

We proudly present a session on :

Roles of Information System For Insurance Industry

Presented by :



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INDONESIAN INSURANCE INSTITUTE

JAKARTA, APRIL 19, 2010

Presented to *University of Gunadarma*

Our Objective



to share and contribute my *knowledge* and *experience* in handling information system in Insurance Industry

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Why am I invited by this prestigious University ?



- *I started my career as Programmer for 3 years, and System Analyst for 3 years.*
- *Then I was promoted to be a Manager at several departments in developing computerized systems implementing several hardware series.*
- *I had experience in developing computerized systems utilizing several language : RPGII, COBOL, FORTRAN, ASSEMBLER, BASIC.*
- *In Insurance Business, I had significant experience in establishing computerized Information System, such as :*
 - *Underwriting System*
 - *Customer Conservation System*
 - *Management Information System, etc.*
- *My last career in Computer Environment was the Director of IT and Accounting areas from 2000 up to 2002.*

My Education Background



- *I was graduated from Academy of Banking and Finance in 1980 : B.Sc. Act.*
- *Then I was graduated from University of Indonesia, Economics Faculty in 1987.*
- *In 1991 I was graduated from PMBS as the best student of the year : MBA.*
- *In 1993 I was graduated from K. Western University, California, and I got Ph.D. with honors, in International Business Management.*
- *In 1995 I was graduated from PMBS : MM in International Finance.*
- *In 2001 I was graduated from WCIMT, Perth, Australia : M.Sc. in Marketing.*
- *I started my career as Lecturer in 1987 : UMJ, Unkris, UI, UMB, UMT, UMSU, Untan, Binus. University, MBA Bandung, STIE Dharma Bumiputera Jakarta, Tri-sakti IBS, and also in Singapore.*
- *I was appointed to be the Secretary of UMJ Postgraduate School, 1997-2001*
- *I was appointed to be the Chairman of STIE Dharma Bumiputera, 2003-2008*

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My Professional Background



- *Fellow of the Life Management Institute (FLMI), Atlanta, USA, 1996.*
- *Associate in Customer Service (ACS), Atlanta, USA, 1996.*
- *Associate in Insurance Agency Administration (AIAA), Atlanta, USA, 1996.*
- *Associate in Insurance Accounting and Finance (AIAF), Atlanta, USA, 1996.*
- *Fellow of the Indonesian Insurance Institute (AAI.J.), AAMAI, Jakarta, 1997.*
- *Qualified Insurance Practitioner (QIP), AAMAI, Jakarta, 2007.*
- *Certified Professional Insurance Examiner (CPIE), AAMAI, Jakarta, 2009.*
- *Fellow of the Islamic Insurance Society (FIIS), IIS, Jakarta, 2010.*

My Business Experience



- *27 years continually working for Insurance Companies : AFIA, AJBBP, JMN, BPJH.*
- *Among the above period, 2 years as VP Director, 2 years as Chairman of Education Foundation, and 5 years as Managing Director, and 18 yeras as Department Manager and project manager at several projects related to the Information System Development.*
- *Other positions : President Commissioners of Jakarta Kyoei Medical Center for more than 6 years, President Commissioner of PT Mardi Mulyo for 3 years, Head of Supervisory Board of BP Pension Fund, and several Professional Organization Board of Management.*
- *Private Business Experience : Japanese Restaurant, Intercities Shipment or Forwarding Corporation, Small Property Development, Fishery, Poultry, Management Consultant, and several Agribusiness.*

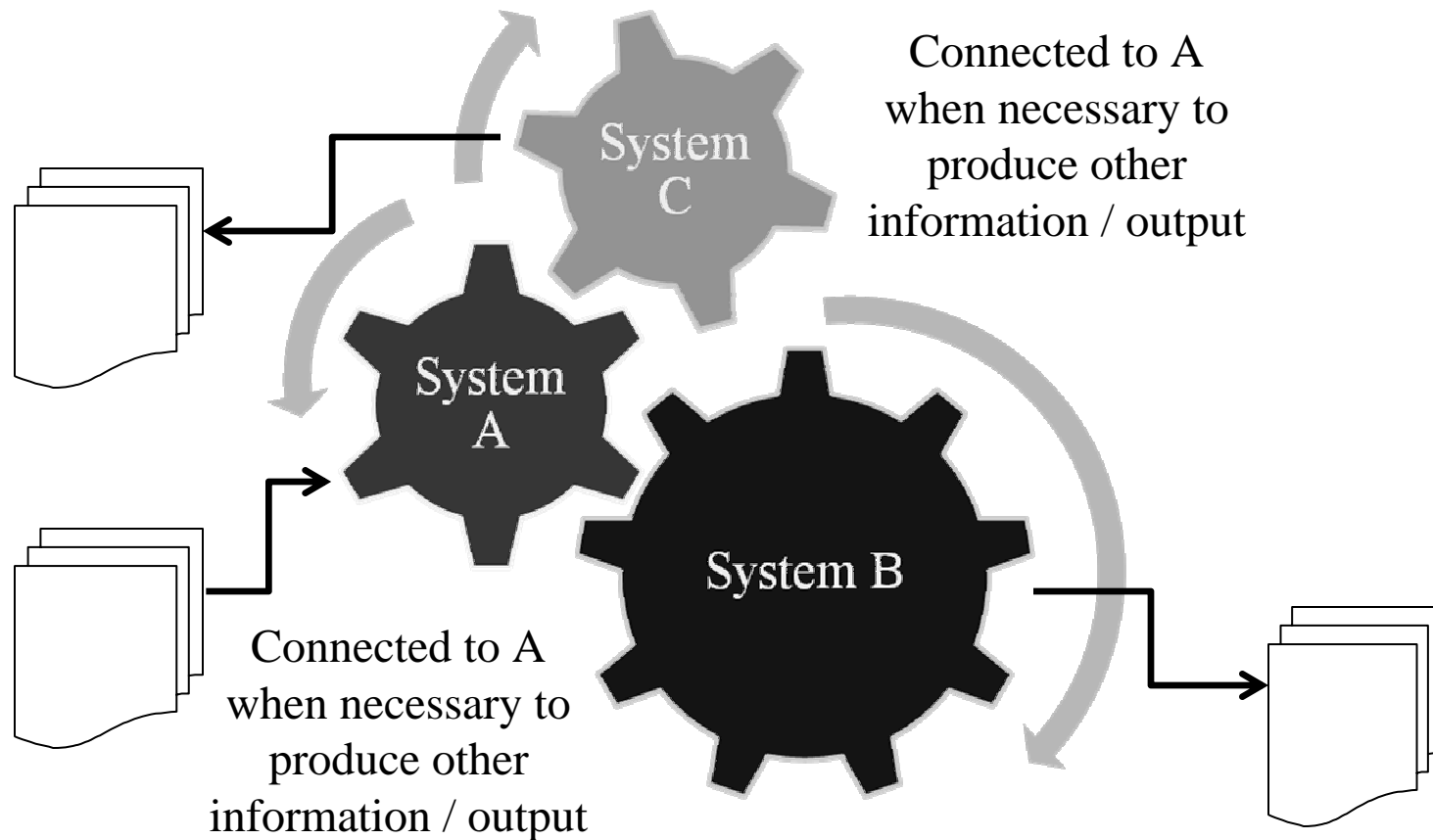
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*Let Us discover the roles of Information System
for Insurance Industry !*

Discover Information System in Insurance Industry

- ◆ *I am sure that you have understood the scoup and definition of Information System.*
- ◆ *Informastion system can be designed based on certain objective or certain business function.*
- ◆ *The main objective of information system is preparing and providing information required by certain community or certain party in an organization or goverment agencies.*
- ◆ *We will utilize this event to discover Information System in Insurance Business.*

Comprehensive Corporate Information System



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Comprehensive Information System in Insurance Industry

- ◆ *Underwriting System / Risks Selection System.*
- ◆ *Customer Conversation System.*
- ◆ *Marketing and Productivity System.*
- ◆ *Logistic and Distribution System.*
- ◆ *Agency Management System.*
- ◆ *Product Development System.*
- ◆ *Human Resources Management System.*
- ◆ *Finance Management and Accounting System.*
- ◆ *Miscellaneous Information System.*

Those usually developed by the DP or IT Department

Underwriting System / Risk Selection System

- ◆ *Collecting Primary Customer's Data.*
- ◆ *Editing or validating data before creating Dbase.*
- ◆ *Creating New Customer's DBase (daily or periodically).*
- ◆ *Producing policy and other related documents.*
- ◆ *Printing daily or periodically production report.*
Those usually carried out by Underwriting Department

Customer Conservation System

- ◆ *Maintaining Customer's Master File periodically.*
- ◆ *Producing Customer's Premium Collection Bills periodically.*
- ◆ *Producing Customer related documents, such as birthday card.*
- ◆ *Producing Information requested by Customers.*
- ◆ *Producing Information required to remind Customers.*

Those usually carried out by Conservation Department

Marketing and Productivity System

- ◆ *Producing Productivity Report to benchmark, based on certain criteria.*
- ◆ *Producing Production Report to calculate compensation.*
- ◆ *Producing other remuneration for the sales persons.*
- ◆ *Producing Information to analyze productivity of product / plan.*
- ◆ *Producing Information to analyze profitability of product or other criteria.*

Those usually handled by Marketing Department

Logistic and Distribution System

- ◆ *Coordinating with all departments to prepare the needs and distributing all documents to the recipients.*
- ◆ *Creating appropriate network to support organization mailing aids.*
- ◆ *Producing logistic and distribution reports required to make appr. decision : timeliness, accurateness and efficient delivery system.*

Those usually handled by Logistic Department

Agency Management System

- ◆ *Preparing Information related to Qualification of Agents hired.*
- ◆ *Preparing Information related to Agent's productivity.*
- ◆ *Preparing Information related to Agent's persistency.*
- ◆ *Presenting Information related to Agent's needs on specific training.*

Those usually handled by Agency Department

Product Development System

- ◆ *Producing Information to analyze productivity of product / plan.*
- ◆ *Producing Information to analyze profitability of product or other criteria :*
 - *Mortality consideration*
 - *Expenses consideration*
 - *Interest consideration*
- ◆ *Providing alternative solution required for developing alternative new plans.*

Those usually handled by Actuarial Department

Human Resources Management System

- ◆ *Producing Performance Report to calculate compensation.*
- ◆ *Producing other kinds of remuneration for the back office employees.*
- ◆ *Producing Performance Report to benchmark, based on certain criteria.*
- ◆ *Presenting Personal Qualification required for future development (TNA).*
- ◆ *Providing several information required for making decision such as rotation, promotion, demotion, retirement, and recruitment.*

Those usually handled by Human Resources Department

Finance Management and Accounting System

- ◆ *Collecting all data and information required to prepare financial reports, such as Balance Sheet and Profit and Loss Statement.*
- ◆ *Submitting deviation report required to be corrected or be given a punishment.*
- ◆ *Preparing reports required by Management to make financial decision, such as salary increase, employee bonuses, special rewards, annual gratification, and allowances, etc.*

Those usually handled by Accounting and Finance Department

Miscellaneous Information System

- ◆ *Collecting all data and information required to accomplish certain objective.*
- ◆ *For instant : Taxation, RBC reports, Assets and Liabilities Changes Plan Report.*

Those usually handled by Accounting and Finance Department, Actuarial Department, or Special Unit established for handling certain objective.

Thank you very much for your patient
and attention !

*Subkhanallaahumma wa bikhamdika ashadu anla ilaaha illa Anta
astaghfiruka wa atuubu ilaika.*

Wassalaamu'alaikum Wr. Wb.