

MANITOBA PUBLIC INSURANCE

2021 GENERAL RATE APPLICATION

Round 1 Information Requests

Confidential Questions - Public Responses

August 5, 2020

Consumers' Association of Canada (Manitoba)



MANITOBA
PUBLIC INSURANCE

CAC (MPI) CI 1-4 - Confidential

Part and Chapter:	Part IV – VM Appendix 3	Page No.:	19
PUB Approved Issue No:	10. Project Nova		
Topic:	Duck Creek architecture fit with MPI architecture		
Sub Topic:			

Preamble to IR:***"Development of detailed Technical Architecture:***

The Conceptual Architecture defined for the business case is holding

- *Duck Creek OnDemand selected as our P&C Solution*
 - *SaaS solution as originally planned*
 - *Duck Creek Architecture fits with MPI's"*

Question:

Please provide a narrative discussion of the alignment and fit of Duck Creek's architecture with MPI's architecture.

Rationale for Question:

To better understand the alignment and fit of Duck Creek architecture to MPI's architecture.

RESPONSE:

Duck Creek's Architectures align to the Manitoba Public Insurance Architecture on a number of points:

1. The Duck Creek architecture is built from the ground up using Application Programming Interfaces (APIs). This will allow MPI to call insurance services running on the Duck Creek platform from any point in the MPI architecture. MPI developers have many years of experience with the Duck Creek technology.
2. The Duck Creek architecture is built using a modular design pattern, allowing for implementation in smaller pieces, thereby reducing delivery risk.
3. The Duck Creek architecture is built on top of the Microsoft technology stack. MPI has used Microsoft technologies for many years, giving the technology team a good understanding of the base technology.

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Part and Chapter:	Part IV – VM Appendix 3	Page No.:	32
PUB Approved Issue No:	10. Project Nova		
Topic:	General Updates -- Challenges		
Sub Topic:			

Preamble to IR:***"General Updates - Challenges***

- *Nova Procurement process and required resource efforts significantly underestimated*
- *COVID-19 Impacts*
- *Corporate Agile adoption rate and maturity level "*

Question:

Please provide a narrative discussion of each one of the challenges listed in the preamble.

Rationale for Question:

To better understand the financial and timeline impacts of Project Nova caused by the challenges as listed in the preamble.

RESPONSE:

Please see *PUB (MPI) 1-84* for the requested narrative regarding:

- Nova Procurement process and required resource efforts significantly underestimated
- COVID-19 Impacts

Regarding corporate Agile adoption rate and maturity level in relation to Project Nova, the context of this referenced 'challenge' is associated with the level of adoption, experience and maturity of MPI and its business stakeholders in utilizing an Agile delivery methodology on a project as large as Nova. To-date, MPI has applied an expanded Agile delivery model on small technical and business changes, and system defect resolution to its Insurance and Driver Licensing related systems, and to the Fineos system. The Agile delivery model has yet to experience a scope of significant business change; however, there are two projects planned for fall 2020 that will fall into this category to expand that knowledge and experience.

MPI is also in the process of formalizing the types of critical roles for an Agile delivery model; Product Managers, Products Owners, and Scrum Masters. In relation to the Product Manager role, Project Nova has recently completed a recruitment process for the three Product Managers required and has now successfully filled those critical roles. The next steps include the finalization and recruitment for the Product Owner roles for Project Nova.

One of the overall risk mitigating factors is that the system integrator partners that MPI will be engaging for the Property & Casualty Insurance (P&C), Driver and Vehicle Administration (DVA) and Application Platform all have extensive Agile delivery experience. Incrementally, these partners will have overall accountability for the delivery of their respective domains from a work/task management perspective, and the resources on those teams will primarily be from the vendor for the P&C and DVA platform implementations. MPI business resources (Subject Matter Experts) will be integrated into those vendor teams and related MPI IT resources will be sporadically assigned to the Agile vendor teams to complement the overall team structure and allow MPI resources to learn the new technology platforms while allowing the vendors to manage their respective delivery risks.

Project Nova resources now also use Agile delivery approaches for some of the planning phase-related work. The remaining challenges will be:

- scalability;

- the complexity of having many Agile teams working in parallel towards individual team goals and objectives;
- inter-dependent program related deliverables, goals, objectives and business/technical capabilities; and
- training of staff and ensuring their readiness to meet the requirements of the Agile delivery model that Project Nova will leverage in order to mitigate delivery risks and excessive delivery milestone slippage.