

Undertaking # 28

MPI to provide update on work done on analysis of key performance measures that exist for programs under the loss prevention portfolio, and what progress has been made in terms of closing data gaps where there are insufficient or inadequate measures. MPI to provide an update on the development of the model, which is tying to the predictive analytics work and the reporting tools.

RESPONSE:

The IBM Loss Prevention Strategy and Framework for Manitoba Public Insurance (MPI) outlined over 260 measures across the numerous programs identified under the Loss Prevention portfolio. Many of these measures included multiple data items which were suggested for use in calculations, including the generation of ratios, baselines and trends for comparative purposes. IBM also acknowledged that some of the suggested data items may not be tracked or available.

The current expectation is that the reporting and ongoing tracking of these measures will be based on data available from within MPI's analytical data warehouses. The use of the data warehouses allows for the analysis and reporting on data that exists in disparate systems, which is what these loss prevention measures require. The data warehouses are also where any historical data is stored which will be necessary for the trending/ historical comparisons. A subsequent data assessment completed by the Corporation resulted in a final listing of approximately 40-50 measures that will be used to determine overall ROI on loss prevention programs through a Loss Prevention Scorecard.

The Corporation plans to pursue a phased approach to reporting on the Loss Prevention program measures. Phase One which will be prepared for filing with the 2018 GRA, will report on a selected subset of measures for those programs where data is currently available within the Corporation warehouses (approximately 20 measures). In addition to using the data that is already available, Phase One will involve working with the respective business areas to identify any additional existing data that can be potentially moved into the data warehouses.

Phase Two will address the remaining measures; potentially this will include having the business areas collect the additional 'missing' data. Phase Two timelines have not yet been determined, though a multi-year approach will be required should the Corporation pursue all measures identified by IBM. The Corporation will determine the feasibility and potential value of collecting and reporting any additional incremental data on a program by program basis.