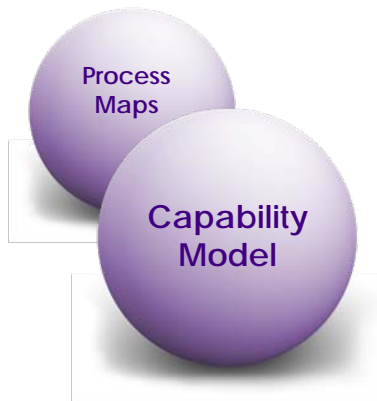




ACORD Framework Capability Model



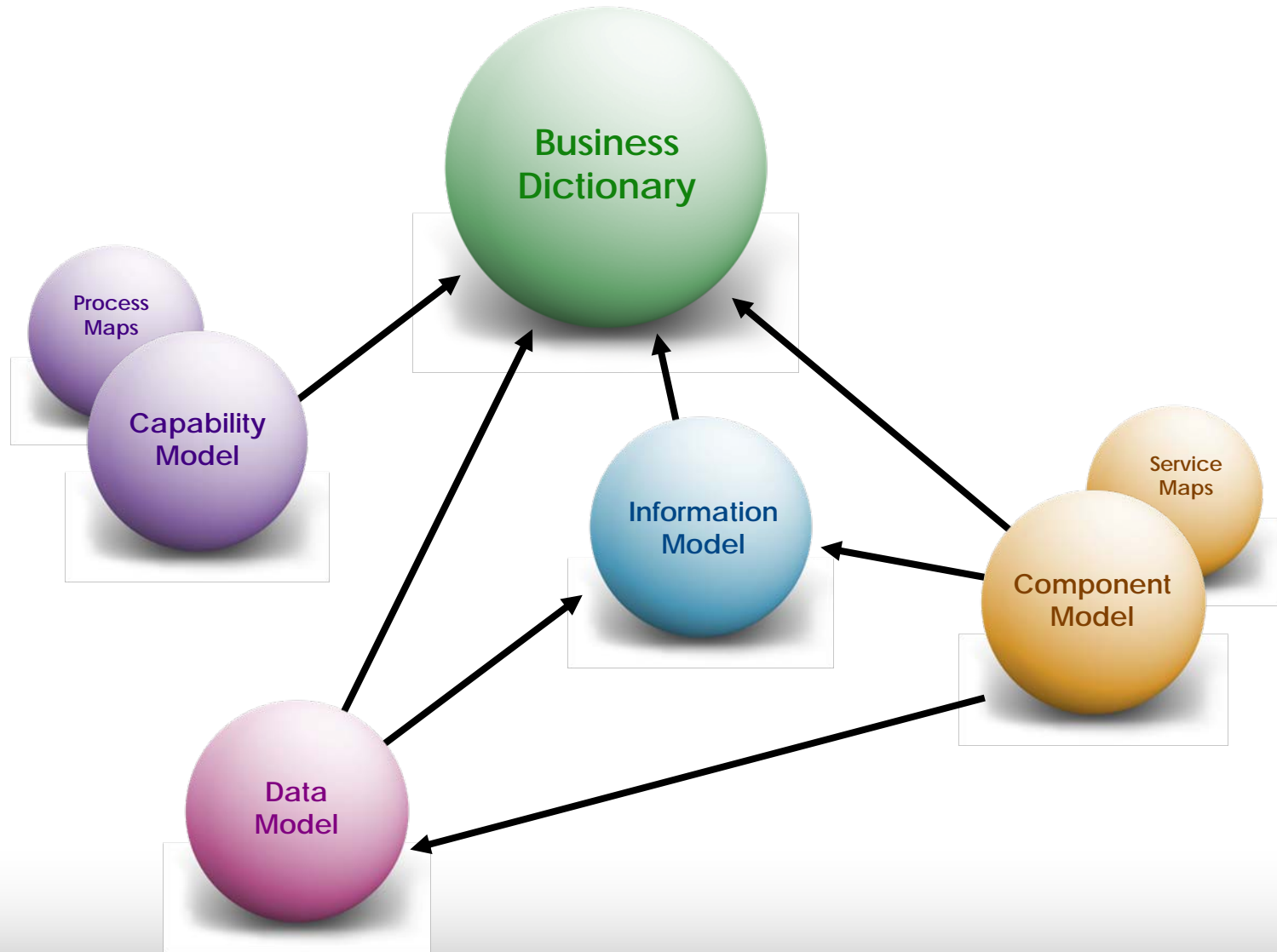
An Introduction

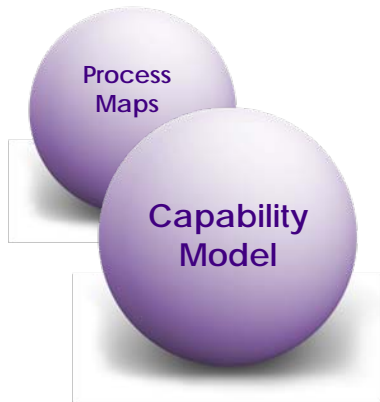
Frank Neugebauer
AVP of Technology, ACORD

Agenda

- Introduction of the Model
- Walkthrough of Current Model
- Status

The Framework has 5 facets

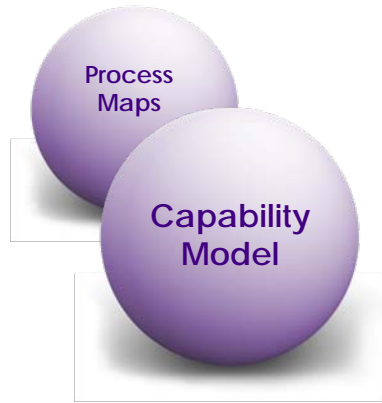




The Capability Model defines what insurance companies can do

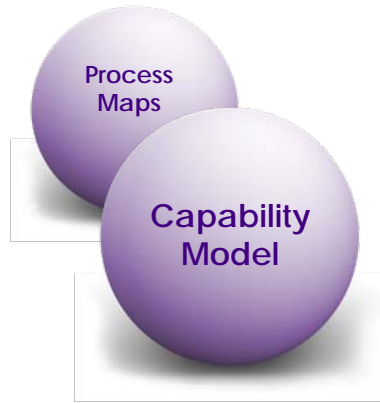


- **Baseline of a company's capabilities**
- **Individual companies vary, but all capabilities exist in the industry**



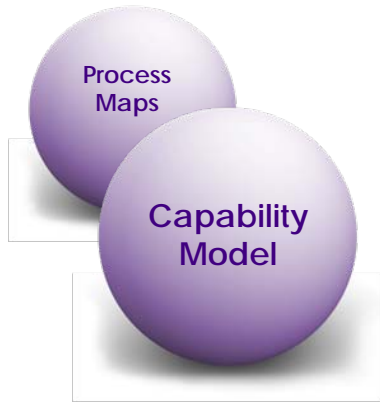
Process Maps within the Capability Model name specific functions

- **Company Capability: *Claims***
- **Process within Claims Lifecycle Management: *Validate Claim***



The Capability Model presents a standard perspective

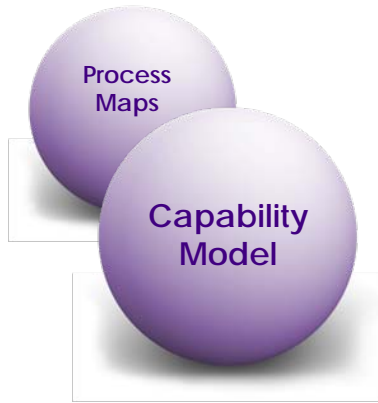
- Does not define a required workflow, just reflects the industry's usual way of doing business
- The Model offers an organizational benchmark



You may already be using the Capability Model and not know it



- Your company's existing capabilities might be named in a standard way



Innovation:

in•no•va•tion [in-uh-vey-shuhn]

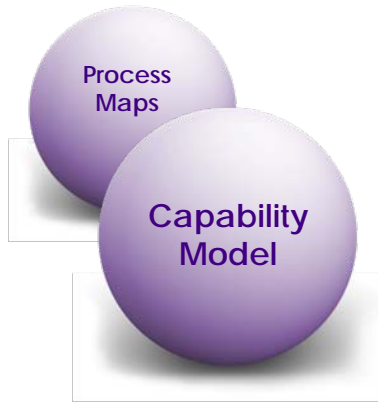
–noun

A unique activity or an established activity performed in a unique way

Origin:

1540-50; <LL *innovation-* s. of *innovation*).

The Capability Model helps facilitate business innovation



- **Capability Model helps identify areas of similarity or difference from other companies**
- **Gives insight into innovative ways to exploit those differences**



Current Model

- Expressed as a spreadsheet
- Moving to the UML too
- Documentation

Status

- Structure intact and almost final
- To-do's:
 - Modify/complete documentation
 - Convert to UML
 - Create white paper
 - Delivery: July, 2009