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October 31, 2024



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The question on everyone's mind:  
What caused the release to be delayed?



- In July, we announced that the first release of the modernized SERFF platform would “go live” on November 11.
- As a reminder, this release includes functionality for Interstate Compact filings and a self-service user management module.
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- Performance and load testing indicated the potential for slow response times in production.
- Industry training and user acceptance testing yielded feedback we wanted to address.
- We discovered some data migration issues that need to be corrected.
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- We still plan to release over a weekend – 5 pm CT Friday to 7 am CT Monday downtime for legacy system.
- We still plan on a "warranty" period of 6-8 weeks to address any issues and continue refinement of Release 1 features.
- The team is working on strategies to reduce domino effect on future phases.

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- Two project update sessions (same content.)
  - Sunday, 11/17, 8 AM
  - Monday, 11/18, 8:30 AM
  - Both sessions in the Crest 3 meeting room.
  - Sessions are not available for hybrid participation.
- **G TG Q W TT**
- Want 1:1 time? Email [bkieras@naic.org](mailto:bkieras@naic.org).



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- Site visits
  - 2025 visit calendar underway – contact us with interest!
  - As state visits are scheduled, we may ask nearby companies for a visit.
  - Local/near to Kansas City? Ask about a visit to your location.
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