TOTAL CSR

The Agency Acquisition Integration Guide

Procedure comparison and training workbook

Use this kit to compare how two agencies work, approve the combined procedure, and assign the training employees need before they adopt it. Complete one comparison and training record for each workflow that changes.

AGENCY A AND AGENCY B

INTEGRATION LEAD AND TARGET TRANSITION DATE

USE THE KIT IN THIS ORDER

STEP 1 **Inventory**

OUTPUT
Prioritized workflows and named process owners

ACCOUNTABLE ROLE
Integration lead

STEP 2 **Compare**

OUTPUT
Evidence of each agency's current procedure

ACCOUNTABLE ROLE
Process owners from both agencies

STEP 3 **Decide**

OUTPUT
Approved combined workflow and exceptions

ACCOUNTABLE ROLE
Authorized procedure approver

STEP 4 **Train**

OUTPUT
Named learners, task practice, due dates

ACCOUNTABLE ROLE
Training lead and supervisors

STEP 5 **Verify**

OUTPUT
Observed readiness and a switch decision

ACCOUNTABLE ROLE
Supervisor and transition approver

STEP 6 **Monitor**

OUTPUT
Open issue ownership and follow-up review

ACCOUNTABLE ROLE
Process owner

AGREE ON THE DECISION RULE

Choose procedures based on service outcomes, control needs, system capability, and verified requirements. The acquiring agency's procedure is not automatically the combined procedure. Record who can approve changes and who resolves disagreements.

FINAL PROCEDURE APPROVER AND ESCALATION CONTACT

Training completion means the employee can perform the assigned task. A course completion record or meeting attendance alone is not readiness evidence. Keep unresolved authority, carrier, or system constraints visible until the responsible owner verifies them.

1 Inventory the workflows

Mark each workflow Same, Different, or Unknown. Prioritize high-consequence gaps, imminent deadlines, and work that changes for many employees. A blank or unknown item needs an owner before transition.

INVENTORY OWNER AND REVIEW DATE

Workflow	Same	Different	Unknown	Priority and owner	Comparison ID
New business intake and submissions	○	○	○		
Renewal preparation and handoff	○	○	○		
Policy changes and endorsements	○	○	○		
Certificates and evidence requests	○	○	○		
Issued policy and document checking	○	○	○		
Billing and payment inquiry routing	○	○	○		
Claims intake and reporting routing	○	○	○		
Client updates and escalation	○	○	○		
AMS records and document naming	○	○	○		
Task ownership and backup coverage	○	○	○		
Other	○	○	○		

For each workflow gather

An approved written procedure, a sanitized completed example, a system demonstration, relevant forms or templates, and an explanation from someone who does the work. Record the source version and any gap between written and actual practice.

FIRST THREE WORKFLOWS TO COMPARE

2 Compare the current procedures

Duplicate this page for each workflow. Record actual steps and evidence, not “we do it differently.” Use the same workflow ID on the decision, training, and readiness records.

WORKFLOW ID	NAME	REVIEWER

Compare	A Agency A today	B Agency B today
Trigger and intake channel		
Required information and checks		
Task owner and handoff acceptance		
System entries and document location		
Due dates and follow-up rules		
Approvals and authority boundaries		
Exception and escalation route		
Completion evidence and quality check		

SOURCES REVIEWED AND VERSIONS OR DATES

MOST IMPORTANT DIFFERENCES AND THEIR OPERATIONAL IMPACT

VALIDATED BY AGENCY A	AGENCY B	DATE

3 Approve the combined workflow

WORKFLOW ID	VERSION	PROPOSED EFFECTIVE DATE

DECISION AND REASON FOR CHOOSING THIS APPROACH

Step	Action and system record	Owner and due rule
1		
2		
3		
4		
5		

WHAT PROVES COMPLETION AND WHO CHECKS IT

EXCEPTIONS THAT REMAIN DIFFERENT AND THE REASON

UNRESOLVED REQUIREMENT OR DEPENDENCY AND VERIFICATION OWNER

PROCEDURE LOCATION	APPROVER	APPROVAL DATE

Status: ◯ Draft ◯ Approved ◯ Blocked

Before approval, verify applicable carrier procedures, authority limits, access, and record requirements with the responsible agency experts. Define how work already in progress will be handled; do not leave staff to choose between two versions.

4 Assign training before the switch

WORKFLOW ID	APPROVED PROCEDURE VERSION	SWITCH DATE

Create one row per employee and changed task. Use “No new training” only when a reviewer documents existing proficiency against the combined procedure. Duplicate this page as needed.

Employee and role	Changed task or skill	Trainer and method	Due before switch

DEFINE THE PRACTICE ASSIGNMENT

PRACTICE CASE AND APPROVED MATERIALS OR SYSTEM ENVIRONMENT

OBSERVABLE PASS CRITERIA INCLUDING REQUIRED DOCUMENTATION

REVIEWER AND REASSESSMENT PLAN IF CRITERIA ARE NOT MET

> Training methods may include a short lesson, process demonstration, guided practice, and an independent case. Choose based on the task gap. Test access separately from skill; a login does not show that someone knows the workflow.

5 Verify readiness and approve the switch

WORKFLOW ID

EMPLOYEE OR GROUP

REVIEWER

Readiness check	Evidence location	Pass or hold
Approved procedure and current job aid available		◯ Pass ◯ Hold
Required system access tested with approved permissions		◯ Pass ◯ Hold
Employee performs changed steps independently		◯ Pass ◯ Hold
Correct owner, due date, and file record demonstrated		◯ Pass ◯ Hold
Exception or escalation scenario handled correctly		◯ Pass ◯ Hold
In-flight work and temporary ownership reconciled		◯ Pass ◯ Hold
Backup and support contact confirmed		◯ Pass ◯ Hold

OBSERVED ERRORS AND REQUIRED COACHING OR CORRECTIVE ACTION

REASSESSMENT OWNER

DUE

RESULT

SWITCH DECISION

Decision: ◯ Approve ◯ Approve limited scope ◯ Hold

APPROVED EMPLOYEES AND TASKS OR LIMITS OF THE APPROVED SCOPE

APPROVER

DECISION DATE

EFFECTIVE TIME

> Hold independent use for any employee or task that fails a required check. For limited approval, name the reviewer, permitted tasks, supervision required, and expiration date. Record coverage for held work so no client task becomes ownerless.

6 Transition and review

WORKFLOW ID	SWITCH COORDINATOR	EFFECTIVE TIME

Transition action	Owner	Due and evidence
Announce what changes and where the approved guide lives		
Assign open work to the old or new procedure explicitly		
Confirm ownership of work crossing the switch date		
Archive superseded job aids and label retained exceptions		
Publish support contact and escalation route		
Review a sample of first completed cases		
Resolve repeat errors and update training		

PAUSE OR ROLLBACK TRIGGER AND AUTHORIZED DECISION MAKER

HOW STAFF WILL BE NOTIFIED AND PENDING WORK PROTECTED

CHECK RESULTS AFTER THE SWITCH

Set review dates before launch. Suggested checkpoints: after the first few cases and again after two weeks. Track incorrect routing, missing records, rework, late tasks, and repeated questions. Set the sample size to match the workflow's volume and risk.

REVIEW DATES	SAMPLE SIZE	REVIEWER

ISSUE FOUND AND CORRECTIVE ACTION WITH OWNER AND DUE DATE

Completed example for a renewal handoff

Fictional example. These timing and ownership rules illustrate how to complete the kit; they are not a recommended renewal schedule.

Decision area	A Agency A	B Agency B
Trigger	Service opens a task 90 days before renewal.	Producer sends an email 60 days before renewal.
Owner	Named account manager owns the task.	Shared inbox receives the request.
Acceptance	No separate handoff needed.	No acceptance rule is documented.
Evidence	Dated task in AMS.	Email thread.

APPROVED COMBINED PROCEDURE

Workflow REN 01, version 1. The integration lead approves a task 90 days before renewal, assigned to the named account manager. The manager confirms ownership in the AMS within one business day. The supervisor reviews unaccepted tasks daily. Existing renewal work remains with its current owner until reassignment is acknowledged.

TRAINING ASSIGNMENT

Jordan, an Agency B account manager, needs practice creating the task, selecting the owner, and recording acceptance. Casey, the trainer, demonstrates a fictional renewal on October 5. Jordan completes an independent practice case by October 7, before the October 12 switch.

READINESS EVIDENCE AND DECISION

Reviewer Morgan checks the trigger date, correct owner, acceptance record, and an unaccepted-task exception. Jordan misses the exception route, so independent use is held. After coaching and a successful reassessment on October 9, Morgan records the evidence and the authorized approver releases Jordan for REN 01 on October 12.

AFTER THE SWITCH

The supervisor samples the first five renewal tasks and checks again on October 26. Missing acceptance records trigger targeted coaching and a review of the job aid. Unresolved tasks retain named owners throughout.

Use the same method for every changed workflow: document the difference, assign the skill, observe the work, and record the decision. Bring identified skill gaps into your Total CSR training plan.

TOTAL CSR