

Collision Industry Conference

GROUP: Information Technology Committee
EVENT: Teleconference
DATE/TIME: March 12, 2004 – 1pm Central

2004 CIC IT Committee Members				
Name	Company	E-Mail	Phone	
1	Fred Iantorno*	CIECA	fred@cieca.com	847-498-6945
2	Cindy Schnier*	CLAS Consulting, LLC	clschnier@aol.com	630-527-9660
3	Russell Thrall*	ABRN/Collision Week	russ@thrall3.com	570-992-7635
4	Tom Adams	OEConnection LLC	tom.adams@oeconnection.com	330-523-1835
5	John Blake	Scene Access	jwblake@sceneaccess.net	585-387-9883
6	Mike Condon	Allstate	mco2u@allstate.com	847-402-6234
7	Barry Dorn	Dorn's Body & Paint	bdorn@dornsbodyandpaint.com	804-746-3928 x 105
8	Jim Guthrie	ARMS	jimg@nuarms.com	800-710-2767
9	Brian Hemker	Enterprise Logistics	bhemker@enterprise-logistics.com	614-488-6250
10	David Horrock	B&H Automotive	b_h_automotive@usa.net	816-436-2662
11	Curt Jingle	ARMS	cjingle@nuarms.com	800-710-2767
12	Brent Johnson	Chief Automotive	johnsonb@chiefautomotive.com	308-384-9747
13	Mark Kovacs	ProcessClaims	mark.kovacs@processclaims.com	310-937-4040 ext 1047
14	David McCreight	Collision Resources	david@collisionresourcesinc.com	913-980-9807
15	Rick Palmer	ComputerLogic	rpalmer@computerlogic.com	478-474-5593 x 190
16	Bob Smith	Storm Appraisal	storm-pro@worldnet.att.net	816-254-9900
17	April Turner	ADP	april_turner@adp.com	800-366-4237 x 4087
18	Kevin Weidinger	OEConnection LLC	kevin.weidinger@oeconnection.com	330-523-1840

*Co-Chair

Yellow highlight indicates participation in this teleconference

2004 IT Committee Presentation Schedule		
Date	Place	Topic
April 8/9	Nashville	CIECA 2004 Plan Update
June 9/10	Washington, DC	Part I: Exchanging Estimate Information – Same Estimating Platform
August 4/5	Chicago (I-Car)	Update on EMS Improvements
November 2	Las Vegas (NACE)	Part II: Exchanging Estimate Information – Different Estimating Platforms

PROPOSED AGENDA:

1. Introductions
2. Antitrust Statement
3. Approve previous minutes
4. Update on Website changes and CIC Link
5. Review draft of Fred's presentation for April/Nashville
6. Review draft of scenarios Russ developed for the handout in April/Nashville
7. Discuss 9am start time for next teleconference
8. Next Steps
9. Adjourn

Information Technology Committee
Minutes from March 12, 2004 Teleconference

MEETING MINUTES:

1. All participants were familiar with the Anti-Trust statement and agreed to comply. Cindy Schnier agreed to be the note taker.
2. The minutes from the previous teleconference were approved.
3. Cindy reported she e-mailed Roger Wright, Jordan Lewis and the CIC Marketing Committee with the suggestions made during our last IT Committee teleconference regarding the use of CIECA's Resource Center to supplant the existing "Industry Links" on CIC's homepage. Some of the suggestions have been implemented. The CIC homepage now has a link to CIECA's Resource Center (although CIECA is misspelled), but the "old" Industry Links is still on CIC's homepage and does not include the OEM Service Information contained on CIECA's Resource Center. Fred indicated it would be better if CIC's website called the link "an Industry Resource Center" rather than CIECA's Resource Center. Since Russ is a member of the Marketing Committee, he will work with Fred to incorporate changes to CIC's website since it is the Marketing Committee's responsibility to provide direction to Jordan on website changes. Russ mentioned that Dave Henderson is assisting Jordan and the Marketing Committee on a new look and updates to CIC's website.
4. Fred indicated The CIECA Resource Center is up and operational on CIECA's website and includes all of the working links contained in CIC's Industry Links section.
5. We reviewed the draft of Fred's presentation for Nashville. A few suggestions were made and will be incorporated and distributed for final review on our next teleconference.
6. We reviewed the draft of the scenarios Russ and Fred developed. The following comments were made:
 - The basic scenario/problem is pretty much the same, regardless of whether the same estimating system is used or not – a consumer hands a paper estimate to the shop.
 - Once the shop is given a paper estimate, they frequently try to contact the insurance representative listed on the estimate. This is often very time consuming.
 - Even if the shop is a DRP for numerous carriers, they still spend a lot of time re-keying estimates from independent appraisers, staff appraisers, or other body shop estimates. This is the focus of our presentations/panel discussions in June and November.
 - Perhaps the shop could submit a request to the insurer's (or an info provider's) website to download a specific estimate. This would seem particularly OK if both the insurer and repairer have the same estimating platform.

**Information Technology Committee
Minutes from March 12, 2004 Teleconference**

- From an insurer's perspective, are there security issues with having a shop pull down an electronic copy of the estimate?
 - Would there be a cost to the shop? To the Insurer?
 - If the shop can't pull down the entire estimate for some reason, could they receive all of the administrative information so that doesn't have to be re-keyed?
7. We discussed what exactly should go on the survey/flyer which will be handed out in Nashville.
- The scenario will be described.
 - We want to know whether there are other issues or scenarios that impact the amount of time a shop spends re-keying estimates.
 - How can data entry time be decreased? What would help?
 - It would be good to find out how much time a shop spends re-keying estimates, and/or how many estimates the shop rekeys each day/week. John Blake volunteered to come up with some metrics questions to help quantify the "problem."
 - The survey will also be placed on CIC's website after the Nashville meeting to get additional input.

Russ will incorporate changes and distribute the document for final review on our next teleconference

8. Fred mentioned that it would be better to have the IT Committee presentation on Thursday in Nashville instead of Friday to ensure we get as many of the surveys completed and returned as possible. Cindy will send a note to Roger to see if there's another committee we could switch days with
9. Our next teleconference is scheduled for Friday, April 2nd at 1pm Central. After discussion, the "permanent" meeting time for the IT Committee will move up to 9am Central time on Fridays. Cindy will contact April Turner to confirm a 7am PST start time is OK with her since she's the only West Coast participant on this committee, but the **April 2nd teleconference will be held at 9am Central time.**
10. The meeting adjourned at 2pm.

NEXT STEPS/ACTION ITEMS:

1. Cindy will distribute the teleconference minutes to committee members.
2. Cindy will get the Website updates to Jordan for the Topics and Members sections.
3. Cindy will send a note to Roger Wright requesting our presentation move to Thursday instead of Friday.

**Information Technology Committee
Minutes from March 12, 2004 Teleconference**

4. Fred will revise his presentation for Nashville and distribute it for final review at the next teleconference.
5. Cindy will confirm 9am Central time for IT Committee teleconferences is OK with April Turner.
6. John Blake will create a list of questions to capture metrics info on the survey and distribute them to the Committee.
7. Russ will revise the estimate exchange scenarios, put the document into a survey format, and distribute it for final review at the next teleconference.

NEXT SCHEDULED TELECONFERENCE(s):

Date(s):	Friday, Friday, April 2, 2004
Time:	9am Central
Dial-In Number:	512-225-3050
Passcode:	80561
Anticipated Duration:	1 hour
Agenda:	<ul style="list-style-type: none">• Confirm Nashville presentation day/time.• Final review of Fred's presentation for April/Nashville• Final review of survey scenarios being developed for the handout in April/Nashville