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DCOM business readiness support session

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Today's agenda

1. What we've heard from you and what we're doing about it
2. Actions for Change Leads: ***Reminder***
3. Go-Live Checklist: Updated
4. Access Control Design / User Group Hierarchies
5. Role of Devolved Administrators
6. Outstanding actions for Change Leads
7. Next steps

Change in session format

- Shorter sessions, to ensure more people can hear content explained, with Q&A at the end of the sessions where time allows

- Optional dedicated Q&A sessions, which you can invite a guest to, which will often feature demos and allow more time for questions

- Separate content and Q&A sessions for both DCOM and DDM, as these projects are working to different timescales

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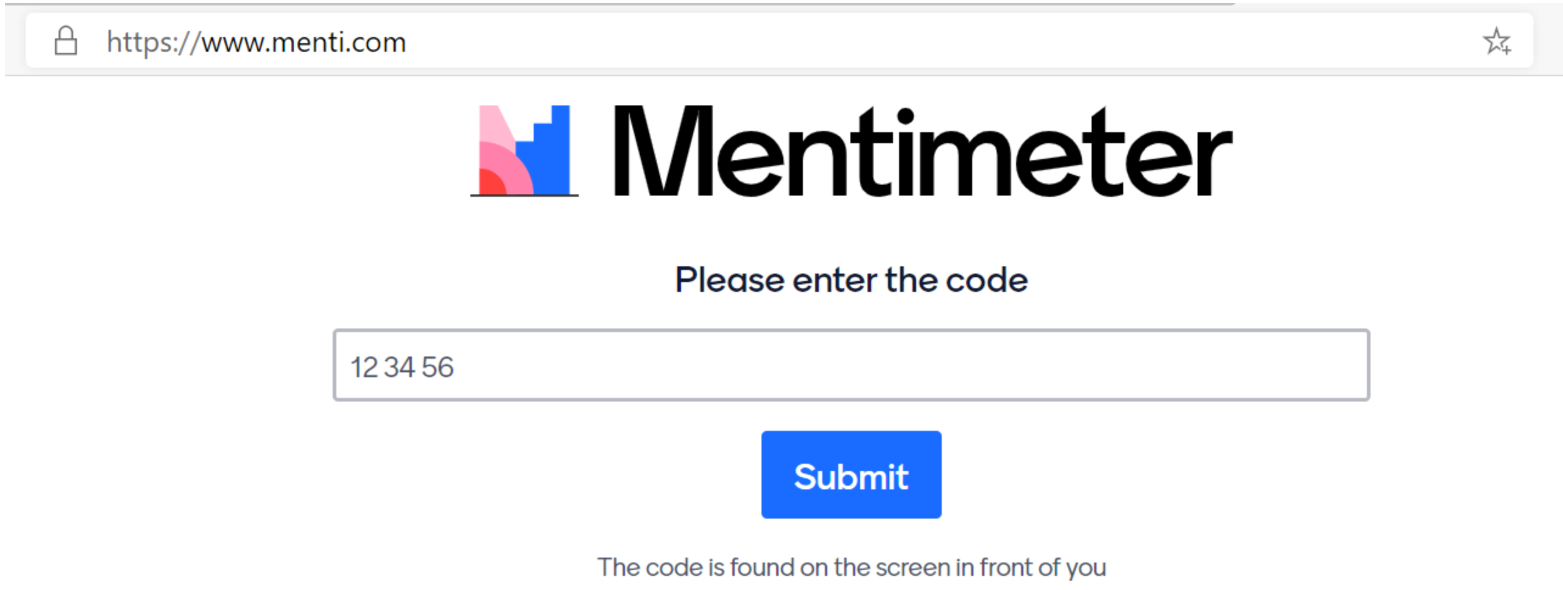
Share your anonymous questions & feedback

Go to: https://www.menti.com and enter pin: **84 79 17 5**



Responding to your feedback

What we've heard

The market needs greater visibility of the DCM system to make sense of changes

How we're responding

We will be demonstrating DCM in the DCOM Q&A session scheduled for 11 February

We are preparing more in-depth broker-specific and managing agent specific recorded demos to share with the market

We are planning deep-dive webinar and Q&A sessions on DCM from May to support system familiarisation and organisations' planning for optimisation of processes

DCM training registration

Live training will be available to all end-users, but we need your help with planning it now

- **Virtual instructor-led training will be offered to all organisations and end-users** and will be available several months after go-live.
- Self-Service training materials (video tutorials, quick-reference articles) will also be available from shortly before go-live
- The purpose of the **Training Registration Form** is to help Lloyd's capture estimated training demand, to inform scheduling for pre and post go live training.
- Lloyd's *recommendation* is that only end-users from **brokers and 'direct deal' managing agents or coverholders** that will handle imminent July renewals should be nominated for **pre-go live** instructor-led training. This is to ensure we effectively prioritise training of end-users that need to be ready to use of DCM on 'Day 1' after go-live. Post-go live training starts on 'Day 1' after go-live.
- **Managing Agents:** We understand that some firms with centralised DA Teams may also wish to have underwriters review contracts in DCM. However, given the limited system knowledge required to review contracts in DCM, we recommend that underwriters are leverage self-service learning (e.g., quick reference guides and videos) for Day 1, which will be available to all end-users, and use of the available drop-in sessions if necessary.
- We recognise that your organisation's training requirements may change between now and Release 1 go live. If this happens, please contact DCOMtraining@lloyds.com and we will accommodate this.

OUTSTANDING ACTION FOR CHANGE LEADS

- **Provide names or numbers of end-users requiring instructor-led training 1) before go-live and 2) after go-live**
- **Provide names of Devolved Administrators for your organisation (all will be trained before go-live)**
- **Please submit your response (ideally using the form) to DCOMtraining@lloyds.com by 18 February**

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DCM readiness checklist (page 1 of 2)

As and when timelines are confirmed we will update this document and notify Change Leads of updates.

An initial view of a revised timeline was discussed with the DA Market Advisory Group on 3 February, and is now being validated further.

Workstream	Owner	Activity	Mechanism	Start	Due
Training	Change Lead	To provide end-user and Devolved Admin contact details for training purposes	Change Leads to email DCOMtraining@lloyds.com	18/01/21	29/01/21
Business Readiness	Change Lead	Develop a change and adoption plan for your organisation	Exemplar plan provided by DA Change Team	01/09/20	31/03/21
Business Readiness	Change Lead	Complete BAR contract review activities Please see Data Quality in the Business Readiness Toolkit	Update in BAR	14/01/21	31/03/21
New **Business Readiness**	Change Lead	Attend Access Control Design Workshops with Compliance, Legal representatives	Webinar	TBC	TBC
New **Business Readiness**	Change Lead	Attend deep-dive demo(s) with Compliance, Heads of DA	Webinar	TBC	TBC
Onboarding	Change Lead	Confirm organisation's Nominated Registrant	Survey to be sent from DA Change Team	w/c 15th Feb	TBC
Onboarding	Nominated Registrant	Complete registration form for their organisation	Emailed Link to Registration	TBC	TBC
Onboarding	Legal Signatory	Sign DCM legal agreement	Automatic Notification from Service Now to sign Legal Agreement (Adobe e-sign)	TBC	TBC
Training	Pre-Go live training end-users	Book slot for Pre-Go Live Delegated Contract Manager instructor-led training sessions	Emailed link to training session booking site	TBC	TBC
Training	Devolved Admin	Book slot for Devolved Admin training	Emailed link to training session booking site	TBC	TBC
Training	Devolved Admin	Attend Devolved Admin training	Teams link in Outlook Calendar Invite	TBC	TBC
Onboarding	Authorised Contact	Create, approve and manage their organisations Devolved Administrators	Service Now Form sent in an automated email	TBC	TBC
Onboarding	Devolved Administrator	Create and manage their organisation's employee's access to DCM	Service Now Form sent in an automated email	TBC	TBC

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As and when timelines are confirmed we will update this document and notify Change Leads of updates.

An initial view of a revised timeline was discussed with the DA Market Advisory Group on 3 February, and is now being validated further.

DCM readiness checklist (page 2 of 2)

Workstream	Owner	Activity	Mechanism	Start	Due
Training	Prioritised End-User	Attend instructor-led training sessions (Pre-Go Live)	Teams link in Outlook Calendar Invite	TBC	TBC
Comms	Change Lead	Organise email communication to organisation to notify of switch-over from BAR to DCM (including access instructions)	Adapt template provided by DA Change Team	TBC	TBC
Comms	Change Lead	Organise communication to organisation signposting to self-service training materials	Adapt template provided by DA Change Team	TBC	TBC
Training	Non-Priority End-User	Book slot for Post Go-Live Instructor-led training sessions	Emailed link to training session booking site	TBC	TBC
Go-Live	**N/A**	**System Go-Live**	**N/A**	TBC	TBC
Business Readiness	Change Lead	Conduct spot check of migrated contract data following data migration	Email ServiceNow (email TBC) with any specific data migration issues	TBC	TBC
Business Readiness	Change Lead	Communicate go-live to their organisation via email	Template provided by DA Change Team	TBC	TBC
Business Readiness	Change Lead	Test URLs access for DCM and Self service materials (on Service Now), in case of firewall issues	Access DCM, Service Now environments	TBC	TBC
Training	Non-Priority End-User	Attend post-go live instructor-led training	Teams link in Outlook Calendar Invite	TBC	TBC

Access control design / User group hierarchies

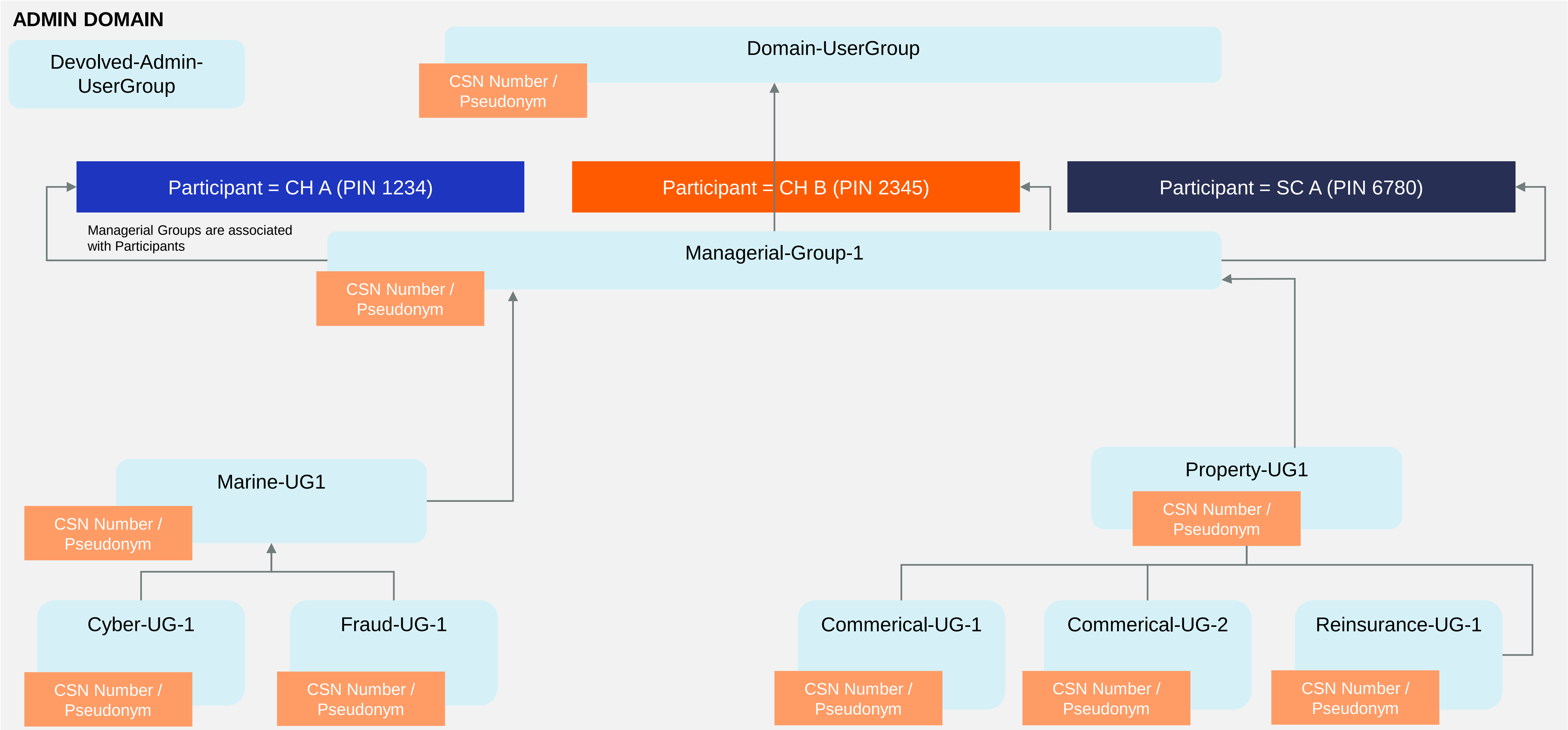
- The following slides represent examples of how Service Companies, Coverholders, Managing Agents and Brokers may choose to set up their user groups in DCOM.

- Ultimately it is up to each organisation to determine how best to set up their user groups based on their real world organisation structures.

- The annotations on the following slides describe common principles / key points to note about how the system will behave and function.

CH / SC User Group Structure

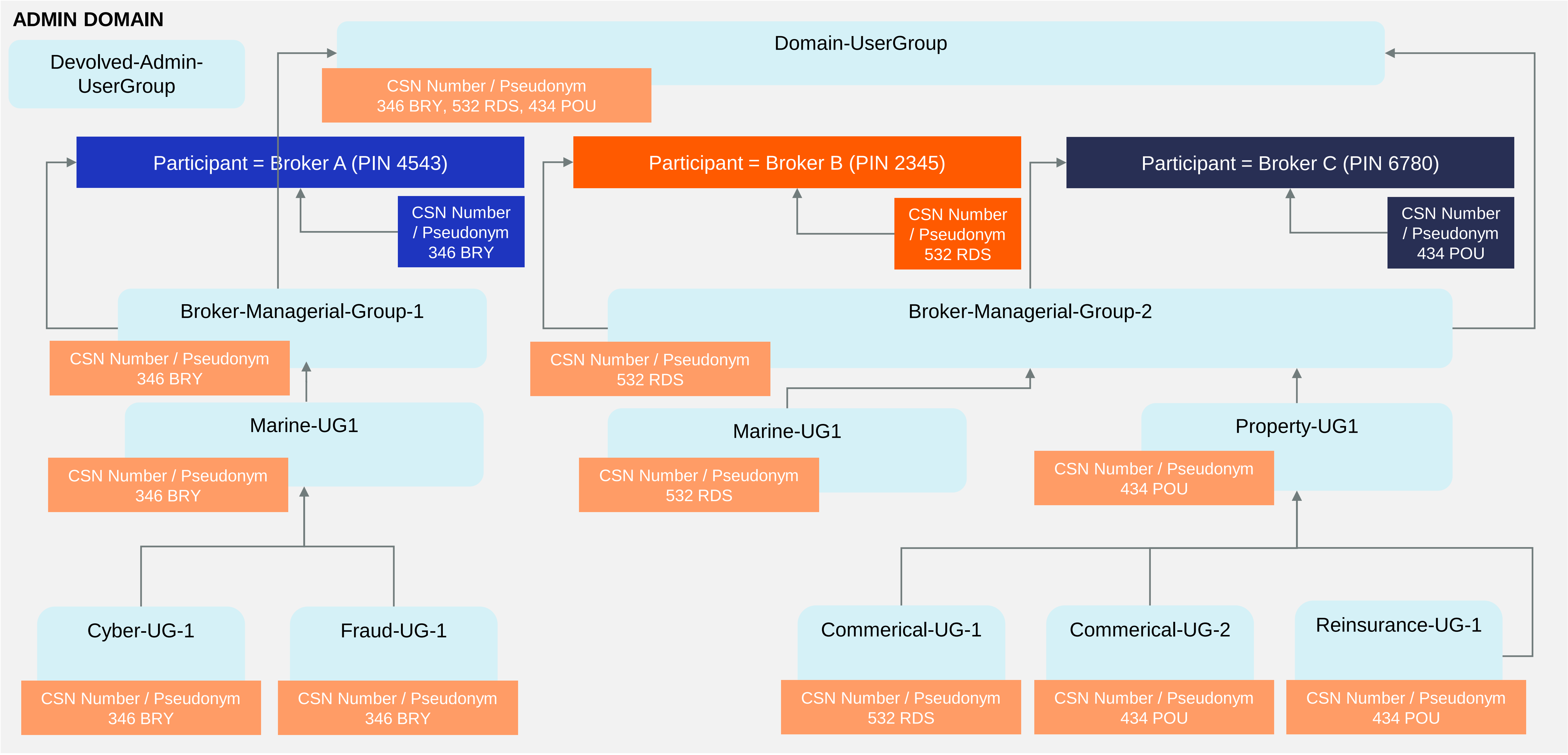
Blue boxes are user groups



N.B. all annotations on this slide are common to all market participant types

Broker – User Group Hierarchy - 1

Blue boxes are user groups



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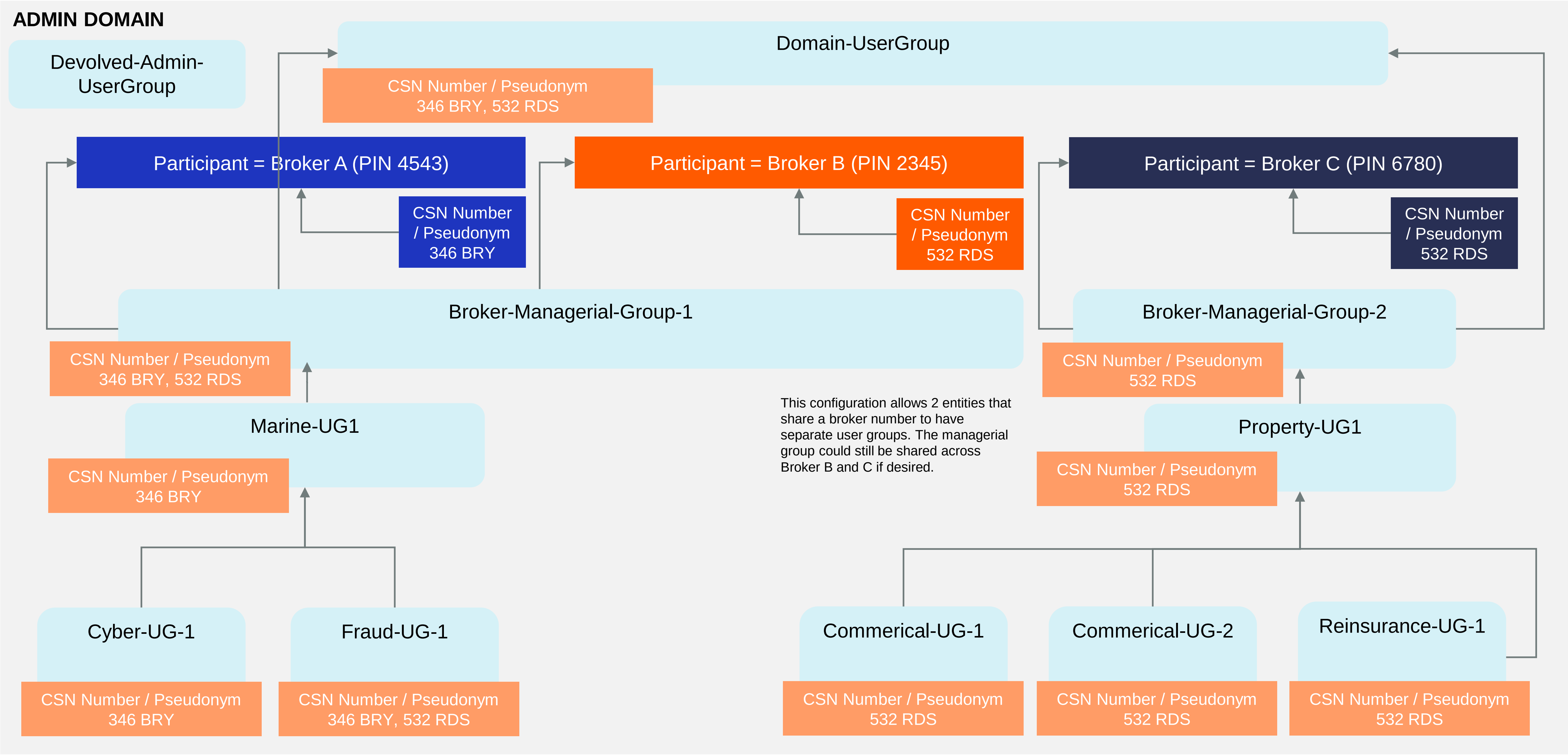
Broker – User Group Hierarchy - 2

Blue boxes are user groups



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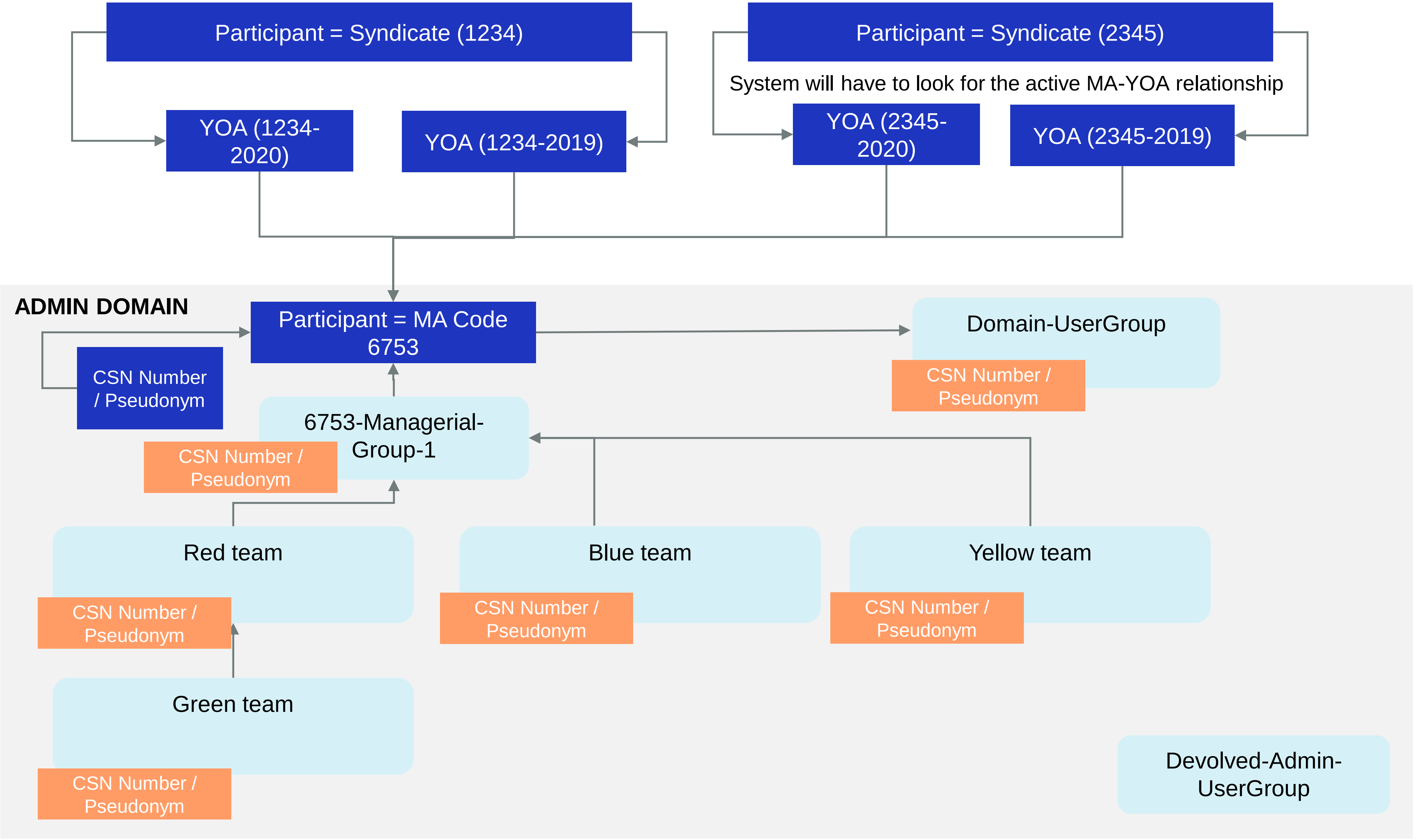
Managing Agent User Group Structure

Blue boxes are user groups



Access control engagement approach (Indicative view)

Supporting the market to design their access control approach for DCM

Lloyd's will design an engagement approach in partnership with market associations to support organisations in designing their access control approach ahead of Go-Live to ensure market readiness.

1 Business Readiness Support Session	2 Group Briefing Call on Access Control	3 Access Control Design Review Sessions	4 Access Control Design Sign-Off	5 DCM Access Control Implementation
4 February 2021	TBC	March/April 2021	April/May 2021	June 2021
• **Explanation of access controls and the role of Devolved Admins**. • Overview of **access control engagement approach.**	• Briefing presentation with Lindsey Davies • **Explanation of access controls and role of Devolved Admins** • Overview of **access control engagement approach.**	• Market organisations **attend individual or small group Design Review sessions with** Lindsey Davies to validate their organisation's access control design	• Organisations have **clearly defined their access control design** and documented their user permissions hierarchy ahead of Devolved Admin allocating permissions	• Using organisation's defined access control design, **Devolved Admins allocate permissions to their users** in Delegated Contract Manager
Change Leads	Change Leads, Legal and Compliance representatives	Change Leads, Legal and Compliance representatives	Change Leads, Legal and Compliance representatives	Organisation's Devolved Admin
Market Action – Look out for invitations to briefing calls and ensure Legal and Compliance representatives attend.	**Market Action** – Organisation representatives (including legal and compliance representatives) to attend briefing call.	**Market Action** – Organisation defines approach using templates supplied by Lloyd's ahead of Design Review Session	**Market Action** – Organisation finalises access control design. If large and complex organisation, design is signed-off by Lloyd's representatives	**Market Action** – Organisation has access control design clearly documented ahead of Devolved Admin allocating permissions

Role of Devolved Administrators

What will a Devolved Admin need to do?

Pre-Onboarding

- Work with Change Leads and Heads of DA to confirm which end-users will need setting up in DCM for your organisation
- If helping design user group hierarchies, attend Access Control workshops (*more information and support will be provided to help design permissions*)
- Attend Devolved Admin Training (training documents, e.g. Videos, Guides will also be available)

Onboarding

- Set up the end-users in their organisations and allocate their permissions
  - Devolved Admins will be prompted to do this via an automated email notification
  - There are 5 fields to populate (First Name; Surname; Email Address; Permissions; User Groups)
  - Estimate: >1 minute per end-user set up
  - Multiple Devolved Admins can exist for organisations to support large end-user numbers

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Outstanding actions for Change Leads

DCM Training Requirements

1. Provide names or numbers of end-users requiring instructor-led training 1) before go-live and 2) after go-live (two lists)

2. Provide names of Devolved Administrators for your organisation (Note: *all* will be trained before go-live)

Please submit your response (ideally using emailed form) to DCOMtraining@lloyds.com by 18 February

Note: You will have the opportunity to confirm individuals for training closer to go-live

Updating of Draft Contracts in BAR

RISK: If you do not check draft BAR records have the correct status prior to migration, records may be assigned the wrong status when migrated. This is particularly important for BAR records dated prior to 31/12/19.

Email coverholders@lloyds.com to request a report of all contracts with draft status for your organisation

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Next steps

- **Review and share** this presentation with all DA Managers within your group
- **Confirm** names or numbers of end-users requiring live training 1) before and 2) after go-live, and Devolved Admins (by 18 February)
- **Check BAR record statuses** to ensure records dated prior to 31/12/19 are migrated with correct status (by 31 March 2021)
- **Attend** optional DCOM Q&A session, and invite relevant SMEs (e.g. DA compliance) to join you (11 February)
- **Attend** next DCOM business readiness session (25 February)

Appendix

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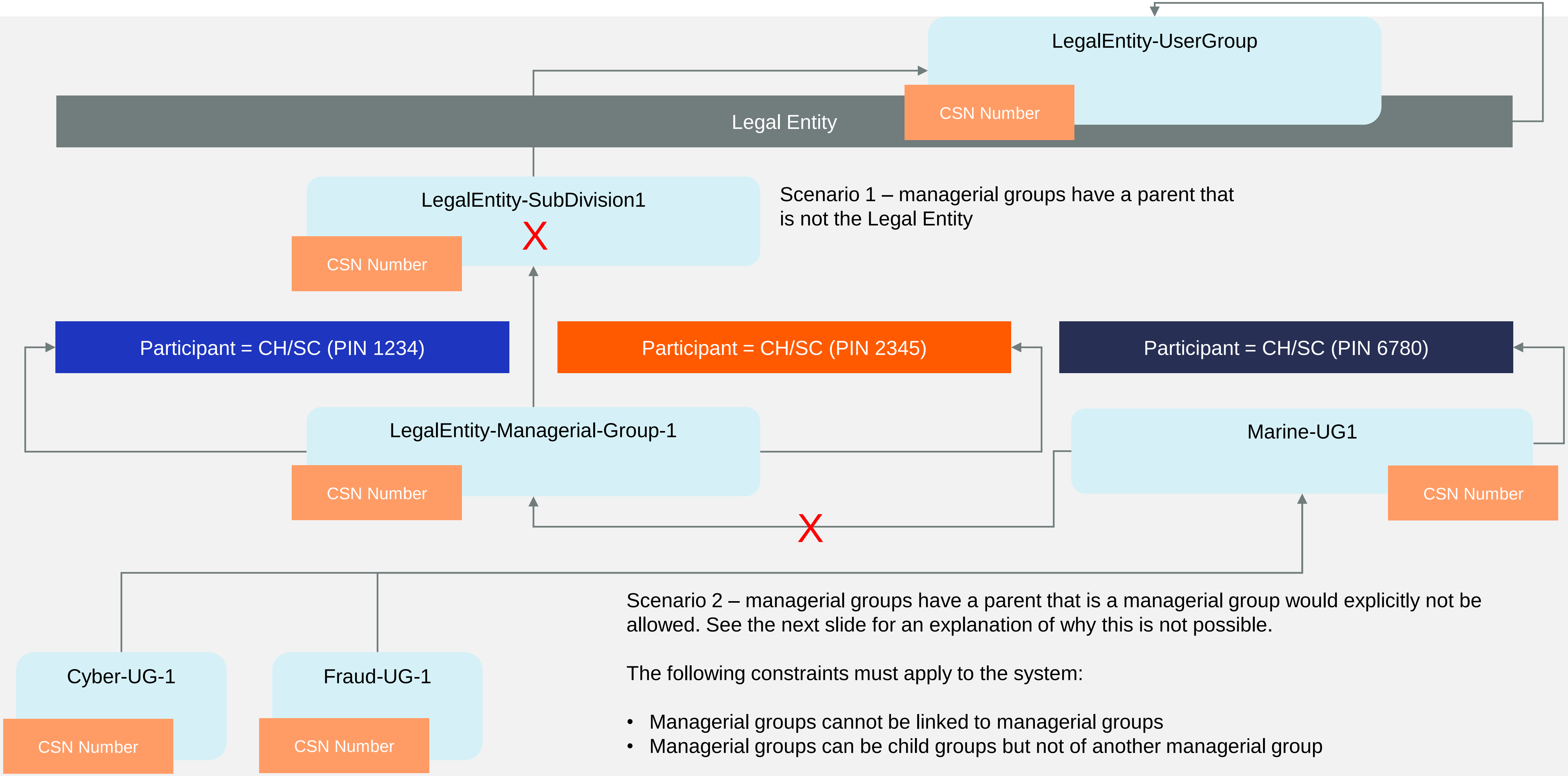
Constraints



Scenario 1 – managerial groups have a parent that is not the Legal Entity

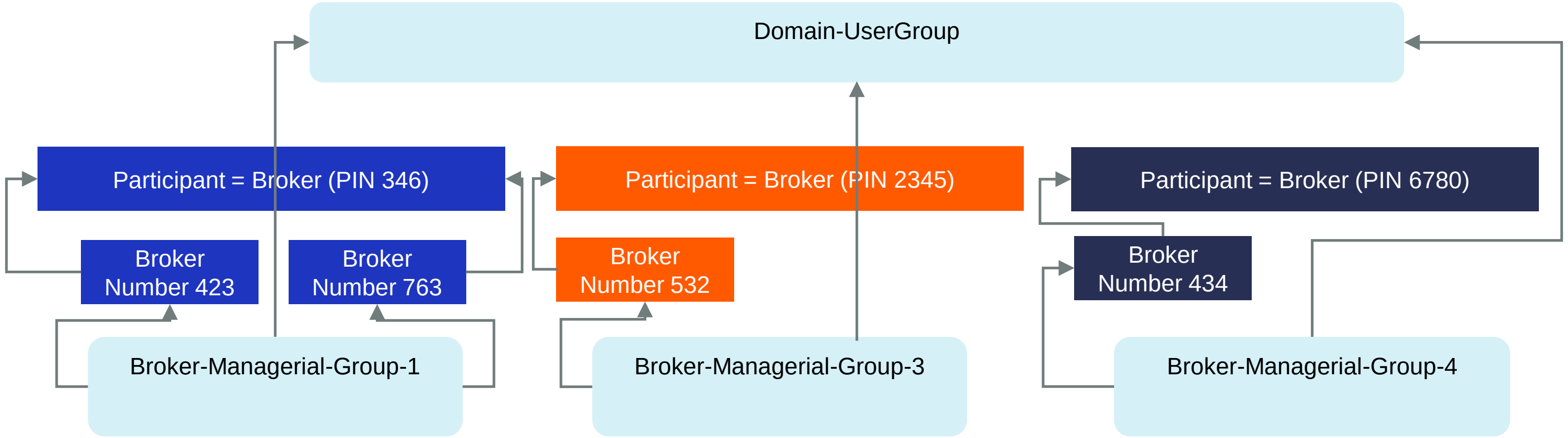
Scenario 2 – managerial groups have a parent that is a managerial group would explicitly not be allowed. See the next slide for an explanation of why this is not possible.

The following constraints must apply to the system:

- Managerial groups cannot be linked to managerial groups
- Managerial groups can be child groups but not of another managerial group

Constraints explanation

Scenario 1
Whilst the scenario is no longer entirely valid as it does still show the legal entity, the key thing to note is that there will only be one group above the managerial group in a given admin domain. This does not constraint the market from segregating access – e.g. if Tiny Tim needs to see all contracts for Broker numbers 423, 763, 532 & 434, he can be added to the Domain-UserGroup. If Tim should only see contracts for Broker numbers 423, 763 and 532, then he should be added to Broker-Managerial-Group-1 and Broker-Managerial-Group -3



Scenario 2
- We are currently designing a solution whereby only the managerial group has a direct association with a participant
- Under this design we navigate the group hierarchy in order to discover the managerial group and find the associated participant of a child user group
- Only CSN/Broker numbers would be retained in the lower groups
- If we were to allow any group to be a managerial group, we would also need to store the participant pin in all the lower groups
- This is because you don't know how many managerial groups you're going to hit whilst navigating up the hierarchy, and which participant they will be pointing to
- In the example on this slide, when navigating the hierarchy to determine the participant linked to Cyber-UG1, we would first encounter “Marine-UG1” which is linked to PIN 6780. This would be incorrect as Cyber-UG1 could actually be associated with PIN 1234.

In order to allow this kind of relationship, we would have to store the participant PIN in each user group & wouldn't look at the managerial group to find this association. This would add additional complexity, especially if the managerial group was subsequently moved to another participant or to encompass more than one participant.