

# Data Services Modernisation

## Industry Update 23rd March 2023

# Welcome

Amy Mickley – Customer Relationship Manager

# Agenda

	Agenda	Speakers
1	Introduction	Amy Mickley - Customer Relationship Manager Lead
2	Programme Reminder and Update	Sarah Edwards - Head of Product and programme Business Owner
3	Legal Update	Abi Robinson - Lead Project Manager
4	Customer Plan Summary	Julia Musgrave – Lead Business Change Manager
5	Technical, Testing and Integration	Abi Robinson
6	Intro to Navigate	Natasha Lawson - Product Development Manager
7	Q&A	Julia Musgrave
8	Next steps	Amy Mickley

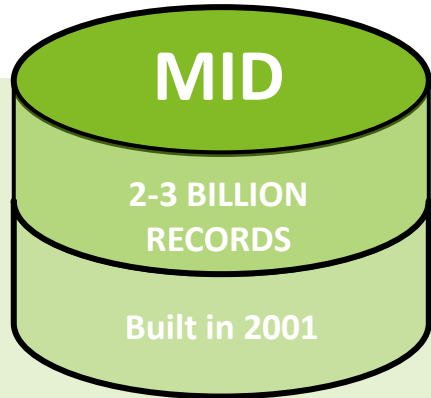
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[#MIB2303](https://twitter.com/MIB2303)



# Programme Update

Sarah Edwards – Head of Product and Business Owner for the programme

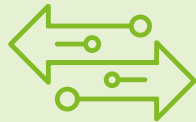
# A Technology Conundrum



All Insured vehicles in the UK – around 42m at any one point in time



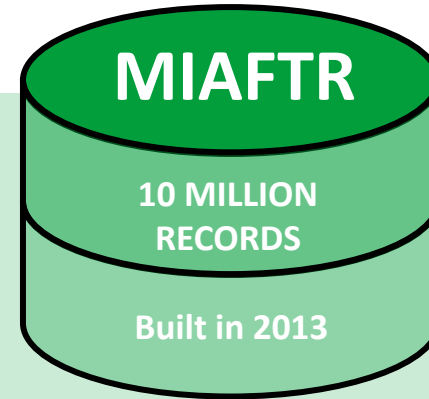
Used by the insurance community and the police **7 million times** every month



**120** companies send data to the MID and tens of thousands of users enquire on it



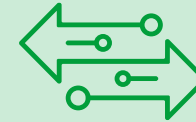
The technology it is built on is **22 years old** and reaching end of life



All vehicles that have been declared total loss or stolen – around 700k a year



Used by insurance community and the public **millions of times** every month



**300** companies send data to MIAFTR and tens of thousands of users enquire on it

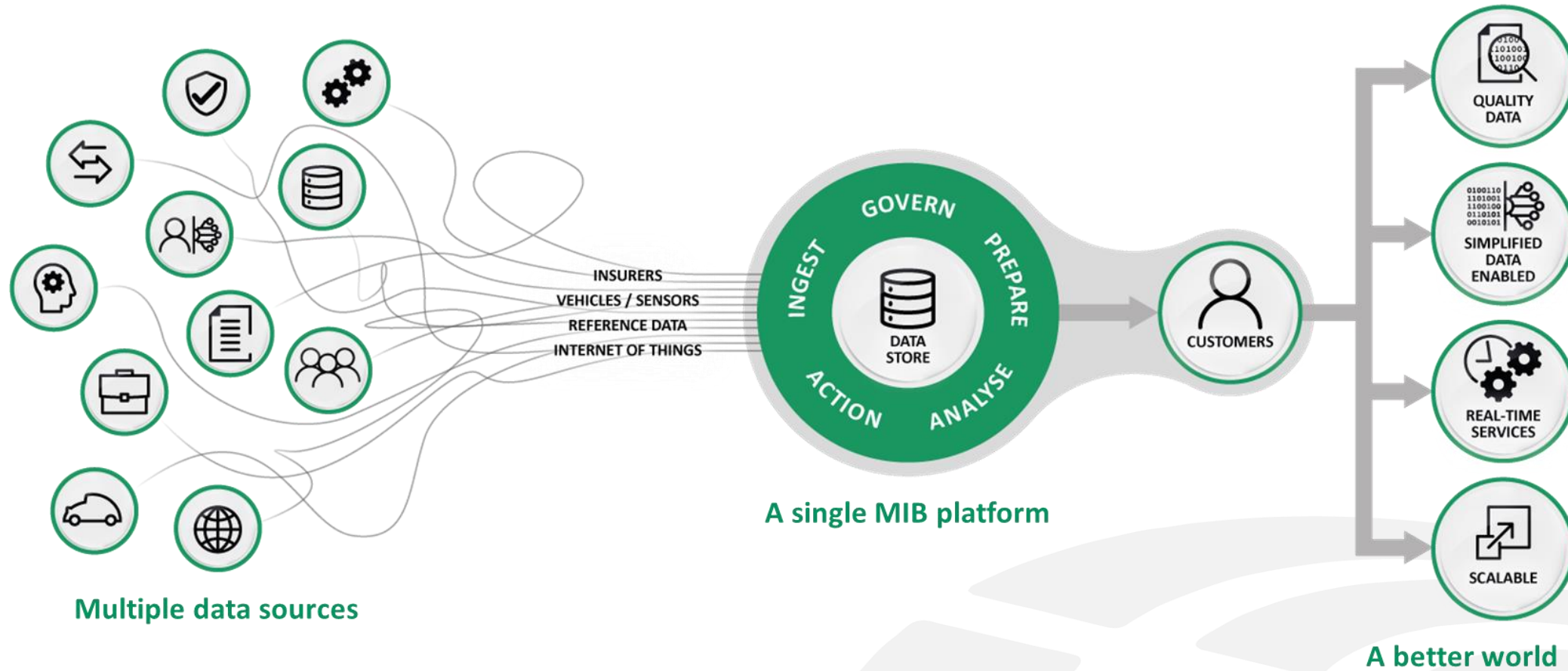


The technology it is built on is **10 years old** and reaching end of life

# What you told us you need from future services



# Introducing MIB's single platform





# Existing portal and sign in pages – confusing brands and wasted effort



## askMID

askMID allows you to check a vehicle is on the Motor Insurance Database

This is the portal for the askMID back office facility. Please enter your login details below.

Username:  \*

Password:  \*

## Experian

A world of insight

Language:

Log in

User ID:

\* Forgot Password?  
\* Password Error ID  
\* © 2018 Experian

## MIAFTR

Motor Insurance Anti-Fraud & Theft Register

SIGN IN

Subscriber \*

Password \*

User ID \*

Remember me [Forgotten your password](#)

[Not a member? Please email info@miaftr.com](#)

You must fill in the boxes marked \*

## ANNOUNCEMENTS

**Engineer Assessment Date** - please ensure that the date loaded in this field is that actual date that the Engineer Assessment was carried out. This date should always be after the Loss Date.

**MIAFTR PNC Alerts** - please can you ensure that your MIAFTR

Please log in

If you are a registered user of MIDIS, please enter your username and password below.

Username:

Password:

I confirm that I have read, understood and accept the appropriate [MIDIS Usage, Privacy and Cookie Policy](#).

## mib

Motor Insurance Database Information System

## MIDIS

Please choose your preferred language for this site, using the drop down to the right  
Pour choisir la langue veuillez sélectionner à droite  
Wählen Sie Ihre Sprache.

Language:

Click the "Enter" icon to find the Claims Representative of a UK insurer.

We are no longer accepting registrations from Solicitors. Please go to [www.askmid.com](http://www.askmid.com) to register for askMID.

EU Information Centres should send an email to [ukinfocentre@mib.org.uk](mailto:ukinfocentre@mib.org.uk) to request registration.

Register

If you are a registered user, please click on the "Log in" icon to go to the log in page.

Log in

[Cookie Policy](#)  
visit [www.aboutcookies.org](http://www.aboutcookies.org)

## askMID.com

STAY INSURED. STAY LEGAL.

Check if your vehicle is on the Motor Insurance Database today...

1. Enter your Vehicle Registration Number:

2. Data Protection Declaration

3. Complete the Captcha statement:

I'm not a robot

Do a **FREE** check on your own vehicle to ensure it is on the MID (Motor Insurance Database). If you need to check that someone else's vehicle is insured in the event of an accident please use the Other Vehicle Look-up service.

If you own a vehicle and it is registered in your name, unless it has been declared with the DVLA as 'off the road' with a DVORN (Statutory Off-Road Notification), it must be insured at all times.

As part of Continuous Insurance Enforcement, a letter is sent to registered keepers if their vehicle is not on the MID and appears NOT to have insurance. This will be enforced by way of a fixed penalty notice or prosecution if the vehicle continues to appear uninsured on the MID.

**WARNING**  
If your vehicle details are NOT on the Motor Insurance Database you are at risk of being fined and facing court prosecution. You may also be stopped by the police and have your vehicle impounded, and possibly disposed of, if proof of insurance cannot be provided.

For more information about staying insured please visit the government website about motor insurance.

Introducing...

# NAVIGATE

The new home for MID and MIAFTR data and insight

# Programme update – how are things going?

## What have we been doing?

MIB engaged with WIPRO, our technology partner to deliver Navigate

MIB and WIPRO teams formed, totaling close to 100 people spanning disciplines ranging across technology, data, architecture, product, project, governance, testing, delivery, engagement, analysis and business change.

Thousands of hours spent developing epics, user stories and features – truly Agile development, adapting and refining as we go. These have been turned into sprints of activity for the WIPRO development team to bring to life.

The new Navigate brand has launched, we have developed a brand-new portal which is so much more than just a portal – users, contracts, cases, reporting and data will all be interacted with here by you, our customers.

A new legal approach has been developed – designed to replace the ageing agreements. We have been working on this with a fabulous industry focus group, acting on behalf of the industry - we will be publishing this work to the industry soon, in fact Abi is going to talk more about this next.

## Focus on delivery, not planning

2023 is the year of delivery, so all energy needs to be focused on the transition from *planning* to *doing*...adoption, communication and engagement is key

But, you are not alone – our team will be working with you on a plan to support your transition to get you from here.....to .....there



# Legal & Contracts

Abi Robinson – Lead Project Manager

# Legal – Contract change summary

## Objective & Approach

- To create smart agreements that align to products and services, now and in the future
- To consult with product SMEs and industry representatives to gain feedback and support the change(s)
- To construct the agreement in a way that changes (post consultation where material) or standardise schedule reduce review/ sign up and are less resources intensive

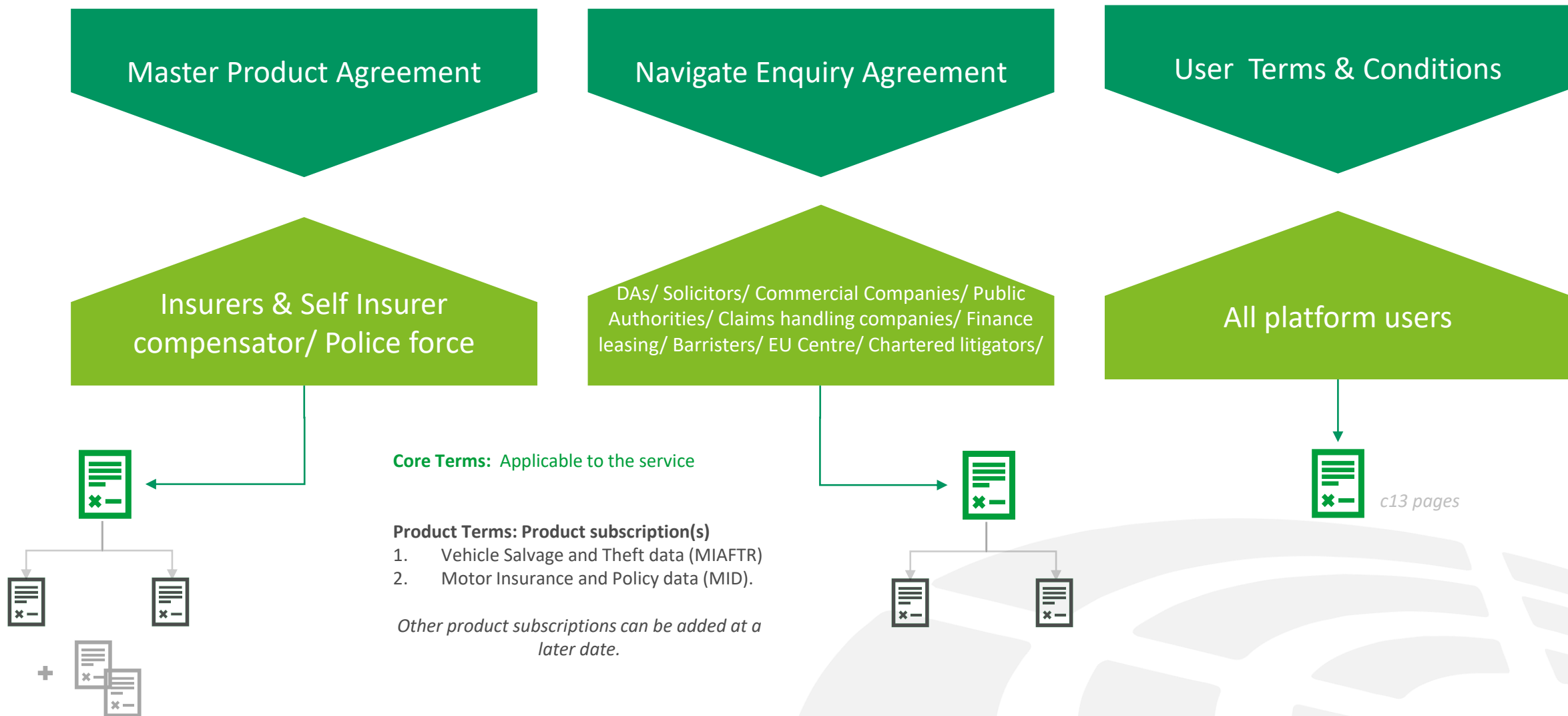
## What we have done

- Received** → All existing product service agreements
- Identified** → Several overlaps/ compliances factors/ no longer needed sections
- Consolidated** → Structure into core terms and products schedules/ permitted purposes
- Designed** → Generic terms for consistency reducing the pages by c40%
- Simplified** → New Agreements for all MID & MIAFTR data subscribers & future products

## The New Agreements



# The Agreements – who signs what



# Customer Plan Summary

Julia Musgrave – Lead Business Change Manager

# Customer Plan Summary

Q/Year	Q1/2023			Q2/2023			Q3/2023			Q4/2023			Q1/2024		
	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M
Stakeholders and impact	Stakeholder assessment template		Identify impacted teams	Understand impact on teams											
Gov and planning		Project plan template	Project planning MID/MIAFTR									MID go live Nov' 6	Project planning MIAFTR	MIAFTR go live Feb' 5	
Legal and compliance	Legal document consultation and development					Final docs published	Review								
Comms and engagement		Comms plan template	Comms and engagement planning and delivery												
Technical, testing and integration	Customer technical preparation MID/MIAFTR								Data migration dry runs						
Org and user set-up			Customer user data cleanse												
Data and reporting										All historical reports available					
Training		Training needs analysis													

Key: ★ Milestone Input by MIB Customer process



# Technical, Testing and Integration

Abi Robinson

# Your technical preparation for MID & MIAFTR

All customers will work closely with MIB to get ready for the transition to Navigate



## Test phases:

1. Test Environment: Submit &/ Enquire
2. PROD Environment: Connection check

MIB support communications and drop in surgeries

# MID - Transitioning methods

The Navigate platform will support the following methods

1. **Navigate - SFTP**
2. **Navigate - API (DRP) *\*Enquiry Only***

## Users impacted

Insurers/DA, Policy Holders who submit/ enquire/ receive MID data.

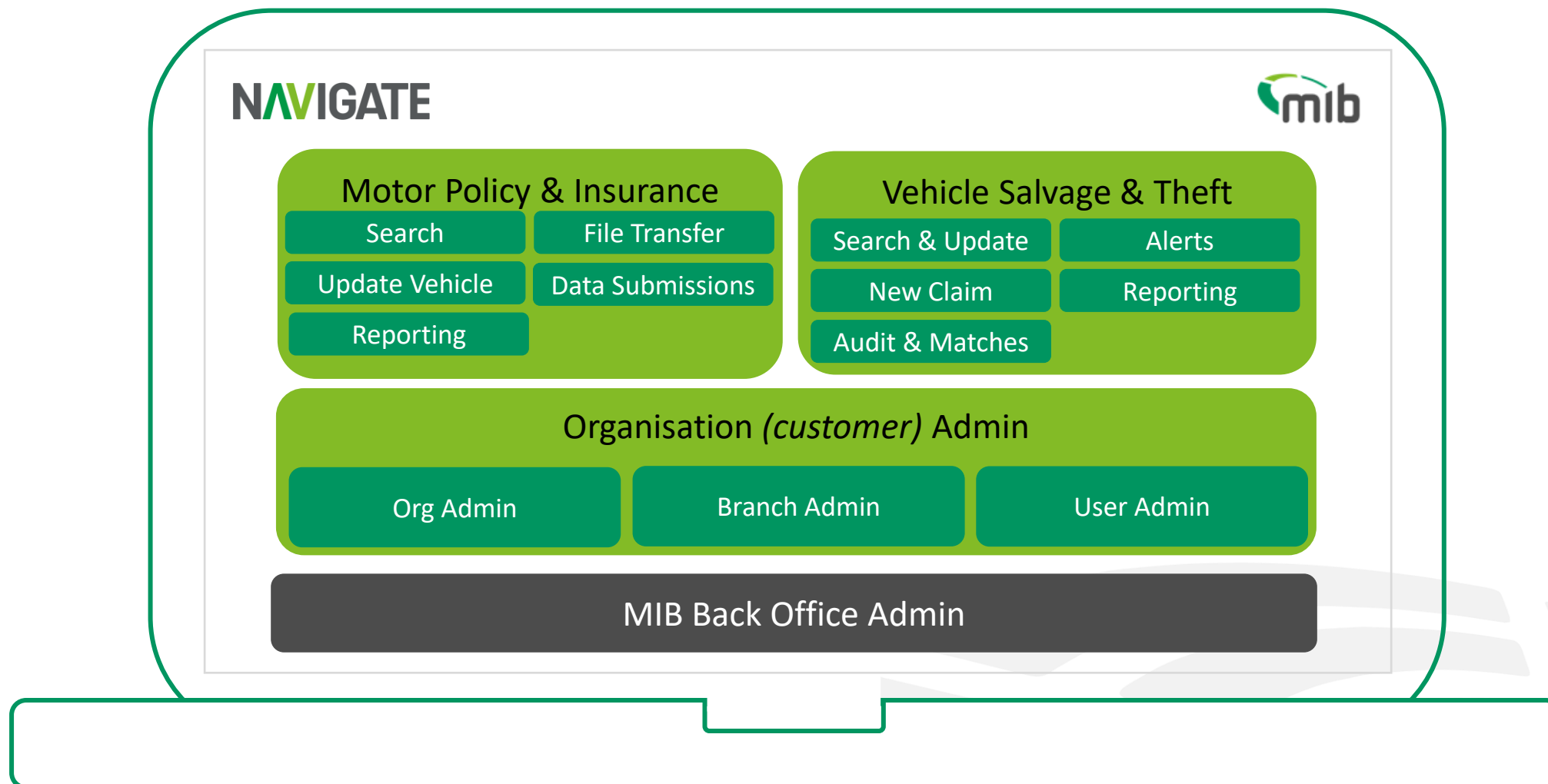
**Transition methods future Navigate** *\*Organisations on nonstandard methods will be consulted directly with options and dates*

User Method	Move in Navigate to:	Technical Spec release	Test environment opens
Motor Insurance Database- SFTP (STS)	<b>Navigate - SFTP</b>	<b>MAY</b>	<b>JULY</b>
Motor Insurance Database- Connect: Direct			
Motor Insurance Database- DRP	<b>Navigate –API (enquiry only)</b>		

# Intro to Navigate

Natasha Lawson – Product Development Manager

# Introduction into Navigate | Portal Functionality



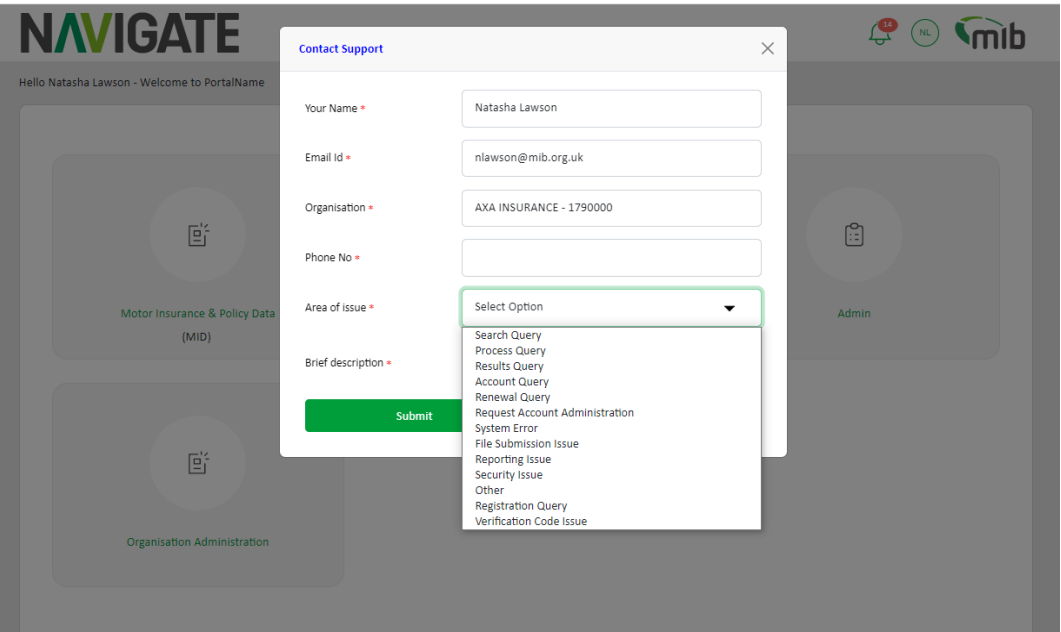
# What's been developed so far?

## 1. Dashboard

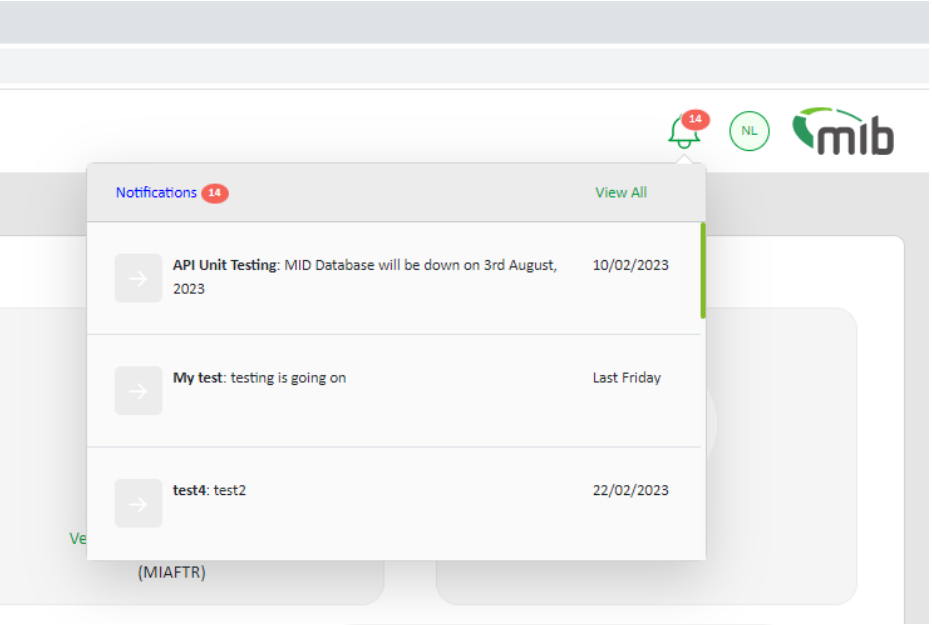
The screenshot shows the NAVIGATE dashboard. At the top left is the NAVIGATE logo. To the right are icons for a notification bell with '14', a language selector 'NL', and the 'mib' logo. Below the logo is a welcome message: 'Hello Natasha Lawson - Welcome to PortalName'. The main content area contains three cards: 'Motor Insurance & Policy Data (MID)', 'Vehicle Salvage & Theft Data (MIAFTR)', and 'Admin'. The 'MIAFTR' card is highlighted with a green border. On the right side, there is a '3. Help' dropdown menu with options for 'Help Centre' and 'Contact Support', and a 'Help' button below it.

# What's been developed so far?

## 3. Help- Raising a ticket



## 4. Receiving a notification



# What's been developed so far?

## 5. Searching a Claim

NAVIGATE

Organisation Name: Aviva Organisation ID: 3001 DA Name: Alex DA ID: D001

Home / Vehicle, Salvage & Theft / Search

**Search Claim**

Search Level: All Claim Number: DK21051997 Loss date from: dd/mm/yyyy Loss date to: dd/mm/yyyy

VRM: VIN: Date of birth from: Date of birth to:

Postcode: House Number/Name: Surname: Company Name:

Search Previous VRM: AQP ID:

Search Claims

3 matching records found

Claim Number	Loss Date	Name	DOB	Postcode	House Number	VRM	VIN
DK21051997	2022-11-20	KUMAR, DK KUMAR	1987-06-18	826001	KULADA BHAWAN	JH049614	TEST987654
DK21051997	2022-11-20	KUMARR, DSK KU...	1987-06-18	826001	KULADA BHAWAN	JH049614	TEST987654
DK21051997	2022-11-25	KUMAR, DHINESH ...	1989-06-10	SL194R	20	JH049613	TEST12345

Displaying Results 1 To 3 Of 3

Show: 10 Rows

## 6. Adding & Updating a Claim

Update Claim

Claim Details Matches Audit

CLAIM DETAILS

Back to Search View Current Matches Add Another Vehicle & Claimant Save Claim

You must fill in the boxes marked \*

Claim Number: DK21051997 Claim Status: Insert Claim version 1 of 1 1

VEHICLE & CLAIMANT 1

Copy claimant details from: Select...

VEHICLE DETAILS CLAIMANT DETAILS

VRM: JH04961 Find Vehicle

VIN: TEST12345 Registration Indicator: N-(UK)

Vehicle Make: SUZUKI Vehicle Model: WAGONR

Colour: SILVER Mileage: 0 Postcode: SL194R

VS Validation Character: c Vehicle Type: Car House Name/Number: 20

Claimant Status: Insured (dropdown menu open with options: Insured, Select Option, Insured, Third Party, Joint Policy Holder, Insured and Joint Policy Holder, Unknown)

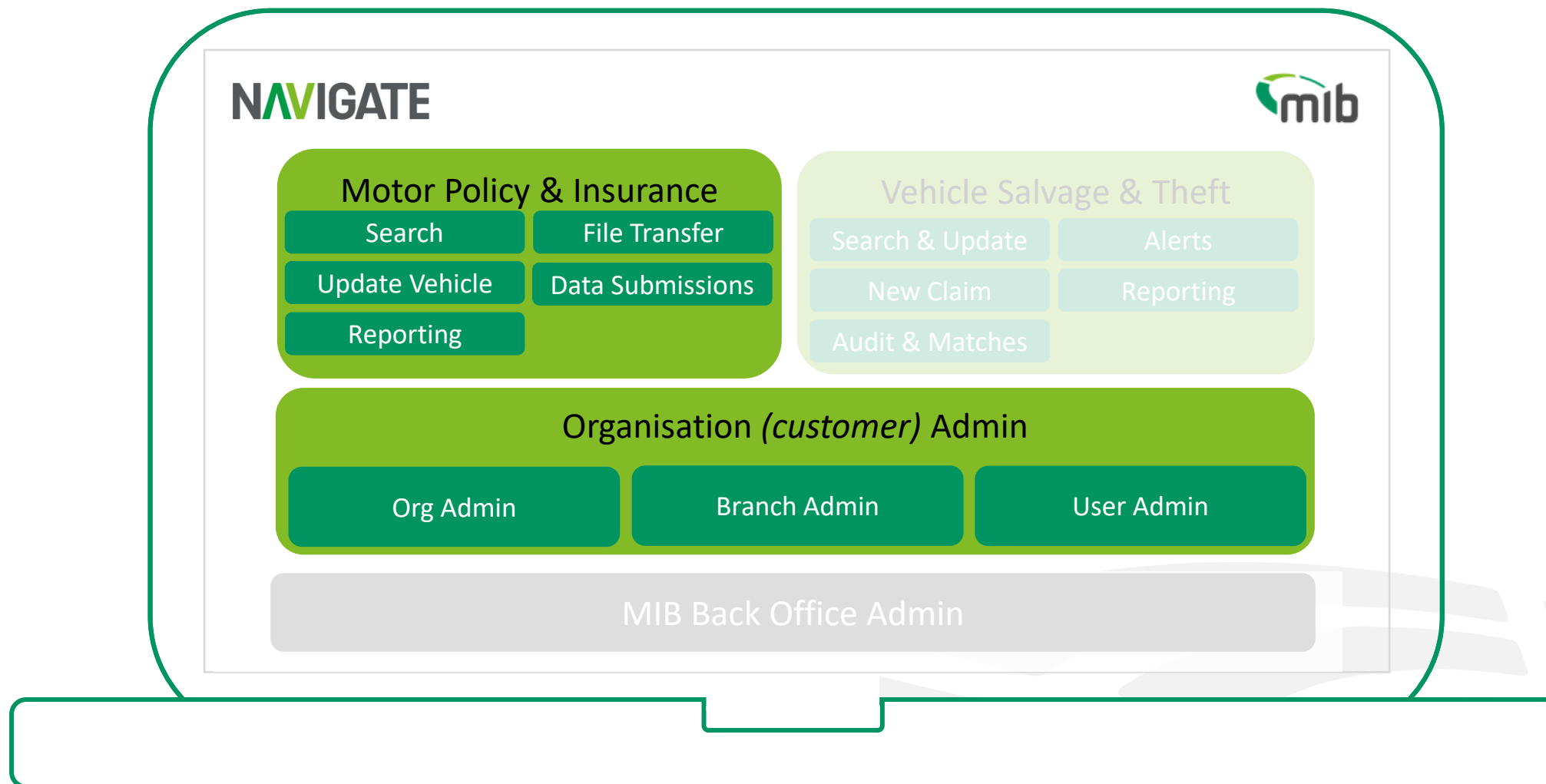
Policy Type: C- (Comprehensive)

Claimant Company Name: WIPRO LTD

Claimant is registered keeper: Y-(Registered)



# What's next





# Q&A

# Making it happen...together



# Thank you

[engagement@mib.org.uk](mailto:engagement@mib.org.uk)