

“Should” Enablers Chart

Change	Desired Characteristics	Related Design Details Documents	Human Performance System - Status and Impact	Technology Performance System - Status and Impact	Estimated Cost/ Time to Implement
Electronic On-Line Submission System (includes Triage Rules Engine)	<ul style="list-style-type: none"> • Can receive submissions from a variety of sources (e.g., Sales Reps, Policyholders, Field Offices) • Extensive business rules validate completeness of submissions • Includes validation for currently in-force, multiple quotes, offices (rules of engagement) • Data gathered and options presented are based on group size, segment (if possible) and coverage(s) requested 	2.2.1 <i>Process Receipt of RFP</i> 2.2.2 <i>Request Plan Change Amendment</i>	<ul style="list-style-type: none"> • No precedent for accepting orders from anyone other than company Sales Reps • Requires a significant change in role understanding and review of incentive system design 	<ul style="list-style-type: none"> • Technology does not exist in the organization today, but does exist in market and is a mature technology • Requires creation of new Service Module • Requires additional infrastructure 	<ul style="list-style-type: none"> • 6-9 months • \$\$\$
Rating System	<ul style="list-style-type: none"> • Connects to workflow software • Receives input from Submission System • Database records all proposal activity with appropriate retention • Include interface to Commissions for Licensing • Alternate proposal allows for data entry directly into rating system 	2.2.3 <i>Proposal Underwriting</i>	<ul style="list-style-type: none"> • No implications 	<ul style="list-style-type: none"> • Currently in development but will need enhancement 	<ul style="list-style-type: none"> • 6 weeks to code enhancements • \$