

Oracle® Insurance Policy Administration

Release Notes

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Oracle Insurance Policy Administration

Oracle Insurance Policy Administration (OIPA) is a next-generation, flexible, rules-based insurance solution for life and annuities that supports policy processing across multiple lines of business. OIPA greatly enhances ease of use and speed for business analysts, actuaries and others involved in the product configuration process. Robust navigation also makes it easy for users, including CSRs, to locate policy information and drill down into a granular level of customer detail. This allows insurers to respond more rapidly to customer inquiries, reduce call times and improve customer service.

These release notes contain the enhancements that were made to Oracle Insurance Policy Administration GA release 9.7.0.0, 2013.

Customer Support

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Oracle Insurance Policy Administration

This section describes configuration, features and technology specific enhancements for GA release 9.7.0.0.

Activities

Values from an activity's PostAssignmentValidateExpressions attached business rule are now available to the following attached business rules: Verification screen, Activity Summary and Transaction Cosmetics.

The Values section of the Activity Detail screen can now be configured separately from the TransactionAllocationScreen attached business rule.

The availability of the Equal Percent checkbox on the Transaction Allocation screen can now be controlled with an OnChange event. The event can control whether the checkbox is enabled or disabled, or hidden or displayed. This same enhancement allows validations to be performed on the Allocation Method and Total fields for each Allocation section of a transaction's Transaction Allocation screen.

Actions and events configured in a multifield rule can now be triggered by transaction actions and events. The configured multifield actions will iterate through all instances of the specific multifield

rule, and will operate on each instance in a top-down manner. This allows the proper updating of multifields whose values are based on the values of other multifields.

Configured math variables used in the activity verification process (controlled by the ValidateExpressions business rule) can now access multifield values for the purpose of performing calculations and validations.

To facilitate the validation of activities upon their insertion into the database, all activity fields, as well as allocation and suspense details, are now exposed to screen math, the Verification screen and the Confirmation screen.

Allocations

OIPA now supports the Amount and Mixed allocation methods for both transaction and policy allocations. Additionally, the Percent allocation method can now be used at the fund level, and will be mutually exclusive with respect to the previously existing Percent allocation method..

These new allocation methods are used for the following purposes:

- Amount—To remove a specified amount from the source fund(s).
- Units—To remove a specified numbers of units from the source fund(s).
- Percent—To remove a specified percent from each source fund.
- Mixed—To remove a specified mixture of amount/percent/units from the source fund(s).

Assignments

Two new assignment types are now available: SplitPercentageRemoval and SplitPercentageApply. SplitPercentageRemoval removes a designated percentage from each undepleted deposit of each underlying fund belonging to a policy. SplitPercentageApply is used to apply money removed from a policy by the SplitPercentageRemoval assignment type, either to the same group of funds or to a different group of funds.

Errors/Warnings

An override checkbox is no longer displayed for expressions defined as warnings that are returned during activity processing.

Fields

Two new field types are now available: Title and Label. Title fields serve as high-level headings for groups of other fields, while Label fields server as lower-level headings.

The following CopyTo rules will now automatically update the OptionText of combo box or radio button fields:

- CopyToAddressFields
- CopyToClientFields
- CopyToPolicyFields
- CopyToProgramFields
- CopyToRequirementFields
- CopyToRoleFields
- CopyToSegmentFields

- CopyToWithholdingFields

Funds

The funds displayed on an activity's or policy's Allocation screen can now be filtered with a SQL query entered in TransactionAllocationScreen or PolicyAllocationScreen configuration. This same enhancement also influences the display of the "From" section of the Allocation screens, the presence of which can be controlled based on user-entered values in the activity's fields, or based on the policy's data.

Math

A new math variable type, MultiField, is now available for use in transaction math. During the activity verification process, this math variable retrieves the value of each multifield used in the transaction.

New Business and Underwriting

New User Roles

The new functionality provides support for the new business and underwriting processes that are essential parts of the policy life cycle. New categories of people involved in the processing of policies, such as underwriters and case managers, may increase a number of users accessing the OIPA system and require additional system resources.

Applications and Policies

In the template configuration that comes with the OIPA product there are two distinct business entities: Applications for insurance and Insurance Policies. Policy data submitted for underwriting processing is stored as an application. When an underwriting process results in the issue of a policy, relevant policy data is carried over into a new insurance policy. This arrangement essentially doubles a number of policies that may exist in the OIPA database. While older applications may eventually be archived, this may still require additional database resources.

NBU-Related User Interface and Database Table Tune-Up

The OIPA NBU features are available to the user through a number of configurable application pages that access business data stored in the NBU-related database tables. Examples of the NBU-related business data are case, impairment, requirement and requirement result information. While the database tables that are accessed through the NBU screens have out-of-the-box indexes, additional performance tuning may be beneficial after the NBU page configuration has been completed. The best possible performance can only be achieved if the actual structure of the configured data model is taken into consideration. This is a typical best practice recommended for all OIPA configurable screens.

Requirement Processing

OIPA requirement processing is a powerful feature that allows modeling of complex business processes that may take days or even months from beginning to completion. Examples of such processes include ordering and receiving reports from external vendors about an insured, obtaining a missing application form, sending correspondence to an agent or a client, etc. The

requirement processing may be triggered by a user through the UI via activity processing, or by the background requirement processor. The background requirement processor keeps looking for existing requirements that are scheduled for immediate processing or have become overdue and require immediate attention. Once such requirements are found, corresponding tasks are created to process them, which are then distributed through the Coherence execution grid to available OIPA instances. Planning of the processing strategy that may involve shared or dedicated OIPA instances and capacity of available system resources should be based on the anticipated volume of requirements the system needs to process this work.

Policy Screen

The Policy screen's Plan Date field is no longer automatically disabled after saving a policy for the first time. Instead, this field's enablement after the initial save is now configurable in the PolicyScreen business rule.

Rates

The new CreateAdditionalRates business rule allows a transaction to generate a set of new rates within an existing rate table that is associated to a rate group.

Roles

OIPA now allows the role percentages for a role belonging to a policy or segment to exceed 100%. Each individual role record still has a maximum of 100%, but the total for multiple records on the same Policy Role is able to exceed 100%.

The Role screen has undergone a number of enhancements:

- Policy Field and Plan Field objects are now available to the Role screen
- Right-clicking on an inactive role no longer displays the Delete Role and Equal Percent options
- Inactive roles are grayed out on the Role screen, allowing a user to visually distinguish between active and inactive roles
- Deleted roles are unable to be edited
- Client and address details are now available to the Role screen for validation

The Find Client tab on the Policy Role screen and Segment Role screen can now access the PolicyGUID or SegmentGUID. This enhancement was added to support the out-of-context identification of clients and their associated policy information, i.e. when the information is passed to an external application/database.

Security

The ability to override an error is now controlled through a combination of attached rule and security role configuration. In the configuration for the ValidateExpressions and PostAssignmentValidateExpressions attached rules a configurator can specify whether a given error should be overridable in general, and in security role configuration a configurator can designate whether specific security roles should be able to override these errors.

Suspense

A transaction may now be configured to display the Suspense Search tab of the Activity Detail screen while also having the GenerateSuspense business rule attached. In this case, if a suspense record is selected from the Suspense Search tab, that record will be attached to the transaction. If a suspense record is not selected from the Suspense Search tab, then the GenerateSuspense business rule will be used to generate a new suspense record, which will then be attached upon the processing of the transaction.

Upgrade Utility

The Upgrade Utility is available for users upgrading from 9.6 to 9.7. This utility provides an automated method for updating XML syntax in order to combat backwards compatibility issues.

Web Services

OIPA now supports the use of DISQ services, a new web services layer used on top of the OIPA product. DISQ uses a dynamic and flexible request/response model for interacting with OIPA, invoking actions and retrieving data. It provides a simple, more comprehensive interaction model that requires no configuration. DISQ surfaces all of the data and associated operations in a consistent and flexible manner, facilitating any kind of service interaction. Version 9.7 of OIPA supports retrieval of data related to Policies and Clients.

Technology Specific Enhancements

Java was upgraded to JDK 1.6 Update 41.

Deprecated Items

No OIPA items were deprecated in this release.

Supported Technology

The OIPA 9.7.0.0 application supports the following technology components:

Application Servers

- WebSphere 7.0.0.25
- WebLogic 10.3.6.0

Databases

- Oracle 11g (11.2.0.3)
- Microsoft SQL Server 2008 R2 SP2
- DB2 9.7 Fix Pack 7

Operating Systems

- 64-bit Oracle Enterprise Linux 5.8 for all application servers and databases

- 64-bit Windows Server 2008 R2 SP1 for Microsoft SQL Server 2008 R2 SP1

Java

- JDK: 1.6.0 Update 41

Browser

- Internet Explorer Version: IE8