

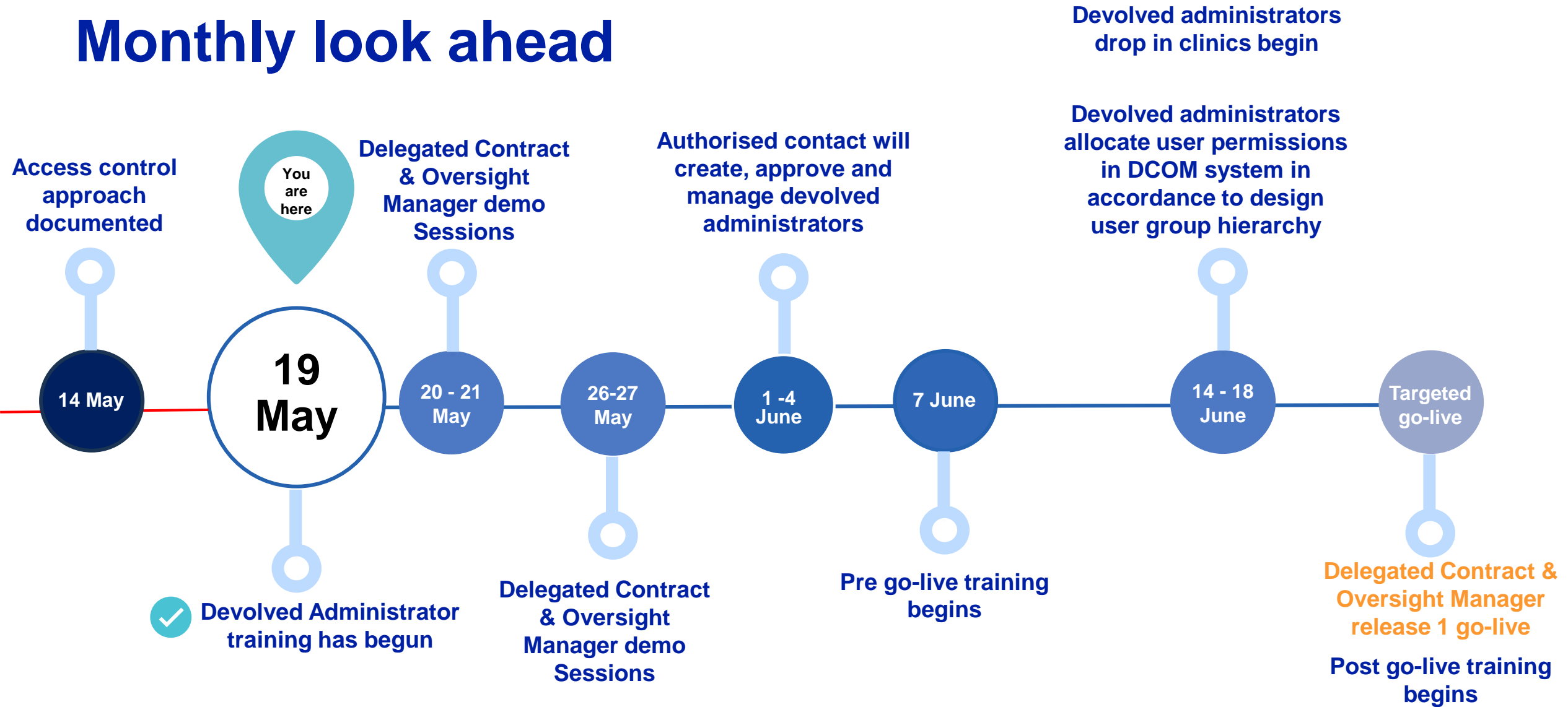
# DCOM business readiness support session

# Today's agenda

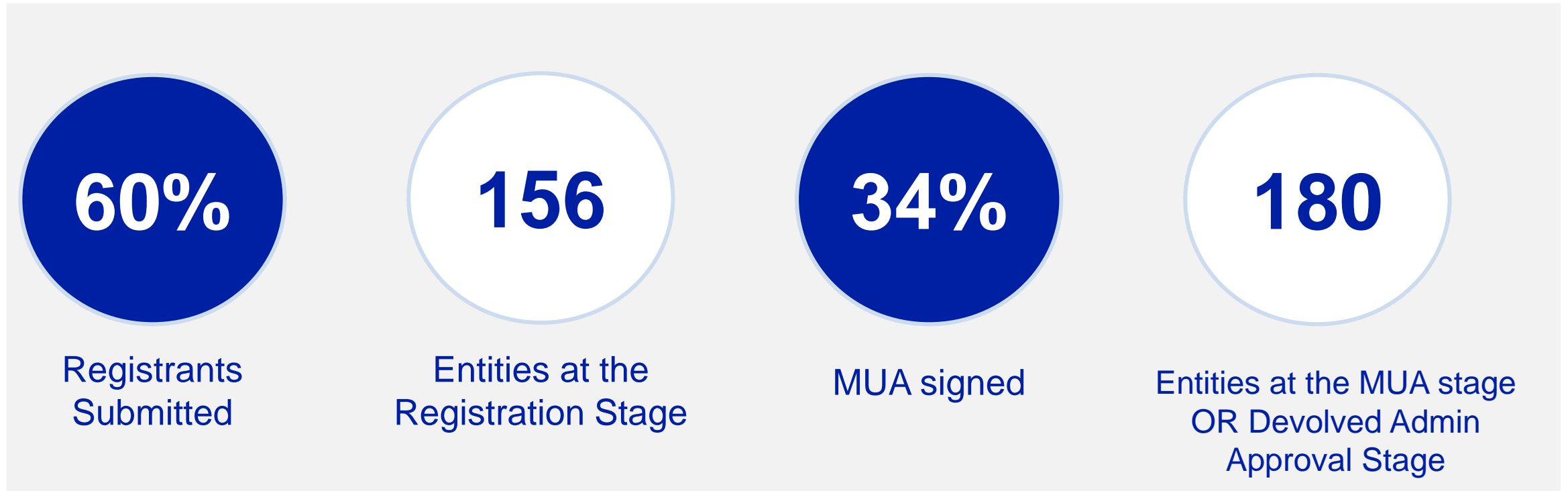
- 1 | June look ahead
- 2 | Market acceptance testing update (e2e, onboarding)
- 3 | Pre go-live training registration
- 4 | Onboarding update
- 5 | Re-sign of migrated multi-year contracts and print registration
- 6 | Next steps Q&A



# Monthly look ahead



# Onboarding Progress

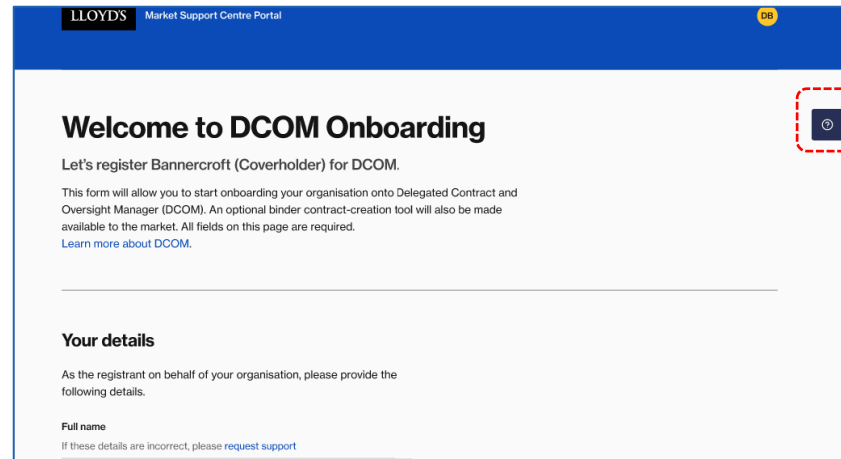


## How can you help?

- Please make sure that you (registrants) have initiated the Onboarding Process – We are aware of access issues for some
- Connect with your legal signatory to ensure that your organisation can move on with the MUA signature
- Note that ALL submitted Devolved Admins need to be approved by the Authorised Contact. Once approved, Devolved Admins receive an email to verify their credentials

# Support function in Registration Forms

We encourage you to raise any questions regarding your registration using the built-in Support Function (rather than using emails)



LLOYD'S Market Support Centre Portal DB

## Welcome to DCOM Onboarding

Let's register Bannercroft (Coverholder) for DCOM.

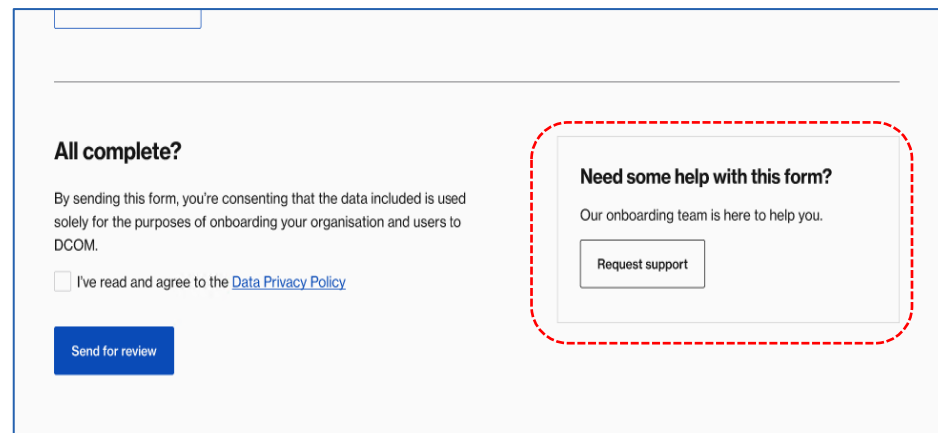
This form will allow you to start onboarding your organisation onto Delegated Contract and Oversight Manager (DCOM). An optional binder contract-creation tool will also be made available to the market. All fields on this page are required.  
[Learn more about DCOM.](#)

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### Your details

As the registrant on behalf of your organisation, please provide the following details.

**Full name**  
If these details are incorrect, please [request support](#)



LLOYD'S

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## All complete?

By sending this form, you're consenting that the data included is used solely for the purposes of onboarding your organisation and users to DCOM.

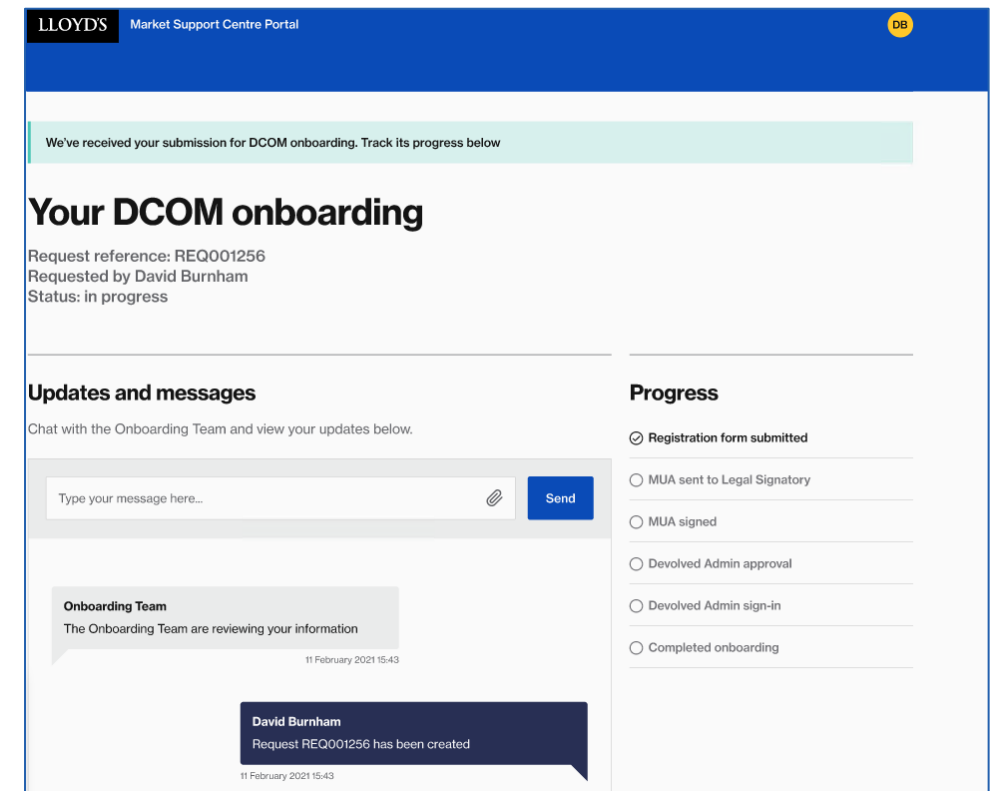
I've read and agree to the [Data Privacy Policy](#)

[Send for review](#)

### Need some help with this form?

Our onboarding team is here to help you.

[Request support](#)



LLOYD'S Market Support Centre Portal DB

We've received your submission for DCOM onboarding. Track its progress below

## Your DCOM onboarding

Request reference: REQ001256  
Requested by David Burnham  
Status: in progress

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### Updates and messages

Chat with the Onboarding Team and view your updates below.

[Send](#)

**Onboarding Team**  
The Onboarding Team are reviewing your information  
11 February 2021 15:43

**David Burnham**  
Request REQ001256 has been created  
11 February 2021 15:43

### Progress

- Registration form submitted
- MUA sent to Legal Signatory
- MUA signed
- Devolved Admin approval
- Devolved Admin sign-in
- Completed onboarding

# Common Access Issues – Unauthorised page

Our DCOM Feedback Team is aware that several users have been encountering access Issues during the Onboarding Process. Please direct these issues to [DCOMFeedback@Lloyds.com](mailto:DCOMFeedback@Lloyds.com)

## The registrant is not being identified as the registrant

1

### Unauthorised

You don't have permission to view this page, as the link you've followed is specific to the user it was originally sent to.  
If you think you are seeing this page in error, please contact your Registrant.

#### Example:

Invitation to register is addressed to [John.Smith@CompanyA.com](mailto:John.Smith@CompanyA.com)

Registrant logs in using [J.Smith@CompanyA.com](mailto:J.Smith@CompanyA.com)

### Resolution:

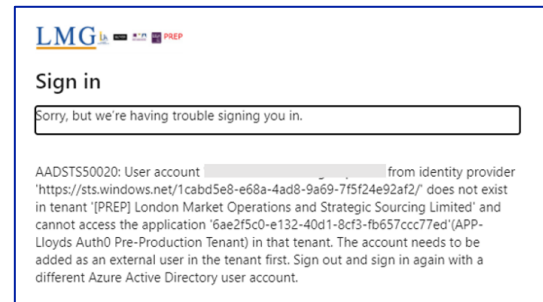
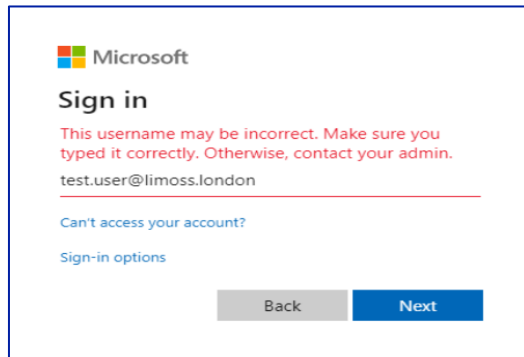
1. Only the registrant has access to the registration form (i.e. not change leads)
2. Always make sure you're using the **SAME** email provided (tip: check the "To:" in the original invitation email)
3. Try using the guide attached to the invitation email (Appendix 9 – Page 10)
4. Get in touch with [DCOMFeedback@lloyds.com](mailto:DCOMFeedback@lloyds.com) if you're still not able to see your registration form

# Common Access Issues – Limoss SSO

Our DCOM Feedback Team is aware that several users have been encountering access Issues during the Onboarding Process. Please direct these issues to [DCOMFeedback@Lloyds.com](mailto:DCOMFeedback@Lloyds.com)

## User needs an account created with Limoss

2



### Resolution 1:

Get in touch directly with Limoss at [ServiceDesk@Limoss.London](mailto:ServiceDesk@Limoss.London) with a screenshot of your error – they will help you reach a resolution

### Resolution 2:

Email us at [DCOMFeedback@lloyds.com](mailto:DCOMFeedback@lloyds.com) and we will get in touch with Limoss on your behalf

Your organisation uses Limoss SSO but you don't have an account.

Limoss Service Desk will need to be contacted (yourself or we can do it on your behalf)

# End to end MAT - Overview

From a testing point of view, MAT has achieved the key metrics agreed. The project team are continuing to work on responding to all feedback, fixing defects and prioritising enhancements

## In numbers



## In summary:

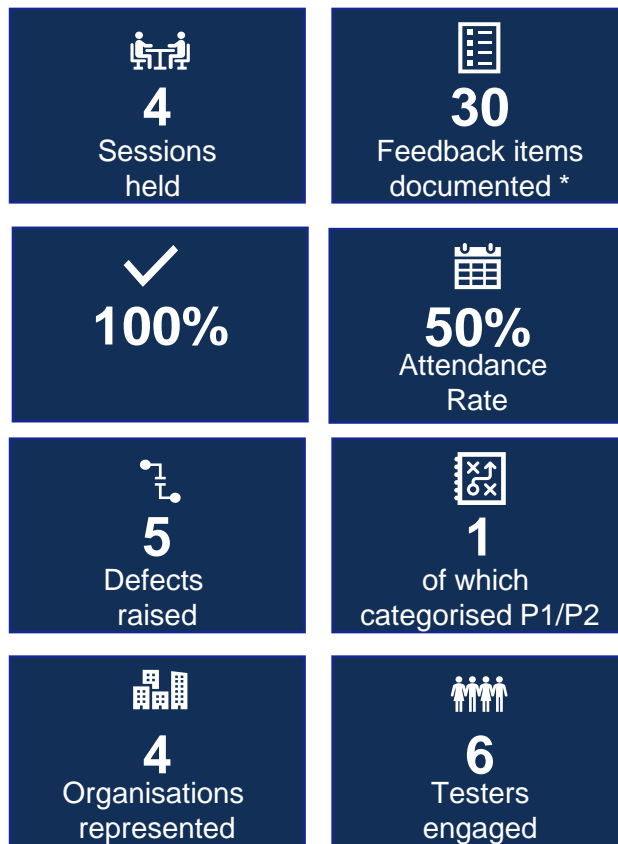
- ✓ 100% of MAT test scenarios have been executed. Each test scenario executed by a minimum of 3 testers
- ✓ 95% Pass rate achieved overall
- ✓ Market feedback has been gathered, reviewed and converted into defects and user stories for R1 where appropriate
  - All defects found have been reviewed and prioritised, all valid defects are logged
  - All defects resulting from MAT with a priority P1 or P2 are in the process of being fixed and demonstrated to the market
  - Action plan is being defined for fixing remaining P3 and P4 defects
  - All suggested enhancements have been logged and are in the process of being prioritised. For R1, capacity is very limited



# Devolved Admin Market Acceptance Testing - Summary

From a testing point of view, MAT has achieved the key metrics agreed. The project team are continuing to work on responding to all feedback, fixing defects and prioritising enhancements

## In numbers



## In summary:

- ✓ 100% of MAT test scenarios have been executed. Each test scenario executed by a minimum of 3 testers
- ✓ 100% Pass rate achieved overall (77% with interim issues)
- ✓ Market feedback is still being gathered, reviewed and converted into defects and user stories for R1 where appropriate
- ✓ 5 defects (P2 – 1, P3 – 2, P4 – 2)

# Pre go-live training registration

- Pre go-live instructor led end-user training will take place between **7<sup>th</sup> and 25<sup>th</sup> June**.
- Communications will be issued to all participants this week nominated for pre go-live training by Change Leads.

**1**

End-users nominated for pre go-live training by DA Change Leads (using Training Registration Form) will be emailed a link to Microsoft Bookings

**2**

End-user's book desired training slot in Microsoft Bookings and download outlook invite

**3**

End-users attend instructor-led training session

# Pre-go live training agenda

## Training topics will include:

- Introduction to DCOM
- Navigation and Home Page
- Assign Tasks to Teams and Individuals
- Create a Registration
- Common and Individual Sections
- Copying Sections
- Uploading and Generating Documents
- Send for Review and Approval
- Validation errors
- Create an Endorsement
- Endorsement Timeline
- Re-baseline Endorsement
- Duplicate a Registration
- Terminate a Registration
- Renew and Link

# Print registration & Re-sign of migrated multi-year contracts

## Print registration

This functionality will be turned off for Release 1

- DCOM has been built to be flexible and allow a contract Administrator to add participants on the registration regardless of Atlas approvals (in BAR you can only add a participant if adequate approvals are in place)
- From the feedback received, we believe the Print Registration will therefore be of limited value and we are exploring options to allow MAs to understand what has been validated as part of their reviews
- In the meantime, if you require registration data in the printed form, please use the generated documents schedule

## Re-sign of migrated multi-year contracts

- Contracts created in DCOM and those migrated as a draft must be re-signed in DCOM annually
- However, it will not be possible to re-sign contracts migrated from BAR in any state other than DRAFT

# Next steps

- **Review and share** today's presentation and the recording with all DA Managers in your group
- If you haven't already, **confirm** names of end-users requiring instructor led training, using the training registration form **(ASAP)**
- **Join** optional live demo sessions and invite interested colleagues, starting 20 May **[\(sign up here\)](#)**
- **Attend** optional business readiness Q&A session, and invite relevant SMEs (e.g. DA compliance) to join you **(on 27 May)**
- **Join** the next DCOM business readiness support session **on 8 June** (invites to be issued next week)

