



Civilian CASE STUDY

Department of Homeland Security (DHS), Federal Emergency Management Agency (FEMA), Federal Insurance and Mitigation Administration (FIMA)

- **Systems and Technical Services**
- **Flood Insurance Business Intelligence**

Client Challenge

The Federal Emergency Management Agency's (FEMA) National Flood Insurance Program (NFIP) provides policyholders the opportunity to have their Hurricane Sandy flood insurance file reviewed. The Sandy Task Force (STF) was activated to manage and process the review of more than 19,000 claims filed after Hurricane Sandy. FEMA sought technical assistance and project management support to enhance their Federal Insurance and Mitigation Administration (FIMA) Data Management Team (DMT) capabilities and plan and execute the migration of their Access databases to a SQL Server.

XLA Excellence Delivered

XLA responded with a team technically capable to support and enhance the current Access database environment while simultaneously planning the data migration to a SQL environment. XLA's support activities include documenting current processes and procedures and validating, measuring and auditing these procedures for accuracy and effectiveness. XLA processes various requests for data in response to stakeholder reporting requirements for information in order to report out on the status of the Sandy Claims in Review (SCR). These requests include standard daily or weekly reporting as well as various ad hoc report requests including reports up to the Congressional level. XLA's analytics capabilities have allowed the team to provide current and predictive analysis to FEMA as an aid in reporting SCR status and planning the close out of SCR and subsequently the Sandy Task Force (STF). Additionally, the XLA DMT has mapped the current, intermediate, and future state of the environment data flow in order to plan for and complete the Access to SQL migration.

Impact

- Normalized and automated reports provide stakeholders the ability to quickly and accurately report on the status of SCR on a daily, weekly, and monthly basis.
- Design of the ad hoc request process facilitates the tracking and completion of multiple daily ad hoc requests for reporting and other data requirements. These processes allow the DMT to track, prioritize, and close requests in a more accurate and timely manner.
- The design of and planning toward the interim and future state environments ensures FEMA will successfully migrate from Access to SQL while showing how existing data and reports interact with SQL Server.