

Systems Team - Platform Model Process Instructions

Monday, June 10, 2024 11:37 AM

[Client Eligibility Template](#)

Link to Visio Process Map

[Draft Platform Model Process Map 5-17-24](#)

NEED TO REVIEW & UPDATE THIS PROCESS

• PROCESS TO GET FINAL FILE

- Once BI PM sends email with Lookup Codes requesting the extract file (which we should be CC'd on), start a new build tab for the project
 - Project Naming Convention: "*Platform Code_Wave or Off Cycle info*"
 - Name the Page "Epic Build Project Plan"
 - Insert a new project plan template found here: [Project Plan Info](#) and complete the following fields:
 - Project Name
 - Current Status - Update to "BI" (Key listed here: [Project Plan Info](#))
 - Scheduled Update Date (Get from Monday)
 - File Due Date (Get from Monday)
 - SYSTEMS PM
 - BUSINESS PM
 - Date Extract Requested (also pull in copy of the BI email to the Epic Team)
- SI Team should be CC'd on the email with extract file from Epic Team to BI PM
 - Save a copy of the file in the appropriate OneDrive folder leaving the name the same except to add "(Orig Extract)" to the end
 - Drag a copy of the email into the Project Plan in the "Copy of Original Extract File" column
 - If Applicable*: If another extract is requested, perform the 2 steps above again with changes to naming (i.e. 2nd Extract) and add notes to the project plan
- SI Team receives updated extract file from BI PM with adjustments made post analysis
 - Save in appropriate OneDrive folder and leave the name the same and add "(PM Version)" to the end
 - Save a copy of the file in same OneDrive folder and rename to "*Platform Code_Wave or Off Cycle info_Existing Important Info from original name_EPIC UPDATE IN APPLICABLE PLATFORM*" (i.e. 1SO_Wave 2_Epic Data Extract 6-13-24_EPIC UPDATE IN 1SO)
 - Update the following fields of the Project Plan:
 - Current Status - Change to SI
 - Date Build Req from BI PM (also pull in copy of the BI email to the SI Team)
 - States
 - AP's

• DATA FILE REVIEW & ACTIVITY TEMPLATE CREATION

- Create activity file from the template in the main folder and name "*Platform Code_Wave or Off Cycle info_Activity on Policy Template-Platform Model Date_ACTIVITY IMPORT TO Platform Code*" (i.e. 1NW_AK_Activity on Policy Template-Platform Model 6-13-24_ACTIVITY IMPORT TO 1NW or 1SE_Wave 1_Activity on Policy Template-Platform Model 7-9-24_ACTIVITY IMPORT TO 1SE)
- Check the extract file for any groups/policies to remove from the file which should be marked in red
 - On the Policies Tab of the extract file, check the red items to determine if the policies being removed are all of the policies listed for a group. If so, remove that group from the Client and Contacts tabs as well
 - Make sure to also check the Clients & Contacts tab for anything marked red that doesn't appear on the Policies Tab
- Create temp pivot from the Policies tab to get final group and line count
- Create another temp pivot from the Clients tab to compare against Policies pivot to make sure the same groups are listed on both
- Delete temp pivots
- Create a pivot with distinct count check box to confirm there are no split experiences for new servicers
 - This step is not necessary if there is only one new servicer
- Review file(s) for the large department codes - we cannot transfer any accounts with policies coded as large
 - Pivot to get list of lookup codes for accounts that have policies with the large dept coding
 - Complete a match to the detailed list to identify the accounts and remove from file
 - Remove all policies for the account, even if some are not coded as large
- Back on the activity template, update as follows:
 - Add 2 new columns after the Description column for the concat. Name them Prior Servicer and Prior PC
 - Copy the following columns from the policy tab on the file:
 - Lookup Codes
 - Agency
 - Branch
 - Policy Type
 - Policy Eff Date
 - Policy Exp Date
 - Policy Number
 - Policy Description
 - Copy over the prior servicer column to the new Prior Servicer Column
 - Copy over the profit center column to the Prior PC column
 - Copy over the new AM column to the Who/Owner column
 - Update Activity Code to **1DS1**
 - Update Status to **Closed**
 - Update Closed Reason to **Successful**
 - Fill in Follow-Up Start Date with scheduled date for the changes in the platform
 - In the Description column add the Concat formula: **=CONCAT("Prior Servicer/Profit Center: ",L2, " - ", M2)**
 - Copy and Paste as Values
 - Delete added columns (L & M)
 - Need to replace the Who/Owner name with their applicable Epic/Workday codes. Search them in Workday and replace in bulk
 - De-Dupe leaving all columns checked in the Remove Duplicates pop-up screen**

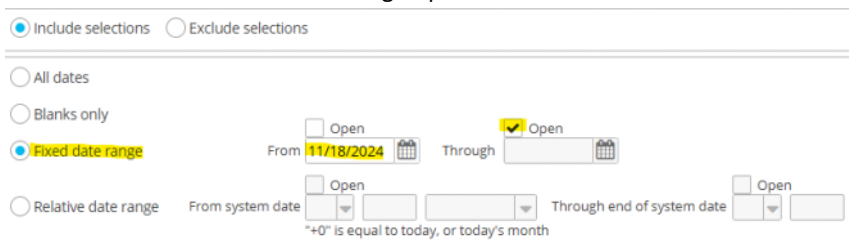
- Update File:
 - Policies Tab
 - Update Profit Center (V) with XSC
 - Update EB Servicer 1 column (BD) with assigned AM (remove extra column if necessary)
 - Highlight column headers that were updated
 - Clients Tab
 - Update EB Servicer Column (S) using xlookup
 - Copy and paste as values
 - Highlight column header

- **ADDITIONAL STEPS**
 - Add file and activity template to applicable Monday folders for the project
 - Send email to team using template located in the main Platform Model folder in OneDrive
 - Add in applicable PM's to the CC line
 - Be sure to include your signature and you can remove yourself from the CC if you prefer
 - Once the full update is done perform [Post-Update Quality Review](#) - Need to create

Post-Update Quality Review

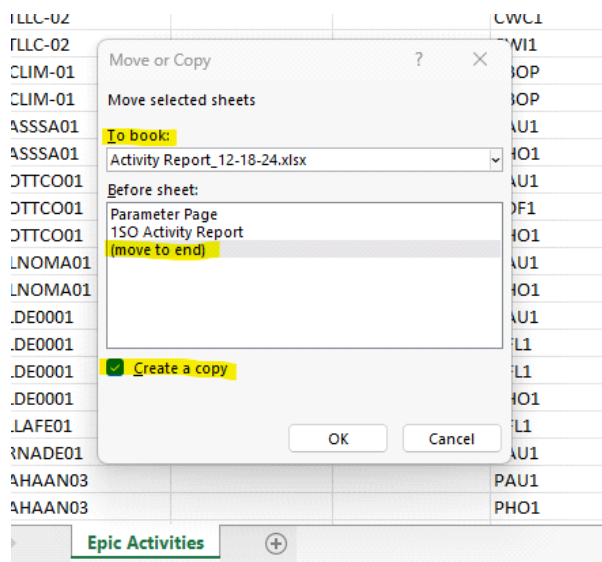
Tuesday, July 9, 2024 4:47 PM

Once you receive the email confirming that 1DS validation can begin, log into the applicable platform database and run the following reports:

- *Post System Update - Activity Report
 - Adjust Date/Time Entered in the Modify Criteria section to include a fixed date range of the date the files were submitted through open
- 
- Save in the "Post Update Quality Review" folder in the applicable platform/project folder under the following file path. Name it "Activity Report_ *today's date*"
1. ONEDRIVE Collaboration > Onboarding > Platform Model Transfers > P&C
- *EB Post System Update - Policy List Report
 - This report can be generated with no updates to the criteria
 - Also save in the "Post Update Quality Review" folder in the applicable platform/project folder under the following file path. "Policy List Report_ *today's date*"
1. ONEDRIVE Collaboration > Onboarding > Platform Model Transfers > P&C

Activity Report

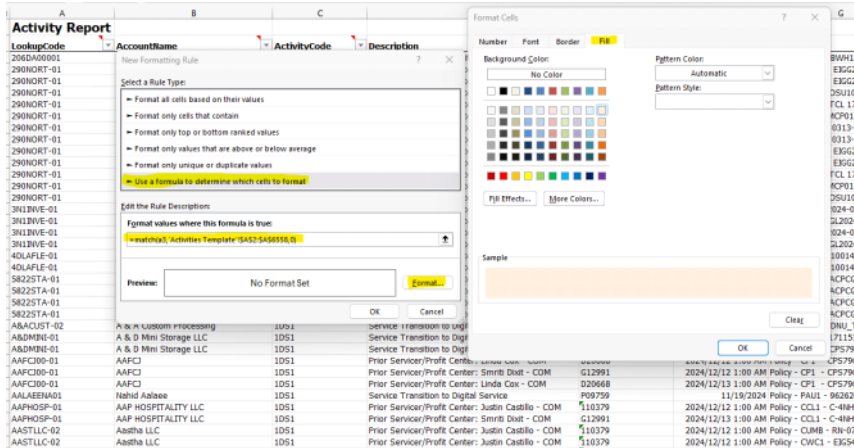
- Rename detail tab to "Platform Activity Report"
- Open the original activity template file and add a copy of the template to the post update activity report.
 - Right-click on the tab and select Move or Copy
 - Select the post update activity report in the dropdown
 - Click (move to end)
 - Be sure to check the box for CREATE A COPY



- Once it's moved, close the original activity template
 - Back on the post update report, rename that new tab to "Activities Template"
- Perform a Match function on the platform activity report tab to identify lookup codes that are on

the activities template tab for this project. This is done because there may be other 1DS1 activities entered for other accounts during the same time frame.

- For the match function:
 - On the platform activity tab, select all of the lookup codes in column A
 - Next click on Conditional Formatting > New Rule > Use a formula to determine which cells to format
 - In the box to edit the rule description type in **=match(A3,**
 - Now click on the activities template tab and highlight all lookup codes in column A
 - Then type **,0)**
 - Click on the Format box and select a color under the Fill tab
 - Click OK, OK



- In column A, filter by color and look for No Fills. If there are any No Fills, add a Match column at the end named "Project Date Update" so you can note which activities are a match to the template

| | L |
|--------|-----------------|
| | 12/12/24 Update |
| venue) | Yes |
| venue) | Yes |
| venue) | Yes |
| venue) | Yes |

- Filter column A for the color you chose for the match function and then enter a Yes in the new match column for all
- Now pivot off the activity report tab and name the tab "Platform Code Pivot", move it to be after the activity report tab. See below for how to set the pivot table up ***If you added a Match column you will want to add that to filters as well**

| Filters | Columns |
|-----------------|---------------------|
| DepartmentName | |
| 12/12/24 Update | |
| Rows | Values |
| LookupCode | Count of LookupCode |

- Filter out any unnecessary departments, if applicable
- Filter out blanks from the match filter, if applicable
- Next add a pivot off of the activities template tab and name it "Template Pivot" and move it to be after the activities template tab. See below for how to set it up.

Filters

Columns

Rows

Epic Lookup Code

Values

Count of Epic Lookup ...

- Add a header to both pivots ("*Platform Code Activities*" and "*Activity Template*")
- Add fields for Total # of Clients and Total # of Activities to both pivots

| A | B | C | D | E |
|-----------------------|----------------------------|---|-----------------------|--------|
| 150 Activities | | | | |
| DepartmentName | (All) | | Client Count | 3,532 |
| 12/12/24 Update | Yes | | Activity Count | 13,456 |
| Row Labels | Count of LookupCode | | | |

- If the numbers don't match:
 - If the client count doesn't match, add a "Comparison" tab and copy and paste data from each pivot adding them side by side
 - Add headers identifying each list and make them 2 different colors

| A | B | C | D |
|-------------------|----------------------------|--------------------|---------------------------------|
| 150 | | Update File | |
| Row Labels | Count of LookupCode | Row Labels | Count of Epic Lookup Cod |
| &MARGAMT01 | | &MARGAMT01 | |

- Identify duplicates between the 2 using Conditional Formatting/Highlight Cell Rules/Duplicate Values
- Filter for No Fills and pull over data for any of the lookup codes not found and add in column F & G with the header "*Accounts with Activities Missing in Platform Code*"

| F | G | H |
|---|--------------|--------------|
| Activites missing on accounts in 150 | Count | Notes |

- Research the missing accounts and add notes in column H making any note that needs action by the REA red font. Anything that is not an issue can stay in black font.

- Next add an "Activity Variances" tab
 - Copy over data from both lists
 - ◆ If the client count matched and a comparison tab was not needed, pull the full list of lookup codes and counts from each pivot
 - ◆ If the client count was off and a comparison tab was added, filter out any No Fills and pull the lists of matched lookup codes and counts. Check that the lists line up at the bottom before moving on.

| A | B | C | D |
|-------------------|----------------------------|--------------------------|----------------------------------|
| 150 | | Activity Template | |
| Row Labels | Count of LookupCode | Row Labels | Count of Epic Lookup Code |

- Add a "Variance" column in red on E and "Notes" in F
- Add formula in column E " $=B3-D3$ " (Platform list minus template list)
- Filter down to the variances (positives and negatives)
- Research and add notes making any note that needs action by the REA red font. Anything that is not an issue can stay in black font.

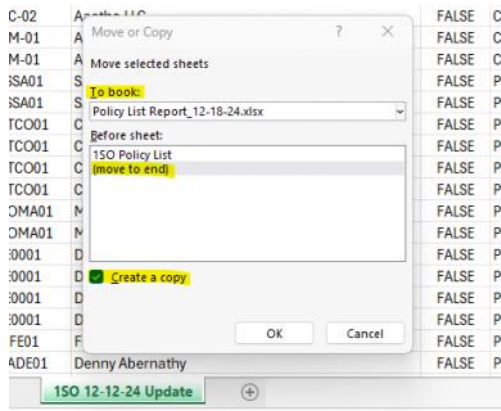
- Remove filters and close the report

Policy List Report

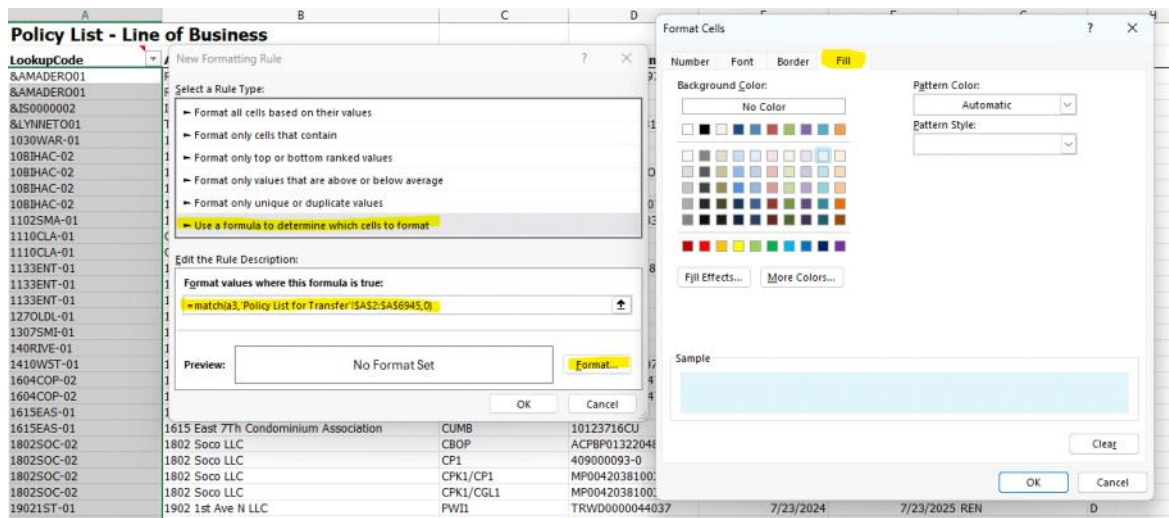
- Delete Parameter Page
- Rename the report tab to "Platform Code Policy List"
- Highlight policy and account level servicer name and code columns to 2 different colors
 - Add headers to each group (Policy Servicer first, Account Servicer second)

| L | M | N | O |
|-----------------|------|------------------|------|
| Policy Servicer | | Account Servicer | |
| Code | Name | Code | Name |

- Open the original policy list file and add a copy of the tab to the post update policy list report.
 - Right-click on the tab and select Move or Copy
 - Select the post update policy list report in the dropdown
 - Click (move to end)
 - Be sure to check the box for CREATE A COPY



- Once it's moved, close the original policy list
 - Back on the post update report, rename that new tab to "Policy List for Transfer"
 - *If combining transfer files for the project, move the first tab and then add to it by copying and pasting the details from the other policy lists. **If doing this, make sure to check that the columns line up and match once completed.**
- **Perform a Match function on the platform policy list tab to identify lookup codes that are on the list for transfer tab for this project.** This is done because there may be previous projects that already have policies coded to the XSC profit center.
 - For the match function:
 - On the platform policy list tab, select all of the lookup codes in column A
 - Next click on Conditional Formatting > New Rule > Use a formula to determine which cells to format
 - In the box to edit the rule description type in **=match(A3,**
 - Now click on the policy list for transfer tab and highlight all lookup codes in column A
 - Then type **,0)**
 - Click on the Format box and select a color under the Fill tab
 - Click OK, OK



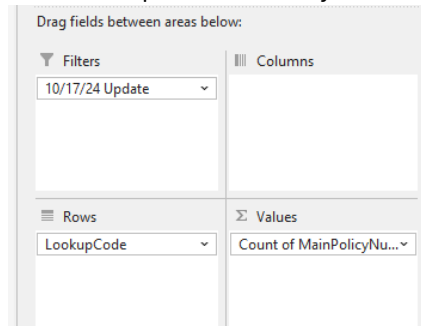
- In column A, filter by color and look for No Fills. If there are any No Fills, add a Match column at the end named "Project Date Update" so you can note which accounts/policies are a match to the transfer file.

| | L |
|--------|-----------------|
| | 12/12/24 Update |
| renew) | Yes |
| renew) | Yes |
| renew) | Yes |
| renew) | Yes |

- Filter column A for the color you chose for the match function and then enter a Yes in the new match column for all

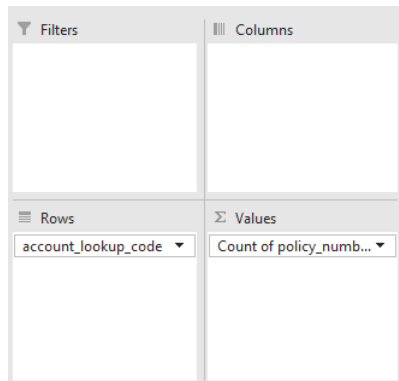
- **Pivot off of the platform policy list tab**

- Rename the pivot tab to "Platform Code Pivot" and move it to be after the policy list tab



- Filter to only show Yes in the project filter to get the client and policy counts and type them in to the right
- Add a header to the top of the pivot using the name of the tab

- **Pivot off File for policy list for transfer tab, move it to the end, name it "Policy List for Transfer Pivot"**



- Get client and policy counts and type them in to the right
- Add a header to the top of the pivot using the name of the tab

- **If the number of clients doesn't match, add a new tab named "Account Comparison" and make it a color**

- Bring over copies of full lists of lookup codes and counts from both pivots (excluding the grand totals) and add headers to identify them i.e.

| | A | B | C | D |
|---|------------|---------------------------|-------------|------------------------|
| 1 | 1WC | | Update file | |
| 2 | Row Labels | Count of MainPolicyNumber | Row Labels | Count of policy_number |

- Identify duplicates between both lists of lookup codes using Conditional Formatting/Highlight Cell Rules/Duplicate Values
- Add header in column F/row 1 for "Accounts with policies not updated in Platform"
- Add filters to A2-D2
- Filter column C down to no fill items > Copy and paste account lookup codes and counts in column F & G under the header
 - Some of what was pasted will be hidden initially due to the filter
 - Clear filter in column C
- Add header of "Policy Count" in column G and "Notes" in column H
- Review the accounts listed in column F to determine why they were not updated and add notes of the issues in column H.
 - First check Mike V's error reports and if the account is listed there, add a note stating "Account listed on Mike V's error report and should have already been reviewed by REA"
 - Then check the rest in the platform database and add notes for them making any note that needs action by the REA red font. Anything that is not an issue can stay in black font.

- **Add a new tab named "Policy variances" and make it the same color as the comparison tab**

- Add the following headers noting the applicable platform:

| A | B | C | D | E | F |
|--------------|-------|-------------|-------|----------|-------|
| 1WC Database | Count | Update File | Count | Variance | Notes |

- On the comparison tab, filter out no fill from column A and copy and paste that list with count into columns A & B on the variance tab
 - Back on the comparison tab, remove the filter, then filter out no fills from column C and copy and paste that list with count into column C & D on the variance tab
 - Both lists should match up now so double-check that they do
 - Next enter a formula in E2: =B2-D2
 - Copy the formula down to all cells
 - Check negative variances - filter down to negative numbers in the variance column
 - Review by comparing the policy list for update to the platform epic database to see why less policies were updated than what we included on our update file
 - Add notes making any note that needs action by the REA red font. Anything that is not an issue can stay in black font.
 - Check the positive variances - filter down to positive numbers in the variance column
 - Review by comparing the policy list for update to the platform epic database to see why less policies were updated than what we included on our update file
 - Add notes making any note that needs action by the REA red font. Anything that is not an issue can stay in black font.
- *Positive variances could be due to new renewals and expired policies (that were not on our update file) being included in the profit center update*

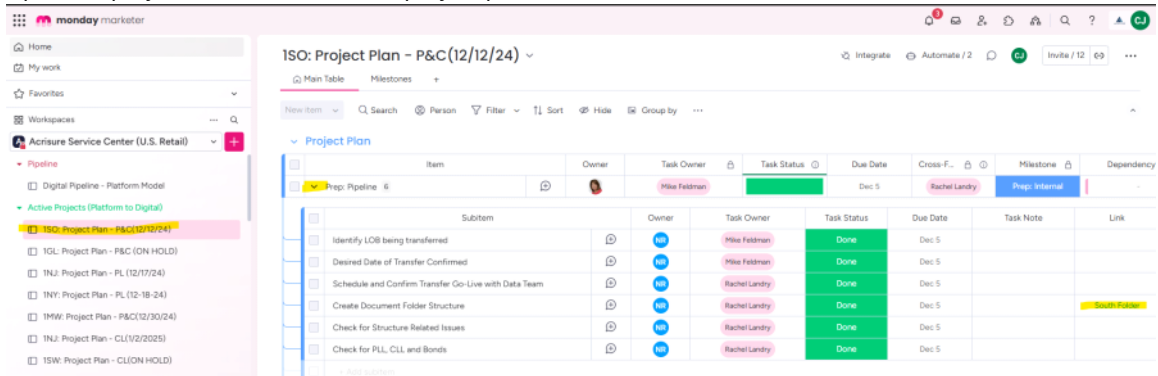
- **On the Platform Policy list tab - Check servicer columns for issues**

- Confirm that the data is filtered to only show the policies that were part of the current project
- Review Policy List for transfer file to confirm AM's that were listed as new servicers
 - You can easily do this by pivoting off of the Policy List for Transfer tab and adding "new_servicer_name" to Rows

- If there are a lot, it is helpful to take a temporary snip of the list and move to the side
- Review Platform policy list Policy Servicing Role and filter to any servicers that were **not** on the transfer file
 - Highlight any servicers (code and name) that are incorrect and need to be updated along with blanks
 - Also highlight the Account Name
- Clear the filter on the policy servicers only. *Don't clear filters from the entire sheet because you need to keep the project match column filtered
- Review the Account servicing role and filter to any servicers that were **not** on the transfer file
 - Highlight any servicers (code and name) that are incorrect and need to be updated
 - Also highlight the Account Name if not highlighted already
- Now filter down to each account level servicer that was listed as a new servicer to confirm that policy/account level servicing roles match
 - If they do not match, change the font to red for the incorrect policy level servicers
 - Also highlight the Account Name for these as well
- Delete the new servicer pivot tab
- This list of incorrect servicers will need to be carved out in a separate spreadsheet and sent to the REA for correction with the other issues.
 - Copy the tab to a new spreadsheet and save it in the Post Update Quality Review folder naming it "*Platform Code Servicer Issues_Date of project Update*"
 - Rename tab to "Servicer Issues"
 - Clear all filters
 - Filter AccountName column to No Fill color and delete all data
 - Clear all filters and you will be left with only the servicer issues previously identified
 - Remove the highlighting from Account Name

- **Add copies of your validation files to the shared folder**

- Open the project folder link from the project plan



- Navigate to the Validation Folder and add a new folder within named "1DS Validation"
- Drag and drop the validation files into this new folder

- **Send results by replying all to the 1DS Validation email.**

- Include details for each section: Activities, Profit Center Updates and Servicer Updates.
- Be sure to send any applicable files (i.e. Servicer Issues)
- If the issues for the activities or policies are extensive, you can put them into a separate spreadsheet rather than just listing them in the email.