Delegated Contract & Oversight Manager

Release Information

The Future at Lloyd's

DCOM Release Pattern

Releases 1.3 and 1.4 will be amalgamated into one planned go-live. In addition to this, there will be regular BAU releases for smaller, more incremental change

Release 1.3/1.4 *End of summer '22*	**DCOM / DDM Integration** *End of summer / early autumn '22***	**Ongoing BAU Releases**
Scope		
• M&A for affected organisations* • Notifications upgrade* • Tracked changes for review tasks* • NTU improvements* • Choose which sections to send endorsement review tasks to* • Edit limits in COB accordion* • Save/auto-save improvements* • Mandatory field reduction* • FCP claims integration • Enhanced Lloyd's reporting • DDM API Update	• Integrate DCOM with Delegated Data Manager (DDM) meaning that specific data entered in DCOM will flow through to DDM for contracts where DDM is being used to process bordereaux	**BAU Release Indicative/example scope:** • Continuous contracts* • MAT feedback* • Workflow enhancements* • Additional platform help-text following* • Administrative change identifier* • Endorsement/Renewal Comparison* • Save improvements continued* • Notification upgrade continued* • Data fix for users wanting to move admin domain • 8.6 PEGA upgrade *Note: release cadence TBD*
Purpose		
✓ Deliver high priority market enhancements ✓ Perform regulatory maintenance	✓ Reduce re-keying of data in DDM	✓ Deliver market feedback ✓ Keep platform stable ✓ Perform platform maintenance as required

* Derived from direct market feedback
** Dependent on Release 1.3 / 1.4 release

Release 1.1

'Double Click' on scope

#	Item	Description
1	Validation Error Message Enhancements*	**As is:** • On navigating to the end of any workflow e.g. create contract, endorsement, terminate etc, users click 'submit for review' and are informed of validation errors • Error messages do not have a hyperlink to take you to the specific point on the page • No *Expand all* (accordions) button • No *Check page for errors* button **To be:** • Hyperlinks added to error messages to take users to specific point on page where error is • *Expand all* button added • *Check page for errors* button added to all tabs in the screen flow

Derived from direct market feedback

Release 1.2 / 1.2.1

'Double Click' on scope

#	Item	Description
1	Agreement template change	**As is:** • Users can request a template change via the Market Support Centre Portal **To be:** • Ability to self-serve contract template changes in DCOM at Draft/Renewal stage • Once Registered/Active, Lloyd's can change certain template types, but it is not possible to switch between Coverholder and Service templates for contracts created in DCOM once registered
2	Reference data versioning	**As is:** • There is no concept of reference data versioning, so all reference data is included regardless of the period it is/was effective **To be:** • Ability to create and store history of all reference data meaning drop-downs have up-to-date, appropriate values and improving data quality
3	Mid-term broker change (MTBC)	**As is:** • MTBCs are not currently supported in DCOM **To be:** • Ability to self-serve changing the Broker associated to an active contract
4	Provide history of comments for MA review tasks*	**As is:** • MAs need to check outside the review task for updates they have requested previously **To be:** • All review task comments for the create task can be viewed in one place for the specific MA who has made them

Derived from direct market feedback

Release 1.2 / 1.2.1

'Double Click' on scope

#	Item	Description
5	Associate email addresses with user groups*	**As is:** • Managerial group MA users must check dashboards to see when a review task has been sent by the contract creator for their review **To be:** • MAs will receive an email when they receive a review task. They are still able to check dashboards if they wish
6	Provide DXC access to Drafts*	**As is:** • DXC have access to Active / Registered contracts, but not Drafts **To be:** • DXC will have access to Draft / Active / Registered contracts. This will speed up processing as they can review tasks earlier in the process
7	Lloyd's reporting MVP	**As is:** • Only one overarching report available for Lloyd's users to run • Only 3 months' worth of data can be extracted from DCOM in one go. If > 3 months' data is required, it is stitched together in Excel to meet regulatory requirements **To be:** • Foundational functionality for: • 9 targeted reports required by Lloyd's to meet regulatory reporting requirements • ~2 years' worth of data can be extracted from DCOM

Derived from direct market feedback

Release 1.2 / 1.2.1

'Double Click' on scope

#	Item	Description
8	DCOM changes for DDM MVP	Changes have been made to the Contract API to enhance the DCOM-DDM Integration when it is live. Key aims of R1.2: • Decrease the number of contracts that fail to be created in DDM, by adjusting how DCOM presents data in the API • Provide additional, relevant data that is currently mandatory and required for DDM • Decrease number of workarounds DDM needs to do in order to capture data correctly • Increase the number of contracts recognised as renewals **As is:** • Claims Authority limit captured per section for all Coverholders • No question asking if each binder is a master non-premium earning contract, • Manual renewal links cannot be established before the contract is registered i.e. whilst it is a draft • Premium paid field for reporting channels non mandatory ("Maximum number of days for reporting / submission") • Fields for contract API v3.0.6 missing **To be:** • Capture the Claims Authority limit per Coverholder • Ask a question to determine if each binder is a master non-premium earning contract and use this to ensure the correct information is captured under the reporting channels. This will ensure that users only answer bordereaux processing data when required. • Manual renewal links can be established for the renewal contract when in draft / registered / active / expired states • Make premium paid field mandatory for reporting channels ("Maximum number of days for reporting / submission") • New fields added in accordance with v3.0.6
9	Defect fixes from prior releases	**As is:** • Existing defects **To be:** • Fixed defects

Release 1.3 / 1.4

'Double Click' on scope

#	Item	Description
1	M&A for affected organisations*	**As is:** • Pre-M&A access controls & entity names on DCOM for affected organisations: ARK & IQUA **To be:** • Access controls and entity names in DCOM updated for affected organisations
2	Notifications upgrade*	**As is:** • Only notifications for the Create flow complete, notifications for endorsements, renewal, terminate had to be de-scoped due to capacity in MVP • Notifications are not as clear as they can be in places **To be:** • Add in high priority notifications e.g. for endorsement, renewal • Re-word notifications
3	Tracked changes for review tasks*	**As is:** • Review task sent from contract creator to all section leads to check data in DCOM is what was agreed offline • Section leads can approve/reject as appropriate • If they reject, contract creator must update & send back to leads • Currently, there is no summary to see what has been changed on DCOM, so leads can end up re-reviewing all info (not just the changes they requested) **To be:** • Tracked changes for returned review tasks gives leads confidence that they can see all changes made instantly

Derived from direct market feedback

Release 1.3 / 1.4

'Double Click' on scope

#	Item	Description
4	NTU improvements*	**As is:** • At go-live, logic built into DCOM meaning that tasks auto-NTUd too quickly. • Consequently, auto-NTU functionality was switched off, but due to tactical nature of the fix, notifications were not **To be:** • Re-instate simplified auto-NTU logic to only occur every 365 days from last update • Update Notifications' wording and logic
5	Choose which sections to send endorsement review tasks to*	**As is:** • Currently an endorsement requires all section leads to approve review tasks, even if the section they are on is not affected by the endorsement **To be:** • Allow users to select which section(s) are being changed by an endorsement, and only send review tasks to lead(s) on these section(s)
6	Edit limits in COB accordion*	**As is:** • When adding a limit, currently it is only possible to delete it and re-add another one, rather than amend **To be:** • Ability to amend limit rather than delete and re-add
7	Save/auto-save improvements*	**As is:** • Users must toggle on auto-save in each contract registration, there is no ability to turn it on for *all* contracts **To be:** • Ability to turn auto-save on for *all* contracts (new and existing)

Derived from direct market feedback

Release 1.3 / 1.4

'Double Click' on scope

#	Item	Description
8	Mandatory field reduction*	**As is** • Currently there are ~250 mandatory/conditionally mandatory questions in DCOM. An exercise has been undertaken to reduce this by ~40 **To be:** • 9 mandatory fields made non mandatory • 8 removed for all users as not required • 27 removed for non-DDM users
9	FCP claims integration	**As is:** • No integration for claims data **To be:** • Implement 'slim' version of the DCOM contract API that only exposes data that Vitesse require access to, and to only expose contracts that are applicable for FCP
10	Enhanced Lloyd's reporting	**As is:** • Only one overarching report available for Lloyd's users to run • Only 3 months' worth of data can be extracted from DCOM in one go. If > 3 months' data is required, it is stitched together in Excel to meet regulatory requirements **To be:** • 9 targeted reports required by Lloyd's to meet regulatory reporting requirements • ~2 years' worth of data can be extracted from DCOM

Derived from direct market feedback

Release 1.3 / 1.4

'Double Click' on scope

#	Item	Description
11	DDM API Update	**As is:** • Registration info for all DDM contracts is passed to DDM through API **To be:** • Only contracts for which DDM is being used to process bordereaux will be passed to DDM through API **Note: this change is being made prior to the integration**

DCOM / DDM Integration

'Double Click' on scope

#	Item	Description
1	DCOM / DDM Integration	**As is:** • No DCOM data is passed into DDM and all info must be re-keyed **To be:** • For contracts where DDM is being used to process bordereaux, DCOM will pass data to DDM for specific fields to reduce the amount of re-keying

Ongoing BAU Releases

'Double Click' on scope

#	Item	Description
1	MAT feedback*	**As is:** • It is difficult for a user to see what section they are in as the rows colours of the sections table in DCOM are very similar • If a section lead has already approved their section, but another requires an update, the review task will be sent back to both. This is confusing for the section lead who has reviewed **To be:** • Differentiate colours more in the section table • Make it obvious to the section lead who has approved
2	Workflow enhancements*	**As is:** • User feedback indicates that it is not easy enough to identify what individual within an organisation a task is sitting with • Burdensome UX for contract administrator to update if MA has returned a review task and wants changes • Incomplete endorsement review task info (e.g. description of endorsement) when viewing from My Tasks & My Team(s) Tasks dashboards **To be:** • *Assigned to* email address added in numerous places throughout the application including all dashboards, broker details & contract record • Improved UX for review returned review task updates • Display complete info for endorsement review tasks from all dashboards
3	Additional platform help-text *	**As is:** • Help text within DCOM not aligned to Field Definition document **To be:** • Help text within DCOM aligned to Field Definition document

Derived from direct market feedback

Ongoing BAU Releases

'Double Click' on scope

#	Item	Description
4	Administrative change identifier*	**As is:** • Where data has been entered incorrectly into DCOM (vs the offline slip), a DCOM endorsement is required to fix it, despite this not existing in the 'real world' **To be:** • Checkbox to identify this type of change added to standard endorsement process • Potential update to endorsement ref numbering – awaiting further market feedback
5	Endorsement/Renewal Comparison*	**As is:** • There is no ability in DCOM to summarise what has changed between versions of the same contract **To be:** • Functionality enabling users to compare two different contract versions including the initial contract, endorsements & renewals
6	Save improvements continued*	**As is:** • Currently, due to inherent Pega functionality, when a user saves a task, they are taken out of field/accordion/section **To be:** • *[Subject to achievability]* Enable a user to save and remain in the same place on DCOM

Derived from direct market feedback

Ongoing BAU Releases

'Double Click' on scope

#	Item	Description
7	Notification upgrade continued*	**As is:** • Individual user who triggered notification not named in notification • 'Effective date has arrived, and action required' notification not suppressed when: • Multi-lead contract • 1 leader approved • 1+ leader rejected / not actioned **To be:** • Show name of individual user who has triggered notification where appropriate • Suppress notifications for the above scenario
8	Data fix for users wanting to move admin domain*	**As is:** • It is not possible for organisations to move admin domains **To be:** • It will be possible for entities to move between admin domains via a Service Request
9	8.6 PEGA upgrade	**As is:** • DCOM is hosted on Pega version 8.4.6 **To be:** • DCOM will be hosted on Pega version 8.6

Derived from direct market feedback