

INFORMATION TECHNOLOGY: Standard Learning Path

GENERAL KNOWLEDGE

15–Minute Industry Overview	Exceptional Customer Service	Ethical Conduct in the Insurance Industry
Life of an Insurance Policy	Pretext and Privacy	Agency Support Functions
How Insurance Companies Make Money	Security of Electronic Health Information under HIPAA	

TARGETED DEVELOPMENT

Foundational

Meeting Customer Needs with Insurance and Annuities (LOMA 281)
Improving the Bottom Line: Insurance Company Operations (LOMA 291)
The Policy Lifecycle: Insurance Administration (LOMA 302)

Proficiency

The Business of Insurance: Applying Financial Concepts (LOMA 308)
Business Law for Financial Services Professionals (LOMA 311)
Operational Excellence in Financial Services (LOMA 335)

Expertise

Institutional Investing: Principles and Practices (LOMA 357)
Accounting and Financial Reporting in Life Insurance Companies (LOMA 361)
Risk Management & Product Design for Insurance Companies (LOMA 371)

LEADERSHIP DEVELOPMENT

Resource Magazine	LOMA Tech and Cyber Summit	Fellow Life Management Institute (FLMI)
Chief Information Security Officers (CISO) Council	Social and Digital Business Council	Systems Development Committee
InfoCenter Brief: IT Infrastructure - Managing APIs at Insurance Companies		InfoCenter Brief: Artificial Intelligence in Insurance