LLOYD'S

DCOM business
readiness support
session

Today's agenda

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What questions do you have today?

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DCM readiness checklist for Change Leads (page 1 of 2)

#	Workstream	Owner	Activity	Method	Start	Due
1	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
2	Training	Change Lead	Confirm number of end-user and Devolved Admin for instructor-led training purposes using Training Registration Form	Change Leads to email DCOMtraining@lloyds.com	18/01/21	09/03/21
3	Readiness	Change Lead	Develop a change and adoption plan for your organisation	Develop internal plan based on activities in the business readiness checklist and Lloyd's delivery plan when communicated	01/03/21	09/04/21
4	Readiness	Change Lead	Attend Admin Domain and Access Control briefing calls with Compliance, DA Manager Legal representatives	Webinars	09/03/21	17/03/21
5	Onboarding	Change Lead	Confirm Onboarding Registrant and Admin Domain for each legal entity requiring access to DCM	Email sent by DA Change Team	09/03/21	26/03/21
6	Readiness	Change Lead	Access control approach signed-off/documented by all relevant internal teams (e.g. legal / compliance)	Using Example User Hierarchy Template to document access control approach	16/03/21	30/04/21
7	Readiness	Change Leads/DA Managers / Devolved Admins	User permissions are clearly documented ahead of Devolved Admins attending training.	Using Devolved Admin Configuration Table, document user permissions for each Admin Domain.	16/03/21	15/05/21
8	Readiness	Change Lead	Cascade "Minimum IT Requirements" slide to IT Department	Change Leads to share slide	06/04/21	12/04/21
9	Onboarding	Nominated Registrant	Complete Onboarding Registration form for each admin domain within your organisation (to confirm Legal Signatory, Authorised Contact and Devolved Admins)	Emailed link to Onboarding Registration form	12/04/21	30/04/21
10	Training	Devolved Admins	Book slot for Devolved Admin training	Emailed link to training booking page	19/04/21	14/05/21
11	Onboarding	Legal Signatory	Sign DCM Market User Agreement	Automatic notification from ServiceNow to sign Legal Agreement (Adobe e-sign)	03/05/21	31/05/21
12	Readiness	Change Lead	Attend deep-dive demo(s) with Compliance, Heads of DA	Webinar	TBC	TBC
13	Readiness	Change Lead	Test URLs access for self-service Devolved Admin training materials (on ServiceNow), in case of firewall issues.	Link to ServiceNow page	TBC	TBC

DCM readiness checklist for Change Leads (page 2 of 2)

	Workstream	Owner	Activity	Method	Start	Due
14	**Readiness**	Change Lead	Add DCM Production URL to trusted sites	Liaise with IT Security department	TBC	TBC
15	**Training**	Devolved Admins	Attend Devolved Admin training	Teams link in downloaded Calendar Invite and email reminder	17/05/21	11/06/21
16	**Training**	Pre-Go live training end-users	Book slot for Pre-Go Live DCM instructor-led training sessions	Emailed link to training booking page	TBC	TBC
17	**Onboarding**	Authorised Contact	Create, approve and manage their organisations Devolved Administrators	ServiceNow Form sent in an automated email	01/06/21	04/06/21
18	**Onboarding**	Devolved Admins	Create users and configure their access to DCM	ServiceNow Form sent in an automated email	14/06/21	18/06/21
19	**Training**	Pre-go Live Training Participants	Attend instructor-led training sessions (Pre-Go Live)	Teams link in downloaded Calendar Invite and email reminder	TBC	TBC
20	**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
21	**Comms**	Change Lead	Organise communication to organisation signposting to self-service training materials	Adapt template provided by DA Change Team	TBC	TBC
22	**Training**	Post-go Live Training Participants	Book slot for Post Go-Live Instructor-led training sessions	Emailed link to training booking page	TBC	TBC
23	**Training**	Change Lead / Internal IT Team	Test URLs access for self-service end-user training materials (on ServiceNow), in case of firewall issues	Link to Market Support Centre portal	TBC	TBC
24	**Readiness**	Change Lead	Test URLs access for DCM in case of firewall issues	DCM live environment	TBC	TBC
	Go-Live	**N/A**	**System Go-Live**	**N/A**	28/06/21	28/06/21
25	**Readiness**	Change Lead	Conduct spot check of migrated contract data following data migration	Email Market Support Centre (email TBC) with any specific data migration issues	TBC	TBC
26	**Readiness**	Change Lead	Communicate go-live to their organisation via email	Template provided by DA Change Team	28/06/21	28/06/21
27	**Training**	Post-go Live Training Participants	Attend post-go live instructor-led training	Teams link in Outlook Calendar Invite	TBC	TBC

Formal MAT Round One Update

Summary:
• Number of defects raised by Formal MAT participants: 37
• Number of user stories / enhancements created based on feedback: 1
• Number of questions / suggestions related to product: 493
• Number of questions / suggestions with response from Lloyd's: 284

Number of Defects:	
Defects	Number
Reproducible defects	37
New defects	23
Known defects	13
Defects related to current data on MAT environment	1
Fixes delivered to MAT environment	2

Test results based on the data received from the participants:		
	Passed from the total amount	Failed or blocked from the total amount
Week 1	30 of 38 - 79 %	8 of 38 - 21 %
Week 2	70 of 82 - 85 %	12 of 82 - 15 %
Week 3	59 of 66 – 89 %	7 of 66 – 11 %
Average	**159 of 186 – 85 %**	**27 of 186 – 15 %**

Round 2 to commence on 13th April

Designing and Documenting your Access Control approach

Step 1

Step 2

Step 3

Step 4

Design your approach

Document your approach

Devolved Admins attend instructor-led training

Devolved Admins allocate user permissions

We recommend that organisations design their access control approach using **User Group Hierarchy Design Guide.**

Upon designing your organisation's user group hierarchy, please record your end-users' details (name and email address) and their associated user groups, and permissions using the **Devolved Admin Configuration Table**.

Devolved Admins **attend instructor-led training** to learn how to implement your access control approach in the system.

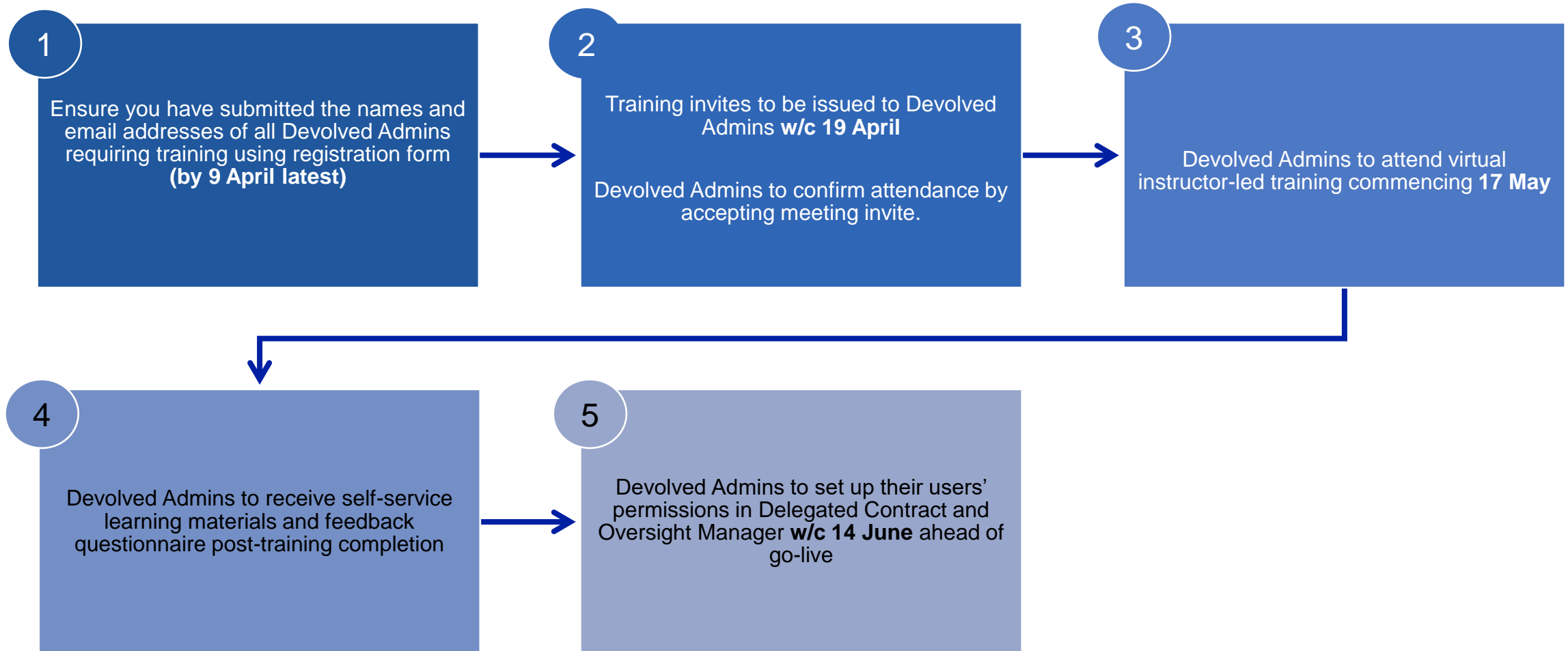Devolved Admins to implement user group hierarchy and allocate permissions within the system, using **Configuration Table.**

| By 30 April | By 15 May | From 17 May | From 14 June |

Devolved Admin training registration process

1
Ensure you have submitted the names and email addresses of all Devolved Admins requiring training using registration form **(by 9 April latest)**

2
Training invites to be issued to Devolved Admins **w/c 19 April**

Devolved Admins to confirm attendance by accepting meeting invite.

3
Devolved Admins to attend virtual instructor-led training commencing **17 May**

4
Devolved Admins to receive self-service learning materials and feedback questionnaire post-training completion

5
Devolved Admins to set up their users' permissions in Delegated Contract and Oversight Manager **w/c 14 June** ahead of go-live

Registration form

- Registrants will be sent an email invitation from Service Now, prompting them to fill in the onboarding registration form (e.g. Legal Signatory details, Devolved Administrators & Email domains)
- Some fields are pre-populated (E.g. Name, Email, Company Name, Registered Address)

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Figure 1

Figure 2

Figure 3

Using the "Request Support" Functionality

- At the bottom of the onboarding form click the "Request Support" button (Figure 1)
- You will be redirected to a second page where you can raise your question or request, which is directed to the onboarding team (Figure 2)
- You will be notified of any updates to your questions/requests via an automated email from ServiceNow

Delegated Contract & Oversight Manager IT requirements

To support the use of Delegated Contract and Oversight Manager, organisations should:

- Install the latest versions of the following browsers: Chrome, Safari, Firefox, Edge, IE 11 on PCs and Chrome

- Ensure JavaScript/ActiveScript has been enabled

- Ensure settings have been configured to accept all Cookies

- File downloads have been enabled

- Enable browser plugins to view/print PDF and Microsoft Word documents if desired

- Screen resolution settings have been set up as: 1024x768 or higher for PCs and 962x601, please note mobile phones are not supported.

- Verify whether Device system requirements (CPU, RAM, etc) are covered by the browser system requirements

- Create accounts for Individual users in either LIMOSS Common Services SSO or Identity @ Lloyd's

Data Migration Approach

	Pre Go Live	Post Go Live
Market	★ BAR and ATLAS data Clean Up — — — → ★ BAR Freeze / Data Cut-over	★ Raise a Service Request if Data Migration issues identified — — — →
Lloyds	★ Data Migration Trials (with select market validation) — — — → ★ Release One Go Live	
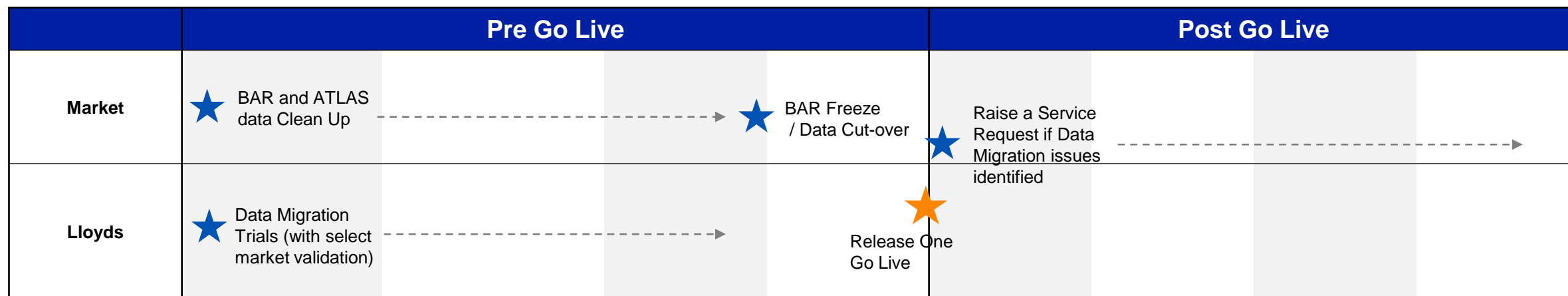
❑ **Market Role**
- Limited to cleaning up the data pre-migration
- Upon go-live, if a data migration issue is identified a ticket should be raised

❑ **Lloyd's Role**
- Data Migration testing and validation will be performed by Lloyd's
- Selected Market organisations will validate the data trials

❑ **BAR Freeze (i.e. last day you can use BAR)**
- Still under review (current estimate 14th June)
- Ensure Data Cleansing is complete by 11th June

❑ **Cut-over down-time**
- Still under review (current estimate 1-2 weeks max)
- To be finalised in May (at least 4 weeks prior to go live)

We want your feedback on today's session

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Next steps

- **Review and share** this presentation 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)**

- **Attend** optional access control drop-in session, and invite relevant SMEs (e.g. DA compliance) to join you **(on 8 April)**

- **Attend** optional business readiness Q&A session, and invite relevant SMEs (e.g. DA compliance) to join you **(on 12 April)**

- **Join** the next DCOM business readiness support session **on 26 April** (invites to be issued next week)

- **Ensure** your organisation's Registrant has completed the Registration Form, as part of the onboarding process **(by 30 April)**

- **Share** IT requirements with DA teams and Heads of IT (see slide 10)

Appendix

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

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 syndicates attaching to these records, we will be providing a data dump to each Managing Agent but will not be migrating these to DCOM.

Case and Status Section Mapping

Case Status Mapping

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

Section Status Mapping

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

N.B. Section status is calculated based on the BAR Record Status and the DCOM Case Status applied during migration

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/functionality tbc*)
  The rules governing this (e.g. cannot switch between LMA and LBS templates) are TBC

- 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)

Delegated Contract Manager Critical Path

Key activities involving or impacting the market: 2021

Onboarding (Feb-ongoing)

MUA consultation group agree T & C of MUA Legal Agreement (Draft)

Business Readiness (Commencing from Feb)

1:1 Firm Engagement

Prioritised Market 1:1 Sessions (based on binder numbers, GWP, renewal dates)

Training (7th June)

End-users can access self-service training through video tutorials and quick-reference guides

Onboarding (14 June to 18 June)

Devolved Administrators added and will allocate permissions for the end-users in their organisations

Training (18 Jan)

Change Leads will be sent a form to register their organisation's key users for prioritised instructor-led training

Onboarding (by 26 Mar)

Change Leads

Confirm organisation's Nominated Registrant and Devolved Administrator

Onboarding (3rd May – 31st May)

Legal Signatory sign issued MUA

Training (commencing 7th June)

Priority End Users will attend virtual instructor-led training

Cut-over (June)

Data migrated from BAR to DCM by project team

Training (Commencing 28th June)

Post Go Live end-users can attend instructor-led training (subject to demand)

Business Readiness (Ongoing)

Change Leads

attend Business Readiness Support Sessions, highlighting priority topics and using guidance from the Lloyd's change team

Business Readiness (Mar/Apr)

Change Leads/Devolved Admins

Access Control Readiness

Onboarding (April)

Registrant

Complete registration form for their organisation

Training (17 May to 11 June)

Devolved Amins will attend virtual instructor-led training and be able to access Devolved Admin training materials.

Onboarding (1 June to 4 June)

Authorised Contact

Create, approve and manage their organisations Devolved Administrators

Training (commencing 14th June)

End-users can attend drop-in training clinics to ask questions relating to DCM or Devolved Admins.

Delegated Contract Manager

Release 1 Go Live 28th June 2021

Testing (Mar 16 - 30Apr)

Selected firms will participate in Formal Market Acceptance testing to identify any bugs & technical issues

N.B. dates are subject to change and are correct as of 08/04/21