



# DCOM business readiness support session

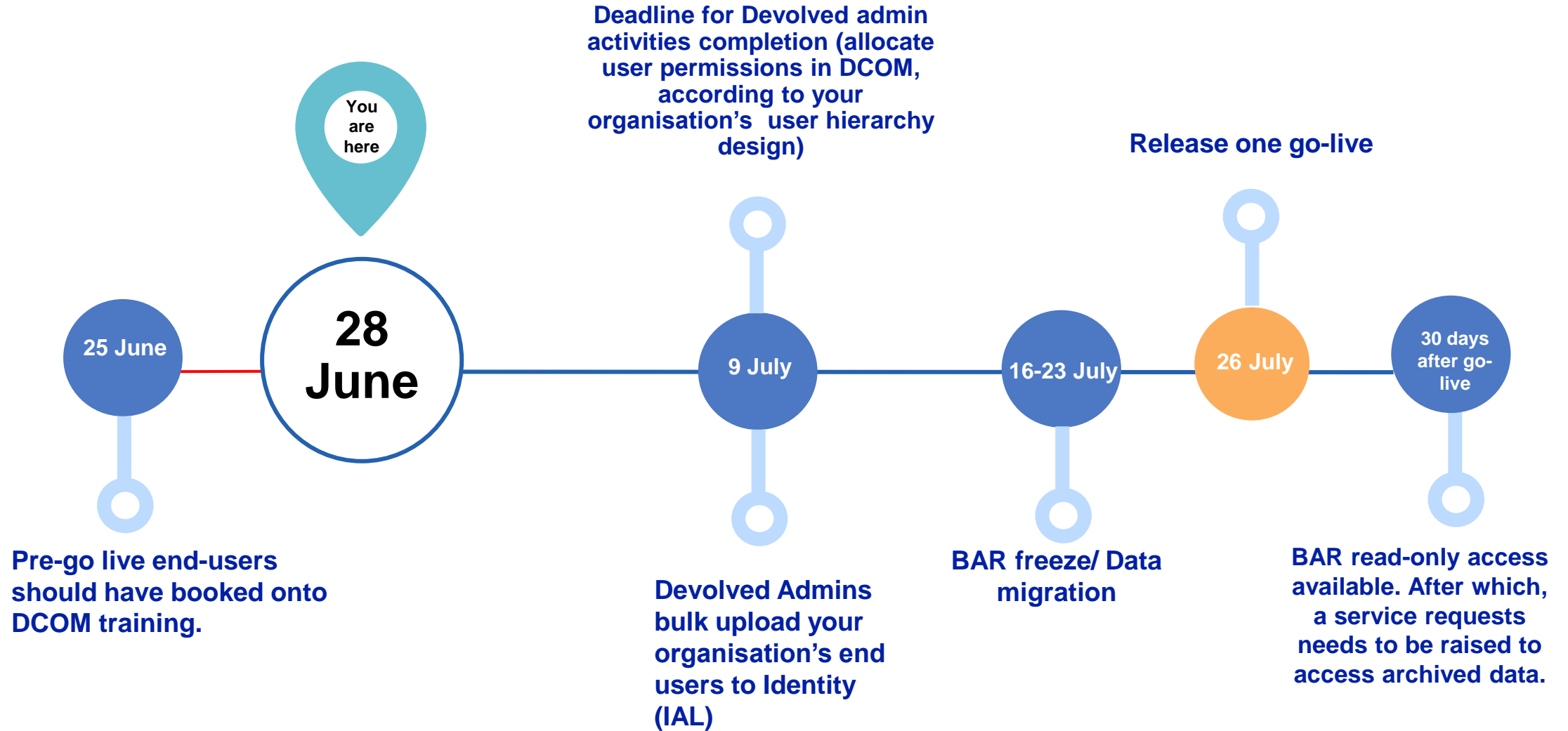


# Today's agenda

- 1 | June look ahead
- 2 | Release one go-live announcement
- 3 | Raising a support request
- 4 | Devolved admin responsibilities
- 5 | Onboarding update
- 6 | Post-go live training and drop-in
- 7 | Next steps Q&A



# Monthly look ahead



# Release one go-live

To allow market firms more time to complete the final stages in the onboarding process and train additional users, we have updated the timelines as follows:

- **Monday 21 June:** DCOM will be open for market firms' devolved administrators to set up users in their organisations, allowing the market time to complete onboarding activities until Friday 9 July.
- **Friday 16 July:** BAR freeze period begins running for the week up to cut-over.
- **Monday 26 July:** Cut-over from BAR to DCOM for the registration of new binding authority agreements, renewals and endorsements. By this date all historic data from BAR will be migrated and available on DCOM.

We will monitor closely the progress made and confirm the revised go-live date in July and keep the market up to date on any new developments.

# Raising a support ticket & demo

The Market Support Centre is the DCOM service support platform. **All system training support materials** (knowledge articles and video tutorials) will be hosted here.

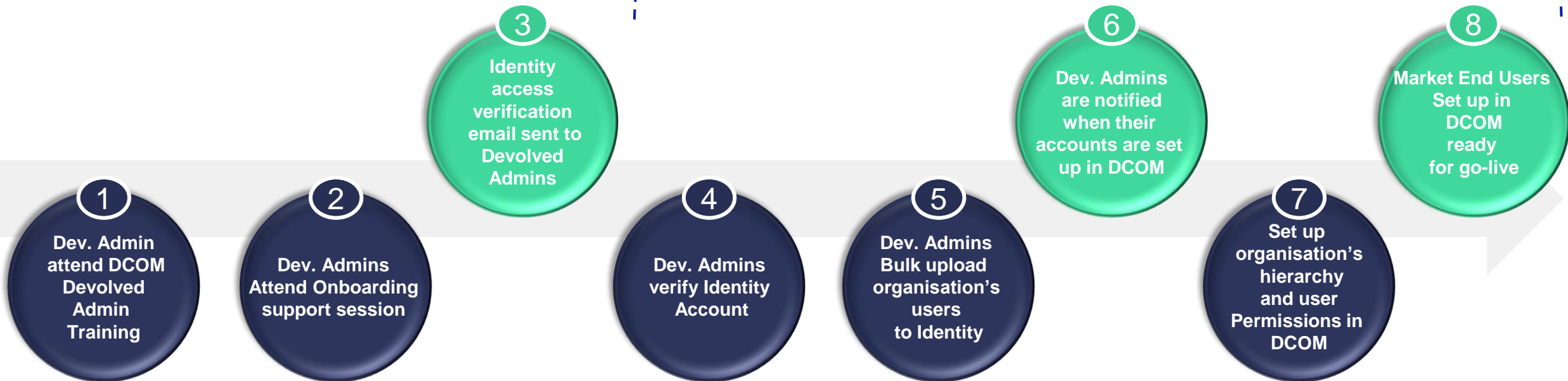
- The Market Support Centre is also the **primary place to ask queries and request support**, by raising a support ticket. A dedicated service support team will log, track and resolve your query.
- If your organisation's Devolved Admins have any queries (e.g. user access, setting up user hierarchies etc) then please raise a support ticket in the Market Support Centre. At go-live, end-user can also use this functionality to request support.
- Going forward, please only use [Dachangesupport@lloyds.com](mailto:Dachangesupport@lloyds.com) / [DCOMFeedback@Lloyds.com](mailto:DCOMFeedback@Lloyds.com) for change and engagement related queries. **All other system-related and support queries should be raised by support requests in the Market Support Center.**
- To access the Market Support Center, either:
  - 1) <http://www.marketsupport.lloyds.com>
  - 2) Click the '**Help and Support**' button on the top right of your DCOM screen.

# Devolved admin responsibilities

- Devolved Admins are **responsible for managing their organisation's end-user's access ahead of go-live and also providing end-user support on a BAU basis** after go-live.
- Devolved Admins should have attended the Onboarding support sessions and be aware of some of the difference common access scenarios that end-users may encounter when logging into DCOM. Supporting documentation has also been provided and a knowledge article will be available on the Market Support Centre.
- Should your organisation's end-users have any issues accessing DCOM, **they should first approach your organisation's Devolved Admins to help troubleshoot.** Devolved Admins should check the issues guidance to support the end-users.
- A support request can be raised on the Market Support Center if an end-user's access issues persist.

# Devolved Admin's Onboarding Process for DCOM

If your organisation has completed the DCOM registration process for all your entities (completed registration form, signed MUA, approved Dev Admin and Dev Admin's have validated credentials) then your organisation will be at one of the below onboarding steps.



## Support collateral on Market Support Centre:

- Knowledge Articles / Interactive Videos / Video Tutorial / Training Session Recording / Onboarding Support Session Deck
- If you still require support, please raise a **request in the Market Support Centre**

# Accessing DCOM Pre-Go Live

- Users should **not access DCOM** and complete any **activities before go-live (26 July)**.
- **This excludes the Devolved Admin Tasks** (e.g. user group hierarchy set-up, adding users and allocating user permissions).
- Anything that is created in DCOM before this will **not be valid or available for go-live**.
- Until data migration activities have completed, there will be **no data in DCOM**.



# Post-go live training and drop-in

## Knowledge Articles & Video Tutorials

- For go-live, 35 knowledge articles will be available on the Market Support Center, a service support platform for DCOM.
- Each knowledge article will consist of step-by-step instructional content along with screenshots of DCOM.
- Some articles will also include best practice guidance.
- Each knowledge article will be accompanied a short video tutorial.

## Post go-live instructor led training

- End users registered for post go-live training will be invited to book onto instructor-led training sessions week commencing 12/07.
- If you have any additional end users, you would like to receive post go-live training, please email using [Dachangesupport@lloyds.com](mailto:Dachangesupport@lloyds.com)

## Post-go live training clinics

- From go-live, daily training drop-in clinics will be available.
- The purpose of these sessions is to support market Devolved Admins and end user with any system queries.
- Communications explaining how Devolved Admins and end users can book onto these sessions will be issued later.

# Next steps

- 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 & bulk upload organisation's end-users to Identity (IAL) **(21 June – 9 July)**
- When invited, your organisation's end-users, **must** book on to attend instructor-led training to learn how to use the system.
- **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 7 July)**
- **Join** the next DCOM business readiness support session **on 20 July** (invites to be issued next week)

