



Maintenance Request Process for Commercial Lines MDS

CSIO's Commercial Lines (CL) XML Standards and the Minimum Data Set (MDS) serve as the comprehensive source for data elements used to quote and bind commercial lines of insurance. By using these standards brokers and insurers can exchange accurate information between their respective systems by adhering to a common set of data elements and XML standards. This includes industry-standardized underwriting questions required to quote and bind more than [350 IBC codes](#) from the Broker Management System (BMS) to insurance companies.

For CL MDS, the Maintenance Requests (MRs) submitted to CSIO focus on changes to the CL MDS, the additional questions for each completed industry segments, and the XML Standards that underpin them. These changes are crucial to maintain up-to-date and effective data exchange practices across diverse industries. By adhering to CSIO's CL MDS Standards, insurers and BMS (Broker Management Systems) vendors ensure that data elements are consistently defined, allowing real-time API quotes to be generated in seconds, not hours or days.

CSIO insurers and BMS vendors can request changes to the MDS for each industry or the XML Standards by submitting an MR through www.csio.com. The process outlined below details the end-to-end process:

- a) Members log into www.csio.com and access the [Standards Maintenance Request tool](#). This tool allows members to view all pending and past MRs, including date submitted, current status, business case, technical information and available resolution details. From here, members can also submit new MRs and comment on pending MRs to streamline the approvals process.
- b) The CSIO Commercial Lines Working Group reviews new MRs. CSIO may contact the requestor for more information or clarification. The MR is marked as "Under Review" and added to the agenda for the next Commercial Lines Working Group.
- c) Open MRs will be discussed during the Commercial Lines Working Group meeting, where members may approve, defer, or withdraw an MR.
- d) The resolution is noted in the Working Group minutes and the Standards Maintenance Request tool.
- e) Approved MRs can be programmed in members' systems immediately.
- f) The bi-annual Standards Release will formally incorporate all approved codes.

If you are an insurer or vendor member and would like to participate in the Commercial Lines Working Group to continue to advance the CL MDS Standards, please email standards@csio.com. CSIO will reach out to schedule an onboarding session where we will bring you up to speed on what has already been developed with the CL MDS Standards and share what's to come.