**Training Confirmation Business Case**

### **Executive Summary:**

The goal is to streamline the fragmented and manual producer management process by consolidating insurance producers’ licenses, appointments, and training credentials from various integrated sources. This solution will simplify the compliance process and ensure all necessary qualifications for selling and servicing insurance are easily accessible. By creating a centralized hub, the platform will enhance the producer, client, and carrier/distributor experience while reducing administrative burden and compliance risk.

### **Problem:**

**The producer management process is currently fragmented and manual.** Various entities gather a producer’s license, appointment, and training credentials to determine their "can-sell" or "can't-sell" status. This process is time-consuming and prone to errors, leading to inefficiencies and potential compliance risks.

**Solution**:

The solution is a centralized digital platform that aggregates insurance producers’ licenses, appointments, and training credentials from multiple integrated sources. Key features and objectives include:

* Real-time updates for training and appointment statuses.
* Centralized hub to store all necessary qualifications (licenses, appointments, continuing education statuses).
* Automation of tracking across various integrated sources to reduce administrative burden.
* Scalable solution that can accommodate different types of products and expand as needed.
* Streamline and automate the producer management process, ensuring all necessary qualifications for selling and servicing are easily accessible.
* Simplify onboarding and maintenance for new producers while improving the renewal process.
* Improve compliance by providing a centralized and up-to-date view of all producer qualifications.
* Reduce friction in the sales process and strengthen client relationships by minimizing potential violations of industry regulations (e.g., Reg BI).

### **Outcomes and Definition of Success**

* **Outcome**: Improved efficiency in producer onboarding and management.  
  *Measure of Success*: Reduction in administrative burden and time spent tracking producer credentials.
* **Outcome**: Enhanced producer experience, reducing friction in the sales process and strengthening client relationships.  
  *Measure of Success*: Faster contract issuance and fewer issues related to licensing or training credentials.
* **Outcome**: Improved carrier and distributor experience by reducing errors and minimizing the need for contract re-issues.  
  *Measure of Success*: Decreased NIGOs (Not In Good Order) by X%, faster issuance of contracts, and reduced FTE (full-time equivalent) burden for support teams.
* **Outcome**: Increased scalability and flexibility in onboarding and managing producers across various products.  
  *Measure of Success*: Platform's ability to handle multiple products and accommodate growth without significant delays or errors.

### **Journey Maps (Integrations and Required Data)**

**Journey Maps**: Include visual maps that identify all key touchpoints where customers, financial professionals, and carriers interact with the system.

**Integration Points:**

* **Producer Systems**: State licensing and continuing education systems that track licensing and qualifications.
* **Carrier Systems**: Systems used to verify producer appointments and compliance with state regulations.
* **Training Vendors**: Systems used to track and report product-specific training and industry-specific education requirements.
* **Distributor Systems**: Systems used to manage distributor relationships, ensure regulatory compliance, and track producer status.

**Required Data:**

* **Producer Data**: License numbers, training completion, appointment status, and CE credits.
* **Contract Data**: Policy issuance data tied to producer qualification.
* **Regulatory Data**: Compliance status, state and federal regulations, and best interest training certifications.

### **Use Cases**

* **Use Case 1**: A distributor updates a producer’s "can-sell" status by aggregating their license, appointment, and training credentials in real-time.
* **Use Case 2**: A producer completes their required continuing education courses, and the platform automatically updates their qualifications and notifies the relevant parties (distributors and carriers).
* **Use Case 3**: A carrier receives an automatic notification when a producer’s qualifications are updated or a new license is issued, for quick onboarding.

**User Stories:**

* **User Story 1**: As a distributor, I want to quickly verify a producer's licensing and qualifications, so I can ensure they’re compliant and ready to sell.
* **User Story 2**: As a producer, I want my qualifications to be updated automatically across all relevant systems when I complete my training or license renewal, so I don’t have to manually track or submit my credentials.
* **User Story 3**: As a carrier, I want to receive real-time updates on producer qualifications, so I can expedite the appointment process and reduce delays in issuing contracts.

### **Timeline for Implementation**

**Phase 1: Planning & Kickoff (TBD)**

* Kickoff Session: Align on goals, resources, and responsibilities.
* Business Case Development: Finalize the business case for stakeholder approval.
* Workstream Mapping: Define key tasks and related to-dos.

**Phase 2: Standard Development (TBD)**

* Working Group: Aligns on business requirements and data elements.
* Technical Writers: Create the technical spec in Github repository.
* Working Group: Business feasibility testing.
* Technical Writers: Technical feasibility testing.

**Phase 3: Governance: (TBD)**

* Governance Committee: Reviews the standard.
* Working Group & Technical Writers: Address any proposed revisions or updates.
* Governance Committee: Deploys the standard to Github.

**Phase 4: MVP Development & Integration (TBD)**

* Platform Development: Build the minimum viable product (MVP), focusing on beneficiary data updates.
* Carrier Integration: Work with at least three carriers for integration.
* User Testing: Conduct testing with a limited user base for feedback and adjustments.

**Phase 5: Testing & Launch (TBD)**

* Platform Testing: Perform full-scale testing, including functional and user acceptance testing.
* Platform Launch: Go live with the MVP and monitor initial performance.

**Ongoing Support & Iteration** **(TBD)**

* Continuous Monitoring: Address any issues or bugs post-launch.
* Iterative Improvements: Plan for additional features or scaling as needed.
* Track Implementation of standards on IRI’s Digital First Dashboard.
* Track Measures of Success to report on IRI’s Digital First Dashboard.

**Working Group Firms**:

IRI, Athene, RegEd, DTCC, Edward Jones, Porch, Nationwide, Corebridge, Zinnia