SES Release Notes Release Name: Washington Release Date: March 4, 2024
The purpose of these release notes is to provide a summary of SES functionality and system enhancements in the Washington Release.

Overview

Several new features and system enhancements have been included in the State Examination System (SES) Washington Release. These release notes pertain to the Examination and Investigation Supervisory Activities (referred to herein as "SA") and Consumer Complaints. The Washington Release introduces enhancements to the agency library and standard information request (IR), scope redesign, and Homepage updates. Additionally, several small enhancements have been made throughout the system for a richer user experience.

I.   **Agency Users:**

A. Agency Library:
Following the mortgage One Company, One Exam (OCOE) pilot conducted in 2021-2022, an after-action initiative was formed to standardize existing multistate and state-specific mortgage IRs and to establish exam programs tailored to the size, complexity, and business activities of nonbank mortgage entities being examined. The Mortgage Standards Working Group was created to review and standardize all IRs in SES. Proposed standard IRs were shared with all state agencies during a 60-day review and comment period that ended in September 2023. The Working Group reviewed the comments to create final mortgage exam standard IRs. These standards will be reflected in SES with the Washington Release. With this release, agency users will no longer be able to add agency-specific mortgage IRs immediately in the system. Now, when agency users who can manage the library add a mortgage-specific IR in the system, this IR will be sent to CSBS support staff for review. This workflow was created to mitigate duplicative mortgage IRs and ensure the agency library in SES is up to date and accurate. The CSBS support staff will not be able to edit the mortgage IR submitted by an agency but will be able to either approve and publish the IR or send the IR back to the agency if an existing mortgage standard IR can be used instead. This document outlines the full process of this filtering and users can access this FAQ document . In addition, both agency users and CSBS support staff will receive automated reminders related to this IR publishing workflow.

B. Work Programs:
In addition to implementing mortgage standard IRs in the library, users will see four new Work Programs for mortgage. These Work Programs include Residential Mortgage Lender, Residential Mortgage Broker, Residential Mortgage Servicer, and Residential Mortgage Master Servicer. These Work Programs are available in the agency library; each one includes a description of the Work Program along with the business types and activities, Areas for Review (AFRs), and associated IRs. Users will also see that for each work program there is a full list of related AFRs and the AFRs in bold are determined as "key." Additionally, with the work programs, CSBS support staff and policy users will be able to indicate if each mortgage-related IR added is "core" or "non-core" for a work program. This means that when the scope of a SA is defined and marked as complete, the system will only automatically add the "core" standard mortgage IRs and agency users will have the ability to manually add the IRs that are "non-core" or "not applicable" to a work program.

C. Scope Redesign:

The process of defining scope for SAs has been redesigned to simplify this workflow. Agency users now have the option to define and update the scope by selecting a Business Activity or a Work Program. Based on this selection, SES will guide users to determine the relevant business activities, workflow and AFRs. Users can still to determine if they want to manually add AFRs on a SA and not have any work program badges.

D. Reports:

With the Washington Release, users will also see that all the reports related to the user's agency have been moved to the top headers for easy navigation. Additionally, this release will introduce the first, nationwide report available to all agency, support, and policy users. This report will show all the SAs in SES that have been accepted or leveraged by other state agencies.

E. Exam Scheduling:

The exam scheduling wizard has also been updated to include the most recent license information from NMLS for companies in SES.

F. Accreditation:

The Washington release will also include a new integration of Accreditation data from the CSBS Profile & Accreditation system. This information will be available to agency, support and policy users. On the agency record, an accreditation badge, and the latest accreditation date of the agency for money services business (MSB) and mortgage will be displayed. Additionally, there will be an accreditation icon on the summary tab of a SA for lead and participating agencies that are accredited.

II. **Company Users:**

A. User Management:

Company account administrators can add, delete, or modify email domains for their respective companies, and they can also generate a comprehensive Company Domains Report. Additionally, a company's account administrator has the authority to remove or oversee a company user, including third-party users (TPU), within the system, even in cases where the user has not undergone the verification process to establish association with their company.

B. QuickIR:

With the changes to the agency library, company users will also see that QuickIR has been updated to match the new mortgage standards. The new mortgage standards will also be available in QuickIR, and users will be able to add new responses in QuickIR to associate them later on a SA. Any previously added response to an old mortgage standard IR will be marked retired and maintained in QuickIR. However, these old responses will no longer be available to associated on newly created SAs initiated after March 4. It is important to note that any SAs sent to a company with the old mortgage standards will allow the association of old QuickIR responses. In addition, company users will see that any IR associated with a work program will have a unique indicator identifying it as such.

III.   **System-wide Enhancements:**

The Washington Release is a major release for all SES users and includes enhancements for the mortgage standards. With these enhancements, all users will see additional notifications, where applicable, and design enhancements to provide a user- friendly experience.

#	Title	Description	Context (User)	Feature
Supervisory Activity				
SES-3005 **Sprint 61 (14.5)**	Agency: Nationwide Acceptance and Leverage Report	This ticket will enable agency and global support users to view Nationwide reports. These reports will contain nationwide information of all agencies except the user's own agency. Users can see the following reports on the homepage: • Accepted SAs • Leveraged SAs	Agency + Support User	Reports
SES-3006 **Sprint 62 (14.6)**	Agency: Updating Exam Scheduling Wizard License Information	License information from NMLS has been updated in the SES exam scheduling wizard to include current company information.	Agency	Exam Scheduling
SES-2064 **Sprint 62 (14.6)**	Agency: Addition of Accreditation Data	SES will now have an integration with the Accreditation system which will allow agencies to see accreditation information on other state agencies. This information will include: • Accreditation badge on an agency's record • Accreditation history: last accredited date • Indicator on a SA if the lead or participating agencies are accredited	Agency + Policy +Global Support	Agency Record - Accreditation
SES-3004 **Sprint 61 (14.5)**	Agency: Homepage Design	A sub menu on the top of the homepage will now contain a reports section. This section contains all the reports that pertain to the user's agency.	Agency	Homepage
SES-2997 **Sprint 61 (14.5)**	Agency: Notification Change for External Supervisory Documents	The notification that is sent to agency users when an external supervisory document has been uploaded to a company's record has been updated.	Agency	Notifications
SES-2994 **Sprint 59 (14.3)**	Agency: Publishing Agency-specific IR without Global Support User	After a mortgage related agency specific IR is published to the library agency users will be able to update the IR to determine if it is core or non-core without sending it to the support user. If any other updates or changes are made, then the IR will be sent to the support staff for review.	Agency User	Library

#	Title	Description	Context (User)	Feature
SES-2993 Sprint 59 (14.3)	Agency and Support User: Automated Reminders	Automatic notifications have been set up in the system for global support user and agency user when they submit and receive IRs for their agency. These notifications will be triggered automatically five days after the IR been sent to be published and reviewed.	Agency & Global Support	Library
SES-2990 Sprint 61 (14.5)	Company: Creating Email Validation for Company Users	This ticket indicates that global support user, account administrators and company account Administrators will be able to add, delete or update email domains for their companies and generate Company Domains Report.	Company	User Management
SES-2982 Sprint 59 (14.3)	Agency: Redesign of Agency "Define Scope"	The defining scope workflow on a SA is redesigned for a more user-friendly now, agency user can define and update the scope on by either making a business activity selection or a Work Program selection.	Agency	Scope
SES-2980 Sprint 61 (14.5)	Company: QuickIR Impacts and Notifications to Companies on Mortgage Standards	This ticket outlines the changes that will be made in the company repository: QuickIR based on the mortgage standard changes. The system will not remove an existing QuickIR responses that were added by the company and if the standards are no longer applicable these responses will be in a new archived section of QuickIR.	Company	QuickIR
SES-2979 Sprint 57 (14.1)	Global Support Users: Adding State Specific IRs in the Library for Agencies	When an agency user adds an agency-specific mortgage-related IR in the library, the global support users (CSBS support staff) can publish the IRs or send them back to the agency.	Global Support	Library
SES-2978 Sprint 58 (14.2)	Agency: Adding Core/Non-core Grid to Mortgage Standard IRs	A functionality is added to help global support user to specify whether the (IR) is core or non-core for each Work Program during the creation or update of a standard IR.	Global Support	Library
SES-2977 Sprint 60 (14.4)	Agency Library Changes: After implementation of Mortgage Standards	The agency library will no longer contain the old mortgage standards and the previously used library IDs. After the release all the new mortgage standards will have new library IDs. Additionally, if an SA was in progress before March 4 and the scope was defined, the old standards will remain only on that SA but not in the library.	Agency	Library

#	Title	Description	Context (User)	Feature
SES-2976 **Sprint 57 (14.1)**	Agency: Removing Ability for Agency Users to add IRs for Mortgage Only	SES will no longer allow agency users to add mortgage-related IRs for automatic publishing in the library.	Agency	Library
SES-2949 **Sprint 60 (14.4)**	Policy & Global SU: Description on Work Program (Mortgage Standards)	This ticket gives global support and policy user the ability to add, remove or update a description of the work program when creating or updating a work program in the agency library.	Global support + Policy	Work Programs
SES-2717 **Sprint 60 (14.4)**	Company: AA Removing + Managing a Company User + TPU Even if Association is Not Verified by User	A company's account administrator can remove or manage a company user (including third party user "TPU") in the system even if the user has not verified association with a company.	Company	User Management
SES-3007 **Sprint 62 (14.6)**	WA Release Final Sprint Enhancements	This ticket outlines the following enhancements required for the Washington release: - The ability for an agency user to add general comments (optional) each time a single or multiple IRs are deleted on a SA. - An indicator in QuickIR for those IRs that are connected to one or more work programs. - The join request acceptance for a SA will now allow comments (4,000 characters) - The comments field for both access requests and join requests have been extended to 4,000 characters	Agency & Company	Information Requests