

# DCOM business readiness support session

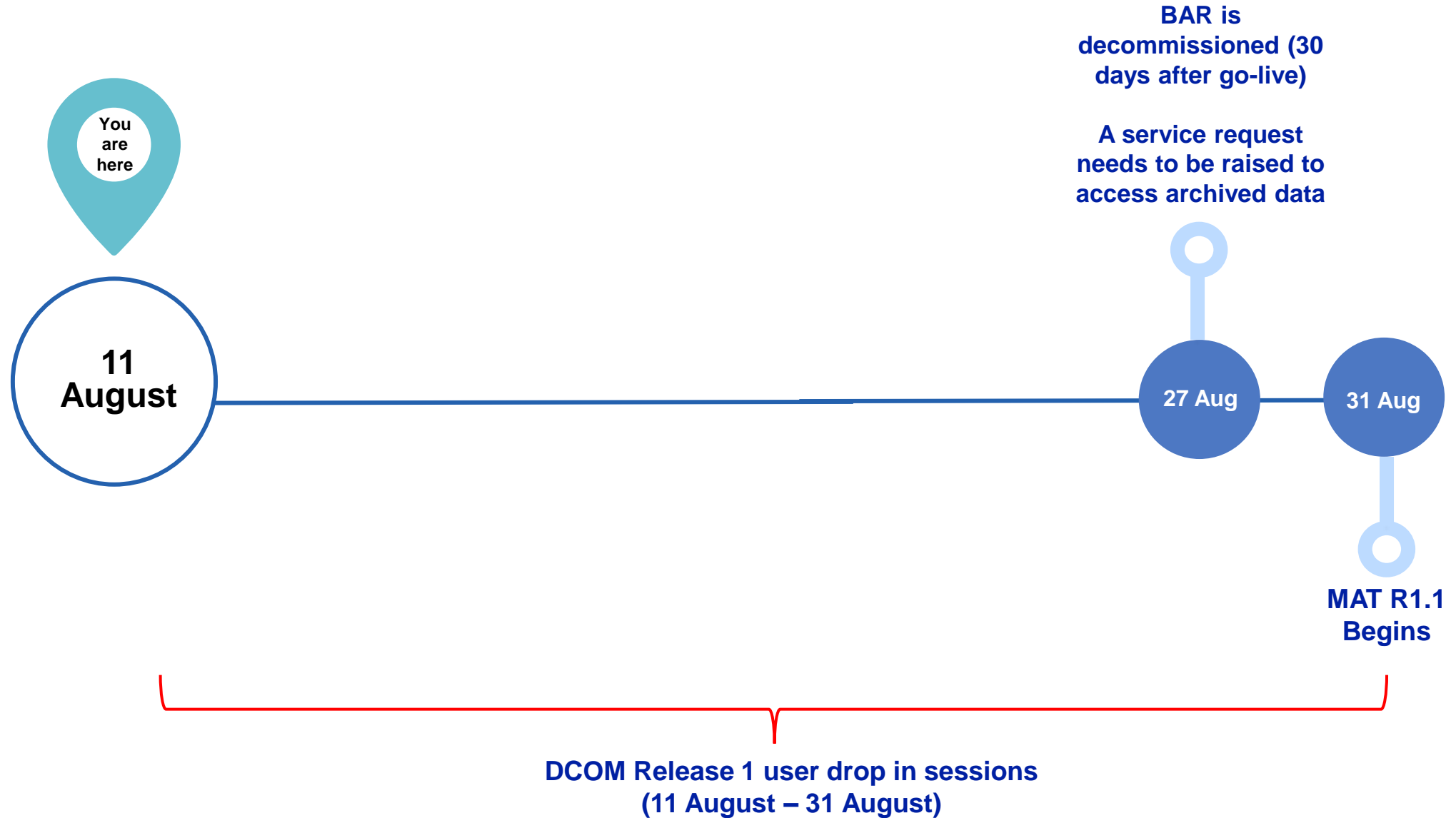


# Today's agenda

- 1 | August look ahead
- 2 | DCOM Market User Group
- 3 | End-user support
- 4 | Key themes
- 5 | Next steps



# Monthly look ahead



# DCOM Market User Group

- We are establishing a DCOM market user group to provide feedback on the system and help shape future enhancements.
- This group is open to all users who would like to contribute.
- Thank you to those who have already signed-up. If you would like to join, please register on our [webpage](#) and you will receive further communications.
- **We are looking to host the first session on 17 August**

# Key Themes From Market

How does DCOM handle retrospective endorsements?

- Retrospective endorsements *can* be registered on DCOM. However, there is a validation which prevents users from registering an endorsement if its confirmation date is after its effective date. Lloyd's require this for regulatory purposes.
- We do understand that this is not current market practice in certain situations and therefore where this has occurred then please **contact the Lloyd's Market Support Centre** who can override the validation

There is additional effort required by MAs for reviews:

1. There are no tracked changes when review tasks are returned
2. In BAR only participants with relationships which have been validated can be added, in DCOM there is flexibility for participants to be added with unvalidated relationships

This means the review will now take place at the end of the process rather than throughout

- We have taken onboard feedback from MAs on the review process and will be looking at ways we can help address points 1 and 2. The options we have looked at previously have been complex from a technical perspective which, coupled with the fact there is other high priority functionality which needs to be implemented, has meant we do not have a timeframe right now. However, it is being reviewed as a priority and we will communicate next steps as soon as possible.

# Key Themes From Market

Updating a contract that have a status of NTU

- Within DCOM, If the status of a draft contract has not been updated to 'Registered' two weeks after the inception date, the status will automatically change from Draft to Not Taken Up (NTU). During the migration from BARS to DCOM the same rules have been applied therefore, the contract is in an NTU status.
- To resolve this, your entity will have the ability to 'duplicate' the NTU contract. Which you will then be able to place into draft and register.
- When duplicating the contract please consider the following points:
  - If the contract has been started in BAR, the BAR Reference would need to be endorsed; and
  - the renewal link would need to be added manually.

**Please note, following market feedback, we are in the process of raising the two week period to 6 weeks**

# Support for DCOM end-users

We are committed to supporting users throughout the transition to DCOM. Following the transition to DCOM we encourage users to take the below steps:

**Contact their Devolved Administrator**

**To check users access set up activities have been completed** (including Identity at Lloyd's single sign-on access).

**Attend instructor-led training**

If your organisation's end-users have not already, please ensure they [attend instructor-led training for DCOM.](#)

**View support materials on the MSC**

[Access training materials](#) (knowledge articles & videos) on how to use DCOM, via the Lloyd's Market Support Centre.

**Raise a Service Request on MSC**

[Raise a Service Request with the Lloyd's Market Support Centre](#) if they require additional support (system issues, training etc) after accessing available resources.

**Attend end-user drop-in sessions**

**Attend upcoming drop-in sessions** (approx. every Tuesday & Thursday) to raise queries (business process or system). Users can [sign-up via an RSVP link](#) in the go-live communications.

Lloyd's expresses its **great appreciation and thanks** to all market change leads for their **sustained engagement, questions and efforts** to support the onboarding and business readiness of your organisations for the DCOM go-live.

A large, elegant, blue cursive script that reads "thank you". The letters are fluid and connected, with a long, sweeping underline for the word "you".



# Next steps

- **Review and share** today's presentation and the recording with all DA Managers in your group.
- **Attend** the optional business readiness Q&A session, and invite relevant SMEs to join you **(16 August)**
- **Please continue** to join business readiness support sessions.  
Invites for the next session will be issued in due course.

