Customer testing

This document offers an initial view of the customer testing offerings. Further details are being collaboratively developed with LIMOSS

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Velonetic   1. Offering titles to be reviewed and aligned

Customer testing approach

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Overview of approach for Customer Testing

This document offers an initial view of the customer testing offerings. Further details are being collaboratively developed with LIMOSS
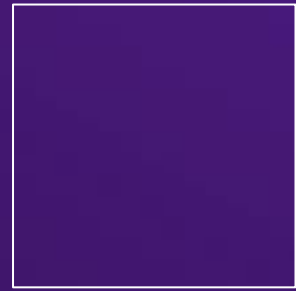
Customer Testing (CT) enables the market to test that their process, technology and data work with the new platform, and accept it is fit-for-purpose

Three integrated models available for CT

- Vanguard testing
- Coordinated self-service
- Enhanced self-service

(Offering titles to be reviewed and aligned)

Findings from testing will be coordinated across all 3 models.

Test completion reports from this testing would feed into the Gate 3 governance process.

For Phase 1, coordinated and enhanced self-service[1] would be made available from Apr '24

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Three offerings including in Customer testing

Early business testing with select brokers and carriers

1

Vanguard testing program

- Scale of participants (30+ brokers & carriers) **consistent with previous legacy market acceptance testing efforts**
- Vendors catering to **majority of market represented** via key customers in Vanguard
- Broad test scope targeting **connectivity testing** and **comprehensive functional coverage of services**
- Additional workstream to facilitate **vendor communication** and enhance coverage for technical integration

Two additional testing models for the wider market
(Offering titles to be reviewed and aligned)

2

Coordinated self-service

- Test environment for wider market to test, **coordinated and run by LIMOSS** with support from Velonetic

3

Enhanced self-service

- An additional Velonetic testing support offer for **supplementary testing beyond coordinated self-service**, at an added cost, on request.

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Vendor integration testing is embedded in Customer Testing via connectivity testing

Vanguard's initial phase is connectivity testing, encompassing key vendor testing aspects

Outcomes validated via connectivity testing:

- ✓ Customer systems can integrate to and call the platform endpoints
- ✓ Information can be sent and consumed between the two systems

Illustrated test examples

Inputs	Platform behaviour	Outputs
Authenticate call	Pass/fail	Security token
Pick up file from SFTP site	Provide folder structure with test EDI file	Test EDI file

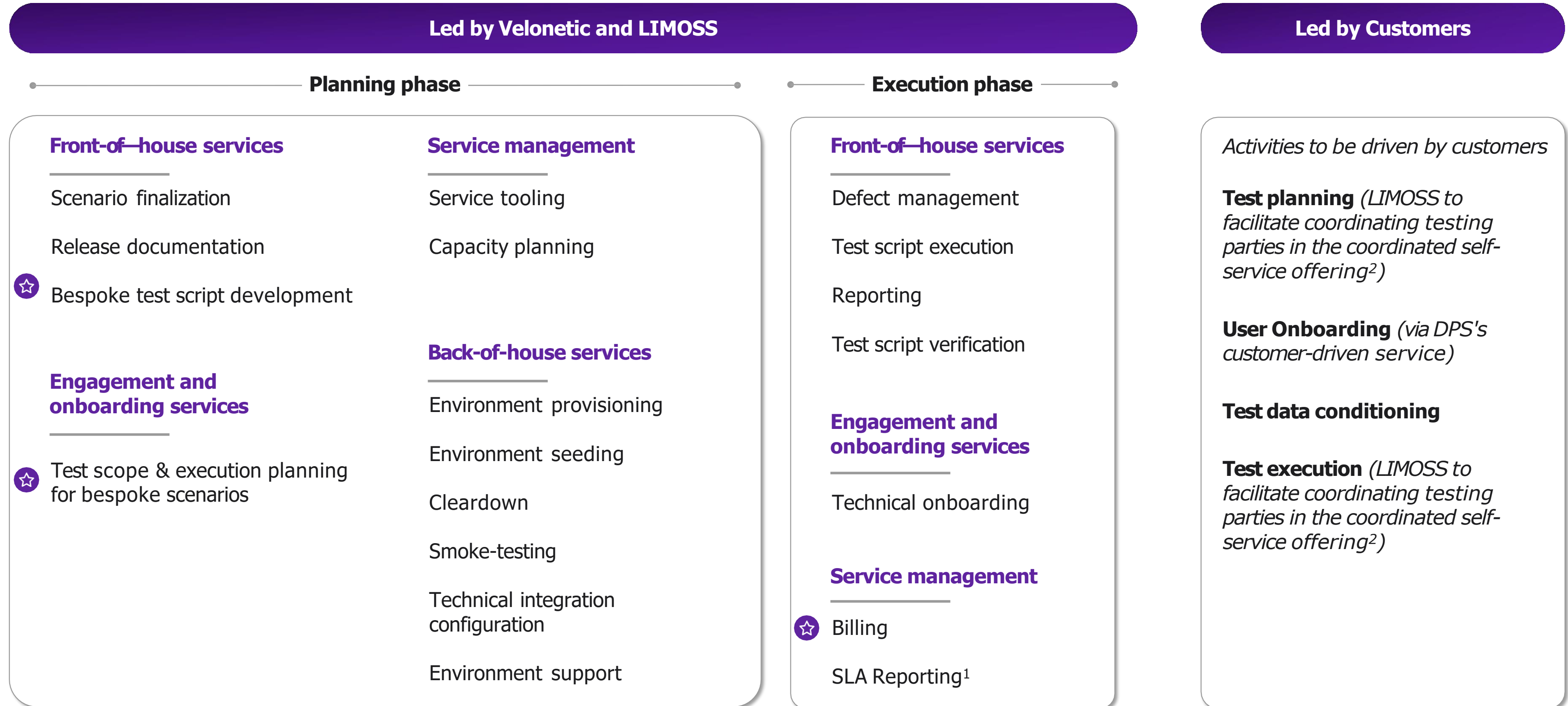## Coverage of vendors serving majority of market via Vanguard's participants

We believe majority of key technology vendors are represented through their customers in Vanguard, including but not limited to

- DXC
- Webcon
- AdvantageGo
- Verisk
- Eurobase
- Trace
- Ebix
- GPM
- Novidea
- PPL
- Docosoft
- Guidewire

... and additional self-build solutions

- Technical integration across major vendor platform verified via connectivity testing

- Further vendor connectivity testing enabled via ASG gateway (already accessible)

- New workstream for vendors to be established within Vanguard to
    - Enhance vendor visibility into testing
    - Improve vendor coverage for technical integration

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Activities led by both customers, Velonetic, and LIMOSS to enable an effective wider market testing program

| Led by Velonetic and LIMOSS | Led by Customers |

Planning phase

Front-of—house services

Scenario finalization

Release documentation

☆ Bespoke test script development

Engagement and onboarding services

☆ Test scope & execution planning for bespoke scenarios

Service management

Service tooling

Capacity planning

Back-of-house services

Environment provisioning

Environment seeding

Cleardown

Smoke-testing

Technical integration configuration

Environment support

Execution phase

Front-of—house services

Defect management

Test script execution

Reporting

Test script verification

Engagement and onboarding services

Technical onboarding

Service management

☆ Billing

SLA Reporting[1]

Led by Customers

Activities to be driven by customers

Test planning *(LIMOSS to facilitate coordinating testing parties in the coordinated self-service offering[2])*

User Onboarding *(via DPS's customer-driven service)*

Test data conditioning

Test execution *(LIMOSS to facilitate coordinating testing parties in the coordinated self-service offering[2])*

☆ Relevant only for enhanced self-service[2]

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1. Limited to reporting on the enhanced self-service tests with execution involvement by Velonetic test engineers 2. Offering titles to be reviewed and aligned

LIMOSS to support in key activities

Category

Engagement & onboarding services

Addl. support for customer-led activities

Areas of LIMOSS support and run

- Support customers in finalizing scenarios to test

- Coordinate testing parties between brokers and carriers to complete e2e scenarios

- Engage with customers to help define and run required test plans

- Support customers with test data conditioning

- Development of a traceability matrix for planning and reporting

- Review test reports and validate coverage, as part of operational governance committee

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Coordinated and enhanced self-service offerings

Note: Offering titles to be reviewed and aligned

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Introduction to the two proposed "self-service" models
(Offering titles to be reviewed and aligned)

Coordinated self-service

Enhanced self-service

Description
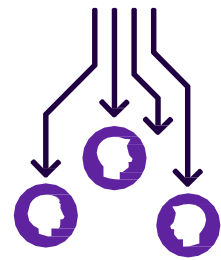
Enable customers to test e2e scenarios in a test environment, with coordination and run of testing parties by LIMOSS with Velonetic support

Provide additional Velonetic support for customers to test bespoke scenarios supplementary to those in coordinated self-service

Test scenarios supported for Phase 1 to be finalized (early 2024) with a view to consistency with Vanguard

Commercials

Built into DPSA

Additional cost recovery required; *Pricing mechanics TBC*

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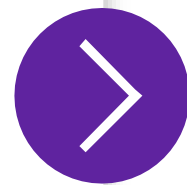
Key differences on support across the two offerings
(Offering titles to be reviewed and aligned)

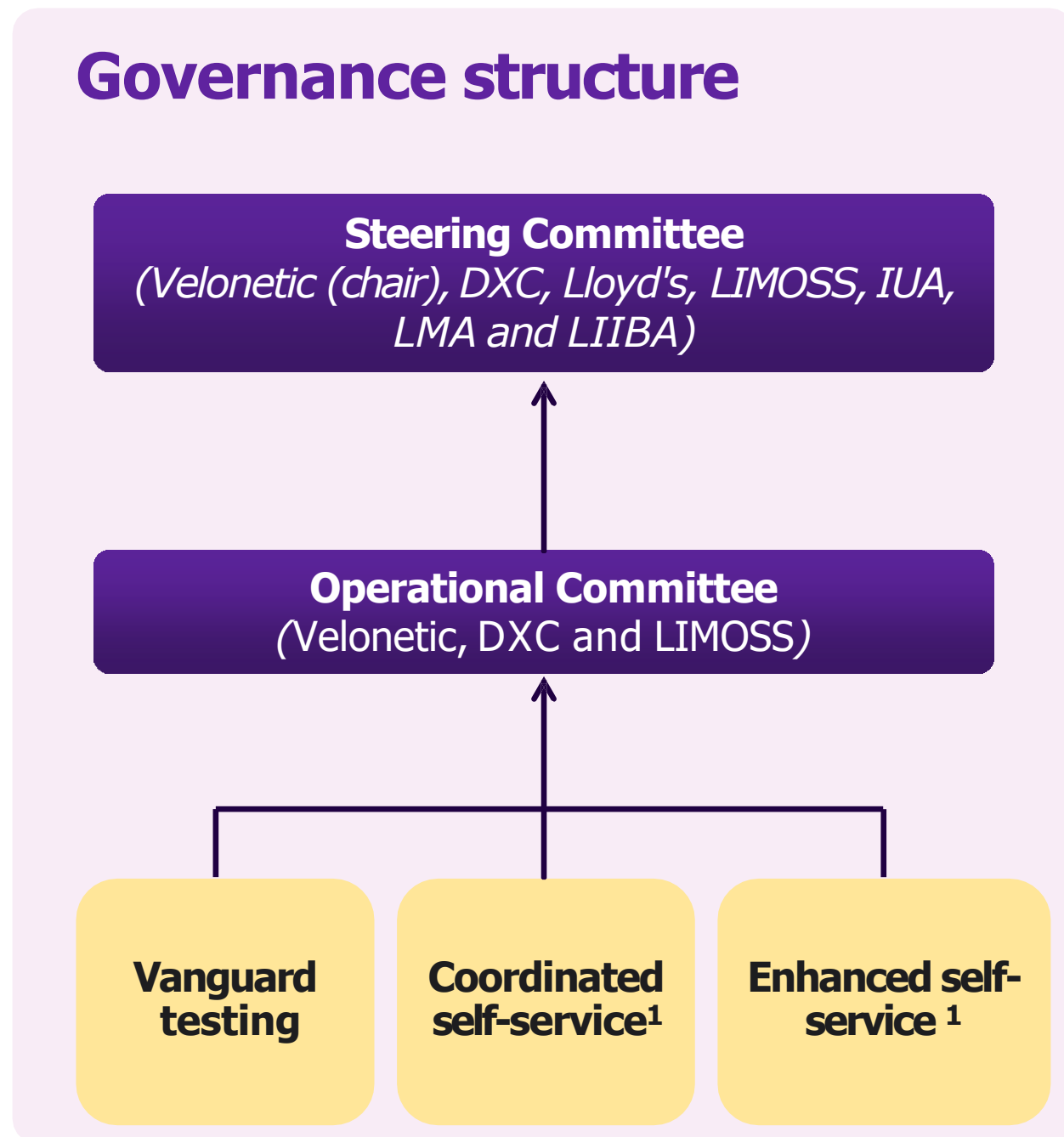| Category	Sub-category	Coordinated self-service	Enhanced self-service
Back-of-house services	Access to smoke-tested/ seeded test environment	✓	✓
Engagement & onboarding services	Coordination and execution support to run end-to-end testing[1]	✓	✓
	Technical onboarding of customers to environment	✓	✓
	Test scope and execution planning for bespoke/ supplementary scenarios	✕	✓
Front-of-house services	Access to user manuals, training resources and pre-made generic test scenarios	✓	✓
	Access to release documentation	✓	✓
	Defect management support	✓	✓
	Test execution reporting	✓	✓
	Development of test scripts for bespoke scenarios	✕	✓

1. Details to be refined in coordination with LIMOSS

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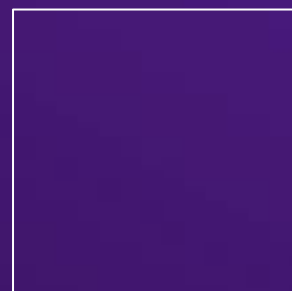
Governance

LIMOSS plays a key role in governance of Gate 3 testing, via the coordination and run of Coordinated Self-serve[1]

Governance structure

Steering Committee
(Velonetic (chair), DXC, Lloyd's, LIMOSS, IUA, LMA and LIIBA)

Operational Committee
(Velonetic, DXC and LIMOSS)

Vanguard testing

Coordinated self-service[1]

Enhanced self-service [1]

	Market readiness testing Operational Committee	**Market readiness testing Steering Committee**
Participants	• Velonetic, DXC and LIMOSS	• Velonetic (chair), DXC, Lloyd's, LIMOSS, IUA, LMA and LIIBA
Objective	• Ensure appropriate coverage and execution of test scenarios • Share findings of testing activities across the three offerings	• Monitor progress of execution • Review test completion reports and provide final sign-off on cutover
Frequency	• Weekly (starting Mar'24)	• Monthly (starting Mar'24)

1. Offering titles to be reviewed and aligned

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High-level Development Plan timeline

Category	Milestone	Timeline
Planning & preparation phase (Jan – Mar '24)	Communicate customer testing approach to market	Dec '23
	Define test scenarios	Jan '24
	Test schedule & plan development	Feb '24
Execution phase (Apr – Jun '24)	E2E testing commences	Apr '24
	Onboarding on to test environment	Mar '24
	Test execution	Apr – Jun '24

Note: Above milestones are specific to the coordinated and enhanced self-service offerings[1]

1. Offering titles to be reviewed and aligned

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Thank you

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