



# FOIL UPDATE

November 2009

## The MOJ Reforms: the technology.

A meeting was hosted on 6 November by IDSL and CRIF who are commissioned to deliver the new IT system/portal for the road traffic process. This Update sets out the information that was forthcoming on the new process.

In essence there will be two options:-

1. Application to Application interaction using an XML schema.
2. Web browser functionality/workflow which would require input directly to the portal.

### Key Dates

- 4 December 2009 – Rules Committee to sign off process rules. *Now looking likely to be delayed until Jan 2010*
- 10 December 2009 - A user acceptance proposal will be submitted, this will be web browser only. However, a draft schema will be available at this point.
  - User testing will then take place for both the web browser and the application to application system.
- 23 December 2009 – User acceptance period ends.
- 4 January 2010 – User pilot including web browser and application to application begins with a select group of claimant firms and as many compensators as possible.

### An overview of making a claim

- The claimant lawyer will fill in the CNF. This will be done either using the web browser facility or a case management system which will upload the information via XML schemas.
- The CNF will be attached to the portal.
- The CNF will be sent to the compensator identified within the CNF.
  - A list of compensators and their contact details will be constantly updated but how this will interact with the schema is yet to be decided.
- Connecting with portal itself:
  - A login message will be received.

- The party connecting will give their unique identification.
- A session token will then be received.
- If a new claim is being added the option "*add claim*" will be chosen.
- The new CNF schema will be used to create a flow or alternatively the web services will be used to directly input the information.
- That information will then be validated.
- If the CNF is accepted then a new claim is created and a new individual identification will be sent to the claimant lawyer.
- Unless all mandatory boxes have content the CNF will be rejected by the portal.
- If the CNF is rejected an error message will be sent to the claimant representative.
- Finally, the party would then log out so as to release the session.

### The insurer receiving the claim

- There will only be a pull option, no insurers will receive automatic notification of new claims.
  - There will be no limit on the frequency of checks that can be made by the insurer searching for new claims. The system will have sufficient capacity for this.
  - A compensator will enter the system using their unique ID and request the "*claims list*".
  - A list of outstanding claims will then be provided between specific dates, for example, the last day, last week, last month.
  - The compensator will have the option to accept and assign those claims using the following commands in the portal:
    - *Chose option*
      - *Update claim status*
    - *Chose options*
      - *Assign – claim accepted as one for compensator*
      - *Reject – claim does not relate to compensator*
  - This will allow compensators to do checks and make an interim response.
  - This is **not** an acceptance of liability!
- A 15 day workflow will automatically begin after submission of a CNF.
  - A reminder will go to the compensator prior to the expiry of the 15 day period.
  - If the claim time outs it automatically leaves the process.

- If an insurer confirms that they will be dealing with this matter under Article 75 on behalf of the MIB the timescale automatically increases to 30 days.

Note:

- Because of these automatic time outs it would appear impossible to voluntarily remain in the process if a deadline is missed unless the case is re-submitted.
- The issue of liability:
  - This will operate within a work flow on the portal using the following commands in the portal:
    - *Chose option*
      - *Get claims*
    - *Select*
      - *Update claims status*
    - *Select*
      - *Respond to CNF*
        - *Admit or*
        - *Deny liability*
    - *Select*
      - *Log out of session*
- Once complete the response will be sent as an XML schema to the claimant representative.

### Miscellaneous issues to note

- The system will have **workflows** built in so there will be an automatic commencement of the timescales in the process;
- The concept of claim **ownership**
  - The party who has ownership of the claim at any one time has the ability to make alterations to the relevant information, for example a claimant at Stage 1 will be the owner until submission of the CNF. Once submitted ownership transfers to the compensator.
  - Once a transfer of ownership has taken place only the new owner can make any alteration to the relevant information.
  - It will be possible to save drafts prior to submission or response.
- The five day period to review the CNF has been removed on the basis that all **fields are mandatory** and must be completed before submission.
  - Note:
    - This will only apply to completion of the boxes & not the quality of the content. Since free text boxes will be included this could be a problem.

- Any abuse will have to be flagged up and the system will provide management information on this issue in terms of the number of cases which fall out of the system due to an incomplete CNF.
- Each individual user will have a unique ID hence the MI should be of assistance evidentially.
- **Attachments**
  - The system will have the facility for both parties to attach documents at Stage 2 by way of evidence that ultimately could be submitted to the court at Stage 3.
  - These attachments will look akin to a pdf but will in fact be encoded using industry standards B64 and the SOAP rules.
- **References** - the following references will be relevant within the system:
  - One for the claimant representative.
  - One for the compensator.
  - One unique reference for the process.
- The structure of messages to be used in the process is still in the design stage.
- **Signatures**
  - It was anticipated that there could be a problem with the claimant signing the CNF and getting that to the compensator. It has been decided that it will be the responsibility of the claimant representative to ensure that the document has been approved and for them to retain evidence of this. The electronic copy will then simply have a confirmation on it to be completed by the claimant representative as to its accuracy.
- **Printing** Options – will exist within the process and the documents will be able to be retrieved using a zip file via HTML.
- The new system will be a great source of **management information** in terms of case volumes, behaviour of specific lawyers in terms of use of the system, settlements at Stage 2 and Stage 3 etc..

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