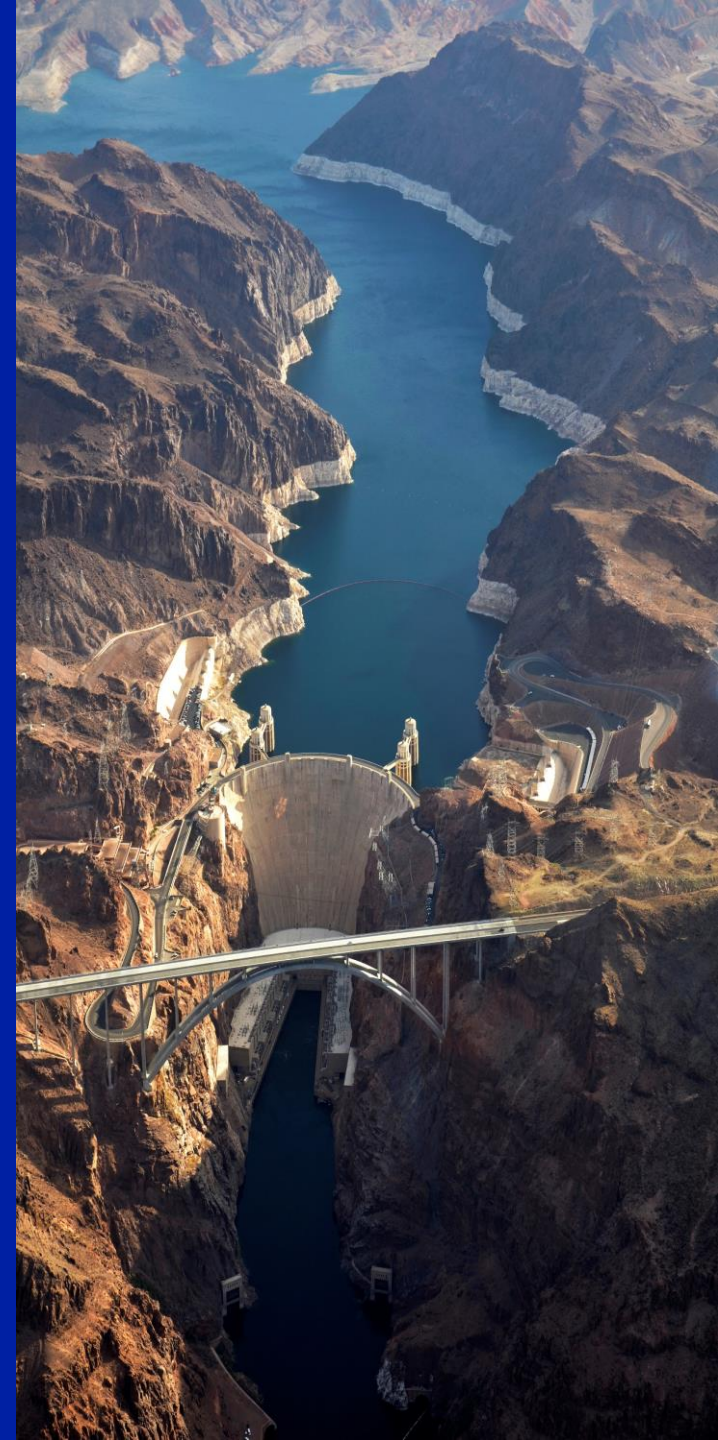LLOYD'S

DCOM business readiness support session
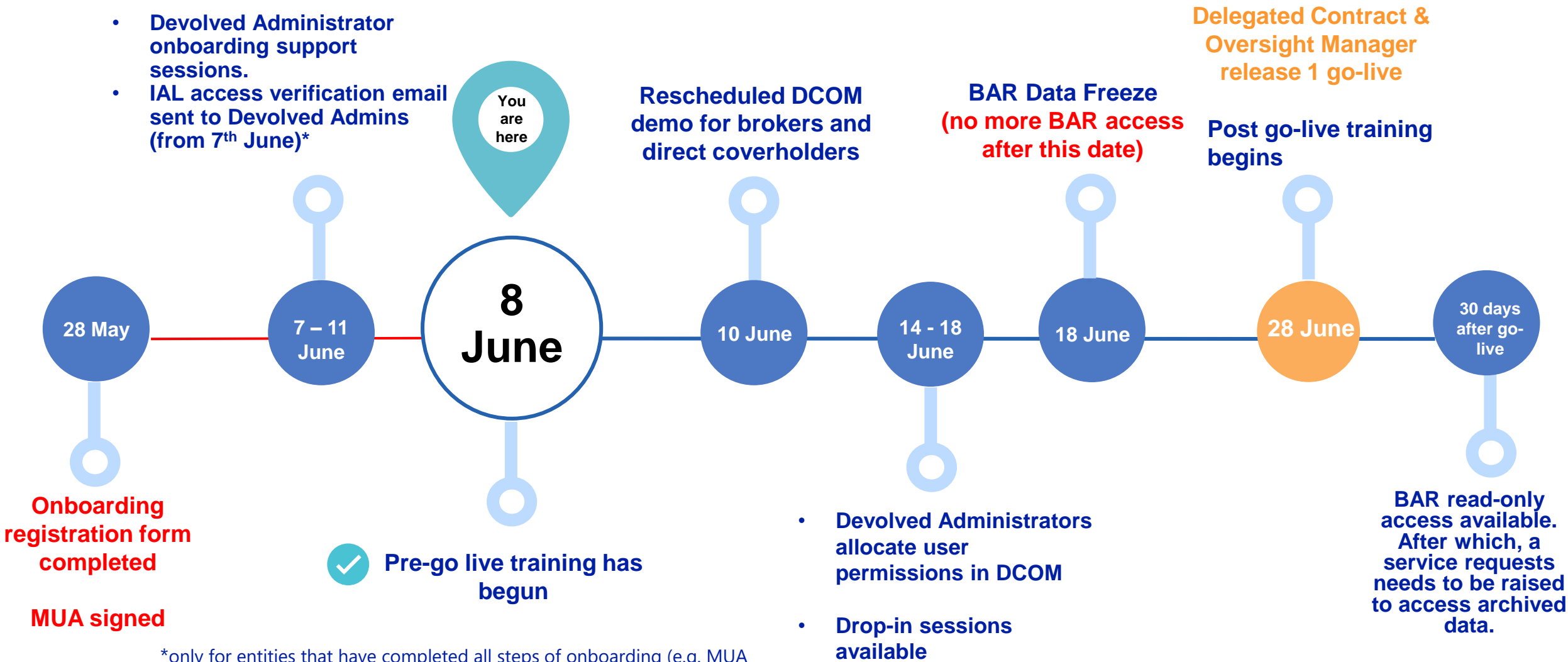
Today's agenda

1 | June look ahead (10:02 – 10:05)

2 | Market Support Centre (10:07 – 10:22)

3 | Product centric approach (10:22 – 10:30)

4 | Data migration approach (10:30 – 10:43)

5 | System best practice (10: 43 – 10:45)

6 | Devolved admin & IAL activities (10:45 – 10:50)

7 | DDM update (10:50 – 10:55)

8 | Next steps Q&A (10: 55 – 11:00)

Monthly look ahead

- Devolved Administrator onboarding support sessions.
- IAL access verification email sent to Devolved Admins (from 7th June)*

You are here

Rescheduled DCOM demo for brokers and direct coverholders

BAR Data Freeze (no more BAR access after this date)

Delegated Contract & Oversight Manager release 1 go-live

Post go-live training begins

28 May — **7 – 11 June** — **8 June** — **10 June** — **14 - 18 June** — **18 June** — **28 June** — **30 days after go-live**

Onboarding registration form completed

MUA signed

✓ **Pre-go live training has begun**

- Devolved Administrators allocate user permissions in DCOM
- Drop-in sessions available

BAR read-only access available. After which, a service requests needs to be raised to access archived data.

*only for entities that have completed all steps of onboarding (e.g. MUA Signed, Authorised Contacts approved Devolved Admins, Devolved Admins verify details)

DCOM Market Support Centre

Introduction

Main DCOM Support Features

- Capabilities deployed on day 1

Market Support Centre Portal

- **Digital self service support platform** available 24/7/365

- **One click away**: A link to the Market Support Centre Portal will be available on every DCOM screen

- **Knowledge Base**: Access to a rich and up to date knowledge base (starting with over 50 articles on day 1). Knowledge articles will be guides with screenshots as well as short demo videos

- **Search**: Google style search to easily find the article you need to answer your question or help you resolve your issue

- **Get Help**: Ability to raise a support request if you could not find it through the knowledge base

- **Track your requests**: a mailbox style view of all your support requests, active or closed and the ones you raised for others

- **Update your support request**: a WhatsApp style messaging on each support request to add information or ask for an update

- **Email notifications**: you will receive via email a notification for each support request created for you (with a handy link), for key updates from the support team and a notification of resolution

- **Message Board**: a message board will highlight any ongoing major incident, or upcoming release / maintenance downtime

Market Support Centre Phone Line

- **Phone support** available on **UK business days from 8am to 6pm**.

- **Dedicated team** available to help if you cannot obtain the support you need from the Market Support Centre Portal. They will help you find the information you need from the portal, help you directly with your query, or raise and assign a support request on your behalf.

- **Major Incident Support**: For major incidents only, users will be able to contact a support technician 24/7/365

Service Levels Targets

Incidents

Priority	Response Times	Update	Resolution Times
1	30 min	1 hour (*)	4 hours
2 (Major)	30 min	2 hours (*)	10 hours
2 (non-Major)	30 min	2 Support Hours (*)	10 Support Hours
3	1 Business Day	2 Business Days	5 Business Days (*)
4	5 Business Days	5 Business Days	20 Business Days (*)

(*) or as otherwise notified by Lloyd's

Service Requests

Category	Response Time	Resolution Times
A - Extremely Urgent	30 Support Minutes	2 Support Hours
B - Urgent	1 Support Hour	10 Support Hours (*)
C - Non-urgent routine requests	4 Support Hours	2 Business Days (*)

Performance and Continuous Improvement

- High level framework

Performance Management

- **Measure DCOM service (including support) performance** against an established set of KPIs and SLAs based on customer needs and desired outcomes

- **Established governance** through formal service review meetings with regular cadence to rigorously examine, discuss and agree actions to improve the performance of services

- **Transparent reporting**: Performance dashboards and remediation actions will be shared openly to maximise opportunities for feedback

- **User interviews**: Regular user interviews will be organised with market users to collect performance feedback beyond measurable KPIs

- **Data analytics**: will allow us to interpret and analyse what market users have searched for via the Market Support Centre portal as well as highlighting recurring issues

Continuous Improvement

- **Product lead** approach ensuring the focus remains on customer experience and customer outcomes

- **Data driven** process to draw out the next priority issue to resolve by analysing data from performance dashboards, support requests, incidents, user interviews

- **In partnership with the market:** improvement opportunities will be prioritised with input from the market (via Market User group) and major changes will be tested, at design stage as well as delivery stage, with market users.

- **Rapid delivery**: we are setting ourselves up to be able to frequently deliver improvements in a truly agile approach.

- **Update KPIs** following delivery of improvements to confirm benefits achievement.

Market Engagement

- **A Market User group (MUG)** will be established in order to
  - issue the latest performance information and confirm we are meeting the market's objectives
  - receive market feedback on the support provided by the MSC and whether it meets their needs
  - share any associated action plans that would impact the market and their usage of the service and mitigate any risks
  - highlight best system practices to ensure the maximum benefit to its users

- **A feedback section** will be prominent in the Market Support Centre portal to collect comments and suggestions beyond the MUG

- **User Interviews** will be regularly organised to seek candid feedback on user experience & design, support features, DCOM features, benefits, …)

- **Communication** of events such as material updates, major incidents, upcoming maintenance, … will be delivered digitally.

DCOM E2E Support Journey

- High Level View

NB. At any stage of this journey, users can:
- Call the Market Support Centre
- Log onto the Market Support Centre (MSC) Portal to search for help, create a case / request or follow up on an existing case / request

Product-centric approach

LLOYD'S

Beyond R1.1 of DCOM

Pivoting to a product led approach

our new ways of working

Lloyd's is moving to a Product Driven Delivery:

In simple terms this is a way of focusing on value add items which are only added onto the Product roadmap if we can demonstrate that they will add value to the customer or the organisation. This is demonstrated using data, customer insights and experimentation for example.

The Product team will work towards the delivery of value in an iterative way so that the products are constantly refined and improved over time.

Product – what does it mean for me?

- You will see smaller releases for the product more often

- You will be able to feed back improvement ideas and requirements which will be added to a backlog and prioritised against the value they can add.

- You will see a roadmap for the Product and what can be expected in the future and we will ask for feedback on the priorities therein

What is on the Roadmap thus far:

High Level areas of Value being discussed currently

Data, market feedback and proofs of concept will be used to help decide priority

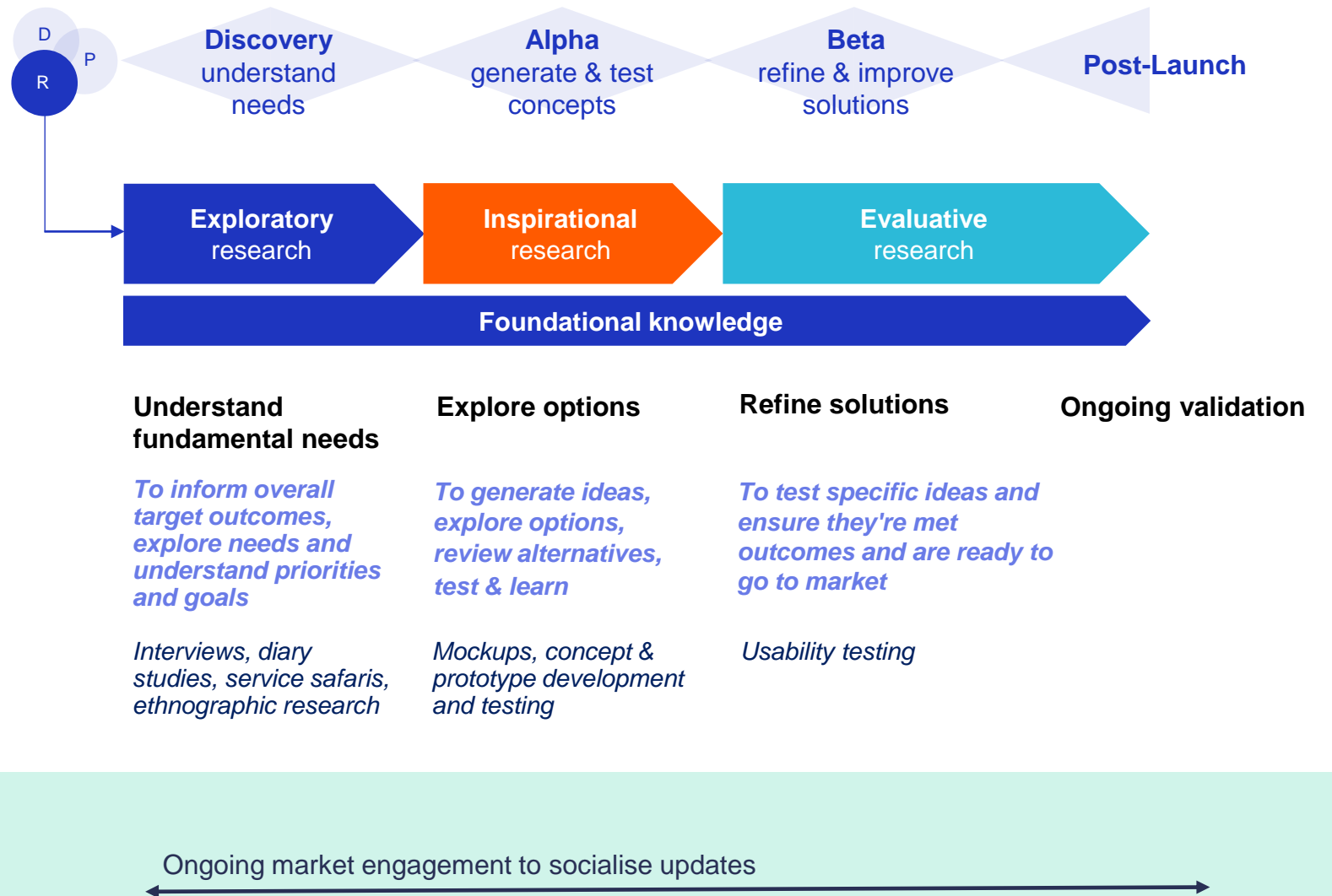To kick that off today we would like to get your views on the following areas:

- Streamlined onboarding
- Real Time compliance
- Contract Builder
- E-Placement
- Contract Registration
- Outbound API integration to DDM

Gathering the right insight at the right time

the right insight at the right time can help inform the design & delivery of future DCOM releases in a more sustainable way

How research supports the lifecycle of a digital project

D
P
R

| Discovery understand needs | Alpha generate & test concepts | Beta refine & improve solutions | Post-Launch |

| **Exploratory** research | **Inspirational** research | **Evaluative** research |

Foundational knowledge

Understand fundamental needs	**Explore options**	**Refine solutions**	**Ongoing validation**
To inform overall target outcomes, explore needs and understand priorities and goals	*To generate ideas, explore options, review alternatives, test & learn*	*To test specific ideas and ensure they're met outcomes and are ready to go to market*	
Interviews, diary studies, service safaris, ethnographic research	*Mockups, concept & prototype development and testing*	*Usability testing*	

Ongoing market engagement to socialise updates

Data Migration

BAR Data Freeze

- Under current timelines, access to BAR will be frozen on the 18th June. After this date, the market will not be able to access BAR.

- DCOM will go-live and be ready to use from the 28th June.

- Any data cleansing activities should be completed prior to the 17th June.

- Any BAR activity that is required between 18th June – 28th June will need to be completed before the 18th June or wait until after the 28th June.

- Read-only BAR access will be provided to the market for 30 days after go-live. After this period, all BAR data will be archived and can be accessed via a service request through the Market Support Centre.

Records Excluded from Migration

- Approximately 36k records will be excluded from the migration to DCOM due to poor data quality

- These records (1999-2011), have no UMR, have a status of Draft, Withdrawn or Null and are also missing a combination of the following fields:

1. Inception/Expiry date

2. Lead syndicate

3. Class of Business

4. A large number of these are not accessible from the BAR UI and are only visible in our databases.

- Where we can identify the market participants attaching to these records, we will be providing a data dump to each participant but will not be migrating these to DCOM.

Field Mapping & Sections

- Each field in BAR has been mapped to at least one corresponding field in DCOM. **E.g. Inception Date > Period From**
- Fields in BAR – **E.g. inception/expiry, lead syndicate, COB, region etc. – can vary by Coverholder**
- We will use the earliest/latest inception/expiry dates to populate these dates at a Contract level in DCOM. Any other dates on BAR will be used to populate section inception/expiry dates.

The following logic will be used to determine Contract Sections in DCOM:

1 **BAR record has multiple Coverholders & all fields are identical > Migrated to same section of same contract in DCOM**
E.g. Coverholders A & B have identical inception/expiry dates, COBs, Regions etc. > Migrated to the same section

2 **BAR record has multiple Coverholders & not all fields are identical > Migrated to separate sections of the same contract**
E.g. Coverholders A & B have identical BAR data, but Coverholder C has a different inception date -> Section 1: Coverholders A & B Section 2: Coverholder C

3 **BAR record has duplicate Coverholders with identical fields > Duplicate Coverholders migrated to separate sections of the same contract**
E.g. Coverholder A attaches to a BAR record twice with identical information > Section 1: Coverholder A, Section 2: Coverholder A

Full field mapping is available in the Migration Approach Document

Master & Sub Binders

- As BAR does not formally support the construction of Master and Sub-binders, there are many ways in which these have been set up on BAR. As a result, it is very difficult to accurately identify all of the Master and Sub binder schemes on BAR.

- All binders, including Master & Sub binders, will be subject to the "Section Splitting" logic discussed on the previous slide

- If your organisation has set up Master & Sub binders as individual BAR registrations, **these will be migrated as separate contracts**.
    - i.e. One BAR registration between the Master Coverholder and the Managing Agent and multiple other registrations between the Sub-Coverholders and the Managing Agent
    - The Master/Sub links will not be populated on DCOM in these cases but users can raise a request with Lloyd's to add these. Priority will be given to schemes that are currently active.

- If your organisation has set up Master & Sub binders as one BAR registration with the Master and all Sub-Coverholders attaching, **this will be migrated as one contract with multiple sections** as detailed previously.

Master & Sub Binders – Renewals

- Regardless of the construction your organisation has used to Register Master and Sub binders, we have the following advice for imminent renewals:
  - **If the renewal date is after the BAR cut-over date (further details pending):** We would advise creating the renewals Master and Sub registrations individually on BAR and leaving these in draft. These will be migrated to DCOM as draft contracts which will allow users to add the Master/Sub links and to complete the contract as part of the normal workflow.
    - Alternatively, if time permits, users can wait until DCOM goes live and create renewals directly in the new system
  - **If the inception date is prior to the BAR cut-over date:** We would advise creating the renewals Master and Sub registrations individually on BAR and setting the status to Registered. These will be migrated to DCOM as Active Contracts and post go-live, users will be able to raise service requests with Lloyd's to retrospectively add the Master/Sub Links between the individual contracts.
    - **Priority will be given to active schemes**

Contract and Section Status Mapping

Contract Status Mapping

BAR STATUS	DCM CASE STATUS
Registered	Active/Expired
Cancelled	Terminated
Draft (pre 31/12/2019)	NTU
Draft (post 31/12/2019)	Draft
Withdrawn	NTU

Section Status Mapping

BAR STATUS	DCM SECTION STATUS
Registered	Complete
Cancelled	Terminated
Draft (post 31/12/2019)	Draft
Draft (pre 31/12/2019)	NTU
Withdrawn	NTU

Agreement Template Mapping

- Agreement Template (e.g. LMA3113A, LBS0001A) will be set for all Contracts in DCM using our current assumptions and the data provided in the Service Company return.

- However, draft contracts will not have the Agreement Template populated by our assumptions. Instead this field will be blank and users will be able to select the appropriate template as part of the normal contract creation process.

- To facilitate renewals, we will allow users to raise service tickets to amend the Agreement Template for any Registered contracts in BAR with an inception date of 31/12/2019* (*date tbc*), special consideration will be given to multi-year contracts.

- The full set of rules governing this are to be confirmed, however we will generally not approve any requests to switch between LBS and LMA templates.

- Registered contracts incepting prior to 31/12/2019*, and all cancelled and withdrawn contracts cannot have the agreement template amended unless absolutely necessary. This is under the assumption that contracts falling into this criteria are unlikely to be renewed in DCOM and will help to manage the number of service requests.

*Full agreement template mapping assumptions available in Migration Approach Document

Regions

- We will be moving to the ISO standard for countries and subdivisions in DCOM

- As a result, many countries have slightly different names than those currently present in Atlas/BAR. Those with more significant changes have been highlighted in the Migration Approach document.

- To maintain alignment with Lloyd's regulatory, reporting & licensing requirements, we have given some territories an "X" ISO code where these are not considered standalone countries by the ISO.
  - E.g. Labuan – XLA

- Currently on Atlas/BAR, some "sub-countries" are treated as individual countries. Where possible, we have collapsed these into the "parent" country and added any other ISO subdivisions
  - E.g. The Azores will be available to select as a subdivision of Portugal in DCOM as opposed to a standalone country. All other Portuguese ISO subdivisions will be also available to select

- Any binders which only have a sub-country under Territory Selection on BAR will have the parent country and sub-country populated under Risk Location in DCOM
  - E.g. The Azores on BAR will be migrated to Portugal > Azores

- Any binders which only have parent countries selected will have the parent country and all subdivisions, other than any sub-countries, populated under Risk Location in DCOM
  - E.g. Portugal on BAR will be migrated to Portugal > Lisboa, Porto, Faro, Leiria, Beja…. (excl. Azores, Madeira)

System best practice

DCOM Best Practice Guidance

- **32 DCOM knowledge articles** (Devolved Admin & end-user) will be available on the Market Support Centre, covering step-by-step instructional content and images of Delegated Contract & Oversight Manager.

- These knowledge articles will also include **system tutorial videos** covering specific components of the system.

- In some of these articles, we will be including best practice guidance e.g., **share visibility of contract** and **submit for review** functionality. This guidance pertains to Lloyd's recommendations of best practice and will be continued to be updated as future iterations of the product are rolled out.

Devolved Admin & IAL activities
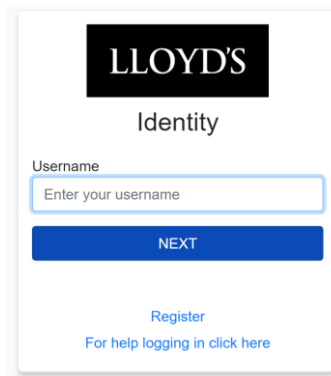
Onboarding Support Sessions

To access DCOM, Devolved Administrators (and Users) will require to go through Identity (IAL). These sessions aim to fully prepare you to conduct all activities as Devolved Admins in IAL for your organisations.

Identity (IAL)

The purpose is to make it easier for a **user to request an account and system access** at the same time.

Identity is a platform whose purpose is purely to allow:

- Users to register for a Lloyd's Application
- Verify User identity (authentication)
- Administer users access and manage requests

Devolved Admin's role in IAL

There are **2 activities** Devolved Admins have to do in IAL**:**

Verify IAL Account

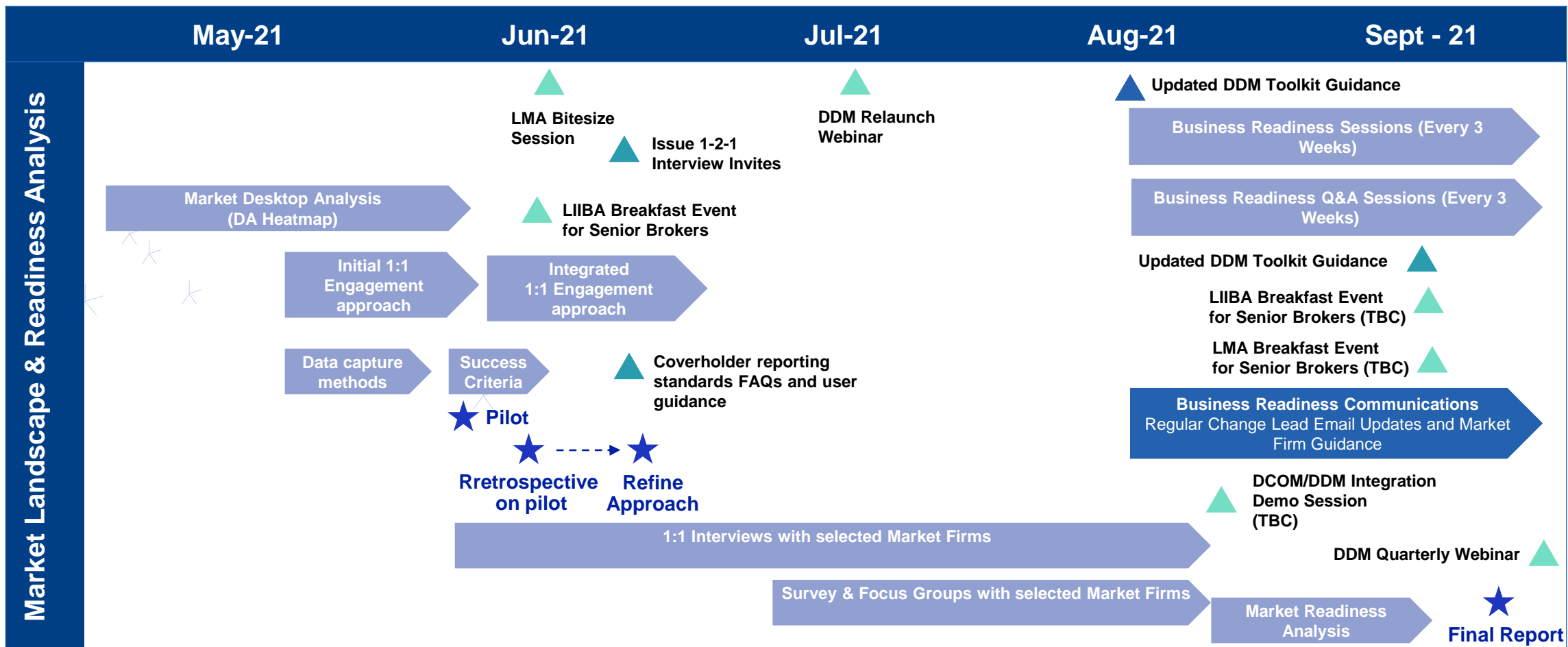> Set up your IAL account
> Reset your password

Add users to IAL

> Bulk-upload your entities' users to IAL
> Identify common scenarios and solutions

DDM update

DDM Market Landscape & Readiness Analysis - POAP

To understand the market firms' current usage experience & readiness to adopt or increase their usage of DDM

Market Landscape & Readiness Analysis

May-21	Jun-21	Jul-21	Aug-21	Sept - 21

LMA Bitesize Session

Issue 1-2-1 Interview Invites

DDM Relaunch Webinar

Updated DDM Toolkit Guidance

Business Readiness Sessions (Every 3 Weeks)

Market Desktop Analysis (DA Heatmap)

LIIBA Breakfast Event for Senior Brokers

Business Readiness Q&A Sessions (Every 3 Weeks)

Initial 1:1 Engagement approach

Integrated 1:1 Engagement approach

Updated DDM Toolkit Guidance

LIIBA Breakfast Event for Senior Brokers (TBC)

Data capture methods

Success Criteria

Coverholder reporting standards FAQs and user guidance

LMA Breakfast Event for Senior Brokers (TBC)

Pilot

Business Readiness Communications Regular Change Lead Email Updates and Market Firm Guidance

Rretrospective on pilot

Refine Approach

DCOM/DDM Integration Demo Session (TBC)

1:1 Interviews with selected Market Firms

DDM Quarterly Webinar

Survey & Focus Groups with selected Market Firms

Market Readiness Analysis

Final Report

▲ **Market Firms Communication** ▲ **Market Firms Engagement**

EMBARK ◯ ENGAGE ◯ EMPOWER ◯ ENCOURAGE ◯ EVALUATE

1:1 Engagement Launch - What is coming next?

❑ We are preparing for issuing 1:1 invites to Change Leads network for DDM Interviews

❑ If for any reasons you are no longer a designated **DDM Change Lead** for your firm please let us know via email: Iwona.martin@lloyds.com

Next steps

- **Urgent Action –** Ensure your organisation has completed every stage of the DCOM registration process i.e. MUA Signed, Authorised Contacts have approved Devolved Admins, Devolved Admins have verified their details **(ASAP)**

- **Make sure** your organisation's Devolved Admins have attended Devolved Admin training and are planning to attend one of the onboarding support sessions this week **(7 – 11 June)**

- Devolved Admins must **allocate** user permissions in DCOM system in accordance with your organisation's user group hierarchy design, once they have been notified by Lloyd's **(14 – 18 June)**

- **Look out for** data migration communications and share with relevant internal stakeholders **(w/c 07/06)**

- **Review and share** today's presentation and the recording with all DA Managers in your group

- **Attend** optional business readiness Q&A session, and invite relevant SMEs (e.g. DA compliance) to join you **(on 15 June)**