

## **Insurance Industry Financial Responsibility Technical Alert Issued April 4, 2016**

In an effort to improve communication with our insurance industry stakeholders, the Florida Department of Highway Safety and Motor Vehicles (“department”) will begin to periodically post technical alerts to our website at <http://www.flhsmv.gov/FR/>. The department’s website can also be accessed through a link on the IICMVA website.

### **New Issues Discovered or Reported Since March 15, 2016**

No reported systemic file processing issues since March 15, 2016. We are still researching the generation of older verification dates being sent to insurance companies.

### **Recent Issues**

**Files Failing to Load (Resolved)** - On March 15, 2016, the department held a conference call organized by IICMVA to discuss the widespread, intermittent file loading problems being experienced by insurance companies since January 2016. Although the department’s information technology staff had been working to identify a solution, as of the date of the call, the department had been unable to resolve this serious issue. On March 17, 2016, the department was notified by the Agency for State Technology (AST) of a faulty SAN switch port at the Northwood Data Center. The faulty SAN switch port caused wide-spread application timeouts across agency databases hosted by a particular server at the State of Florida Data Center. These intermittent timeouts caused the processing of some insurance files to either fail during download, time out during processing, or not process entirely. The department has been monitoring file processing since the switch port bypass and has not noted any application time outs or failure to load insurance files.

AST was created by Florida Statute and operates the State’s data centers. The department is required to utilize AST services and the Department is working with AST to minimize the impact of hardware issues on system availability and stability.

**Creation of Sanctions (Pending)** - Due to the file loading issues described above, in early February the department stopped the processes that generated sanctions against auto owners in Florida who cancelled their insurance (FR-7) or who registered a vehicle without obtaining insurance (FR-8). The department has tested newly created FR-8 sanction cases, and will begin issuing FR-8 sanctions the week of April 4, 2016. The department will resume issuing FR-7 sanctions after a final verification of each FR-7 customer’s insurance status is complete.

## **Upcoming Events**

**Data Center Consolidation** – The legislature has instructed AST to consolidate data centers and migrate all applications to a tier III purpose built data center. This should improve system stability and availability. As a result of the data center consolidation, the servers hosting many of the department's applications at the Northwood Data Center, including insurance verification, will be brought down the evening of Friday, May 6, 2016. The servers will be moved to the Southwood Data Center and brought back up the following day. On Sunday, May 8, 2016, the department will conduct extensive testing of its systems and anticipates being ready for business the next day. Additional information will be provided in future alerts as it becomes available.

**New Server** – After the data center consolidation is complete, the department will install the insurance verification application on a stand-alone server. This server should increase the stability of the application and isolate it which will simplify any future trouble shooting efforts.

**Conference Calls** - The department's senior business and information technology managers will host periodic conference calls to foster better communication between the department and the insurance industry. The next conference call will be held in May after the data center consolidation and will include information on the department's long-term modernization issues.

**Webpage Update** – The department has begun reviewing its insurance industry webpage and will refresh its contents.

**Operational Manual** – The department's insurance verification operations manual will be updated.

cc: The Honorable Jeff Atwater, CFO  
Kevin McCarty, Commissioner, OIR