



August 5, 2009

CIRCULAR LETTER TO ALL MEMBER COMPANIES**Insurance Data Quality One-Day Workshop
October 21, 2009
Raleigh, NC**

The [North Carolina Rate Bureau \(NCRB\)](#) will partner with the [Insurance Data Management Association \(IDMA\)](#) to offer the *IDMA Insurance Data Quality One-Day Workshop* on October 21, 2009 at the Hilton North Raleigh.

This course is highly recommended for a wide audience including new hires, IT personnel who want to broaden their knowledge of the business side of insurance data management, anyone who manages data in the industry (statistical or financial data), and anyone who needs to use or communicate good quality data – from actuaries to underwriters. This class will offer participants an opportunity to learn about data quality principles and identify challenges that can hinder data quality. The full-day program will include practical discussions and a case study for interactive participation.

This class will be available at a price of \$179 per attendee, which includes:

- The *IDMA Insurance Data Quality* certification course (IDMA 2) study guide. A \$70 value.
- Sixty-day limited individual membership in IDMA
- Classroom instructions and handouts of training material
- Lunch and refreshments

Disclaimer: While this class will benefit those studying for the IDMA 2 certification course, it is NOT intended to be a study session for the IDMA 2 exam.

Please review the attached class agenda and email Delisa Fairley at <mailto:ddf@ncrb.org> if you are interested in attending this class. Detailed information on this class (registration, full agenda, and hotel accommodations) will be posted to the NCRB website (www.ncrb.org). On the Workers Compensation tab, the information can be viewed by selecting Carrier from the drop down menu and Data Reporting.

We look forward to seeing you in Raleigh in October!

Sincerely,

Sue Taylor

Director of Insurance Operations

ST:dg

A-09-9

Insurance Data Quality One-Day Workshop
October 21, 2009 – Raleigh, NC
Agenda

9:00 – 9:15 am	<p>Welcome and Introductions</p> <ul style="list-style-type: none"> • Priscilla Willame, NCCI, IDMA Education Committee Member • Mpaleng Khothule (MK), The Hartford, IDMA Education Committee Member • Stephen Anderson, ISO, IDMA's Vice President of Administration
9:15 – 10:30 am	<p>Data Quality—Definition and Background</p> <ul style="list-style-type: none"> • Overview of Data Quality • Recognizing When There is a Problem • Data Quality Responsibilities • Approaches to Data Quality • Practical Discussion
Break 10:30 – 10:45 am	
10:45 – 12:00 pm	<p>Identifying Data Quality Problems</p> <ul style="list-style-type: none"> • Understanding Customer Needs • Data Quality Terms <ul style="list-style-type: none"> ▪ Components of Data Quality ▪ Data Defects • Measuring Data Quality • Practical Discussion
Lunch 12:00 – 1:00 pm	
1:00 – 2:30 pm	<p>Improving Data Quality</p> <ul style="list-style-type: none"> • Insurance-Specific Data Quality Programs <ul style="list-style-type: none"> Regulatory Programs <ul style="list-style-type: none"> ▪ IDMA Data Quality Certification Model ▪ Actuarial Standard of Practice No. 23 • Information Product Improvement <ul style="list-style-type: none"> ▪ Data Capture ▪ Database Design ▪ Data Quality Control ▪ Edits • Information Process Improvement • Software Testing • Q & A
Break 2:30 – 2:45 pm	
2:45 – 4:00 pm	Case Study

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INSURANCE DATA QUALITY TRAINING WORKSHOP — RALEIGH, NC —October 21, 2009

REGISTRATION FORM

Step 1. Clearly Type or Print Your Contact Information

First Name _____ Middle Initial _____ Last Name _____

Title _____ Designation(s) _____

Company _____

Mailing Address _____

City _____ State _____ Zip _____ Country _____

E-mail _____

Phone _____ Fax _____

Step 2. Select the Fee that Applies to You

\$179 Individual Registration

Registration fees include class material, the IDMA Insurance Data Quality certification course (IDMA 2) study guide, lunch, and a 60 days limited individual membership in the IDMA.

Step 3. Select Your Payment Method

Check Enclosed (payable to NCRB)

Cancellation Policy and NCRB's Liability:

If, for any reason, the event is canceled, NCRB will refund the total registration fee. However, NCRB will not be responsible for any travel, hotel accommodations or other costs incurred.

Step 4. Send in Your Registration

Mail, Fax, or E-mail your completed registration form to:

Mail: NCRB, 5401 Six Forks Rd, Raleigh, NC 27609; **Fax:** (919) 719-7420; **E-mail:** ddf@ncrb.org.

An email confirmation will be sent to you upon receipt of your completed registration form. Registration and payment must be received at NCRB by October 7, 2009 to guarantee your seat.

If you have any questions, please contact NCRB at 919-582-1056 or the IDMA office at (201) 469-3069.



**Insurance Data Quality One-Day Workshop
October 21, 2009 – Raleigh, NC**

Workshop Location

This event will take place at the Hilton North Raleigh, 3415 Wake Forest Rd, Raleigh, NC 27609. A limited number of rooms are available at a discounted rate of \$109 per night at the Hilton. Reservations for overnight stay must be made by calling the hotel directly at 919-872-2323.

Recommended Nearby Hotels

Courtyard Raleigh North

1041 Wake Towne Drive
Raleigh, NC 27609
Phone: 919-821-3400

Renaissance Raleigh Hotel at North Hills

4100 Main at North Hills Street
Raleigh, NC 27609
Phone: 919-571-8773