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| **Checklist 7—Information Systems** | **Project Assigned To** | **Date Completed** | **Completed By** | **Notes** |
| ***Overview and Assessment*** |  |  |  |  |
| Meet with the insurer’s IT Manager (and/or other appropriate personnel) to discuss department procedures, managers/supervisors and their responsibilities, staffing, and what will be required from their department’s staff as a result of the order and any dependence on outside third parties/consultants. |  |  |  |  |
| Coordinating with Human Resources, obtain or create an organizational chart of the IT Department and review staffing requirements. |  |  |  |  |
| Obtain operating procedures, IT hours of operation and schedule for various activities, including processing and back-up operations. |  |  |  |  |
| Identify and meet with key IT staff. |  |  |  |  |
| Back up files upon arrival (1st day) and all subsequent key dates: i.e., month-end, quarter-end, year-end, conservation, rehabilitation and liquidation. |  |  |  |  |
| Obtain administrator rights:* Servers
* Devices
* Network
* Applications
 |  |  |  |  |
| Provide receiver on-site access to all applications where possible. |  |  |  |  |
| Obtain passwords and change/modify as appropriate:* Administration rights
* User passwords
 |  |  |  |  |
| Obtain and secure physical access to the insurer’s computer facilities and change/modify security as appropriate. |  |  |  |  |
| Secure data communications, including Internet. |  |  |  |  |
| Secure e-mail. |  |  |  |  |
| Shut down all remote access to systems (1st day), if appropriate. |  |  |  |  |

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| **Checklist 7—Information Systems** | **Project Assigned To** | **Date Completed** | **Completed By** | **Notes** |
| Obtain hardware/software license agreements. |  |  |  |  |
| Identify operating system environments. |  |  |  |  |
| Obtain network/computer diagrams. |  |  |  |  |
| Obtain and/or create a systems flow overview and narrative of the insurer’s major systems. (Each line of business may be processed differently. One line of business may be processed on a mainframe and another on a PC. Depending on the line of business, different factions (e.g., agents, brokers) may be responsible for various functions. All processes may not be centralized. |  |  |  |  |
| Review system status, reports, internal audits and steering committee minutes. |  |  |  |  |
| Determine whether the insurer hires an outside service for computer processing, and if so, document the applications. |  |  |  |  |
| ***System Security and Control*** |  |  |  |  |
| Document backup procedures for mainframe, LAN, servers, PCs and laptops.* Verify or establish routine backup procedures
* Obtain or create backup schedules to be followed
* Document the storage location and creation date of the last full backup
* Request a full backup of the insurer’s system and send off-site for holding
* Establish a backup file rotation
 |  |  |  |  |
| Obtain most recent backups and assure completeness:* Operating systems/utilities
* Application systems
* All data
* E-mail
* Complete backups (not incremental)
 |  |  |  |  |

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| **Checklist 7—Information Systems** | **Project Assigned To** | **Date Completed** | **Completed By** | **Notes** |
| Establish control of the backup file rotation through the following steps:* Instruct the insurer’s mainframe, LAN, servers, PC and laptop operators to send the following backups to the designated location:
* Initial backup (1st day)
* Date of liquidation
* Last day backup (Final)
* Conversion tapes
 |  |  |  |  |
| Analyze backups and verify for completeness and ability to restore:* Media
* Formats
* Backup program versions Anticipate restore issues and set plan.
 |  |  |  |  |
| Obtain information concerning the insurer’s disaster recovery plan. Evaluate and modify as appropriate. |  |  |  |  |
| Determine processing locations:* On site
* Off site
* Affiliates providing servicing
* Third parties providing servicing
 |  |  |  |  |
| Obtain information concerning the insurer's off-site storage of computer backup files, including:* Vendor name, address and phone number
* Contact person at the location
* The quantity and content stored
 |  |  |  |  |
| Ensure that the authorization signatures for access at off-site storage facilities are changed. |  |  |  |  |
| Review ISP/Web domain services. |  |  |  |  |
| Coordinating with Webmaster, determine and effectuate any modifications that need to be made to the Web site, including posting of the court order. |  |  |  |  |

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| **Checklist 7—Information Systems** | **Project Assigned To** | **Date Completed** | **Completed By** | **Notes** |
| Obtain hardware and software maintenance agreements for computer equipment. Review to determine continuation or modification as appropriate. |  |  |  |  |
| Obtain copies of all outstanding purchase orders for computer hardware, software, supplies and services. |  |  |  |  |
| Inventory equipment, including the insurer’s mainframe, LAN, servers, PC and laptop equipment. Ensure that the following information is available:* Type of equipment
* Make, model, serial number
* Person and department assigned
* Workstation address, controller, jack or port identification number
* System connected
* Lease or owned
* Cost of equipment (if known)
* Purchase date (if known)
 |  |  |  |  |
| Verify and document ownership of computer equipment:* For equipment owned by the insurer, obtain a copy of the invoice, draft or check purchasing item
* For leased equipment, obtain a copy of the lease
 |  |  |  |  |
| Identify and obtain list of all users (including equipment that may be off-site), including:* System utilized—mainframe, LAN, servers, PCs, laptops and Blackberries
* Department name, user name, address and phone number
* Service provided and reports produced
 |  |  |  |  |
| Identify current use of outside computer consultants, vendors, service bureaus and other outside organizations:* Service provided/expertise
* Name/address/telephone numbers
* Contact person
* Current assignments, status and costs
 |  |  |  |  |

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| **Checklist 7—Information Systems** | **Project Assigned To** | **Date Completed** | **Completed By** | **Notes** |
| * Determine contractual obligation, if any
* Rate for services
* Obtain copies of all outside service contracts and/or agreements
* Determine unpaid amounts by vendor and dates of service or item delivery
* Determine vendor items/services to be returned or canceled
* Identify planned activities with vendor
* Identify current active projects. Determine status and need for continuation
 |  |  |  |  |
| Change vendor/supplier staff contacts as necessary. |  |  |  |  |
| Verify with the insurer’s IT Manager whether invoiced services or items have been received and the necessity of the purchase of services or items to the departments past and continued operation. |  |  |  |  |
| Review all current and ongoing IT expenses; determine any need for modifications and adjust as appropriate. |  |  |  |  |
| Review fire protection equipment and procedure. Evaluate and modify as appropriate. |  |  |  |  |
| Review power protection – UPS (uninterruptible power supply). Evaluate and modify as appropriate. |  |  |  |  |
| ***Application/Data Security and Control*** |  |  |  |  |
| Secure all original operating/application software. Obtain or create a list of all applications on the insurer’s various computer systems (mainframe, LAN, servers, PCs and laptops). Identify and describe each of the major applications found within each of the systems, noting:* Purpose of the application
* Departments using application
* What other applications it interacts with
* Type of control it provides
 |  |  |  |  |

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| **Checklist 7—Information Systems** | **Project Assigned To** | **Date Completed** | **Completed By** | **Notes** |
| * Last rewrite date of application (noting by whom)
* Application language
 |  |  |  |  |
| Obtain and/or create file layouts for each application. (Tables that define code values may change over time. Find out when the codes were established and became effective, since the database may contain codes from a prior designation.):* Obtain and/or create definitions for all fields (note that documentation may not accurately reflect the actual use of a field, and the definition should be confirmed with IT personnel)
* Obtain tables for required fields
* Develop a list of files related to the application
 |  |  |  |  |
| Obtain copies of and secure all operating/application documentation (manuals, input/output forms, data dictionaries, reports, etc.) |  |  |  |  |
| Develop and test data extract routines. |  |  |  |  |
| Review/test systems and data integrity. |  |  |  |  |
| Review all reports and data available and determine those elements required to fulfill receivership requirements. Specifically, review the following:* Policy/contract information
* Reinsurance information
* Financial information
* Need and ability to convert existing data into another computer system
 |  |  |  |  |
| As to the insurer’s IT projects, verify and complete information obtained:* Project title and description
* Current priority level
* Reason for project and impact if the project was stopped
* Current schedule for completion
 |  |  |  |  |

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| **Checklist 7—Information Systems** | **Project Assigned To** | **Date Completed** | **Completed By** | **Notes** |
| Obtain licensed software inventories:* Identify and separate by mainframe, LAN, servers, PC and laptop.
* Name and address of the developer
* Release number (current)
* Software ownership
* Users’ rights and limitations purchase date (obtain copy of purchase order)
* Lease (obtain copy of lease agreement)
* Approximate cost
* Application software is/was used on
 |  |  |  |  |
| ***System Control and Processing*** |  |  |  |  |
| Evaluate continued use of in-house systems and evaluate alternatives:* Servicing by outside sources, which might result in the sale of equipment and facilities
* Termination of hardware leases
* Termination of computer support
 |  |  |  |  |
| Identify and evaluate IT items to be sold or destroyed. |  |  |  |  |
| Evaluate termination of computer hardware leases and arrange for physical removal of the equipment with vendor representative. |  |  |  |  |
| Evaluate termination of vendor services and arrange with vendor representative for physical removal of any equipment and/or software. |  |  |  |  |
| Determine whether to ship insurer-owned hardware to another location or sell. |  |  |  |  |
| Provide regular processing and periodic reports of data. |  |  |  |  |
| At appropriate time, obtain and pack all data processing records. Coordinate removal to appropriate location(s). |  |  |  |  |

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| **Checklist 7—Information Systems** | **Project Assigned To** | **Date Completed** | **Completed By** | **Notes** |
| At appropriate time, arrange for orderly shutdown of the computer system, confirming:* All records are updated
* Final reports are run
* Data processing checklist documentation is complete
* Full system backup has been performed and all files cleared on the system
* System is powered down
 |  |  |  |  |
| Review and identify files and related data that may be used to identify proofs of claim by block of business, verifying content of information necessary for the block of business. |  |  |  |  |
| Provide the following information and procedures by block of business:* A listing of outstanding claims
* A review of any problems that may exist as to reserve amounts
* A review of how far back information is available on paid claims
 |  |  |  |  |
| Provide the following information by block of business:* A listing of in-force policies by state (totals by state and as a whole) and by line of business
* A review of how far back information is available on policies
* A review of any problems that may exist
 |  |  |  |  |