

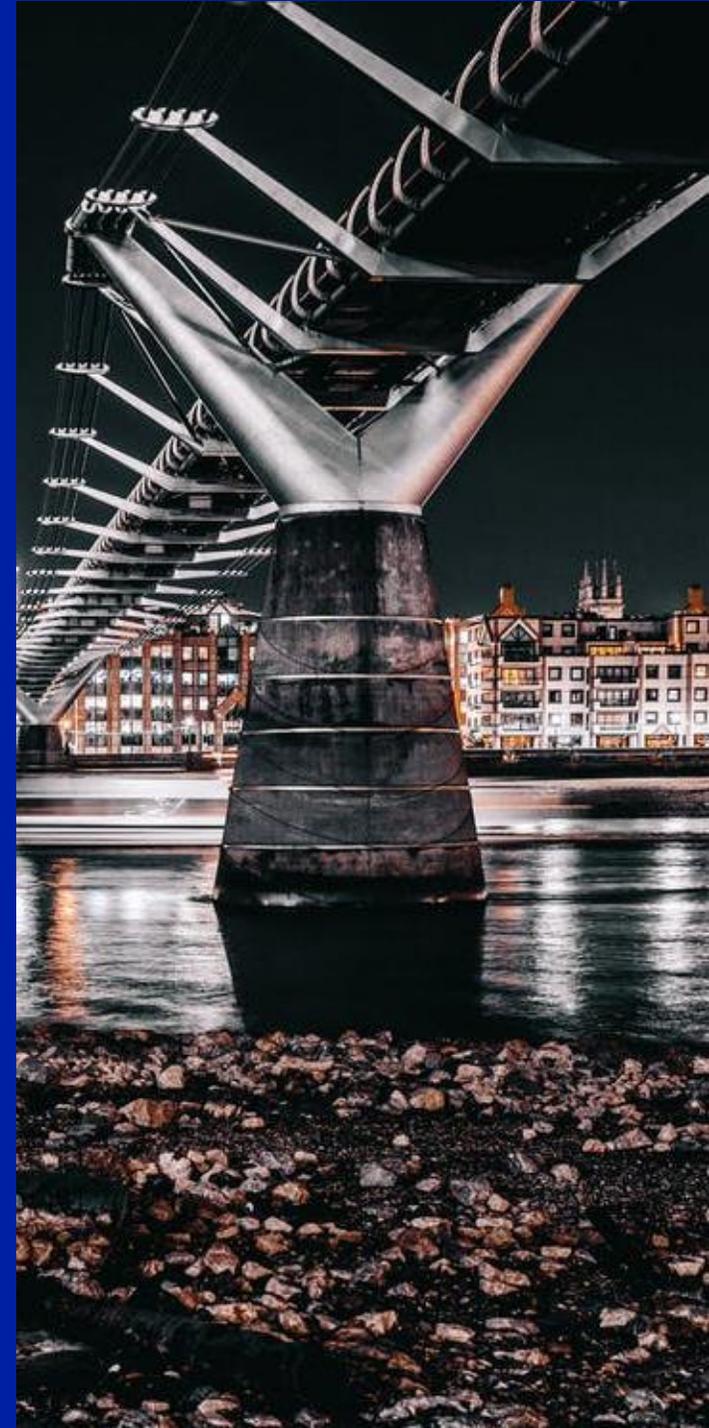
LLOYD'S

Change Lead Kick Off

An aerial photograph of a lush green landscape. A dark, winding road or path cuts through a valley between rolling hills. The hills are covered in vibrant green grass and some small trees. The sky is bright blue with scattered white clouds. The overall scene is bright and scenic.

Agenda

- 1 | Purpose of today
- 2 | Meet Lloyd's Change Team
- 3 | Change Lead Role & Responsibilities
- 4 | Lloyd's Business Readiness Approach
- 5 | Next steps
- 6 | Feedback on the Business Readiness Toolkit



What to speak up about today

1. What other information do you need?
 - What do you need now, what can come later?
2. Where should we be focusing our efforts for business readiness support?
3. What's missing from this approach?

Meet Lloyd's DA Change Team

Delegated Data Manager



Jamie Coughlan
Change Lead



Paniz Mojahedi
Communications Manager



Freddie Bond
Change Analyst

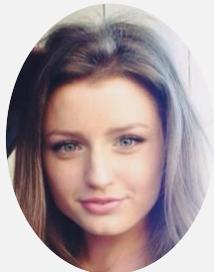
Delegated Contract & Oversight Manager



Tom Barrett
Change Lead



James Robertson
Change Manager



Georgina Broster
DA Programme
Communications Lead



Joe Aston
DA Programme
Change Lead



Ashley Joy
DA Programme
Onboarding Manager



Alberto Pita
DA Programme
Training Manager

Role of a Change Lead

ROLE

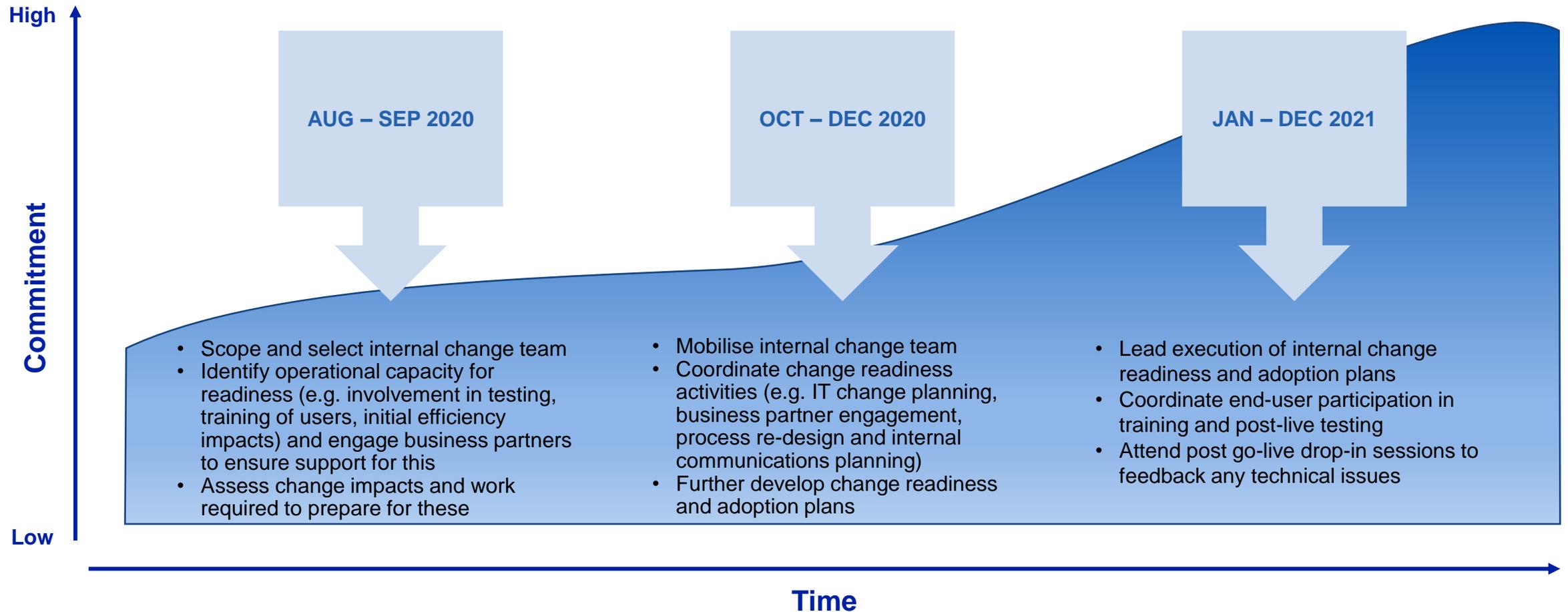
- Lead and manage the planned system and process changes within your DA departments
- Encourage participation in DA Programme events and re-share relevant Lloyd's communications
- Support Lloyd's DA Change team by sharing key messages with your teams
- Help keep business readiness activity on track by proactively managing risks or issues

RESPONSIBILITIES

- Attend business readiness planning support sessions, starting in September
- Select internal change resources to help deliver the changes
- Build an internal business case to secure sponsorship, funding and resources required for adoption of DA changes
- Create and drive business readiness plan for DA departments (and supporting functions)
- Advise and support DA teams in delivering the business readiness plan
- Act as a main point of contact for Lloyd's DA Change team

Change Lead Activities & Time Commitment

Dependent on organisational size and complexity



DA Programme Business Readiness Approach

Objectives:

- Ensure **each firm is ready** to effectively adopt and operate new DA systems when required
- Equip firms to plan as early as possible to ensure resources are mobilised in time to **minimise disruption** and **maximise market benefits**
- Ensure business readiness projects are delivered **cost-effectively at the appropriate scale** for each firm

Business readiness activities will be underpinned by the following guiding principles:



Equip market with business readiness requirements & supporting guidance **as early as possible & iteratively** (even if incomplete)



Combine business readiness activities for all DA change projects to **ensure joined-up approach**



Support firms' DA change leads to develop robust business readiness plans, based on best practice & learnings from other change projects



Assess, track & report on each firm's business readiness to **ensure visibility of risks & appropriate interventions**

Planned Business Readiness Support

How can we make our approach more relevant to your needs?

Business Readiness Toolkit

- Iteratively developed toolkit – informed by DA Change Lead feedback and guidance
- **Future Release Dates:** w/c 14 Sep, Oct, and more tbc
- **Location:** maintained on [Lloyds Delegated Authority site](#)

Business Readiness Support Session

- Support sessions will be split by organisation type (Brokers / Managing Agents / MGAs)
- Deep dive into change areas requiring greatest preparation
- **Future topics:** market systems integration; workflow (“to be process”); onboarding; training; testing; data cleansing; post-go live support

Email Updates

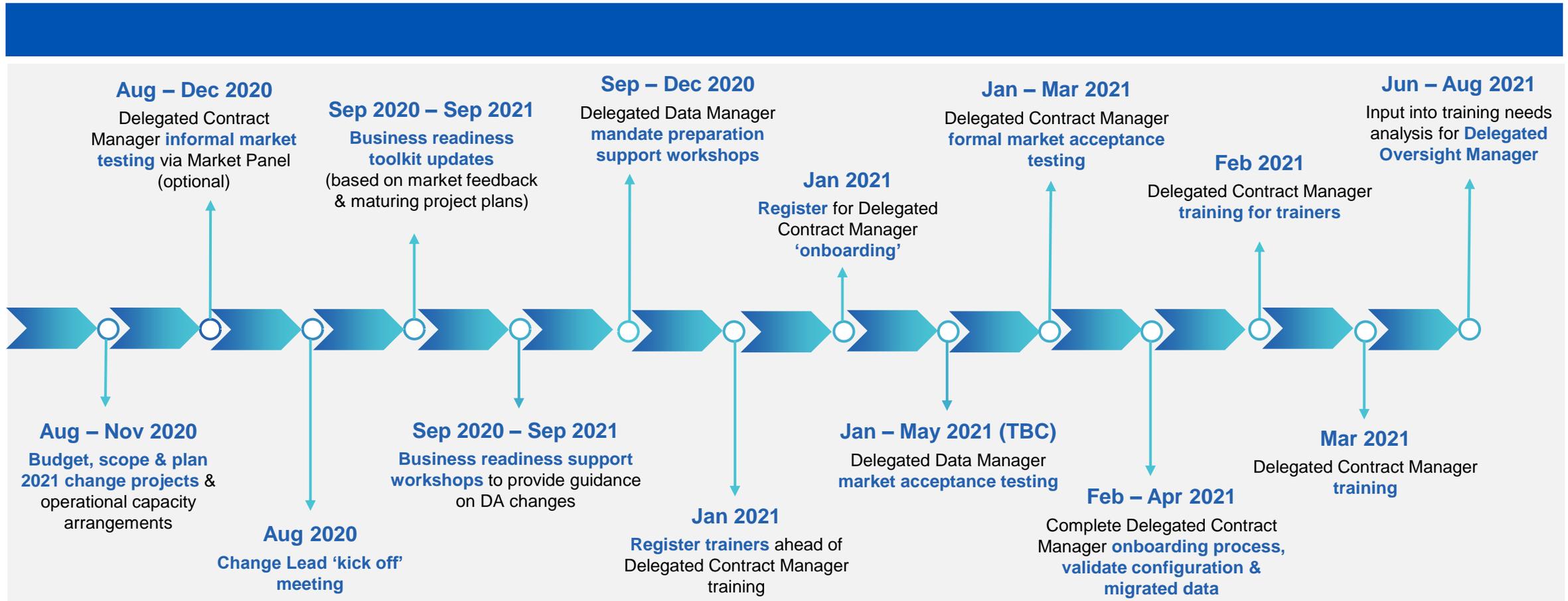
- To ensure DA Change Leads are equipped with the relevant information needed to prepare their organisations for change
- Drive awareness of upcoming business readiness activities and milestones
- Direct DA Change Leads towards the latest guidance

Readiness Risk Monitoring

- Ongoing readiness survey to help Lloyd's assess risk and business readiness support needs
- Opportunity for DA Change Leads to inform priorities for activities and resources Lloyd's change team delivers

DA Programme Business Readiness Plan

What's happening, and when?



Our Commitment to You & What We Ask From You

From Us

- Regularly update business readiness guidance as project plans mature
- Be open and honest about the progress and delivery of the programme
- Maintain regular engagement to give you opportunities to validate your understanding
- Use your feedback to target guidance and support to what's most relevant to you

From You

- Participate in business readiness support sessions (if you cannot attend, please nominate a deputy)
- Share key messages from Lloyd's Change team with your colleagues
- Communicate risks or issues as early as possible so we can support you with these
- Contact your association or us with questions or feedback at DAchangesupport@lloyds.com.

Next steps

- **Complete** business readiness survey (by 4 September)
- **Review** business readiness toolkit and provide feedback to Lloyd's DA Change Team (by end of August)
- **Review** exemplar change plan scope and consider what this means for gaps in your plans (by end of August)
- **Attend** business readiness planning support workshops (starting in September)
- **Look out** for release two of the business readiness toolkit (w/c 14 September)
- **Build** your internal business readiness plan, secure sponsorship, resources and budget required (by November)

