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Business readiness support session

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Today's agenda

1. Business readiness toolkit updates
2. Update on Delegated Contract Manager delivery plan
3. Delegated Contract Manager testing approach
4. Delegated Contract Manager support model
5. Delegated Data Manager Conditions of Trade overview
6. Delegated Data Manager change plan
7. Coverholder engagement approach
8. Next steps

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Recent Business Readiness toolkit updates

- Delegated Contract Manager critical path
- Delegated Contract Manager new data fields
- Delegated Contract Manager training approach

https://www.lloyds.com/market-resources/third-party-oversight/the-delegated-authority-programme/business-readiness-toolkit

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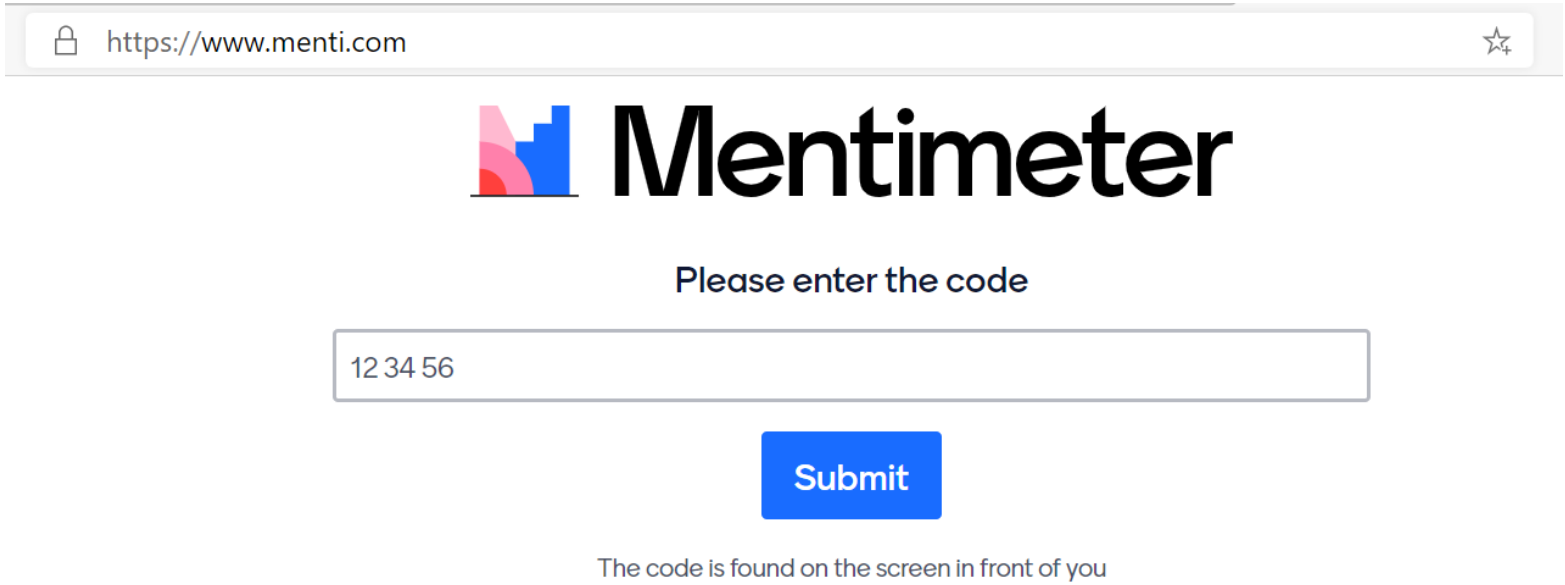
Share your anonymous questions & feedback today

Go to: https://www.menti.com and enter pin: **94 36 17 3**



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Delegated Contract Manager – Revised Timings

We are incorporating market feedback in solution development and adoption plans

Market feedback has consistently highlighted the importance of ensuring a **high quality** first release of Delegated Contract Manager, and the importance of giving the market **sufficient time to prepare** for the change.

Market Feedback is driving our approach

As work on Delegated Contract Manager has progressed, additional complexity has been discovered in market business requirements.

Responding to Market Feedback

To ensure both Lloyd's and the market can fully test the system, prepare for change, and allow time for training, Lloyd's will review a revised plan

A decision on the go-live date for release one will be communicated to the market in early December

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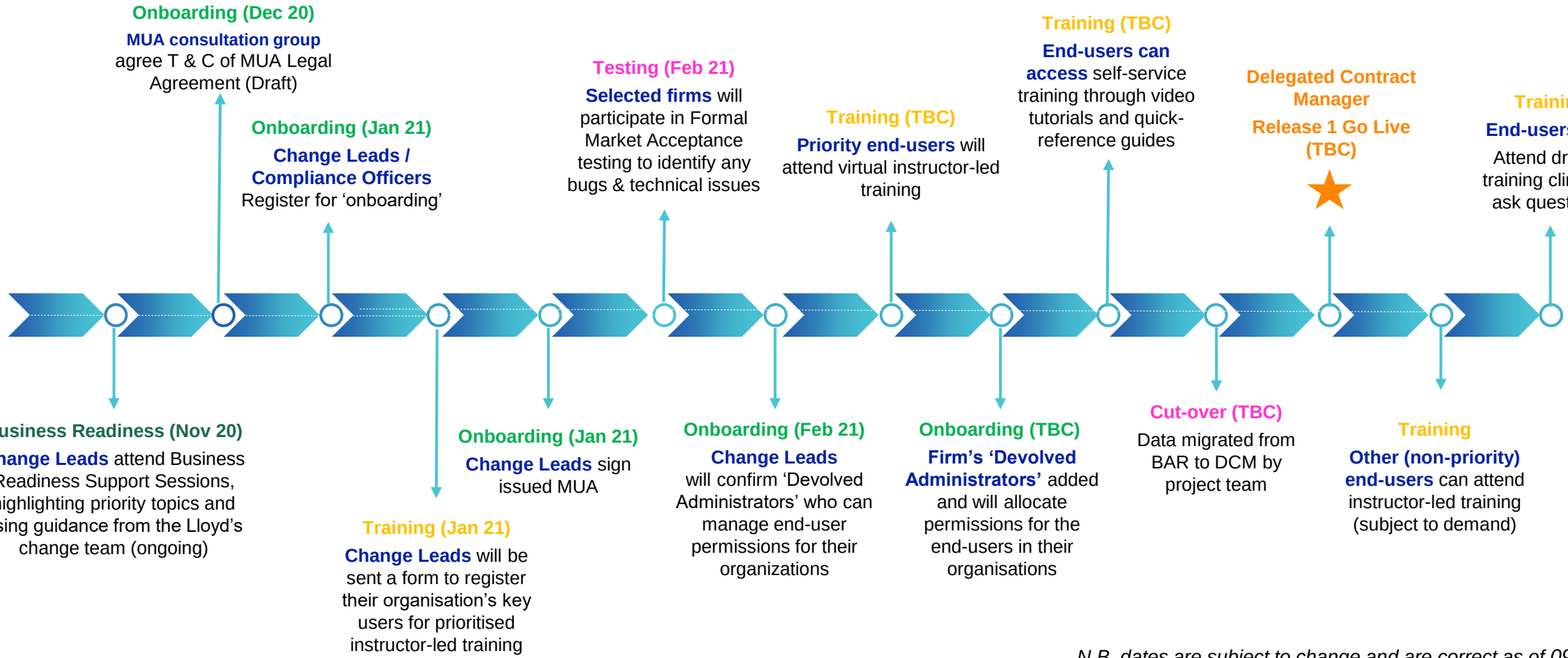
Delegated Contract Manager Critical Path

Key activities involving or impacting the market



N.B. dates are subject to change and are correct as of 09/11/20

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Delegated Contract Manager Testing Approach

Robust testing of the system will be conducted by Lloyd's and selected market participants

User Acceptance Testing (UAT)	Informal MAT (Market Acceptance Testing)	Usability Testing	Formal MAT (Market Acceptance Testing)
• Functional Testing of the system • Conducted by Lloyd's EPAM Testing Team • It is currently in progress (in tandem with Informal MAT)	• An opportunity for the market to "test" the latest 'Sprint' development • Conducted by Market representatives (Brokers/Managing Agents) identified through the Associations and Market Panel • It is currently in progress (in tandem with UAT)	• Qualitative research focused on continuously improving the User Experience. • Conducted by the Informal MAT participants • It is due to commence in November.	• An opportunity for the market to "test" and feedback on the system • A select group of Market representatives (Brokers/Managing Agents/Service Companies) to be identified via the Associations and Market Panel. • 2 hour sessions per stakeholder x2 (4 hrs total)

Lloyd's plans to provide access to a 'training' environment to support system familiarisation for end-users (details to be confirmed)

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Service Management and Onboarding

Delegated Contact and Oversight Manager

DCOM Services

- DA third Party Registration
- Post Approval Requests / Annual Compliance Return
- Contract Registration
- Contract Builder

Support Scope

Onboarding

- I want to sign up to DCOM
- I want to access DCOM
- I want to modify my access to DCOM

Support

- I need help
- Something is not working
- I would like something to be changed
- I would like to request something
- I would like an update on my issue
- I want to escalate an issue

Support Channels

Self Service

- Onboarding & contracting
- Devolved user administration
- Knowledge base / FAQs
- Service incident report & notifications
- Raise issue/request
- Track issue/request progress

Phone/Email

- Get help
- Raise issue/request
- Track issue/request progress
- Escalate issue/request

Support Capabilities

Lloyd's service management

- Service Support Centre
- Service Performance Management
- Service Improvement
- Supplier Management
- Finance Management
- Risk & Compliance Management
- Infrastructure Support

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Delegated Data Manager

Conditions of Trade

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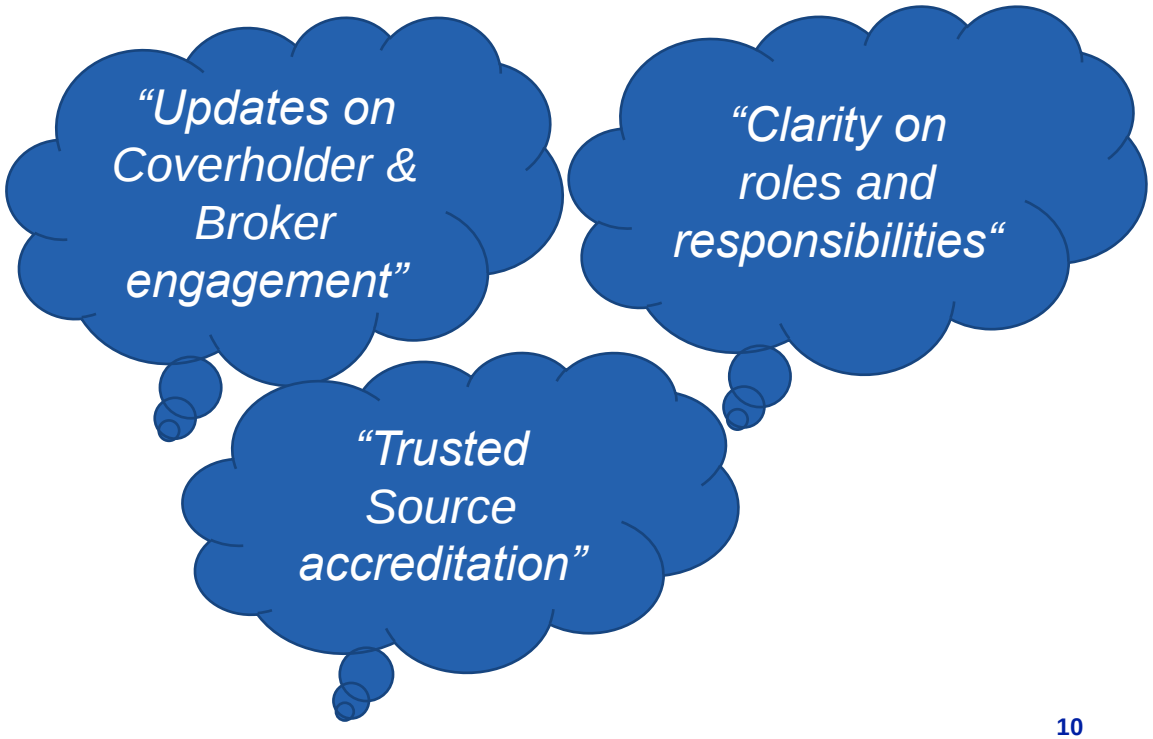
MA Change Lead Debrief Sessions

Feedback to be addressed in upcoming Conditions of Trade Support Sessions

What are the **practical challenges** that you foresee for your organisation?

What **support** do you need from us to help your organisation?



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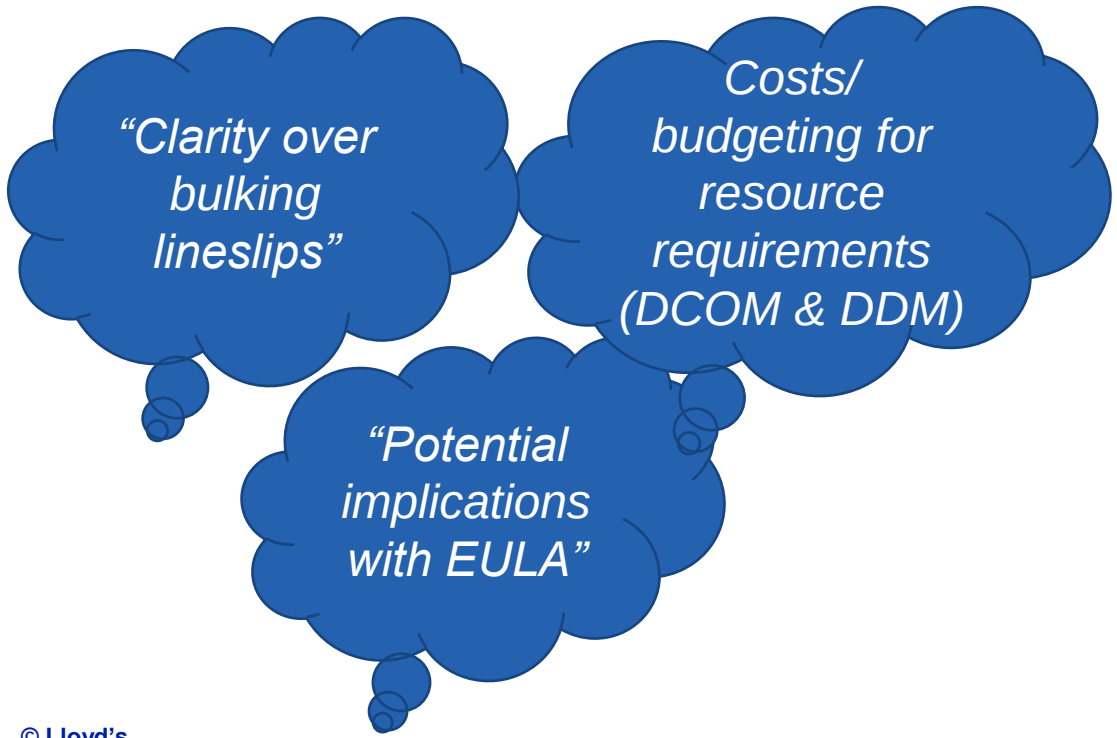
Broker Change Lead Debrief Sessions

Feedback to be addressed in upcoming Conditions of Trade Support Sessions

What are the **practical challenges** that you foresee for your organisation?



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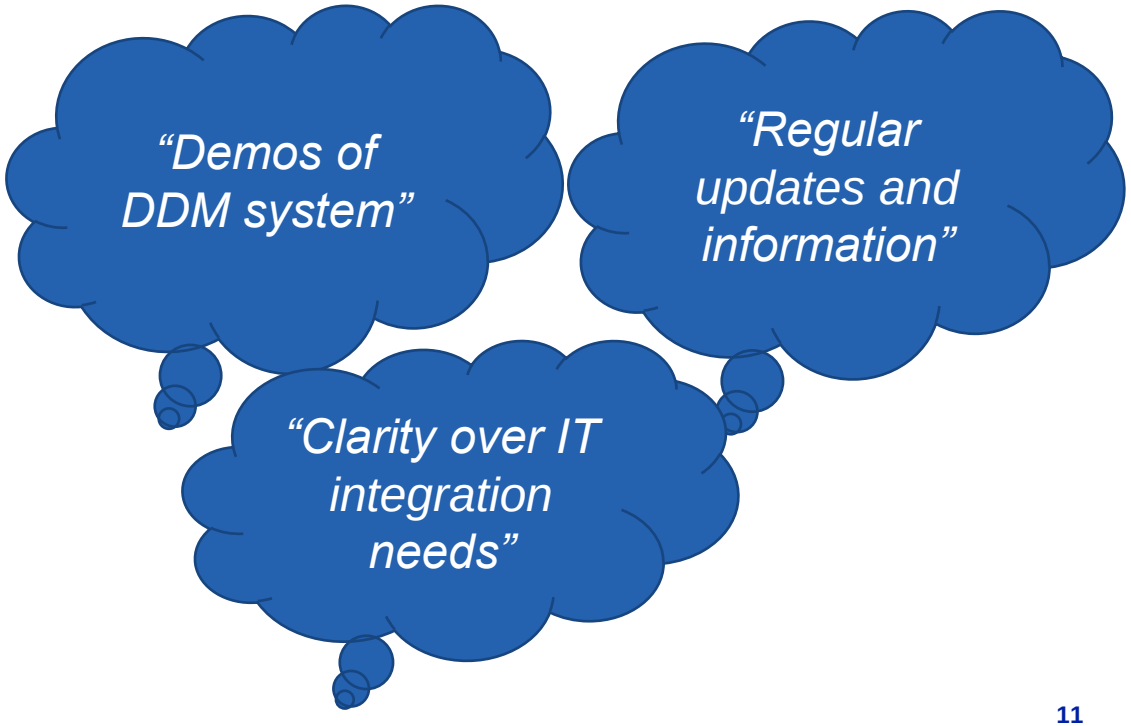

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Delegated Data Manager: Conditions of Trade

What's coming next?

We are currently here

Communicate Conditions of Trade

- **Conditions of Trade** and updated **Coverholder Reporting Standards & Changes** communication including:
  - Link to Lloyd's website with all information
  - **Consultation Session RSVP form**.

'Reading week'

- **Commenced Tuesday 27th October** to allow the market to read and absorb the information provided in the communications on:
  - Conditions of Trade Market Bulletin;
  - Proposed changes to Coverholder Reporting Standards.

Consultation Period

- **Two weeks commencing Tuesday 3rd November**
- Sessions for MAs and Brokers on Tuesdays and Thursdays respectively.
- Post Consultation surveys + FAQs + recordings to be shared by end of the week.

Coverholder Reporting Standards

- Final version of updated Coverholder Reporting Standards communicated to the market exp. 1st December.
- **Information on next steps and scheduled support** in the coming weeks.

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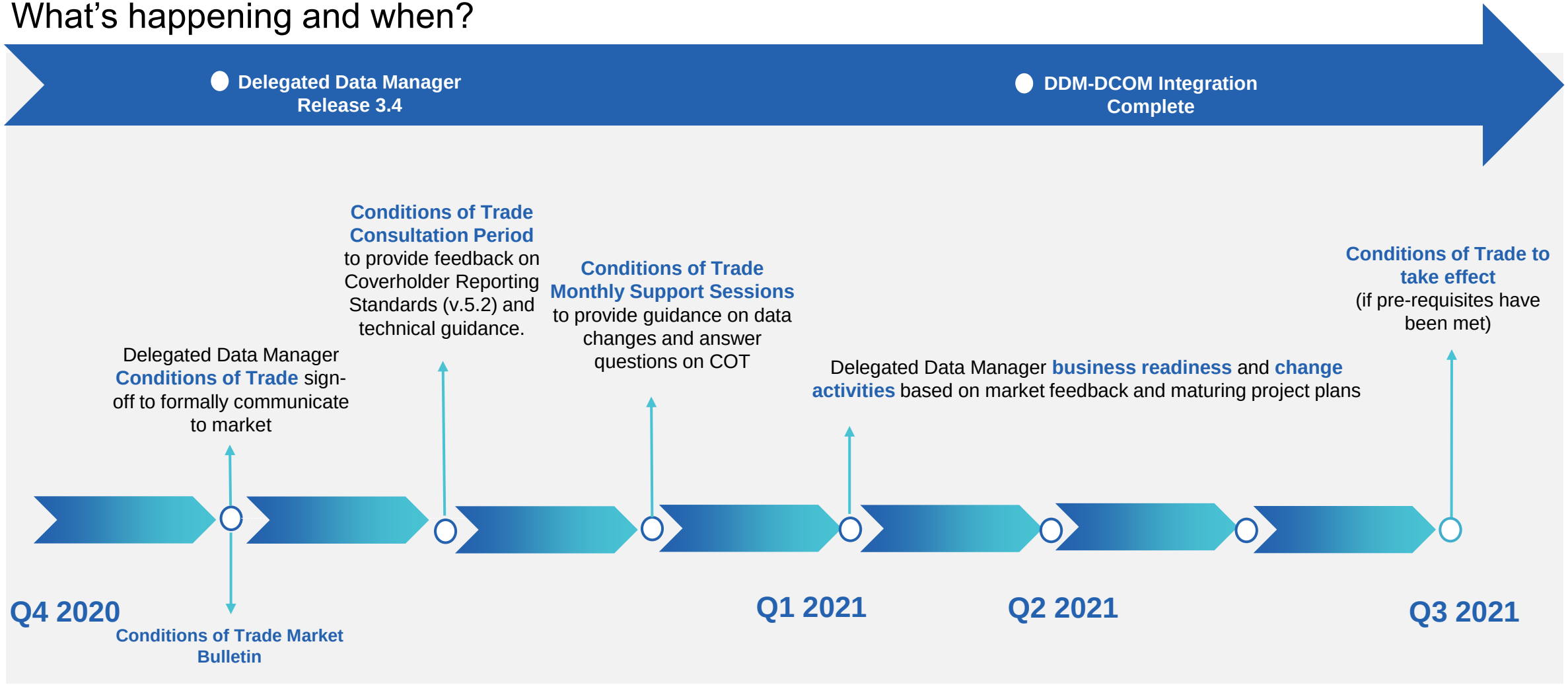
Delegated Data Manager: Conditions of Trade

What's happening and when?



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Delegated Data Manager

Change Plan

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Delegated Data Manager

Business Readiness Offerings

Change Lead Business Readiness Support Sessions (Existing)

What can you expect?

1. Information, knowledge & tools to facilitate changes required for your firms to adopt DDM and comply with CoT by Q3 2021.
2. Opportunity to voice concerns, dependencies, barriers and ask questions that can be followed up in the DDM Drop-in Sessions (Menti will be used).

DDM Drop-in Support Sessions: Change Leads +1 (New)

What can you expect?

1. Opportunity to ask supplementary questions and gain further information on a range of topics: compliance with CoT + adoption support (i.e. training). Agenda to be decided by the market during business readiness support sessions.
2. Opportunity to invite a +1 to provide extra visibility and facilitate changes required for your organisation.

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Conditions of Trade Support Sessions (New)

What can you expect?

1. Opportunity to gain information on: Conditions of Trade Critical Path, Central Customer Service (BPO), 'Trusted Sources', Roles & Responsibilities, Governance & Oversight, Stakeholder Compliance, Coverholder Reporting Standards, etc.
2. Opportunity to invite a +1 to provide extra visibility and facilitate changes required.

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Delegated Data Manager

Feedback Mechanisms

Primary

Support Sessions & Drop-ins

- Monthly feedback surveys to track adoption.
- Menti & live polls used during business readiness sessions to gather feedback on challenges & further support required.
- All questions & answers will be collated and updated regularly on the Lloyd's Change Lead section on the website and communicated in follow ups.

Secondary

DA Change Support Mailbox

- Catch-all feedback channel. Please subject 'Conditions of Trade' or 'DDM' when addressing questions by email to ensure the queries are dealt with in a timely manner.

Market Associations Meetings

- Monthly updates at Market User Group & Steering Group meetings.

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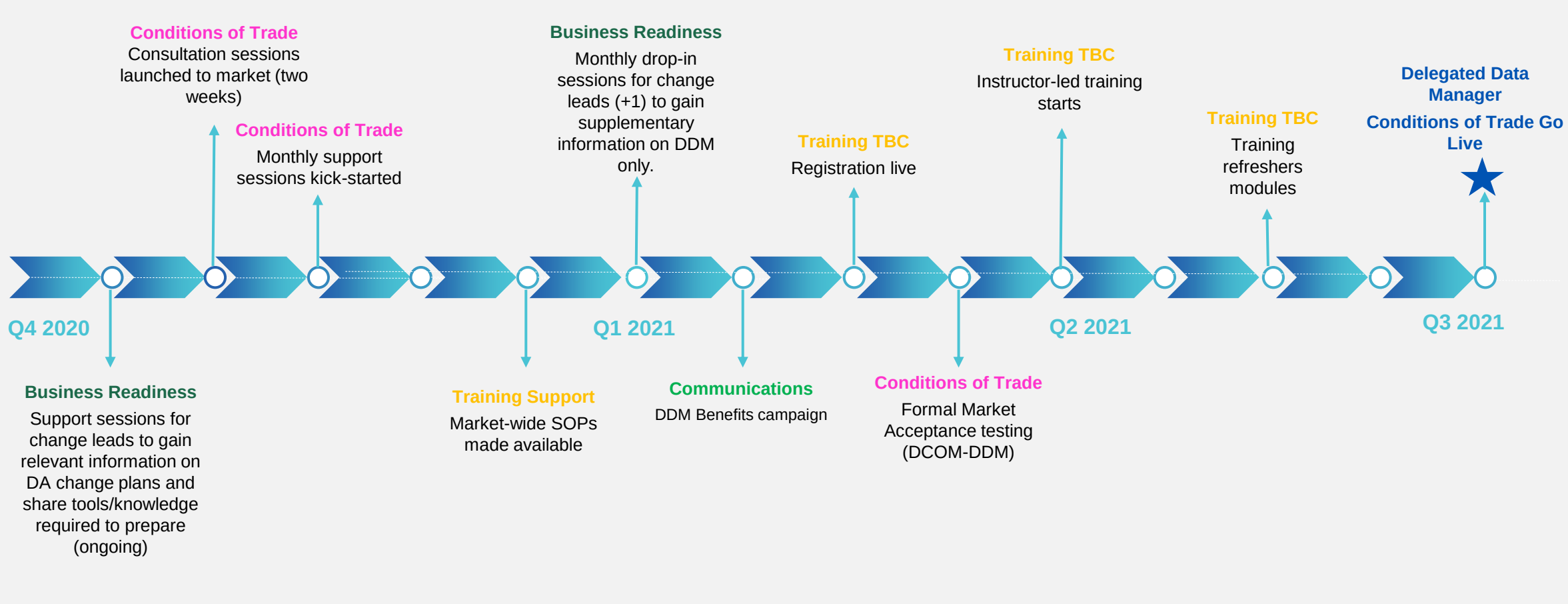
Delegated Data Manager Critical Path

Key activities involving or impacting the market



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Coverholder Engagement

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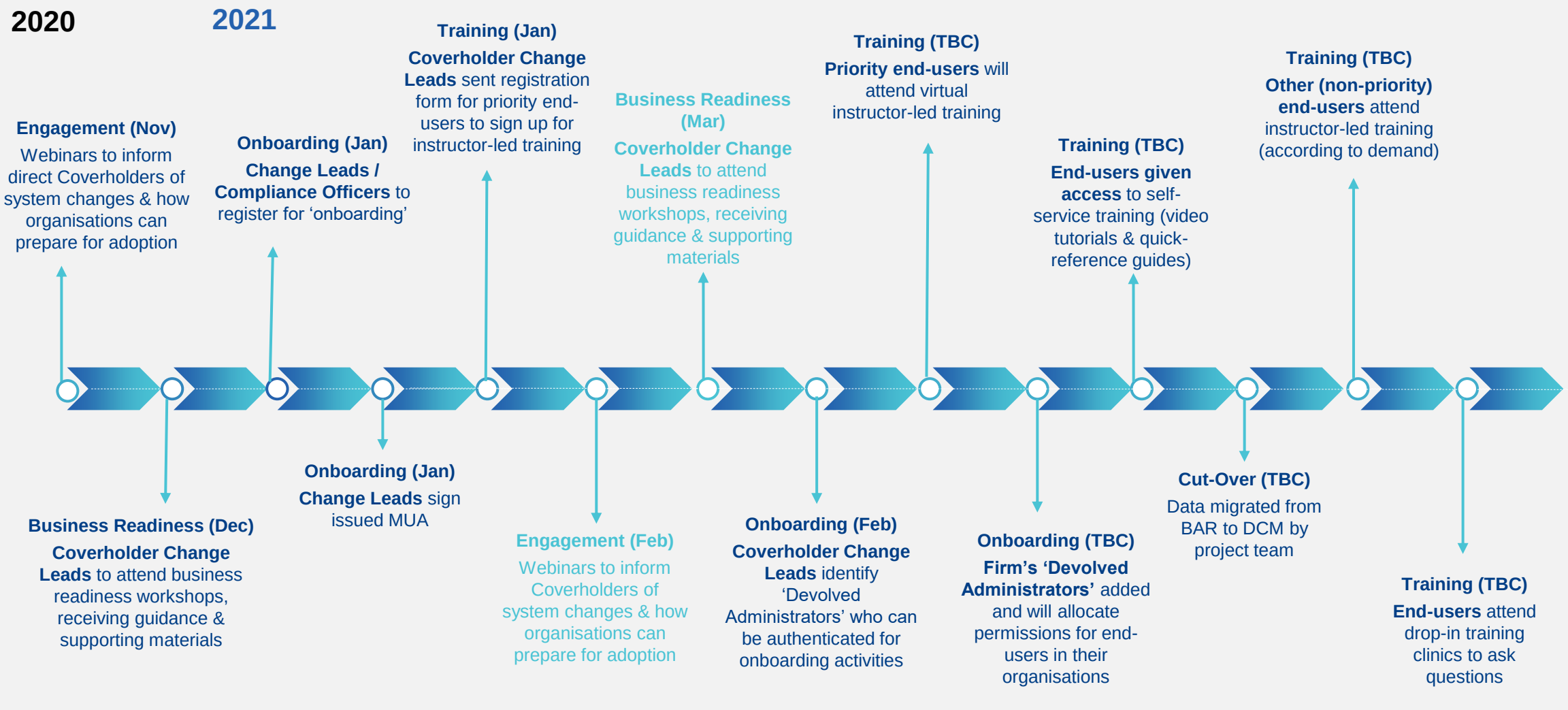
Coverholder Engagement Plan



Coverholders managed by Brokers

Direct Coverholders: already registering contracts in BAR

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Next steps

- **Review and share** this presentation with all DA Managers within your group
- **Complete** training survey (by 20 November)
- **Review** Conditions of Trade FAQs on Lloyd's website here
- **Share feedback** on the latest business readiness guidance with Lloyd's DA Change Team (by 20 November)
- **Attend** business readiness workshop w/c 30 November
- **Join** the conditions of trade drop in / Q&A sessions

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