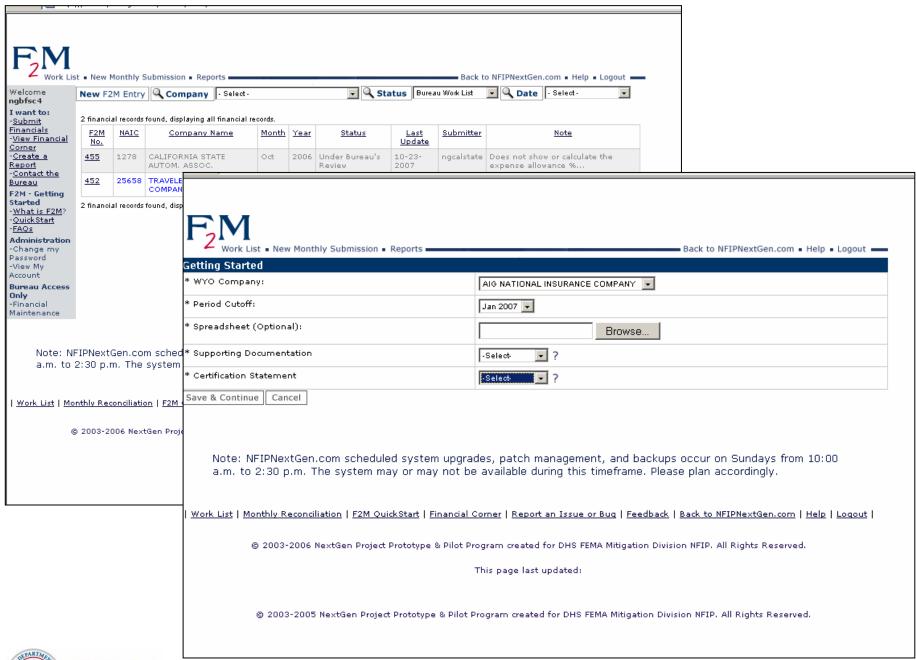


F2M

- Web-based financial management dashboard to streamline WYO Company monthly financial reporting to the Bureau
 - Initiate WYO Co. Mandatory F2M Pilot BSA Application for December TRRP Statistical Financial Data.
 - WYO Companies will submit monthly "financial" data
 - Maintain & Follow Current Submission Process
 - Login and Enter Data or Upload Spreadsheet in F2M (same spreadsheet for both processes)
 - **TRRP Cycle for the entire month must be processed before Financials can be submitted in F2M, since statistical data is balanced with financial data.
 - Pilot December TRRP Financial Submission will need to be submitted using F2M between January 22 February 21, 2008
 - NextGen POC Dan Renfroe (<u>drenfroe@ostglobal.com</u>)

Mandatory Pilot Starts in January!







February 2008 Production Dates & WYO Co. Involvement

- February 1, 2008 Official NextGen BSA Applications
 - ezClaims Adjuster Lookup
 - ezClaims Co QuickClaims
 - ezClaims PDA
 - ezClaims Disaster Info
 - ezClaims Adjuster Console (Info Portal)
- WYO Company Stakeholder Involvement
 - Weekly ezClaims Company Claims (Formerly QuickClaims)
 Required for WYO Companies
 - Encryption Planning & Implementation
 - F2M Pilot Test 2: WYO Co. Mandatory F2M Pilot BSA Application for December TRRP Statistical Financial Data
 - **TRRP Cycle for the entire month must be processed before Financials can be submitted in F2M, since statistical data is balanced with financial data.
 - NextGen POC Dan Renfroe (<u>drenfroe@ostglobal.com</u>)

NFIP IT Production Phase 2



ezClaims Adjuster Lookup





ezClaims – Company Claims (QuickClaims)

- Submit ezClaims Company Claims (Formerly QuickClaims) Data
 - Weekly Data Submissions
 - Same Layout
 - New FTP Server, Account and Password
 - Required Submission to new FTP on February 1, 2008

QuickClaims only needs to be submitted up through May 5, 2007



ezClaims Adjuster Console

- NFIP Bureau One-Stop Shop for Adjusters
 - Web-based gateway
 - Adjuster Corner
 - Adjuster Claims Workshops
 - Adjuster Certification Application
 - PDA
 - My Profile
 - Individual Work List

ezClaims FICO Bulletins can be looked up on SQANet!



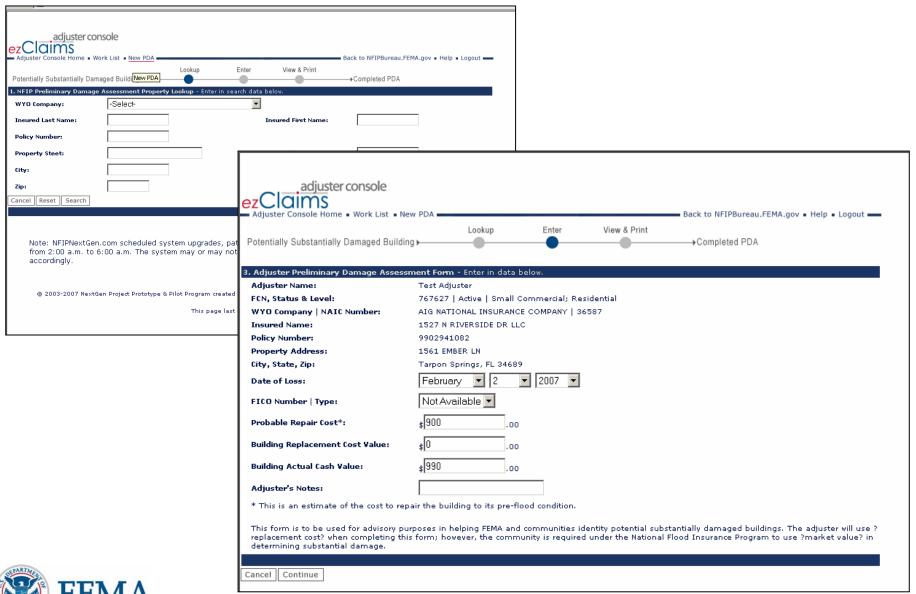
ezClaims Preliminary Damage Assessment

- Adjusters will be required to complete the ezClaims Preliminary Damage Assessment (PDA) form on all building claims that meet substantial damage criteria.
- Once an adjuster conducts an inspection, the form must be completed using the BSA NFIP IT ezClaims Adjuster Console – PDA application.
- The Console tracks and monitors all PDA submissions by each adjuster. Adjusters can log into the Console to retrieve and print any PDA forms they have created within ezClaims at any time in the future.
- WYO Companies can search, download and save PDA reports for their company using SQANet Lookup.

Required for All Adjusters!



ezClaims Preliminary Damage Assessment



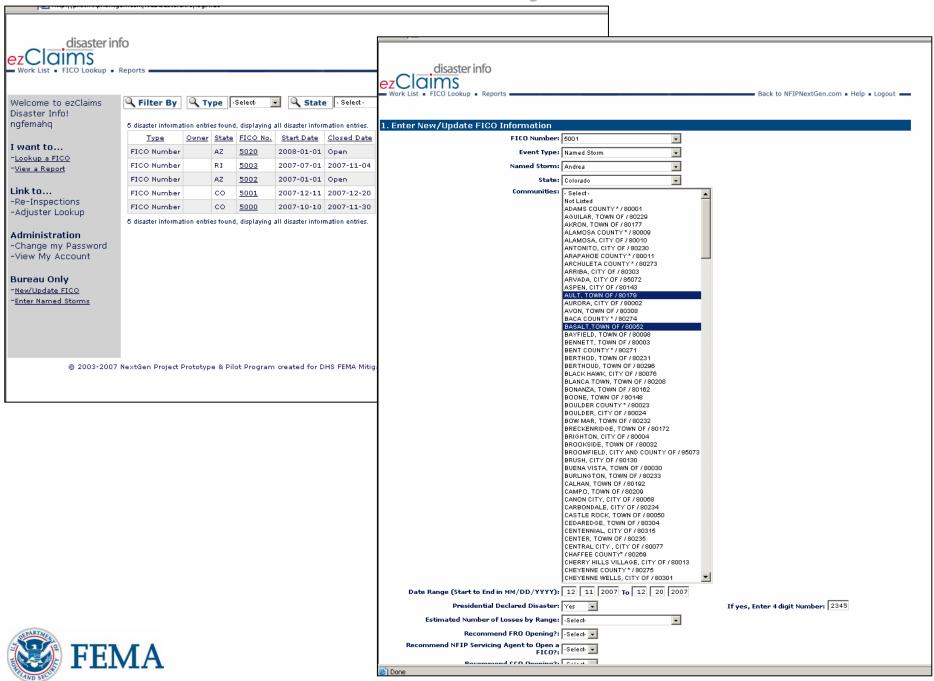
ezClaims Disaster Info

- NFIP IT ezClaims Disaster Info is a secure,
 Web-based, and self-service module
 - NFIP Bureau users will enter in storm and FICO Information (February Release)
 - Authorized WYO company users to enter their company's catastrophe (CAT) or disaster response information (March Release/Mandatory in May)
 - WYO company CAT information will be utilized to coordinate assistance for flood disaster victims. CAT information will be retained within the NFIP Data Warehouse to facilitate activation notification to FEMA and to meet increasing coordination requirements.

ezClaims FICO Bulletins can be looked up on SQANet!



February 2008 - ezClaims Disaster Info



March 31, 2008 Production Dates & WYO Co. Involvement

- All NextGen Applications are Official BSA Applications -January 2008 Applications including
 - TRRP Cycle
 - F2M
 - AW501&RL Maintenance
 - NFIPBureau.FEMA.gov web portal
 - SQANet
 - Company Profile
 - ezClaims CCO
 - Admin Console
 - BIIMS
 - ISS/TSS
 - Data Warehouse
 - NFIP IT Infrastructures and Security Components

NFIP IT Production Phase 3: New NFIP IT Systems will become the System of Record



TRRP Cycle

- The underlying TRRP Cycle technology has changed, but the NFIP IT daily TRRP adheres to the standards set in the legacy TRRP Plan and the TRRP Edit Specifications for the WYO Program.
- As a result, the layout of the TRRP records submitted by WYO companies and vendors will not need to be altered, except to add a header, reconciliation section and footer to the existing file layout (starting with daily processing). The TRRP process will continue to operate in a batch mode, similar to current TRRP operations.
- New FTP Site
- New Naming Convention

Note: February TRRP Cycle will be official on the CSC mainframe system; March on NFIP IT NextGen



TRRP Cycle Testing Results – September Cycle

- WYO Company TRRP Cycle Parallel Processing
 - New NextGen TRRP Cycle is Running in Parallel with the current mainframe TRRP Cycle
 - Comparison is conducted at multiple levels, such as record counts, TRRP errors raised (526 Possible TRRP Cycle Errors)
- September TRRP Cycle Test Set = 1,0618,114 Records
- Results Based on TRRP Cycle Error (526)
 - Consistent Edits Not Raised: 263
 - Perfect Matches: 29
 - Technical Matches: 207 (statistically significant ~.0025%)
 - Inconsistent Results: 24 (4.56%)
 - 5 Address Related
 - 17 Rating Related

TRRP Cycle will conduct to run in Parallel until System of Record. Numbers should improve each month as inconsistent results are analyzed and resolved.



March 31, 2008 - ezClaims Adjuster Certification

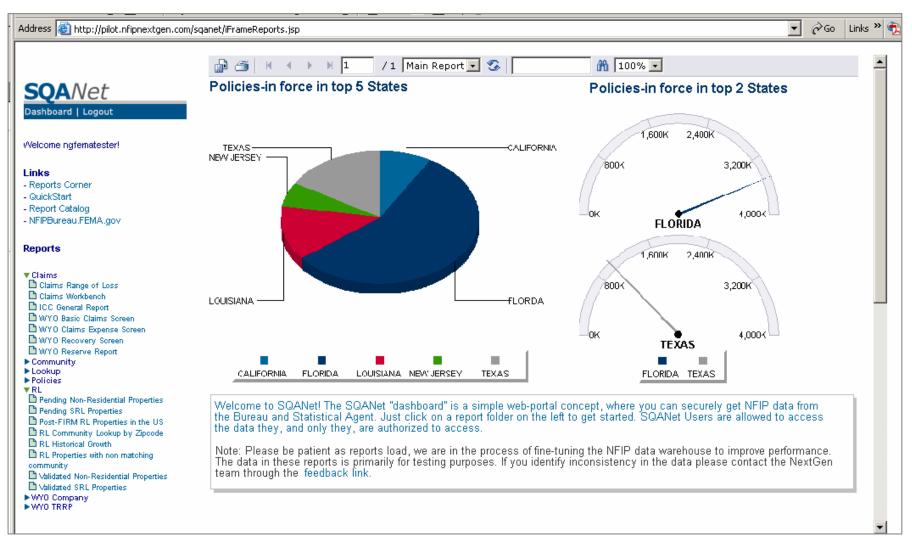
Independent Adjuster Certification Application

- Each Adjuster Certification Application is reviewed by the BSA claims staff
 to ensure applicants meet NFIP Adjuster Claims Manual requirements. An
 independent adjuster who meets required qualifications is approved as a
 Certified Flood Adjuster in conjunction with a loss category type (e.g.,
 Residential). The May 2008 changes include the following modifications to
 this process.
 - Adjuster Certification Application submissions must be submitted via the BSA NFIP IT ezClaims Adjuster Console application as of May 1, 2008. The Adjuster Console provides a self-service process for adjuster requests and qualification requirements throughout the certification lifecycle.
 - Certified Flood Adjusters will have a certification status (i.e., Active, Non-Active) that will be valid for 1 year (May 1 April 30). An adjuster who is certified and takes a FEMA-approved flood workshop will be classified as an Active Flood Certified Adjuster. Each year, FEMA-approved flood workshop attendance information must be entered by an adjuster in the Adjuster Console to maintain an active status. If workshop credits are not submitted, an adjuster's status will automatically convert to Non-Active.
 - Flood Certification Number (FCN) Cards will be available for printing on demand by adjusters via the secure BSA NFIP IT ezClaims Adjuster Console. FCN Cards will be valid for one year. The FCN Card will display the adjuster's name, address, FCN, status, certification category, and certification expiration date.

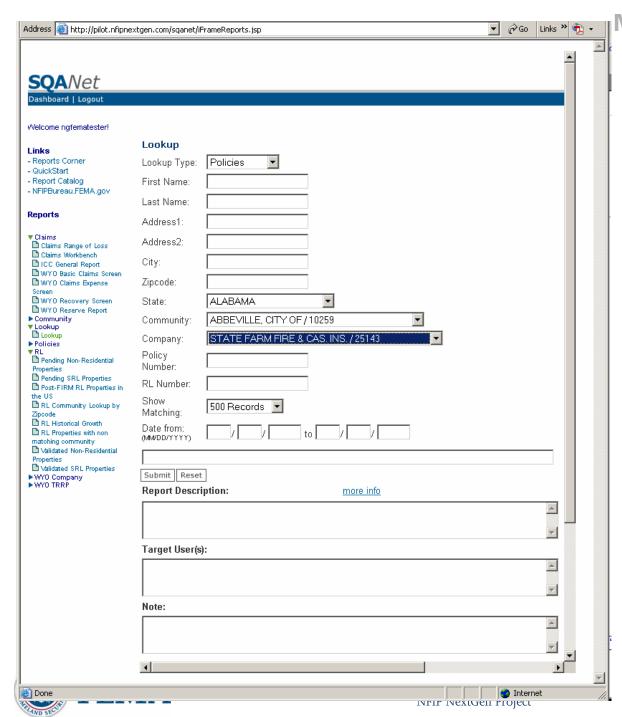
Only Required for Independent Flood Adjusters!



SQANet Dashboard







March 31, 2008 - SQANet

Lookup

WYO Company May 2008 Requirements

32	TRRP Cycle and Daily Process Ramp-up (Full Month of March 2008 TRRP Data by Apr 21*). Note: February TRRP Cycle will be official on the NG system.	Monday, April 21, 2008	BSA/NG/WYO Co and Vendors
33	March TRRP Financials (1 month of data) by April 21 (*TRRP Cycle can be submitted earlier to meet Financial Deadlines.)	Monday, April 21, 2008	WYO Co and Vendors
34	TRRP Cycle (Full Month of April 2008 TRRP Data by May 2*)	Friday, May 02, 2008	WYO Co and Vendors
35	Daily TRRP (daily data) within 3 days of transaction date starting Monday, May 5, 2008 (Requires enhanced TRRP layout including Header, Footer and Reconciliation sections). Submit Daily TRRP Cycle with New Enhanced Layout Starting for May Data .	Monday, May 5, 2008	WYO Co and Vendors
36	Enter and Maintain All Company Profile Data	Monday, May 5, 2008	WYO Co and Vendors
37	New May TRRP Edit Specifications Enforced	Monday, May 5, 2008	FEMA/BSA/NG
38	Enter and Maintain Disaster Info via ezClaims – Disaster Info	Monday, May 5, 2008	WYO Co and Vendors
39	Submit SFR Packets for New Business via FREE	Monday, May 5, 2008	WYO Co and Vendors
40	Require Re-Inspections Claims Files submission via ezClaims Re-Inspections	Monday, May 5, 2008	WYO Co and Vendors
41	Appeals submissions required via NFIP IT Company Profile/Appeals Application	Monday, May 5, 2008	WYO Co and Vendors
42	Manage and Control WYO Company Users via Admin Console Application	Monday, May 5, 2008	WYO Co and Vendors
43	Receive Signed MOU and ISA from All WYO Companies and Vendors	Monday, May 5, 2008	FEMA/WYO Co and Vendors
44	Encryption Implementation for all WYO Companies and Vendors	Monday, May 5, 2008	BSA/NG/WYO Co and Vendors
45	F2M April TRRP Financial and Reconciliation Submission Due	Latest May 21, 2008	WYO Co and Vendors
46	F2M May TRRP Financial and Reconciliation Submission Due	Latest June 21, 2008	WYO Co and Vendors
47	F2M June TRRP Financial and Reconciliation Submission Due	Latest July 21, 2008	WYO Co and Vendors



WYO Co. Transition to Production Environment

- Each WYO Co or Vendor will have a security conference call with FEMA ISSO and NextGen Security POC
 - Encryption
 - Kick off Conference Calls Starts January 4, 2008
 - Overview
 - Create Action Plan
 - Implement & Test
 - FTP Server
 - Conference Call to Receive FTP URL, Password and Login
 - FEMA ISSO Must Conduct Mini Security Awareness to Receive FTP Information
 - Review FTP Structure

Send email today to Jack Way or Amy Fester to schedule your conference call!



Next Steps

- WYO Company or Vendor Change Management Conference Calls (about 1 hour)
 - Send Email to Jack Way or Amy Fester to Schedule
 - December 19-21, 2007; January 2-9, 2008
- Schedule Security Conference Call for Encryption and FTP
 - Send Email to Jack Way to Schedule
 - January 2-31, 2008

