

College of Insurance
Insurance Institute of India, Mumbai
Data Analytics – Appreciation Program
Program ID: CPS2
(From: 14th to 15th October, 2019)

Relevance of the Program:-

Technology has been changing the aspirations and the behaviour of the Indian customer. Discerning consumers are increasingly evaluating goods and services online. Mobiles and computers are functioning as super markets. In the area of insurance, consumer expectations about practically every transaction like paying periodic premiums, accessing documents, renewing policies, hassle-free claim submission, transparency in claim processing and efficient payment systems have changed. Definitions of customer delight and standards for smooth and seamless service have changed as well.

In an increasingly digitized business environment, Insurers have to match customer aspirations in the market – they need to understand consumer behaviour, identify target segments, design better insurance products, charge risk commensurate premiums, sell the right solution to the right person, continuously engage customers, provide easeful after sales services and make claims settlement systems efficient. At the back-office, insurers need to reduce distribution costs and management expenses, prevent fraud and leakage, manage internal and external business risks, protect data and conform to regulatory compliances while keeping the enterprise solvent and profitable.

In the Indian insurance industry, Predictive Analytics is still in its nascent stages. Organizations that handle a lot of high volume transactional data, are grappling with various challenges. Though a single solution to all these challenges cannot be provided in a classroom, through this program, the College of Insurance aims to provide the new generation of Insurers knowledge and awareness of some key developments in the field of technology, digitization and data analytics to empower them to make informed options and exclusive strategies.

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Program Objective:-

The program is designed to build the following capabilities:

- **Data Visualization:** Participants would be oriented to become internal thinkers who can visualise the objectives for collecting data. They would be able to identify and appreciate various convergences – ranging from the organisation’s vision, operational goals, market realities, touch-points for engaging consumers as well as marketing and service level strategies - and identify the bits of data that would serve the purpose. Participants having an IT background should be able to appreciate functions like data integration and data governance; and work as a Data Steward in his organisation after attending the training.
- **Identifying and Defining Data Elements:** Participants would be able to realize the importance of building clean databases comprising accurate and analysable data elements.
- **Conforming to Standards:** Participants would understand why databases have to conform to international quality standards relating to data security, professional and regulatory protocols. Creating awareness about ISO Data Management Best Practices and Standards Insurance Data Management Association (IDMA), Control Objectives for Information and Related Technologies (COBIT 5), Association for Cooperative Operations Research and Development (ACORD)
- **Appreciating Technology:** Participants would be able to appreciate the importance of analytics strategy formulation, predictive modelling and anomaly detection algorithms, building strategy maps of business goals with specific outcomes, recognising limitations and blind spots etc. Emerging technology trends such as Cloud computing, block chains and artificial intelligence, machine learning and Chat bots will also be discussed.

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Participant Profile:-

- The program is designed for serious minded insurance practitioners who are working and/ or interested in the field of data analytics. Faculty involved in this program have extensive experience in academics, technology or in the insurance industry.

Timing : 10.00 a.m. to 05.00 p.m.

Enrolment:-

To enrol for the training program please download the enrolment form and after filling in the necessary details submit your form and fees to the office of Insurance Institute of India, Plot C-46, G-Block, Near Dhirubhai Ambani International School, Bandra-Kurla Complex, Bandra (East), Mumbai – 400 051 by **07th October, 2019.**

You can also do online enrolment through College of Insurance's website www.coi.org.in on or before **07th October, 2019.**

Program Duration: - 2 days from 14th to 15th October, 2019

Course Fees:-

Participants requiring residential facilities: Total amount Required –Rs. 10148-i.e. (Rs. 8600/- plus 9% CGST + 9% SGST).

The fees cover tuition, course material, A/C single room accommodation in the Institute's campus and full boarding (bed tea/coffee, breakfast, lunch, light refreshments in the

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evening and dinner). All rooms are fully furnished with attached bathroom and Internet facility.

Rooms are reserved from 12.00 noon onwards the day prior to the commencement of the program. The participants can stay till 12.00 noon next day after the conclusion of the program.

Non-residential participants: Total amount Required –Rs. 7316/-i.e. (Rs. 6200/- plus 9% CGST + 9% SGST).

The fees cover tuition, course material and day boarding (i.e. tea/coffee during tea breaks and lunch for actual days of training).

Payment Terms and Conditions:-

- 1) The payment should be received by the College of Insurance before the commencement of the program.
- 2) The confirmation of registration for the program will be subject to receipt of payment.
- 3) We do not consider any refund request or adjustment of fees against future programs in case of non attendance.
- 4) Fees should be paid by Demand Draft drawn in favour of “Insurance Institute of India” payable at Mumbai and forward it together with the “Enrolment form” available from College of Insurance’s website www.coi.org.in or by online payment mode by following the below link <http://www.coi.org.in/web/guest/programme-calendar>

Please follow below link for Training Venue

<https://www.google.com/maps/place/Insurance+Institute+of+India/@19.0636539,72.8670136,17z/data=!4m5!3m4!1s0x3be7c8ea29ccf0a5:0x8d0e92854f4dae94!8m2!3d19.0636488!4d72.8692023>

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✚ **Parking Facility:**

"VEHICLE PARKING IS NOT ALLOWED IN OUR CAMPUS".

Course Co-ordinator:

Prof Archana Vaze – 022-26544286 Email: vaze@iii.org.in

Respond to :-

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Nomination Form

1) Name: _____

2) Address: _____

3) Educational Qualification: _____

4) Date of Birth: _____

5) Position Held.: _____

6) Mobile No : _____

7) Telephone No. : _____

8) E-Mail: _____

9) Alternate E-Mail: _____

10) Sponsoring Organisation: _____

11) Food preference: Vegetarian Non-Vegetarian

12) Hostel Facility Required: Yes No

13) Details of Fee Paid: Cheque / D.D. No. _____ dt. _____

Drawn on _____ Bank, for Rs. _____

Please
affix your
photograph
here

Signature & seal of the authority
of the Sponsoring organisation

Signature of the Participant

*Name of Co-ordinator: _____

Mobile No: _____ Tel. No.: _____

Email-Id.: _____ Company Name: _____

*This column is mandatory for those participants who are sponsored by company.