

CDI Supported Systems/Functions <i>(as of January 2009)</i>	DESCRIPTION
CDI APPLICATIONS	
Accounting - Financials	This system allows Department staff to create customer invoice batches to “feed” the Oracle Financials system from various functions of the department such as ‘FAD Reviews’, ‘Certificate of Authority billings’, ‘Late Filing Fees’ and others. ADAM staff also maintains various Financial reports, letters, and sub systems on CDIMENU.
Application Tracking System (Filings)	This system enables Department staff to track insurance company application and financial changes including but not limited to the admission to California, authorization of new lines of insurance; approving a re-insurance agreement; name change approvals, etc.
Auto Liability Study	Department study of Liability Insurance on auto's in California.
Auto Physical Damage Survey	Department study of Physical Damage insurance on auto's in California.
CDI Case Tracking Enhancement	Introduced the Oracle ad hoc query tool “Discoverer” to CSD personnel to assist in producing detailed ad hoc analytical reports. This systems offers CSD the ability to run simple queries at a “moment’s notice”; allows CSD personnel to run ad hoc query reports and reduces the need for IT personnel to generate basic reports. IT personnel are the system Administrator’s for “Discoverer.”
Community Service Study	Department study of insurers who write personal and commercial fire and homeowner lines of business.
Company Information Tracking	This system allows tracking of companies or Insurer information and provides that information throughout the Integrated database. Captures and tracks general company information including company history such as company license history, changes in the state of domicile, date incorporated, business start date, company addresses, company contacts, company phone numbers, company status information, authorized lines of business, company name and ownership changes and mergers.
Consumer Communication Systems	CSD uses several modules from CDIMENU to support their business. Consumer Communications Bureau applications include a brochure tracking module which tracks inventory for brochures that are sent to consumers and as well as track quantity on hand; a call qualifying module, premium surveys, entity information directories, and earthquake/auto mediation tracking modules. Consumer Services enters consumer inquiries and complaints against insurers, agents or brokers, and consumer requests.
Consumer Education Outreach Tracking Brochure	Added functionality to allow the tracking of CSD’s – Consumer Education Outreach Bureau’s brochures that are disseminated to consumers, consumer groups, and various organizations. The objective of this system is to accurately track bulk brochures ordered, brochures on hand, brochures used, and to project future inventory needed for budget purposes.

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Early Warning System	Department system that allows CDI staff to input information on Insurance companies that may have an impact on insolvency. Comprises a repository of issues concerning company performance/solvency that are monitored and graded for severity.
Electronic Funds Transfer System	System provides Accounting staff the ability to track electronic funds received and create reports.
Exam Tracking Systems	The exam tracking systems is used to track financial exams and to track market conduct exams for companies who market insurance services. Provides information on exams conducted by Field Examination Division, Field Rating and Underwriting, and Field Claims. Scheduled exams, completed exams, exam history, exam team members, exam findings, exam recommendation, date of the next exam, and insurance code violations are some of the items entered through the Exam Tracking system.
Financial Services Branch Systems (Exam, Statement & Review Tracking Systems)	Financial Services Branch uses several modules to assist in their operations. Included is a Financials Analysis Division's (FAD) Company Review module, a statement-tracking module, a FAD Exam tracking piece that tracks Non-California exams, and a Field Exam piece for CA Exams.
Investigations Systems (Case, Mail & Time Tracking)	This system assists our Investigations Division to track potential Fraud, theft, and other behavior in violation of their license that may be performed by Insurance Providers such as Agencies, Agents, Surplus Lines Companies. Also tracks mailings and Investigation staff time.
Licensing System(s) Licensing Reports/Letters	The Producer Licensing Bureau utilizes a sub system that enables them to do a variety of things such as produce reports, generate queries, produce letters, create mailing labels, generate notices, etc.
Personnel Tracking System	Allows Human Resource (HR) staff to enter new employee information, and update existing employee information, such as their position number, classification, start date, supervisor, work unit, etc.
Personal Property Experience Study	Department study for housing data (such as fire, earthquake and loss of use) that will be used by NAIC, other State Agencies, and Federal emergency agencies.
Timekeeping System (TARS)	System designed for all CDI employees to utilize TARS for timekeeping purposes. Several branches have custom developed interfaces for their specific use, and the data is then 'transferred' to TARS programmatically.
Rate Regulation Tracking System (Filings)	Rate Filing Tracking System allows for rate and form filing tracking and analysis. Classification Plan tracking is also included.
Resource Tracking System (Version Control; ITD Time, Resource Mgmt, Phone Lists)	Allows ITD staff to track service requests, allows analysis input, and internal timekeeping. System enables version control and tracking of client/server forms and reports; weekly reporting on projects; and various management reports in terms of time, assignments and projections based on service request number.

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INTERNET SURVEYS AND SYSTEMS	
Auto Survey	This system provides Auto Insurance premium comparisons via a variety of insurers who market this type of insurance. This is available on the internet as well as our client server "CDIMENU" platform.
Bail Report for County Clerk Offices Online Service	This online system provides county clerks the ability to view and print a real time list of active bail licensees. The Report is configurable to display information by a variety of views. Implemented: March 2007
Business Entity Endorsement and Termination online system (BEEP)	This system allows businesses who want to sell insurance in CA to apply for a Business Entity License and for existing agencies to add or terminate endorsees in real time. This system accepts major credit cards for payment of fees. Implemented:
Business Entity Name Approval Online Reservation Request (BENA)	This java based internet and intranet system is designed to facilitate the filing and processing of Licensing Name Approval Requests. The system accepts requests from both California residents and non-residents. The end result of a successful name request with the BENA system is a reservation number that can be used with the BEEP Entity License Application system to apply for a California Entity license. Implemented:
CDI Scheduled Exam Dates	This Internet page allows potential licensees to look up their exam dates based on specific criteria.
Check your License Status	This internet link allows the primarily our producers and brokers to look up their license status information.
California Organized Investment Network (COIN) System	Internet based system that provides automated insurer access to community development investment opportunities and provides the Community Development Organizations access to insurers.
Commissioner's Boards and Committees Online Application	Internet based application that allows interested individuals to complete and submit an online application for appointment or re-appointment to various Commissioner boards and committees. Implemented: June 2007
Company by Lines of Insurance	This Internet page allows consumers to "look up" companies that are licensed to sell insurance in CA.
Company Profiles	The Company Profile internet application is comprised of three main functions: allows the public to search and review insurance company information; allows the public to review consumer complaints against an insurer; and allows the public to review Annual, Quarterly and California Supplements financial statements. The financial statements data was implemented July 2008.
Contact Us	This internet page allows consumers to communicate general insurance questions or inquiries with Department. In the future this page will also allow Health Care provides to also communicate general insurance questions or complaints.

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District Attorney Program Report (DAR)	This system enables District Attorney's to file their required statistical information for Workers' Compensation program on-line and directly to the Fraud Division.
Education Provider Course Search	This allows potential licensees to "look up" continuing education and pre-licensing courses.
Education Provider System	The Internet System enables registered education providers to submit their class rosters and to submit, modify or cancel their course offerings. Providers are also able to view 'error reports' for their processed roster files, via email. This system also updates various data fields in our licensing systems. Providers are also allowed to 'upload' their data via a fixed format text file.
Electronic eFD-1	This Internet System allows Insurance companies and third party administrators to file suspected fraudulent claims electronically. The information from this system automatically interfaces with CDI's FIDB system.
Exam Scheduling and Testing	CDI provides a link to consumers to utilize this system written by Exam Builder. CDI has the responsibility of writing/maintaining the data interface to our core licensing system, and is also responsible for the interface to the scheduling portion of this system.
Fast Licensing Application System is Here (FLASH)	System allows potential licensees to submit their applications to sell insurance in the state of California. This system accepts credit card transactions and went 'live' in August of 2003.
Free License Renewal Service (FLRS)	This system provides a self service internet application to allow licensees to renew their licenses and submit license holder address change information.
Gift Annuity	A java internet application allows annuitants and CDI staff to query reserve factors for gifts. Implemented: April 2007.
Homeowners Survey	This system provides Homeowner Care Insurance premium comparisons via a variety of insurers who market this type of insurance.
Internet Life & Annuity Data Base (ILAD) System	This system provides companies the ability to provide Life Insurance and Annuity sales data necessary to comply with AB2316. This self assessment is used to invoice companies to comply with Insurance Code 10127.17.
Insurance Company Rate Filing Search	This Internet application allows the search of insurance company rate filing applications submitted to CDI. There are up to 9 different search criteria available to the public. The search results also contain hyperlinks to the rate filing document images.
Long Term Care Survey	This Internet system provides Long Term Care Insurance premium comparisons via a variety of insurers who market this type of insurance.
Medicare Supplement Survey	This Internet system provides Medicare Insurance premium comparisons via a variety of insurers who market this insurance.
National Insurance Crime Bureau (NICB) – eFD-1 Interface	This system enables insurance companies filing claims with the National Insurance Crime Bureau (NICB), through the Insurance Services Office, Inc. (ISO) to electronically forward suspected fraudulent claims to the Fraud Division's eFD-1 system.

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Request for Assistance Internet Form	These Internet based systems allows the public to enter 'requests for assistance' via CDI's website.
Title Insurance Survey	This Internet system provides Title Insurance premium comparisons via a variety of insurers who market this type of insurance.
OTHER APPLICATIONS/INTERFACES	
Budget Information Tracking System	Allows CDI Budget staff to enter budgeted allotments and then adjust as necessary the information required for the Governor's Budget; provides reporting; provides the ability to track, maintain and reconcile Department positions.
Cashiering for Windows/Revenue Collector	This vendor supported software is designed to accept payments by cash, checks, money orders, or credit cards. Cashiering For Windows is utilized to accept payments for license renewals, action notices, certifications and other miscellaneous abatements and reimbursements.
COIN System COIN Discoverer Reporting System	This Intranet system provides the Departments' Community Outreach Investment staff the ability to track investments made by individuals, insurers and non-insurers to under-served communities. Distribution lists, correspondence, and responses are generated and tracked by the system. This web based tool allows COIN staff to generate ad-hoc reports and totals from the system's repository by using the Oracle Discoverer which is a front-end web based interface tool.
Licensing Systems - COSMOS Licensing System COSMOS Tool Box Automated Finger Print Results Annuity Course Look up Licensing Reports & Services	This is a canned system from Innovative IT corporation. This application handles all phases of processing the licensing applications that come in through the mail w/the various types of licenses that CDI issues. This system utilizes PowerBuilder on the front end and the Oracle database on the backend. CDI currently maintains this system as of March 1, 2004 The COSMOS Tool box is a Intranet application that allows Licensing staff to externally access the COSMOS system via an interface to correct functions that cannot be corrected within the system (e.g. correcting education compliance for past license periods so that current status can be input normally). The Automated Finger Print Results Intranet application matches electronic finger print results received from the Department of Justice with applicants in the COSMOS licensing system. License applications can be denied based on the information received. The Annuity Course Look up tool allows the insurance companies to verify whether their endorsees (life agents who sell annuities) have completed requisite annuity training prior to soliciting any individual consumers. The PLB also utilizes various Intranet reports and services in regards to reporting, search capability based on specified criteria, etc.
Fraud Integrated Database System	Fraud Division - This system tracks a suspected fraudulent claim from 'cradle to grave'. System is also used for Fraud Timekeeping, reporting, and workload analysis.

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Fraud Reporting System	This web based tool allows Fraud staff to generate ad-hoc reports and totals from the fraud data repository by using the Oracle Discoverer which is a front-end web based interface tool.
DocsOpen – DM5	This 'canned product' provides access and tracking of documents. Also works in conjunction with our published ePleadings by Legal and Market Conduct.
Enterprise Information Portal	The EIP system is a business intelligence/data warehouse portal solution that contains summary information on CDI's data. It provides CDI Executive management with user-friendly access to information about the Department's operational status and metrics, industry health and potential problem areas, and provides an environment to better share data across the Department. This solution leverages Oracle technology. Implemented: November 2006.
Electronic Appointments/Terminations – Producer Information Network	Data exchange between CDI and the NAIC regarding producers licensing applications, appointments and terminations. This is a behind the scenes function that occurs – and not a 'system' that CDI maintains. We ensure these functions are processed successfully.
HR-P2 Tracking Application (Intranet)	This application provides CDI's HR Management Division (HR) the ability to track the progress and status of the Department's P2 packages submitted by the Branches on the Intranet. The system tracks numerous required actions; date received, additional information required, date approved, analyst assigned, date job opportunity was released, etc. The HR-P2 Tracking Application was implemented in July 2008.
Interactive Voice Response for Licensing (IVR)	The Interactive Voice Response (IVR) system accesses software developed by ADAM staff on the Cosmos database to provide public access to California Department of Insurance licensing information via the telephone regarding licensing, education, forms, and complaint registration.
eCounsel	This 'canned product' is used in Legal Branch to track their 'legal matters'. IT staff support this in regards to the <u>interface activity</u> w/FAD's application tracking system, the document tracking piece ' DOCSOPEN', and any interface work performed via our Oracle database.
Multi State Annuity Interface	This interface enables annuity related product forms & rates filings to undergo a concurrent multi-state review by electronically routing multi state filing data from Florida and Texas into CDI's eCounsel database.
Oracle Financials - Accts Receivables	This Customized off the shelf product allows Accounting staff to process Accounts Receivables functions for the Department. We have 'feeders' to this system from various functions of the department such as 'FAD Reviews', 'Certificate of Authority billings', 'Late Filing Fees' and others.
System for Electronic Rate and Form Filings (SERFF) Interface	This interface was developed to automatically download SERFF data from NAIC into IDB Rate Filing temporary tables daily to be reviewed by the Rate Regulation Branch before completing the upload process to production tables. It uses java, and web services technology.
Travel Expense Claim Tracking System	The TEC Tracking (TECT) Intranet application enables the Revolving Fund Unit to track all travel expense claims and provide timely responses to management and customer inquiries through system reports.

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A D A M F U N C T I O N S	
Database Administration Activities	This function encapsulates all the Database administration functions that are handled through ADAM's DBAs.
Middle Tier Support	Maintains the technical 'middle tier' where these application servers act as either 'pass through' or actually houses information pertaining to the application (I.e., FIDB, EWS, etc).
Miscellaneous Support Activities - Configuration, Data Tech work, Ops & Maintenance, Oracle 6i Conversion	Internal program migration activities, data tech work, operations and maintenance.
NAIC Support	ADAM staff supports various NAIC system interfaces in regards to annual financial statements, consumer complaints, and filings, etc.

CDIMENU

Many of CDI's client/server systems reside on the CDIMENU. Below is a screen shot of the main menu. Additional sub-systems reside below the menu bar at the top of the screen shot.

