

# Listing of Strategic IT Services

(FY 2010-11 Schedule IV-C

Worksheet SC-2)

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## 1. FINANCIAL ACCOUNTABILITY

The Department of Financial Services will be a vigilant steward of the state's and its people resources and promote financial accountability in state contracts.

The following IT Systems are constituent elements of this Strategic IT Service.

- 1.a. **FLAIR** – *Florida Accounting Information Resource system performs the State's accounting and financial management functions. The accounts of all State agencies are coordinated through FLAIR which processes expense, payroll, retirement, unemployment compensation, and public assistance payments. This system is used by the Division of Accounting and Audit.*
- 1.b. **UPMIS** – *Unclaimed Property Management Information System manages unclaimed property accounts in financial institutions, insurance and utility companies, securities and trust holdings. This system is used by the Division of Accounting and Audit.*
- 1.c. **SPIA** – *Special Purpose Investment Accounting system operates a special investment program for public entities other than the state such as universities, government foundations and water management districts. This system is used by the Division of Treasury.*
- 1.d. **RECEIPTS**– *Receipts system processes agency deposits and returned items. This system is used by the Division of Treasury.*

## 2. ENFORCEMENT / REGULATION

The Department of Financial Services will protect the health, safety and welfare of the public.

The following IT Systems are constituent elements of this Strategic IT Service.

- 2.a. **REAL** – *Regulatory Enforcement and Licensing System is an integrated financial regulatory management system that combines core processes for fiscal, licensing, investigations, examination, legal, and complaint*

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*functions which provides oversight of the financial industry. This system is used by the Office of Financial Regulation.*

- 2.b. COREN** – CORE Company and other insurance related entities doing business in Florida. This system is used by the Office of Insurance Regulation.
- 2.c. INTEGRATED SYSTEMS** – is a processing system for Claims, Penalties, and Carriers used by the Division of Workers' Compensation.
- 2.d. AALF** – Agent and Agency Licensing Functions is an online licensing system used by the Division of Agent and Agent Services.
- 2.e. BAITTS** – Bureau of Agent and Agency Investigation Tracking System is a case management and tracking system used by the Division of Agent and Agent Services.
- 2.f. ALIS** – Automated Licensing Information System tracks licensing information on agents doing business in Florida. This system is used by the Division of Agent and Agent Services.
- 2.g. ACISS** – case management system used by the Division of Insurance Fraud.
- 2.h. CCAS** – Coverage and Compliance Automated System tracks the status, coverage and compliance of Florida employers. This system is used by the Division of Workers' Compensation.

## 3. FIRE SAFETY

The Department of Financial Services, State Fire Marshal shall effectively prevent and discourage arson and arson related crimes for the protection of Florida's citizens and their property.

The following IT Systems are constituent elements of this Strategic IT Service.

- 3.a. ACISS\_SFM** – is an investigative database system for fire and arson investigations used by the Division of State Fire Marshal.

## 4. EDUCATION

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The Department of Financial Services customers will receive timely, helpful and accurate information upon which they can act to protect themselves and their assets.

The following IT Systems are constituent elements of this Strategic IT Service.

- 4.a. Service Point** – is a consumer service and support system that allow consumers to file and check on complaints against insurance companies and agents and allow insurance companies to respond to disaster complaints. This system is used by the Division of Consumer Services.
- 4.b. Deferred Compensation Loan Program** – tracks approved loans for deferred compensation participants for all the investment provider vendors. This system is used by the Division of Treasury.
- 4.c. DICE** – Department of Insurance Continuing Education is an online agent and agency licensing system used by the Division of Agent and Agency Services.

## 5. ADVOCACY

The Department of Financial Services will protect customer interests inside and outside state government.

The following IT Systems are constituent elements of this Strategic IT Service.

- 5.a. Service Point** – is a consumer service and support system that allow consumers to file and check on complaints against insurance companies and agents and allow insurance companies to respond to disaster complaints. This system is used by the Division of Consumer Services.
- 5.b. Civil Remedy** – is a system that provides consumers online capabilities to submit notices of a bad faith claim or potential lawsuit against an insurance company. This system is used by the Division of Consumer Services and the Division of Legal Services.