

# The Scoop Newsletter

## JIRA Service Desk: What is it?

If you have contacted us recently, then you will have seen something new in our reply. The subject of the email response now includes a ticket number. In early March we went live with phase 1 of JIRA Service Desk, a ticketing system that enables us to more efficiently track your request and respond to you.

Phase 2 of JIRA will be available later this year, and will add new functionality for you. You will have access to login to JIRA with your existing application ID to create a ticket, see the status of your existing ticket, communicate directly with us, and search our knowledge base for more information.

We look forward to making this new functionality available, so that we can better communicate and serve you.

## OPTins State Updates

We've had some states mandate filing through *OPTins*, and some additional states have also started using *OPTins* within the last year!

Here's the run down on what's new:

- Maryland came onboard for Premium Tax and Surplus Lines in February of 2018
- Arizona Premium Tax mandated *OPTins* in January of 2018
- Delaware Premium Tax and Delaware Surplus Lines also mandated *OPTins* in January of 2018
- Hawaii Premium Tax mandated *OPTins* in August of 2017
- International Alien Insurers filings went live in May of 2017

For a full list of participating *OPTins* states, please visit our website at [http://www.optins.org/state\\_participation.htm#](http://www.optins.org/state_participation.htm#).

## Want to connect with *OPTins*?

We may have a booth near you – stop by and say hi!

AICP New England E-Day  
June 6, 2018  
Sturbridge, MA

NAIC Insurance Summit  
June 18 – 22, 2018  
Kansas City, MO



# Meet the New Staff!

## Product Specialists Add to the Team



Tatiana Smith – Product Specialist I

Tatiana started as an intern in March and accepted a full-time position in May! She recently graduated from the University of Kansas (KU for any Jayhawk fans!) with a Bachelor's degree in Psychology and a minor in Business.

Tatiana loves to travel – she's been to over 10 countries and has even hiked Mt. Olympus. In her free time, Tatiana enjoys a good book and cup of coffee, and she also loves spending time with her three-year-old niece.

Maree Quetschenbach – Product Specialist II

Maree joined the team in February this year after moving to Kansas City from Lakeville, Minnesota. Maree has a solid background in the insurance world, working in QA, business analysis, business management, investment products, and marketing.

When Maree isn't sharing her knowledge at work, you can find her spending time with her family, exercising, reading, traveling, and eating really good food.



Laurie Schee – Product Specialist III

Laurie has been with the NAIC since September of 1997, and is coming up on her 21-year anniversary! She began her NAIC journey in the Publications department, eventually moving on to AVS/ Structured Securities/ Vision, and is a recent addition to the OPTins team.

Laurie has four grandchildren and loves spending time spoiling them as much as possible. She also enjoys photography and vacationing in Jamaica.

