

## FROM THE IDMA DESK



BY KATIE HERNANDEZ  
TEAM LEAD, INDUSTRY  
RELATIONS & ENGAGEMENT  
IDMA

As the summer sun starts to fade and we bid farewell to vacations brimming with excitement, I find myself in the midst of preparing for the imminent Hurricane Idalia and readying for evacuation. This situation prompted me to ponder, "Am I truly prepared? And how ready is everyone else?" With these thoughts in mind, I wanted to address the topic of preparedness. As we transition from the warmth of summer to the crispness of fall, it becomes evident that this changing season brings an increased likelihood of weather-related challenges, and even acts of nature. Acknowledging this reality, ensuring readiness for potential adversities becomes paramount. In this pursuit, the importance of having the right insurance coverage emerges as a reliable shield of protection. Embracing the end of summer means not only cherishing the memories created but also contemplating the uncertainties that may lie ahead. To help you navigate this transition, we've curated a list of five imperative insurance considerations to keep in mind during this change of season:

- 1. Flood Insurance:** The transition into fall often brings storms that can result in significant flooding. While your standard homeowners' insurance might cover some issues, it might not extend to flooding. Therefore, it's prudent to explore the option of supplementary flood insurance to safeguard your property against the potential devastation water can bring.
- 2. Auto Insurance:** Whether you're embarking on a road trip or renting a vehicle for leisure or work, comprehensive auto coverage is essential. This coverage will provide protection against an array of damages and claims that might arise during your travels.
- 3. Boat and Watercraft Insurance:** For those who revel in aquatic pursuits such as boating and jet skiing, ensuring you're equipped with adequate insurance coverage is paramount. This type of coverage is designed to handle liability claims, mechanical breakdowns, and potential damage resulting from accidents or storms.
- 4. Liability Coverage:** Due to changes in the weather and climate, the likelihood of accidents also increases. It's wise to thoroughly review your homeowners' policy and contemplate the benefits of umbrella insurance, which offers additional liability coverage.
- 5. Short-term and Long-term Rental Insurance:** If you're considering renting out your property for the coming seasons, it's essential to fortify your protection. This can be achieved by adding a rider to your existing insurance policy or opting for a business or landlord policy, which covers possible property damage, theft, or other potential claims.

As the transition to fall takes place, pause for a moment to evaluate your preparedness. Making sure you're well protected will grant you the ability to savor the months ahead with a reassuring sense of security, having taken proactive measures to mitigate potential risks and protect your valuable assets.

*Katie Hernandez*



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## FIVE HABITS OF COMPANIES THAT MAKE WORKING WITH DATA A TEAM SPORT

BY MARK PALMER  
BOARD ADVISOR, CORRELATION ONE, DATA VISUALIZATION SOCIETY, TALKMAP

For 30 years, I've led teams building tools that make it easier to work with data: data virtualization, NOSQL databases, AI/ML model operationalization, and data visualization software. Yet with each Next Big Thing, we still seem to have too much data and not enough access to it.

The problem is that working with data is complicated, and just 8% of the workforce in the United States have technical degrees. That leaves 92% outside the "data club." Or does it? Working as a data leader to treat data as a team sport can help make the data rubber meet the business road faster for all.



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## HOW TO PUT TOGETHER A COMPANY ANALYTICS DAY

BY NEIL RICHARDS  
GLOBAL DATA FLUENCY LEAD, JLL

A company Analytics Day can work wonders for your analytics team, even (or perhaps especially) if they are global and dispersed across geographies. You can learn from the best, be inspired to think of new procedures and solutions, and make brand new contacts in your own company.

I have been fortunate enough to run two Global Analytics Days: one at my previous company and one at my current company, JLL. In both cases an Analytics Day proved to be a great way of not just bringing analysts together, but also visibly demonstrating your company's commitment to learning and sharing all things analytics, while allowing colleagues of all levels to be directly involved. Here are my ten top tips to consider for a successful event.

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## DELIVERING THE ULTIMATE CUSTOMER EXPERIENCE WITH DATA & CULTURE

BY POOJA KAMATH  
PRESIDENT & CHIEF ARCHITECT, API INSIGHTS

Data leaders are also consumers, and like me you've probably been asked many times to provide feedback to a company you've chosen for a product or service. What happens then? How do companies actually use data to improve the customer experience? In most cases you probably don't see a change in that company, which means that giving feedback feels like a waste of time. As I've noted [elsewhere](#), even the most well-meaning product managers and customer service reps don't stand a chance in companies that have made only superficial investments in customer experience (CX).

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## THE VALUE OF DATA GOVERNANCE: WHERE IS THE ROI?

BY BENNY BENFORD  
FOUNDER, DATENT

If it didn't happen, can you claim ROI on it? That's part of the conundrum with identifying value from a data governance program. Governance is typically associated with reducing risk, but it's impossible to measure what didn't happen.

Beyond just measuring data governance ROI, another challenge is that most data leaders are grappling with a demand for their services that far exceeds their ability to meet it. This adds additional pressure to justify what they're doing, which makes data governance an awkward thing to own if you're measured on returns alone.

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**A JOINT DATA MANAGEMENT DAY**



# New Directions in Data Management



HARTFORD, CONNECTICUT  
SEPTEMBER 28, 2023  
8:00 AM - 5:00PM

**JOIN US FOR "DATA DAY"**

The Insurance Data Management Association and the New England Chapter of DAMA International are thrilled to announce their Joint Data Management Day Forum. Join us for a day filled with insights into the latest trends and innovations, as organizations adapt and evolve their data management strategies to meet the demands of a transforming world.

## Topics Include:

- Building trust in data with data quality capabilities
- Unlocking value by managing data as a product
- Creating a data culture across all roles and functions
- Using AI and ML to deliver optimal decisions
- Data security, privacy and protection
- And more!

**REGISTRATION OPEN**  
[events.bizzabo.com/DataDay23](https://events.bizzabo.com/DataDay23)

**More information**  
[www.idma.org](http://www.idma.org)  
Contact us: [team@idma.org](mailto:team@idma.org)

## From the Desk of Executive Director Maria Snow, FIDM, AIDA, CYB: What Makes NCCI's Data Ecosystem Go 'Round

Creating and maintaining a robust data ecosystem at NCCI is a multifaceted endeavor, where various functions collaborate seamlessly to collect, monitor, and produce quality data and solutions for the workers comp industry. Our data village is comprised of many specialized focus areas that are united in one mission: to be a reliable source you trust. But don't just take my word for it. Read the perspective of my peers and how together NCCI's practice areas define standards for excellence—and bring workers comp data to life.

**Shani Racine, CPCU, WCP, FIDM**  
Director—Data Standards & Education

### Standards

Our data providers and internal stakeholders rely on NCCI for clear expectations about data quality and availability. My team—Data Standards & Education—is dedicated to managing NCCI reporting rules, requirements, and education that supports the creation, maintenance, and modernization of workers comp data standards.

**Gerry Lagueux**  
Executive Director—Software Engineering

### Transfer

Importing data is a critical component of NCCI's Data Transfer Team. We manage the secure collection, replication, and transmission of datasets from outside organizations/businesses. One of the more modern ways of moving data includes streaming. The production and data import effort can happen once or be an ongoing process.

**Diana Howell**  
Director—Data Collection

### Collection

Data collection is a set of uniquely controlled and monitored processes that ensure timeliness and accuracy. My team develops innovative solutions that help data providers meet reporting obligations to NCCI with the most ease and availability of data. In many cases, edited data is immediately available for business use.

**Jeff Levine, ACP, AIT**  
Executive Director—Data Quality & Compliance

### Quality

NCCI's data quality strategy strikes a balance between current and likely future use of data reported across all NCCI data types. Our team's predominant focus is on current usage to ensure industry stakeholders provide us with the most accurate data.



# AND THE WINNER IS...

CONGRATS TO THE  
JULY 2023  
TRIVIA WINNER!

**Suli Abedalaziz**  
Samsung Fire and  
Marine Insurance

ANSWER TO JULY 2023 TRIVIA

**They were two members from a set of triplets (or quadruplets, etc.).**

**Other readers also submitted some clever and technically correct replies, such as “They were born to surrogate mothers – in vitro fertilization from embryos from the same mother and father.”**

INSURANCE DATA MANAGEMENT ASSOCIATION  
WWW.IDMA.ORG

## TRIVIA (WIN \$25)

### AUGUST 2023 TRIVIA / WIN \$25

In an American League baseball game, a pitcher faced only 27 batters. Each hitter struck out. This pitcher surrendered no hits and no runs, yet his team lost by a score of 3-0. How could this be?

Submit your answer to [team@idma.org](mailto:team@idma.org).

**A \$25 Amazon.com gift card prize will be awarded to the randomly-drawn person among the first five who solve the question correctly. You may only guess one time. The correct answer and winner’s name will be published in next newsletter issue – September 2023 issue.**



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**JOIN US!**

**Early Bird Rate Extended:  
Register by September 9th, 2023  
SAVE up to \$400!**

**October 22-24, 2023  
Philadelphia, Pennsylvania**

# IDMA 2023 Annual Conference

## Data is Power Leading Your Enterprise Transformation for Tomorrow

Join us at the IDMA 2023 Annual Conference in Philadelphia, Pennsylvania on October 22-24. Our conference connects data management professionals with their peers, showcases industry and data management experts along with partner organizations in a spirit of collaboration and professional development. Attendees gather to discuss issues, exchange ideas, improve their understanding of how data management can enable enterprise-wide digital transformation, and provide actionable business insights.

Customer Experience  
Supported by Data  
Management

Analyst Experience as  
Foundation for  
Successful  
Implementation

Data Governance and  
Data Stewardship for  
Effective Business  
Insights

The Importance of Data  
Quality and Trusted  
Information

Using AI and ML to  
Deliver Optimal  
Decisions

Metadata Management,  
Data Catalog and Data  
Lineage

Data Literacy and Data  
Culture (using data to  
connect organizational  
components)

Data Security, Privacy  
and Protection,  
and more

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# Celebrating 100 Years of Excellence

This year, NCCI is celebrating 100 years of fostering a healthy workers compensation system.

Data is the lifeblood of NCCI and has been for the last 100 years. Over the course of the last century, data reporting has evolved from punch cards, mag tapes, diskettes, hard copy, and now to modernized electronic reporting. We have a long-standing relationship with IDMA and look forward to continued engagement in the years ahead.

[ncci.com/100](https://ncci.com/100)

Follow NCCI on social media.



## CALENDAR OF EVENTS

### UPCOMING WORKSHOPS & SEMINARS 2023

**Late Fall 2023 - Tools and Solutions to Support Effective Data Management (Date/Location TBA)**

### A JOINT IDMA & DAMA NEW ENGLAND FORUM

**September 28, Hartford, CT - New Directions in Data Management - Registration Open**

### IDMA 2023 ANNUAL CONFERENCE

**October 22-24, Philadelphia, PA - Data is Power - Leading Your Enterprise Transformation for Tomorrow Registration Open**

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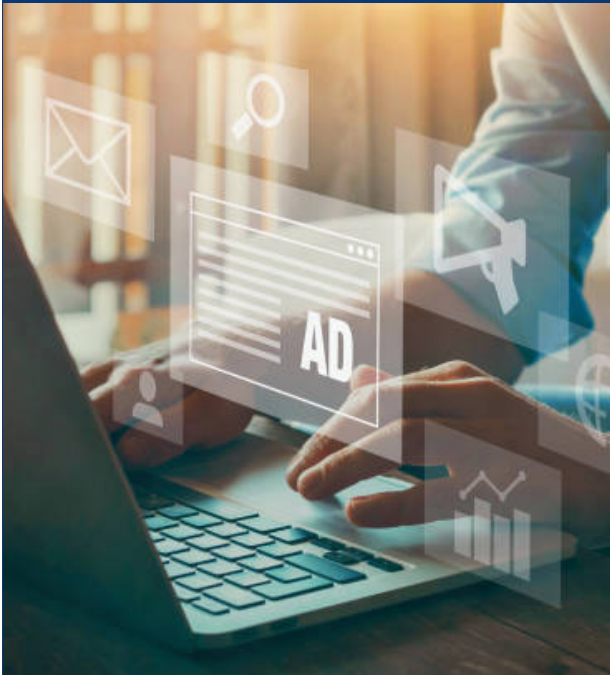
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