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Delegated Contract Manager - Admin Domain(s) FAQs

As part of Delegated Contract Manager (DCM) onboarding, organisations need to determine how they are going to set up their admin domain(s). An admin domain must be set up in the first instance for an entity to have access to Delegated Contract Manager. Lloyd's will set up admin domain(s) for organisations, following confirmation of your organisation's admin domain(s). The purpose of this document is to support understanding of admin domain(s) for DCM.

Question	Response
What does 'Access Control' for Delegated Contract Manager mean?	Access Control refers to the process of managing visibility of data (within an organisation and externally) and allocating user permissions to individual end-users.
Why is Access Control needed?	It is important for an organisation to clearly define their access control requirements to ensure users can only access data which is appropriate to their needs (allowing an organisation to segregate data within their organisation and externally), and to ensure users can only perform appropriate actions in the system.
Who needs to set up Access Control permissions?	Initially, Lloyd's will create your Admin Domain based on your response to the Registrant survey. After this, the nominated Devolved Administrators (or 'Devolved Admins') from your organisation will be responsible for administering your access control set-up, both as part of onboarding and BAU.
What do we mean by a participant?	The types of participant we refer to in Delegated Contract Manager are Brokers, Managing Agents, Syndicates Coverholders, Service companies **and their associated identifiers** e.g., CSNs and syndicate numbers.
What is an Administrative Domain?	The concept of Administrative Domains (or 'Admin Domains') is to enable multiple participants (see definition above) within one organisation to be grouped together and manage their access controls under one umbrella.
Can you combine Admin Domains?	It is important to give careful consideration to the set-up of Admin Domains and we would typically only expect change to them as a result of Merger & Acquisition activity. Where this is required, it will be done via a service request and consultation with Lloyd's.
How many Admin Domains should I set up?	Delegated Contract Manager provides the flexibility to either group, or not group, multiple participants (see definition above) under a single Admin Domain within the system, in order to help meet the security requirements of your organisation. If you

	are looking after more than one participant, you will need to decide whether you need one, or multiple Admin Domains. The following factors should be taken into consideration: • Users (end-users and devolved administrators) can only be part of a single Admin Domain at any one time. Therefore if a common set of end-users will need access to delegated contracts relating to multiple participants then these participants must be in the same Admin Domain. • Each Admin Domain will have a common set of devolved administrators. • Within the Admin Domain, devolved administrators will be able to set up the Managerial and User Groups best suited to your organisations' needs. • They could create Managerial and User Groups specific to each participant, restricting end-users' access to a very granular level. • Or, if you do not need this granularity, and would like to set up a common set of Managerial and User Groups applicable to all of your participants, this is again supported by Delegated Contract Manager when the participants are part of a common Admin Domain. • Ultimately, this allows you the flexibility to have shared administrative resources, but still maintain separate security groups for your end-users within a single Admin Domain. Lloyd's *recommends* that organisations opt for a single Admin Domain where possible as segregated of participants can still be achieved using separate Managerial Groups. Some organisations, such as those with more complex legal structures, may require multiple Admin Domains if complete segregation of entities **and** Devolved Admins is required, with no visibility between entities.
Can I have multiple participants within a single Admin Domain?	Yes, multiple participants can be included within a single Domain. Different types of participant within a single organisation (e.g., Broker, Coverholder, Service Company) can be part of the same Admin Domain if applicable for their organisation. Each participant can, however, only be part of a single Admin Domain at a time.
How will it work if we've got different types of participant? Will we need to have different log ins?	No, you will not require different logins if you are in the same Admin Domain. Depending on the needs of your organisation, you could either create separate user groups for each participant or have them combined and administered by the same users in a common set of user groups.
What should I call my Admin Domain(s)?	The name of your Admin Domain must adhere to the following criteria: 1. Representative of the group you are creating and including the name of your company. 2. Unique (i.e., not used anywhere else in the system). 3. Less than 64 characters.

What is a User Group hierarchy?	A User Group hierarchy denotes the relationships between the Domain User group, Managerial Groups and User Groups. A user group's position in the hierarchy determines the registration data that they can access.
What is a Domain User Group?	Each Admin Domain has one Domain User Group which is set up automatically and cannot be removed. This group will be given visibility of all data and tasks within the system that are associated with the participants within the Admin Domain. If you do not wish to use this Group, it is not mandatory to add any users.
What is a Managerial User Group?	Each participant within an Admin Domain will need to be associated with a Managerial Group. Managerial Groups can be shared across multiple participants. When a task is shared, visibility is granted to the Managerial Groups of all participants on the contract. Users in these groups can choose to grant other user groups within their hierarchy visibility of this task.
What is a User Group?	User Groups are used to segregate access to registrations within your organisation by allowing you to logically group users. The system allows you the flexibility to organise your users into structures that reflect how your teams operate day to day. The structure you create for your organisation's user groups can be either simple or complex in order to achieve the separation you require. The user groups exist in the system as a hierarchy. User groups above others in the hierarchy will have visibility of the work done by users in the lower user groups. This enables oversight where required. It is possible to have multiple user groups at the same level within the hierarchy, and each of these in turn can accommodate a set of lower level 'child' user groups. A user can be part of many user groups, at multiple levels in the hierarchy.
What does a Devolved Admin have to do?	Devolved Admins are nominated individuals within an organisation responsible for setting up and maintaining the user group structure of an Admin Domain determined by their organisation. They are also responsible for adding / removing the users within these groups and assigning permissions (e.g., Read only, Read Write and Read Write Submit). Devolved Admins will be restricted to one Admin Domain only, in the same way that other end-users are.
Who would be a suitable candidate for the Devolved Admin role?	It is up to your organisation who is chosen as Devolved Admins, though a minimum of two are required per Admin Domain. It is necessary that users chosen are appropriate for the additional level of functionality that comes with this role.
Can I be a Devolved Admin for more than one Admin Domain	No. As with all other users, it is not possible for a Devolved Admin to be a user and/or Devolved Admin in more than one Admin Domain.

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Delegated Contract Manager (DCM) - Access Controls FAQs

This document provides answers to frequently asked questions about DCM access controls. It has been designed to support market understanding of access controls and inform the design of organisation's user group hierarchies.

Question	Response
How is a User Group granted access to a registration and how is this controlled?	When creating a registration, you will be able to select a User Group to which you would like to grant access. Any further user groups are granted access by your Managerial Group(s).
What happens if you add a user group lower down in the User Group hierarchy?	Any 'parent' user groups will be granted visibility of registration data relating to the new user group.
What are User roles?	All users, except Devolved Admins, must be assigned a user role, or a permission, which are Read Only, Read Write and Read Write Submit. The granted user role is applicable throughout DCM.
Are permissions applied to individual users, to user groups, or both?	Permissions are applied to users and a single user can only have one permission at any one time.
Who can add or remove user groups to the hierarchy?	Your organisation's Devolved Admin will have the ability to add, edit or remove User Groups from your organisation's access control hierarchy.
Where are users added in the User Access Hierarchy?	Only Devolved Admins can add users to user groups or managerial groups. Users are always added into user groups and it is these user groups that combine to form the user access hierarchy.
Can users be granted access to multiple groups?	Yes, there is nothing stopping you from being in multiple user or managerial groups within your admin domain.
What is a CSN?	A Central Settlement Number (CSN) enables an entity to transact via Lloyd's Central Settlements facility and can be obtained by brokers, syndicates, managing agents dealing directly with coverholders (including service companies) and consortium leaders and/or experts for the collection of consortium fees and/or expert fees.

What is a broker number/pin?	For tax and regulatory purposes, each broking participant or direct-dealing managing agent will require a broker number, also known as a broker pin. This is a unique code which is used to distinguish between broking entities.
What does my organisation need to do to design their Access Control approach?	Ultimately, it is up to each organisation (and their Devolved Admins) to define their organisations access control approach and allocate user groups based on their real-world organisational structures. For highly complex structured organisations, Lloyd's will hold specific review sessions to 'sign-off' their organisation's access control hierarchy.
Is it possible for a broker CSN to be utilised by multiple participants?	Yes, a CSN can be used by multiple participants.
Can you add a CSN to a user group at any time?	Yes. We have tried to make this process as flexible as possible, so you may add or edit user groups at any point in time by amending or granting 'rights' to a user group.
Once I have completed the appropriate Lloyd's registration process and I have a new participant that I want to add to my admin domain - how do I do this?	If you need to add a participant to your admin domain, you will need to contact Lloyd's via the Market Support Centre to complete this action on your behalf.
Does the Access Control setup I create in DCM get applied to Atlas or DDM?	No. The access control setup created in DCM applies to DCM only. If necessary, further guidance will be provided following future releases.
Do Atlas relationship permissions have any bearing on what can be completed within DCM?	This is validated within the system, meaning you will be unable to select a coverholder with which you do not have an existing relationship.
Are Users added to a group by default?	No, there is no default. Users can be added to any group.
How many 'layers' can be set up in a User Access hierarchy?	Currently the limit is set to 5 layers (excluding the Domain User Group).
Can you attach multiple participants to a single managerial group?	Yes, there is no limit to the number of participants you can attach to a single managerial group. However, a participant can only ever be attached to one managerial group at a time.

Following a merger or acquisition, do the new entities enter at domain user level or managerial user level?	The process is designed to be flexible. Your organisation can allocate your user permissions based on how it best suits them. Usually, the holding or parent company will sit at Domain User Group level, with the individual participants sitting below it at Managerial User Group level. In situations regarding mergers and acquisitions, we recommend contacting Lloyd's via the Service Hub for support in determining the best approach.
Who has visibility of all users within a User Group?	Users within a User Group can be viewed on the DCM onboarding screen by Devolved Admins.
Following an acquisition, there is a period of time where the teams legally cannot talk with each other. Can this be factored into our organisation's access control hierarchy?	In this instance, you would bring them under the Domain User Group as a separate Managerial Group. This means that no one, except for the Domain User Group, will have visibility of any level of reporting and managerial groups will be unable to view each other's registration data.
How will reporting work in terms of data security?	When using the report functionality, the data available will be in-line with the user's setup in their access control hierarchy. This means a user will not have access to any data in reports that is not available to them within DCM.
Where would all the old contracts sit?	Our suggestion would be that you set up a specific managerial group for your older contracts.
Who needs to be involved in designing our organisation's access control hierarchy?	We recommend that relevant personnel from within your organisation, such as Compliance Officers, Heads of DA, Legal representatives, Heads of IT and senior DA Managers are involved in designing your Access Control approach.
How will Lloyd's support What can Lloyd's do after I've set up my user access hierarchy?	Most access controls activities and changes to the user group hierarchy are able to be self-administered. However, Lloyd's will have the ability to support the market should it be required. For data security reasons, there are functions, such as adding a new participant to an admin domain, which can only be performed by Lloyd's.

What support is Lloyds offering in designing our Access Control approach?	Lloyd's will be supporting each firm in preparing for this change through the provision of several key materials, such as the User Group Hierarchy Decision Tool and the Devolved Admin Configuration Table, which will allow organisations to design and record their user access hierarchies. Following the initial briefing calls, Lloyd's will also be offering 1-1 design support sessions to firms with complex organisational structures to ensure their access hierarchies have been correctly set up.
What materials should I be aware of?	In order to best prepare each organisation, Lloyd's will be offering FAQs, a User Group Hierarchy Design Tool, Generic User Group Hierarchy Examples and a Devolved Admin Configuration Requirements Template.
If there is an anticipated de-merger, should the admin domain be completed for both the original MA and the MA to be?	You should set up your Admin Domain(s) as it should be for go-live. If you expect this to change either before or shortly after go-live, you should contact Lloyd's via the Market Support Centre so we can work with you to readjust your user group hierarchy following the de-merger.
If a Managing Agent has more than one syndicate, does a separate admin domain need to be set up for each syndicate?	The Managing Agent is the participant within the Admin Domain. If segregation is required for the syndicate, this can be achieved in the user group hierarchy structure. Further information was provided during Admin Domain Briefing Call presentation, available here.
Can a user belong to more than one managerial group?	Yes, there is no limit to the number of user groups or managerial groups to which a user can be assigned, provided they are in the same admin domain.
Can participants from different countries be in the same Admin Domain?	Yes, there are no locational restrictions for admin domains. We recommend using a single admin domain and segregating participants using managerial groups and/or user groups, the same as if they are located in the same country.
As a broker, will a relationship with a Coverholder be carried across all departments we set up, or will each department have to set up their own relationship with the Coverholder?	Coverholder relationships are governed in Atlas, which is not changing at the moment. The DCM system deals with the visibility of registration data; however, it does include validations which restrict the creation of registrations if the appropriate relationship does not exist in Atlas.
We have different syndicate numbers for Lloyd's Europe	There is no requirement to treat Lloyd's Europe syndicate numbers differently. The participant within the Admin Domain is the Managing Agent and any required segregation of syndicates can be achieved in the user group hierarchy structure.

business, are we meant to be treating these as separate participants?	
Can a Managing Agent have a syndicate and an in-house broker in the same admin domain?	Yes, there is no restriction on this.
Do Coverholders need to register by 26 March?	No, this deadline does not apply to Coverholders. Coverholder onboarding is planned for future releases and all relevant Coverholders will be notified in advance.
Can we have shared mailboxes as our Admin Domain?	We require email addresses to be specific to the user rather than a shared mailbox.