

Undertaking # 33

Referring to CAC 2-51, and the point stating that the CARS replacement was removed from the original scope of the project, much of the originally planned functionality was also removed. Please explain the extent of the functionality that was removed.

RESPONSE:

The functionality envisioned with the replacement of Claims Administration & Reporting System (CARS) included all of the current functionality provided by the CARS software as well as new functionality in the form of a robust integrated workflow engine, ability to support authenticated and non-authenticated self service, ability to support near-24/7 operation, ability to operate in a browser environment, alignment with MPI Enterprise Architecture requirements. These functionalities assist and enhance the entire claims handling functions; not just the ones targeted by Physical Damage Re-engineering (PDR).

The replacement of CARS has been removed from the PDR program and the new functionalities listed above are expected to be realized with CARS replacement now envisioned to be part of the Corporation's technology refresh initiatives.

The CARS application will continue to deliver the basic Claim Management functionality with Mitchell providing 2 new services:

- Questionnaire Service will provide the workflow engine necessary for FNOL
- First Notice of Loss (FNOL) Service will provide a customer Self Service capability