QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1901

Digital Insurance Strategy & Operating Models Training Course

INSURANCE TECHNOLOGY & DIGITAL TRANSFORMATION
INSURANCE & RISK MANAGEMENT

DURATION
5 Days

DELIVERY
Classroom

Course Overview

The Digital Insurance Strategy & Operating Models Training Course provides a strategic and practical framework for designing digital insurance strategies and developing operating models capable of supporting sustainable growth, operational efficiency, innovation, and superior customer experiences. The course focuses on the transition from traditional insurance models toward digitally enabled, agile, data-driven, and customer-centric organizations.

Participants will explore how to develop a clear digital insurance strategy aligned with corporate objectives, market dynamics, customer expectations, technology capabilities, and regulatory requirements. The course addresses digital maturity, strategic priorities, business model evolution, digital value propositions, technology-enabled products and services, and investment prioritization.

A key focus of the course is the design of effective digital operating models. Participants will examine how to redesign organizational structures, processes, governance, technology capabilities, data management, talent, and performance management to support digital insurance strategies. Particular attention is given to the integration of business and technology functions and the development of cross-functional capabilities.

Through practical exercises, case studies, operating model assessments, and transformation scenarios, participants will learn how to evaluate current operating models, identify structural and process gaps, design future-state models, and develop implementation roadmaps. The course provides decision makers with practical tools for building digitally enabled insurance organizations that are scalable, resilient, efficient, and responsive to changing market conditions.

Objectives

- By the end of the course, participants will be able to:
- Analyze the strategic drivers shaping digital insurance transformation.
- Assess digital maturity and readiness across insurance business functions.
- Develop a digital insurance strategy aligned with corporate objectives.
- Design digital value propositions around evolving customer expectations.
- Evaluate emerging digital insurance business models and revenue opportunities.

- Assess and redesign traditional insurance operating models.
- Develop target operating models that integrate people, processes, technology, data, and governance.
- Improve organizational agility and cross-functional collaboration.
- Align technology and data capabilities with strategic insurance priorities.
- Establish governance structures for digital insurance initiatives.
- Prioritize digital investments based on value, feasibility, risk, and strategic impact.
- Develop performance indicators for measuring digital operating model effectiveness.
- Identify implementation risks and organizational barriers to digital transformation.
- Develop practical roadmaps for transitioning from current-state to future-state operating models.

Who Should Attend

This course is designed for insurance executives, strategy leaders, digital transformation professionals, business and operating model specialists, and senior managers responsible for shaping the future direction of insurance organizations. It is particularly relevant to Chief Executive Officers, Strategy Directors, Digital Transformation Managers, Operations Directors, Business Development Managers, Innovation Leaders, and Insurance Technology professionals.

It is also suitable for senior professionals in underwriting, claims, distribution, customer experience, risk management, finance, actuarial functions, information technology, data management, and governance who need to understand how digital strategy and operating model transformation can improve organizational performance and support long-term competitiveness.

Learning Outcomes

- By the end of the course, participants will be able to:
- Explain the key principles of digital insurance strategy and operating model design.
- Assess an insurance organization's current digital maturity.
- Identify strategic opportunities created by digital technologies and changing customer expectations.
- Develop a structured digital insurance strategy.
- Define digital customer value propositions and strategic priorities.

- Evaluate digital insurance business and distribution models.
- Map and assess current-state operating models.
- Identify gaps across organizational structure, processes, technology, data, governance, and capabilities.
- Design a future-state digital insurance operating model.
- Align business processes and technology capabilities with strategic objectives.
- Establish governance and accountability for digital operating models.
- Develop performance measures for digital operations.
- Prioritize transformation initiatives and investments.
- Manage organizational and implementation challenges associated with operating model transformation.
- Develop a practical transition roadmap for implementing a digitally enabled insurance operating model.

Course Outline

DAY 01

Digital Insurance Strategy and Market Transformation

- Understanding the evolution of digital insurance.
- Key market, customer, technology, and competitive drivers.
- Traditional versus digitally enabled insurance business models.
- Assessing digital maturity across the insurance value chain.
- Defining the digital insurance vision and strategic ambition.
- Identifying digital growth opportunities and strategic priorities.
- Digital products, services, channels, and customer value propositions.
- Strategic alignment between corporate objectives and digital initiatives.

> PRACTICAL APPLICATION
>
> Conduct a digital maturity assessment and develop strategic priorities for an insurance organization.

DAY 02

Digital Insurance Business Models and Customer Strategy

- Evolution of insurance business and revenue models.
- Digital insurance products and service innovation.
- Customer-centric digital insurance models.
- Digital customer journeys and experience design.
- Direct, intermediary, platform-based, and ecosystem distribution models.
- Embedded insurance and digital partnership opportunities.
- Personalization and data-driven customer propositions.
- Evaluating commercial value and strategic feasibility of digital initiatives.

> **PRACTICAL APPLICATION**
>
> Design a digital insurance value proposition and business model for a selected customer segment.

DAY 03

Designing the Digital Insurance Operating Model

- Principles of insurance operating model design.
- Assessing current-state operating models.
- Organizational structure and digital capability requirements.
- Process architecture and end-to-end process ownership.
- Technology architecture and business-technology alignment.
- Data capabilities and information flows.
- Digital workforce, skills, and talent requirements.
- Governance, decision rights, and accountability.
- Designing the target digital operating model.

> **PRACTICAL APPLICATION**
>
> Develop a future-state operating model connecting people, processes, technology, data, and governance.

DAY 04

Implementing Agile and Digitally Enabled Operations

- Building agile and responsive insurance organizations.
- Process simplification, automation, and digital workflow management.
- Digital underwriting and claims operating models.
- Digital distribution and customer service operations.
- Integrating data, analytics, artificial intelligence, and automation.
- Cross-functional teams and new ways of working.
- Managing technology, cybersecurity, privacy, and operational risks.
- Performance management and digital operating metrics.
- Managing organizational change and employee adoption.

PRACTICAL APPLICATION

Redesign a selected insurance operating process using an agile and digitally enabled operating model.

DAY 05

Governance, Transformation Roadmap and Future Operating Model

- Establishing governance for digital insurance strategy and operations.
- Defining executive, business, technology, and transformation responsibilities.
- Prioritizing digital initiatives and investment portfolios.
- Developing transformation business cases.
- Measuring operating model effectiveness and transformation value.
- Developing key performance and strategic indicators.
- Managing implementation risks and transformation dependencies.
- Building scalable and resilient digital insurance capabilities.
- Continuous improvement and future-readiness of the operating model.

DAY 05 — CONTINUED

> **FINAL WORKSHOP**
>
> Develop an integrated Digital Insurance Strategy and Target Operating Model, including strategic priorities, customer value propositions, organizational capabilities, processes, technology, data, governance, performance indicators, investment priorities, and an implementation roadmap.

Register or Request More Information

Course page: https://quest-training.com/courses/digital-insurance-strategy-operating-models-training-course
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