

# AFM Annual Conference 2018 IT Survey

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## Survey Results (2<sup>nd</sup> Edition)

By



### Survey Summary

Thank you to everyone who responded to our 2018 AFM survey. We hope this will provide some insight into thinking on IT across AFM members. We had 60 responses, and a few of the questions generated unexpected results. This second edition is updated with results received during or after the conference.

Question 2 showed that a large number of members are already running their business from the cloud – something much less likely just a few years ago when trust in cloud security was low. However, security is still the top area of concern (Q3) for such systems.

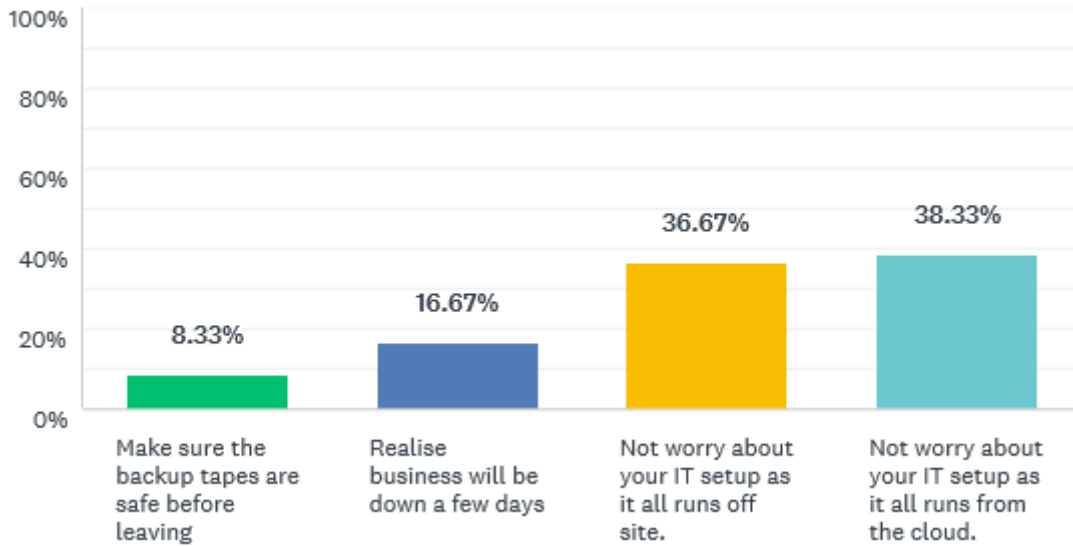
IT legislation (Q6) stands out as an area where members feel information is insufficient or not clear, or that the resources available are not clear.

Q7 shows only 1/3 of respondents think their systems provide all the reporting they need, and 2/3 (65%) wanted to know more about mobile and online customer access (Q9).

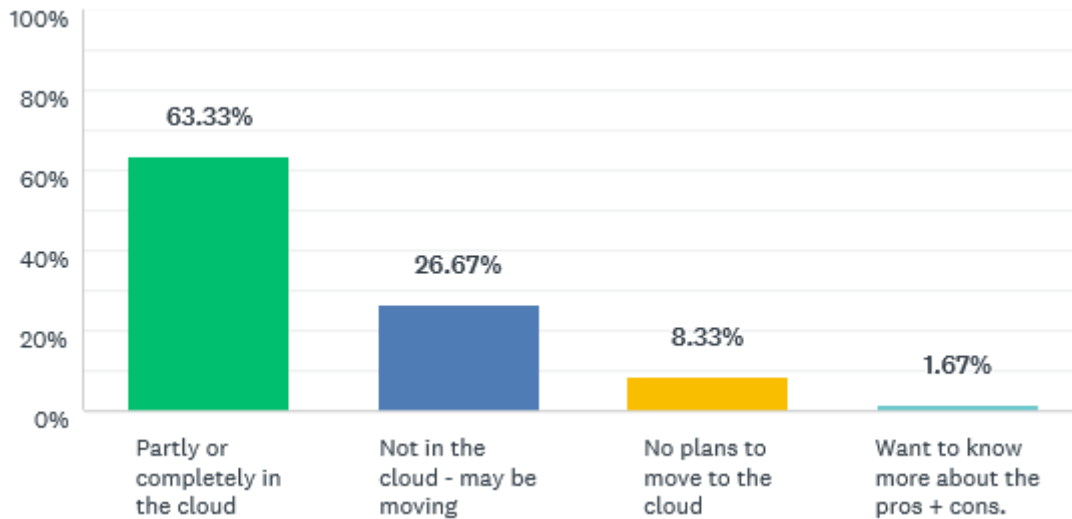
Q12 was an interesting result for the AFM, with a big majority wanting more on IT information resources.

If you have any questions, please contact Lee Fedder, 0117 907 9921, [fedderl@sparkdata.co.uk](mailto:fedderl@sparkdata.co.uk).

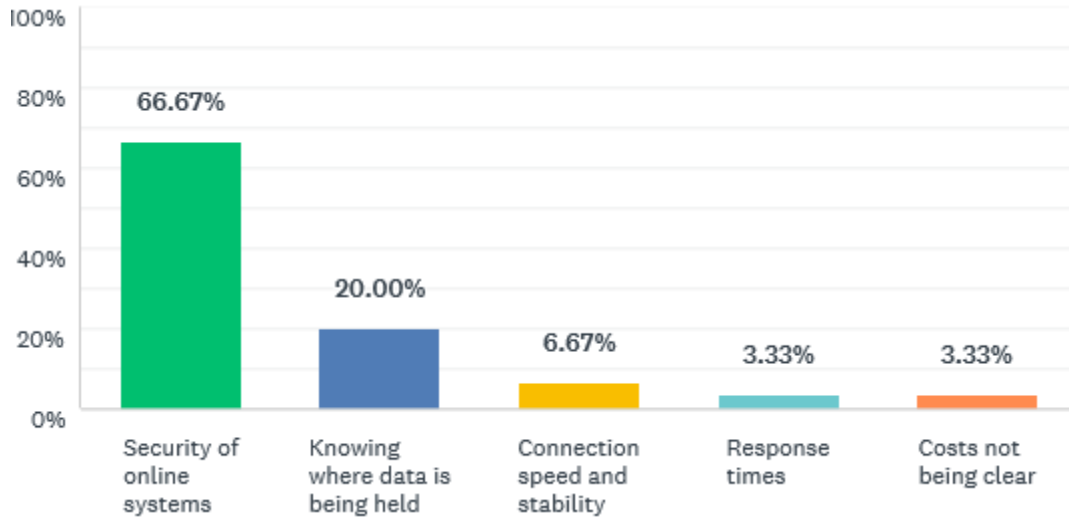
Q1: Infrastructure. The building is burning down. Do you:



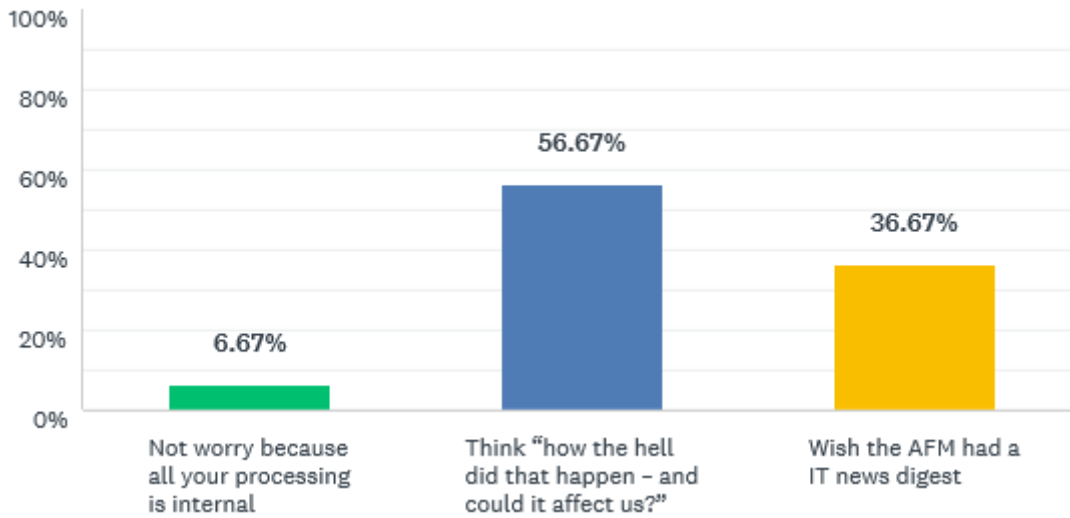
Q2: Infrastructure: Are your IT systems:



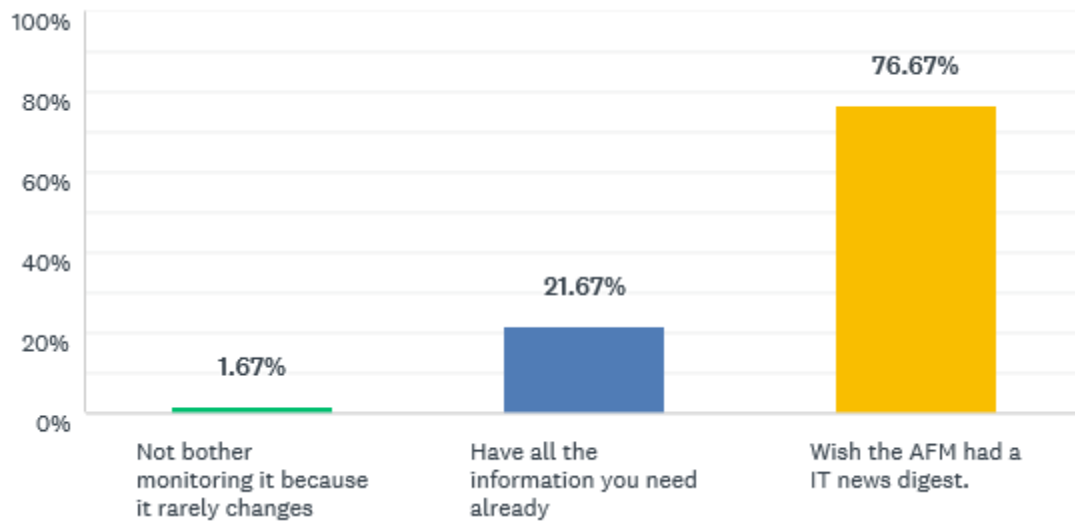
Q3: Infrastructure: When it comes to Cloud systems (if you are in the cloud or not) your top area of concern is:



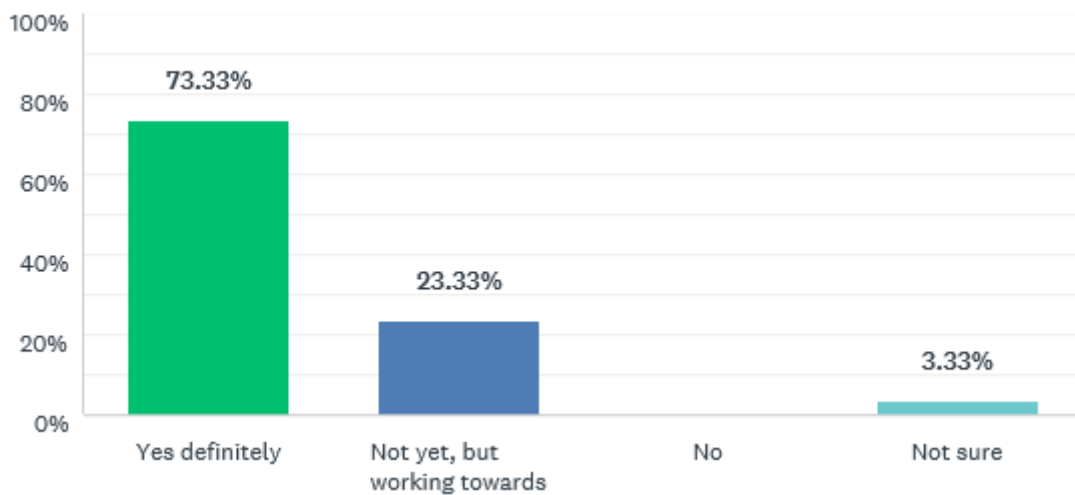
Q4: Data Security. You hear that British Airways has a data breach and lost some personal data! Do you:



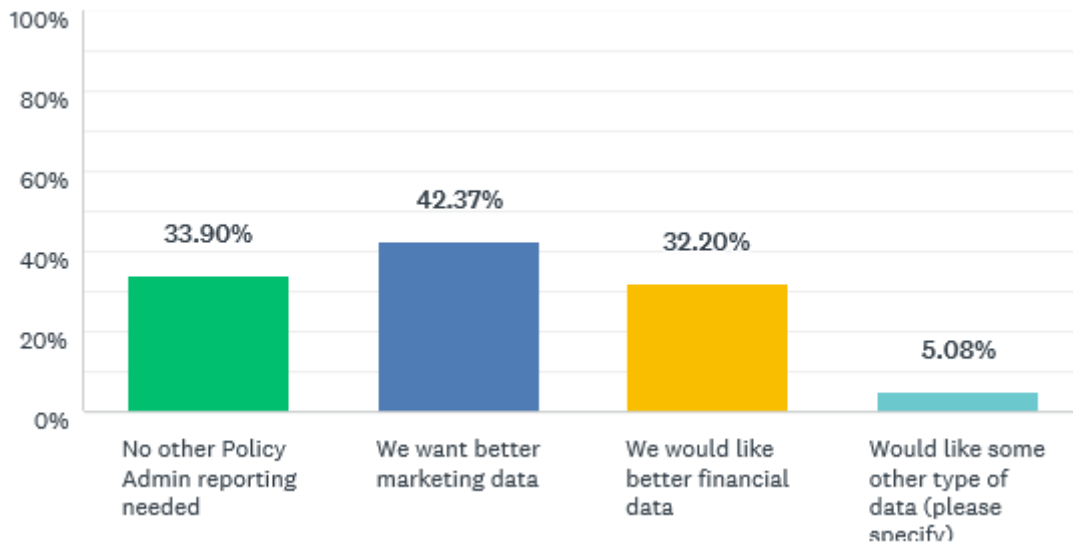
Q5: IT Legislation: Do you



Q6: IT Legislation: Everyone is sick of GDPR now, but it is an important topic so we need to include it. So, is your organisation now GDPR compliant?



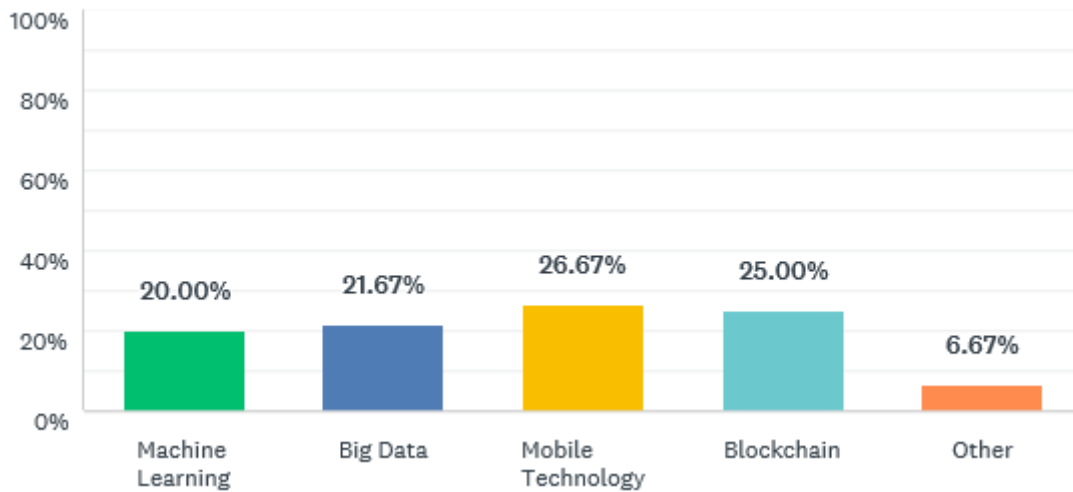
Q7: Reporting from your Policy Admin system



Other

- More on Claims Paid
- Unification of the above data sources
- Other: General MI

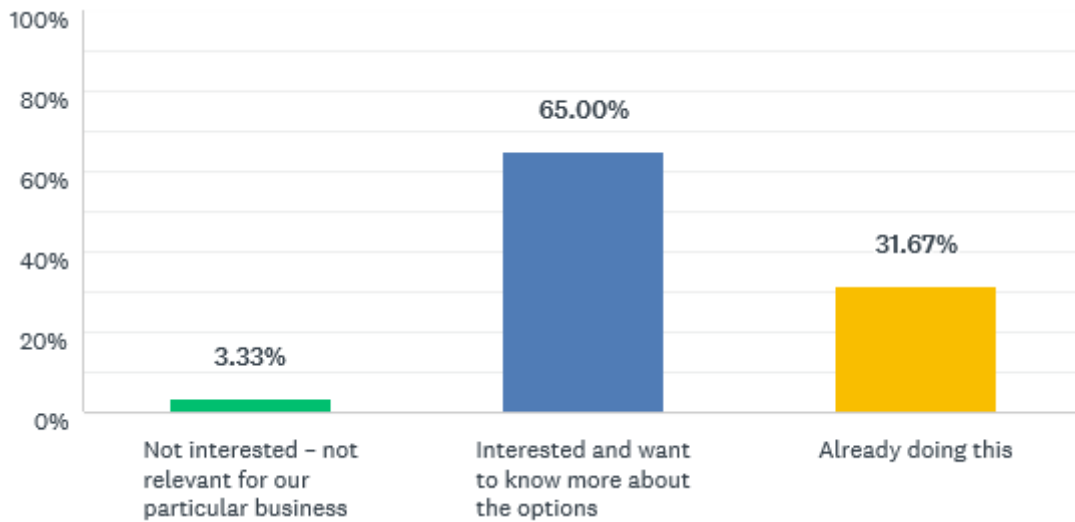
Q8: New Technology. If the AFM were researching applications of new technology to Financial Mutuals, which area would you most like to know more about:



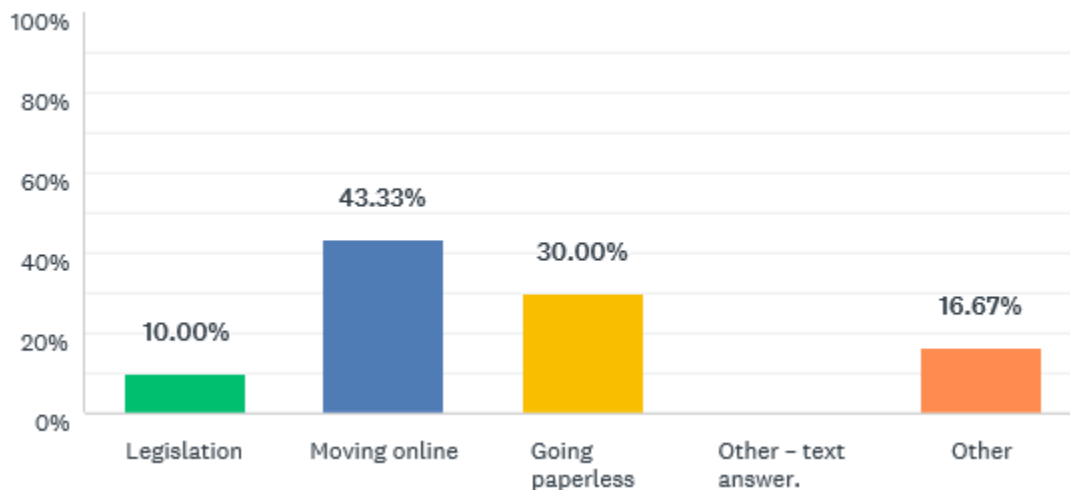
Other

- Lead generation
- Auto threat analysis
- Secure member portal to view premiums/claims etc.

## Q9: New Technology. Mobile and online access for customers Are you:

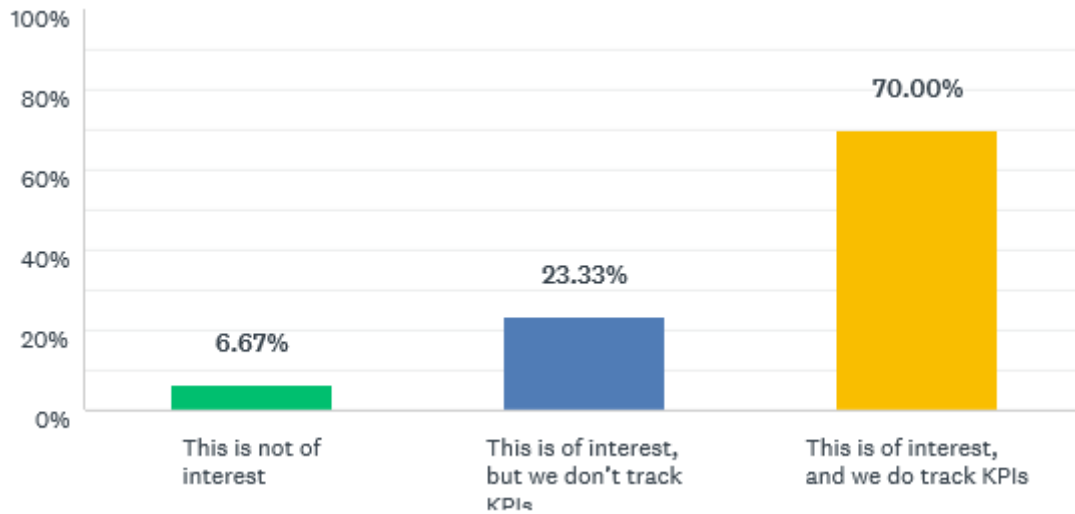


## Q10: Thinking ahead: Major changes will IT bring over the next 3 – 5 years

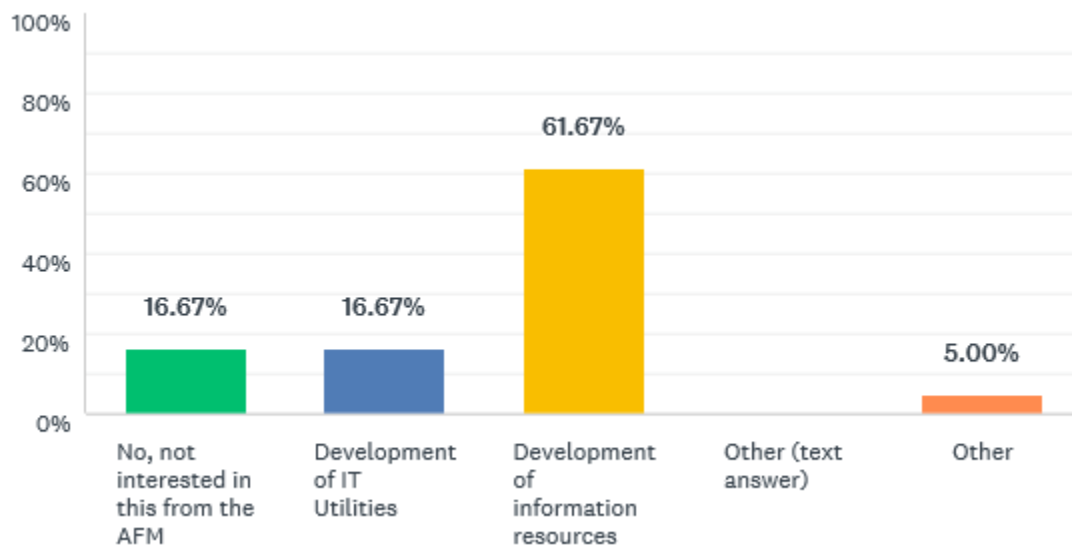
**Other**

- Greater personal data security
- Moving data consumption from corporate to more distributed endpoints
- Move to more automation less reliance on human resource constraints
- FinTech
- Introduction of automation and AI to both the pricing process and other parts of the value chain
- Data ownership & security
- Generation X using apps to do everything
- Fines
- Behavioural automation
- Potential data security requirements/issues

Q11: KPIs and benchmarking. Would you say:



Q12: The AFM and IT. Co-operative IT related initiatives via the AFM



Other

- The difficulty is providing value for companies of all sizes. A roadmap could be produced that AFM members could identify their own technical capabilities on, and therefore see what their next area of focus could/should be
- I.T forum for Heads of I.T