



18TH EAST ASIAN ACTUARIAL CONFERENCE

12-15 October 2014

Taipei International Convention Center in Taipei Taiwan

Actuarial 20/20: Modernizing the Actuarial Function

Darryl Wagner, FSA, MAAA

Deloitte Consulting LLP

October 15, 2014



What is Actuarial Modernization?

Vision

Improving business value and effectiveness of actuarial functions

Goals

To establish a strategically oriented actuarial organization that helps drive the overall company strategy by effectively utilizing and grooming top actuarial talent, efficient processes, and best-in-class tools and analytics capabilities

What is Actuarial Modernization?

- Assessing **actuarial processes**, based on industry leading practices, in order to measure efficiency and effectiveness
- Establishing an **end-state vision** and working to implement that vision
- “Freshening up” systems and related data and processes with state of the art tools and **end-to-end solutions**:
 - Fixing the foundation
 - Transforming the function
 - Enabling strategic capabilities
- Enhancing **data availability** and the effectiveness of supporting technology
- **Optimizing** actuarial **information** provided to management
- Redefining **Actuarial talent** strategies
- Building and embedding an **enhanced governance structure** around actuarial systems

Why is Actuarial Modernization Needed?

There are numerous drivers for the need for Actuarial Modernization, both internally-generated as well as in response to regulatory requirements

Why is Actuarial Modernization important?

- Senior management demand for **greater and more timely analysis**
- **Pressure on growth** initiatives and capital demands
- **Emerging regulatory change**, such as ORSA, Fed SIFI requirements, PBR
- Failure to align the Actuarial and Risk functions with **enterprise IT frameworks**
- Lack of **standardization, automation, and efficiency**
- Historic **under-investment in actuarial systems and processes** and supporting technology
- The typical Actuarial function **one-off projects will not achieve** broader company business needs

Common Key Issues to Address

Technology

- Outdated systems with limited functionality do not support changes in valuation methodology
- Capabilities and tools cannot efficiently respond to senior management requests
- Heavy reliance on manual processes and end-user computing (e.g. spreadsheets)
- Computing power to support actuarial projection systems is insufficient
- Decentralized and segregated actuarial systems lead to redundancies and inefficiencies

Processes

- Current processes are manually intensive due to inefficiencies in the models and data
- A lack of technology tools results in manual processes
- Wasted time spent reconciling and/or explaining results
- Risk management prioritization varies across business units and functional areas
- Actuarial staff spend a material amount of time on data capture, validation and production, instead of analysis
- Lengthy valuation run times and actuarial close process

Data & Reporting

- Intensive data collection process requires significant resources
- The lack of consistent data definitions undermines consistency, drives inefficiency and creates reconciliation requirements
- Sourcing and storage of data is performed inconsistently across actuarial processes
- Plan-to-actual variance analysis is not sufficiently granular undermining the ability to explain movements in results

Governance

- Limited controls of coding changes in modeling systems result in integrity issues
- Decision rights, risk ownership, and venue for risk oversight discussions are unclear
- Limited governance of models and modeling production leads to inconsistency
- The process for risk oversight is informal and inconsistent
- Lack of documentation (e.g. undocumented controls)

Addressing these challenges will require an integrated approach with long term view

What are the Benefits of Actuarial Modernization?

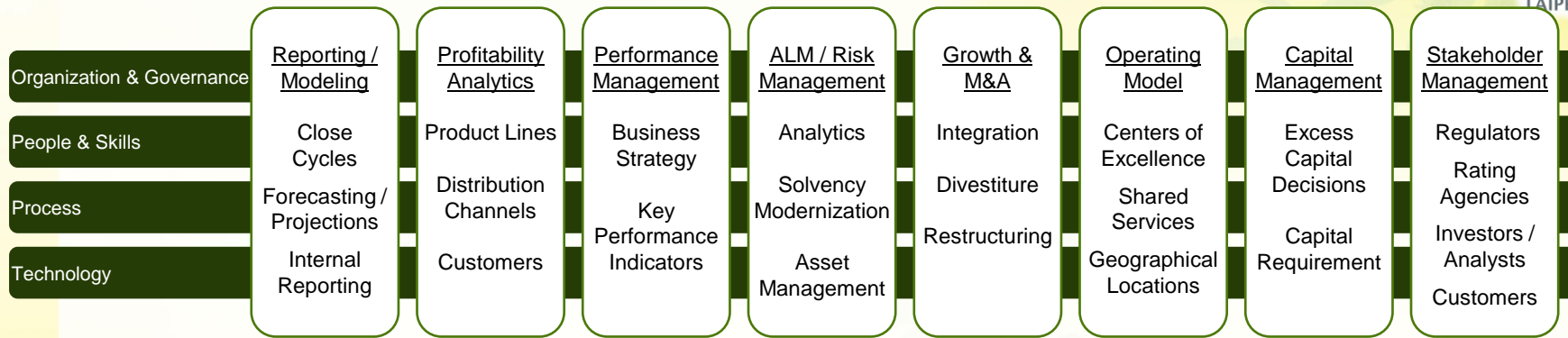
The benefits of a successful modernization program span:

- ***People***
- ***Process***
- ***Technology***
- ***Governance***

What are the Organizational Benefits?

- Timely results to inform ***strategic decision making***
- ***Flexibility to analyze*** “what if” scenarios on a timely basis
- ***Enhanced quality*** and consistency of actuarial results
- Enhanced ***risk awareness*** capabilities and culture
- ***Shift of focus*** from operational to strategic activities
- More ***effective teaming*** between the company’s Actuarial and Technology functions
- Improved ability to ***attract, manage and develop*** top talent globally

What are the Benefits of Actuarial Modernization?



Improved Efficiency

- **Accelerate benefit realization** through standardized processes and integrated system environment
- **Standardize reports and metrics** to improve the management information need to accelerate the close process
- **Reduce manual processing** through automation and improve the effort needed to complete tasks
- **Reduce overall costs**

Enhanced Controls

- **Provide “Single Version of the Truth”** for financial information
- **Reduce financial reporting and audit related risk** and decrease the potential for material misstatements
- **Improve risk awareness and capital management**; Increase accountability through governance, incentive mechanisms
- **Shift away from manual processes** to reduce the risk and improve the control environment

Increased Effectiveness

- **Improve execution of business strategy**; enhance decision making capabilities
- **Provide timely, accurate, and meaningful insights** delivered across the enterprise to enable strategic partnering with the business
- **Improve financial forecasting predictability**
- **Improve confidence in information** produced by Actuarial functions

Improved Talent Management

- **Improve ability to attract, manage and develop** top talent globally
- **Provide effective talent management** programs for professionals
- Provides Actuarial talent the opportunity to **focus on development of analytic skills** and reduce the time spent on manual processes

Where Should Actuaries Spend Their Time?

Actuarial Modernization seeks to shift the Actuarial function from Operational roles into more Strategic roles for the business.

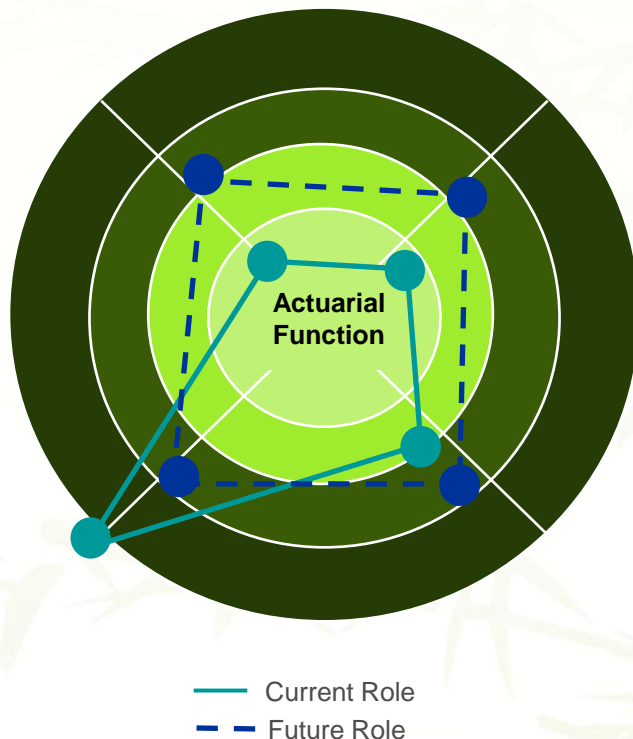
“Four Faces” of Actuarial Capabilities

Drive Strategy

- Identify strategic market opportunities
- Identify new product opportunities
- Set long term capital objectives
- Assess strategic fit of M&A opportunities

Measure Risk & Financial Metrics

- Value actuarial assets and liabilities
- Conduct ALM and hedging
- Develop actuarial cashflows to support the development and updating of the financial plan
- Calculate Economic capital and other risk metrics
- Identify and measure risk
- Foster risk culture



Embed Strategic Behaviors

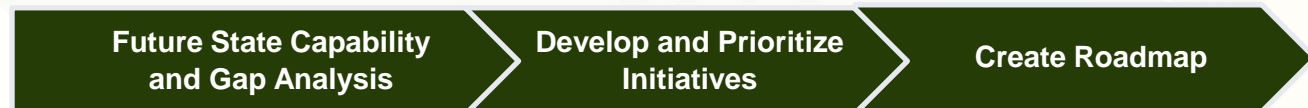
- Embed disciplined behaviors to execute strategic and financial objectives
- Create a risk-intelligent culture with appropriate risk oversight
- Optimize capital strategy based upon capital objectives
- Monitor experience against expectations to assess progress against plan
- Monitor and report source of earnings, changes in actuarial assets and liabilities, and overall experience to management

Carry Out Operations

- Balance capabilities, talent, costs and service levels to efficiently fulfill the actuarial organization's core responsibilities
- Maintain actuarial models, process, and reporting tools
- Set economic and experience assumptions

Goal for improvement is to provide more robust analysis and strategic business insight

Execution of an Actuarial Modernization Project



Objectives

- Develop understanding of current organization, roles and responsibilities and key issues
- Develop end-state Finance function definition
- Develop/validate target architecture
- Develop and group initiatives and begin to prioritize
- Begin to sequence initiatives into an implementation plan
- Validate preliminary roadmap and high level cost estimates with internal and external subject matter advisors

In order to create the critical path for system/process transformation, a diagnostic approach is needed to generate a strategic roadmap and set of initiatives for implementation which fulfills the needs of the business

Questions?