

LLOYD'S



Blueprint Two

Q1 2024 Working Session

26 February 2024



Agenda

	Opening remarks	Chris Halbard & Bob James
14:00 – 15:00	Testing & Vanguard	Alvaro Montenegro & Chris Halbard
	Training & onboarding	Sean Anderson & Linsey Cranfield
	Cutover activities	Teresa Jennings & Steve Stinson
15:00 – 15:15	<i>Break & move to spotlight sessions (15-minute break between sessions)</i>	
15:15 – 15:40	Spotlight session: testing & Vanguard	Alvaro Montenegro, Sophie Baker, Christabel Osoata-Osebor & Chris Halbard
15:55 – 16:20	Spotlight session: training & onboarding	Sean Anderson, Maria Hassell, Stuart Smith & Linsey Cranfield
16:35 – 17:00	Spotlight session: key cutover activities	Teresa Jennings, Steve Stinson & Ryan Gilligan
17:00 – 17:10	<i>Break & move to plenary</i>	
17:10 – 17:30	DPSA & closing remarks	Chris Halbard & Bob James
17:30 – 19:00	<i>Drinks & canapes</i>	

Opening remarks



Chris Halbard
CEO, Velonetic



Bob James
COO, Lloyd's

Ensuring a safe cutover to phase one digital services



We will not move to phase one unless we are confident that the technology works, with a robust cutover, rollback and contingency plan in place



The delivery timeline is tight and is more truncated since our last event

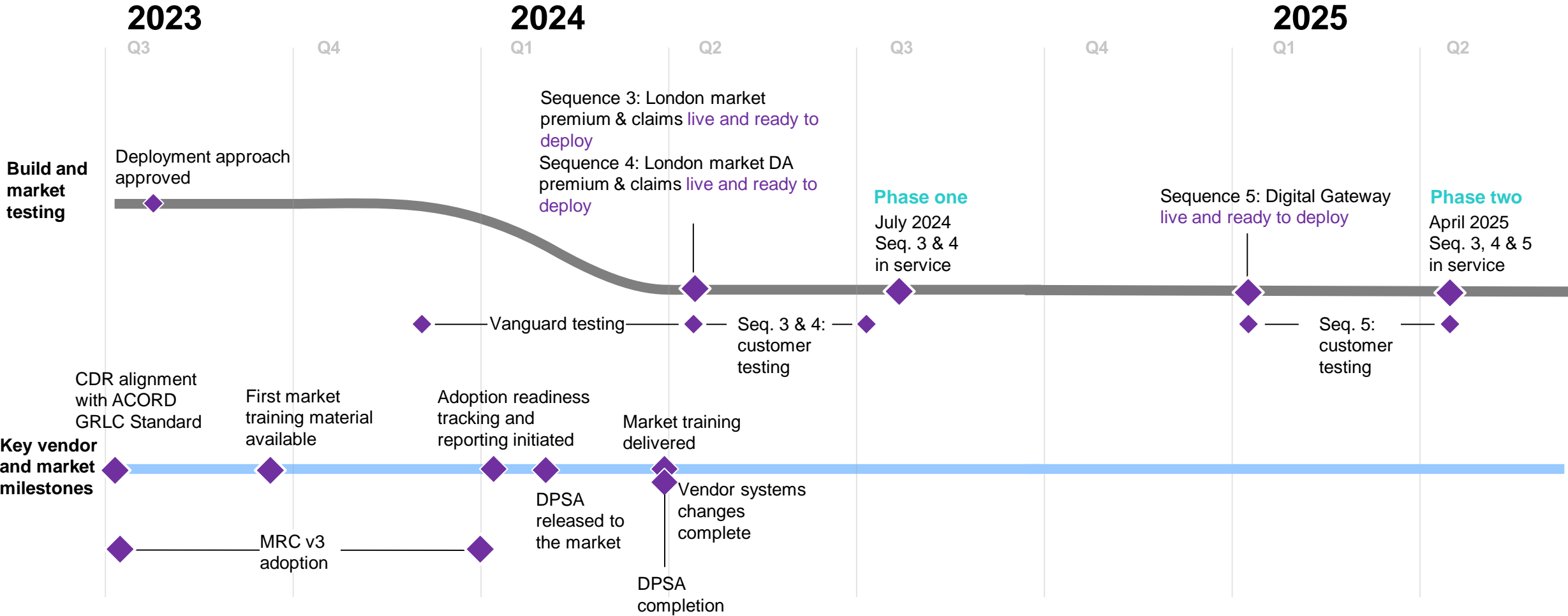


Vanguard programme has not worked as expected and we've experienced issues with the testing environment



Vanguard will be reset to support broader market testing activities

Blueprint Two will be delivered through 2024 and 2025



Four key actions to prepare for cutover

1

Testing

Prepare to test your processes and technology with the new platform




Progress

- ✓ Vanguard London market testing underway
- ✓ Enhanced customer testing offering published
- ✓ SIT & UAT testing for PI11 completed

2

Messaging

Work with your service providers to implement messaging changes




- ✓ All standard and customised EDIs shared by 6 March 2024
- ✓ Reviewed all additional EDI requests and accepted one more

3

Training

Identify users of the new portals and ensure they are appropriately trained




- ✓ First market materials available
- ✓ Training and set-up communications shared
- ✓ Learning platform live on 1 March 2024

4

DPSA signatures

Clarify who is accountable for driving adoption and completing your DPSA



- ✓ DPSA released to market participants
- ✓ Query process live including market drop-in session
- ✓ Signature process communication issued

Today's sessions will support your adoption plan

1



Testing

Testing programme
& timeline

Vanguard update

2



Training & onboarding

Training approach & new
learning platform

Key onboarding activities

3



Cutover

Key cutover activities &
timeline

Critical issue resolution

4



Assurance & DPSA

DPSA milestones

Artefacts to support
assurance & DPSA
activities

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Testing & Vanguard



Chris Halbard
CEO, Velonetic



Alvaro Montenegro
Product & Technology Director, Velonetic

Delivering a robust system in time for cutover



A rigorous, layered testing approach is being deployed, with multiple test phases

Well-defined testing framework in place for DXC, Velonetic, Lloyd's and market participants



Mature defect management procedure in place, used by all testing phases



Functional, system integration, user acceptance & non-functional testing underway



Resetting the Vanguard programme

Resetting the Vanguard programme



The Vanguard programme hasn't worked or delivered what we expected



Vanguard participants are awaiting full testing environment



Committed to Vanguard and resetting the programme



Wrapping training and onboarding approach into Vanguard activities

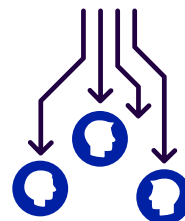
Three models for customer testing



Vanguard

Early connectivity, functionality and end-to-end business scenario testing with early adopters group

More Vanguard information, including scope of testing and reports is available on our [Testing webpage](#).



Coordinated

Testing all end-to-end processes, defined by Velonetic and LIMOSS

To be agreed by LIMOSS, Velonetic and market associations



Enhanced

Testing of scenarios tailored to customer requirements, supported by Velonetic

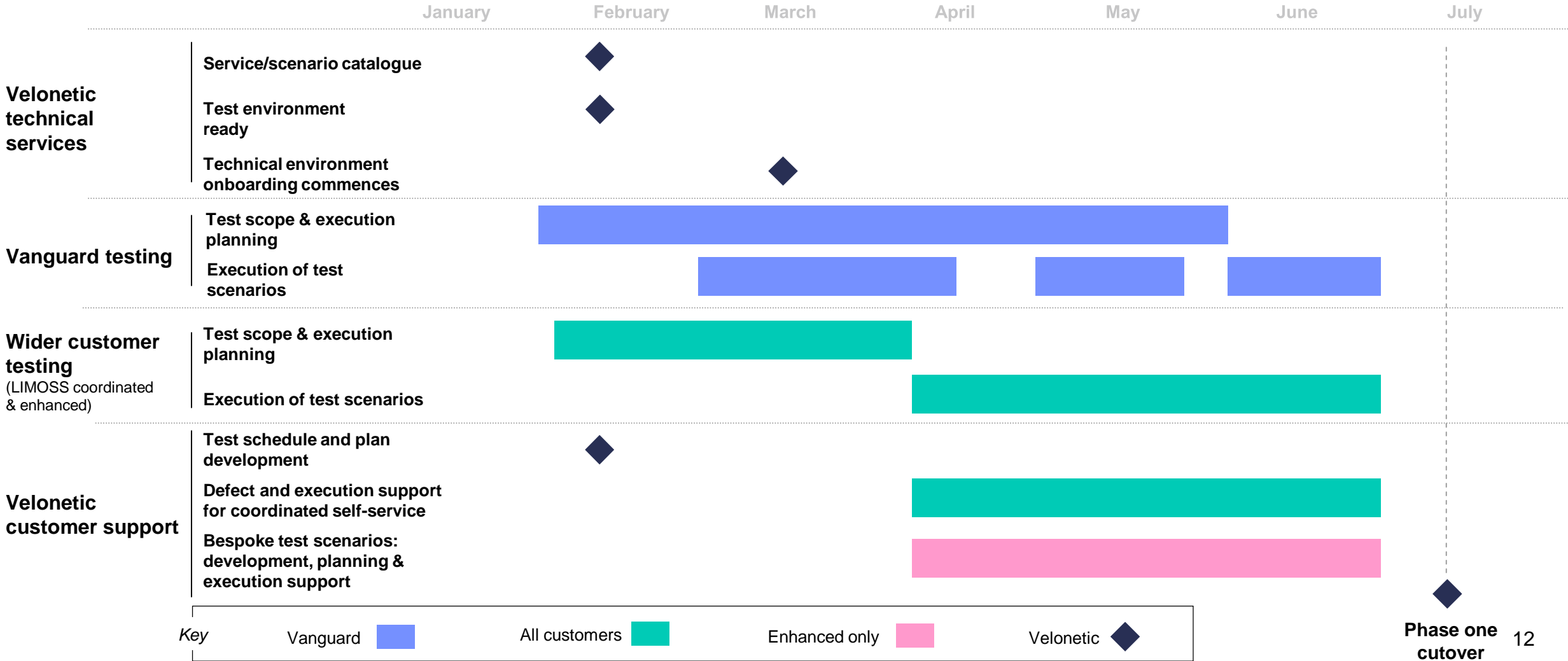
Available to all customers at a cost



Register your interest in enhanced testing by **Thursday 29 February**:

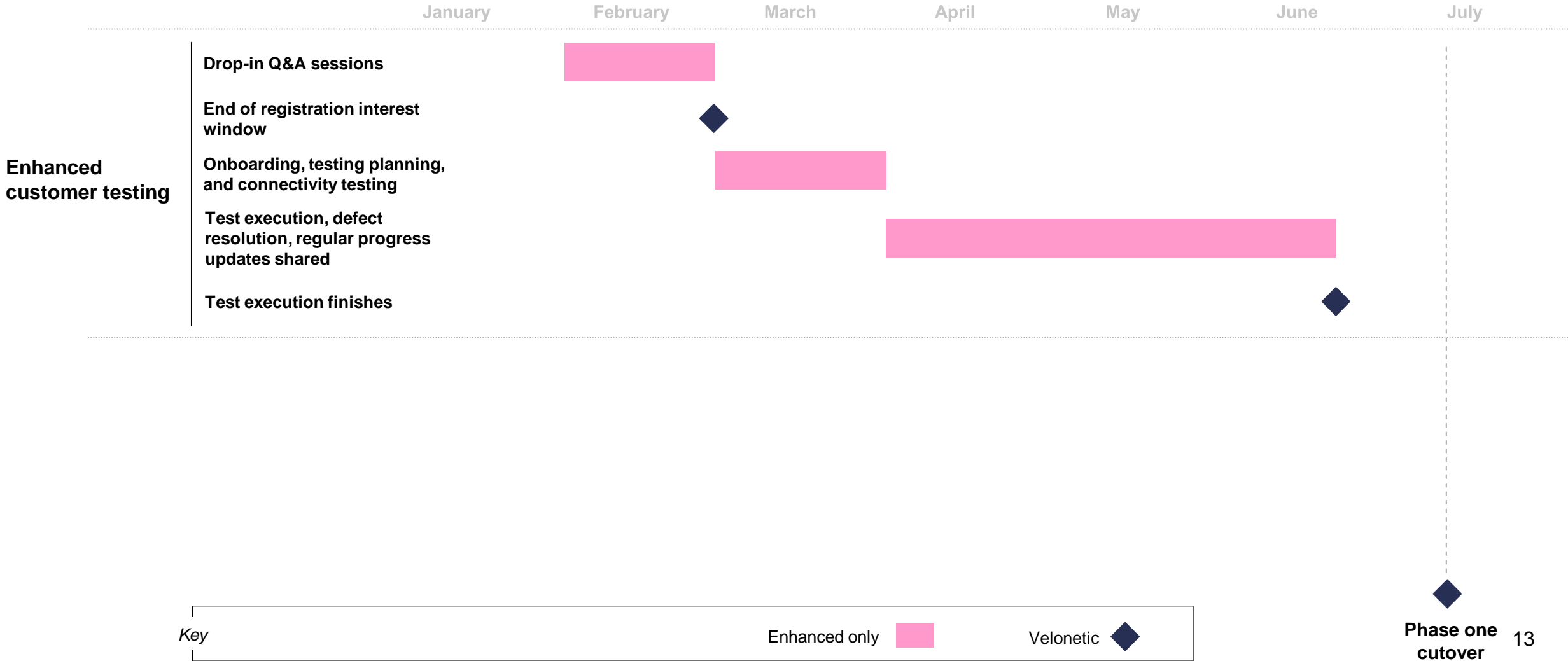
- Email ServiceTeamCore@dx.com
- Contact your Blueprint Two engagement partner

Key testing moments: Vanguard testing in Q1 and wider customer testing from Q2 2024



Phase one cutover 12

Supporting customers through enhanced testing service



Business scenarios

Premium scenarios

Ref.	Bureau	Submission type
P01	◆	First Submission - Original Premium
P02	◆	Additional Premium Endorsement
P03	◆	Return Premium
P07	◆	Original Premium with Multiple LPAN
P05	◆	Original Premium with Query & Edit
P06	◆	Original Premium Resubmission
P07	◆	Withdrawal & Replacement Submission - Original Premium
P08	◆	Original Premium with deferred instalments as delinked
P09	◆	For Declaration Only (FDO)
P10	◆	Return Premium Correction
P11	◆	Original Premium with Deferred instalments
P12	◆	Original Premium, Multiple instalments

General claim scenarios

Ref.	Bureau	Submission type
GC01	◆	First Advice
GC02	◆	Subsequent Advice
GC03	◆	Subsequent Advice with Settlement; Settled Centrally (STFO)
GC04	◆	First Advice; Single Currency
GC05	◆	Subsequent Advice; Single Currency
GC06	◆	Subsequent Advice with Settlement; Single Currency; Settled Outside
GC07	◆	First Advice; Multi Currency
GC08	◆	Subsequent Advice; Multi Currency
GC09	◆	Subsequent Advice with Settlement; ; Multi Currency; Settled Outside
GC10	◆	First Advice with Settlement; Settled Outside
GC11	◆	First Advice with Settlement; Settled Outside
GC12	◆	First Advice with Settlement; Direct Settlement (Vitesse)
GC13	◆	First Advice; Carrier Queries the Claim; Claim is Denied
GC14	◆	First Advice with subsequent Reversal
GC15	◆	First Advice with subsequent Cancellation and Replacement ¹
GC16	◆	First Advice; Binding Authority/Block Claim ¹
GC17	◆	First Advice; Single Claims Agreement Parties ¹
GC18	◆	First Advice with Settlement Facultative Policy Type ;Settled Centrally ¹
GC19	◆	First Advice; Treaty Policy Type ¹
GC20	◆	First Advice; Proportional Treaty Policy Type (Cash Loss) ¹

Carrier claim scenarios

Ref no.	Bureau	Submission type
CC01	◆	First Advice
CC02	◆	Subsequent Advice
CC03	◆	Settlement
CC04	◆	Refund
CC05	◆	Closure
CC06	◆	First Advice & Settlement
CC07	◆	First Advice
CC08	◆	First Advice
CC09	◆	First Advice
CC10	◆	First Advice & Subsequent Advice

¹Scope does not include Writeback

Bureau

- ◆ Lloyd's, ILU, LIRMA
- ◆ Lloyd's singleton
- ◆ ILU singleton
- ◆ Lloyd's multi-carrier
- ◆ Lloyd's only
- ◆ LIRMA only
- ◆ LIRMA singleton

Training



Linsey Cranfield
Head of Engagement, Velonetic



Sean Anderson
Head of Service Transformation, Velonetic

Training: what you need to know



Ensure your key people are trained using self-driven learning



Modular approach supported by an interactive learning platform



We'll continue to develop our offering based on your feedback

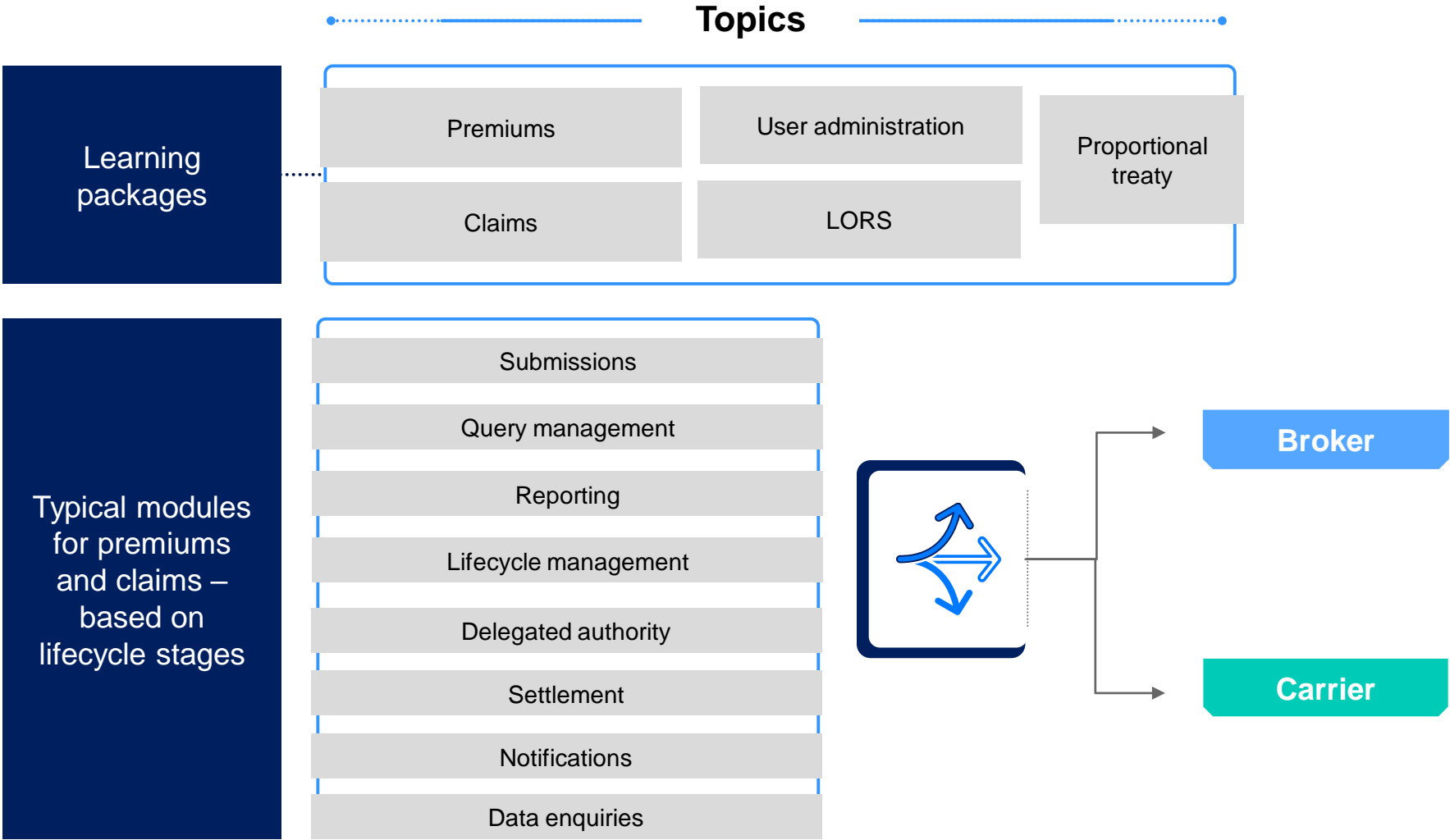


Additional in-depth learning and support options also available



Confirm your DPS user admin contact has shared required e-learning users

Training packages to aid adoption



A blended approach to training

Free of charge

User manuals

Service user guides (free of charge via learning platform)
IPOS / ICOS user guides (free of charge via learning platform)



Self-paced learning

Updates made to learning materials in January and March 2024
Short video courses available from March via learning platform:

- User administration
- Premium
- Claims
- LORS
- Proportional treaty



Chargeable



Instructor-led and additional self-paced learning

More in-depth, self-paced learning
Instructor-led:

- Group tutorials
- Virtual
- Train the trainer



Providing timely training to aid adoption

 Activity	 Date
Confirm DPS user admin contact has shared required e-learning users	28 February
User administration module self-paced training available via learning platform	1 March
Drop-in sessions for user administration module	4 March
User manuals available	1 April
Self-paced learning for all users	1 May
Face-to-face training starts	7 May
Virtual instructor-led training starts	7 May

Training: next steps



Return list of learning platform users using the issued template by 28 February



Ensure each user completes registration and password set up from 1 March



Ensure user admins complete user administration module



Register for user admin drop-ins



Start planning for user training from 1 May

Onboarding



Sean Anderson

Head of Service Transformation, Velonetic



Linsey Cranfield

Head of Engagement, Velonetic

Onboarding: what you need to know



Velonetic will set up a minimum of two user admins per organisation



You are responsible for key onboarding activities including user set-up



All users will require multi-factor authorisation



Ensure your bank mandates and direct debit mandates are still valid



Advise which broker codes and carrier stamps belong to which organisations



Parties (user admin application) available from 10 June

Key onboarding steps



Velonetic will:



- ✓ Provide an onboarding guide and instructions
- ✓ Set up each organisation:
 - Processing services
 - Banking preferences
 - Messaging preferences
 - Reporting preferences
- ✓ Set up of a minimum of two user admins
- ✓ Set up organisation access to the market gateway
- ✓ Set up organisation access to ServiceNow – our help desk provider



You will need to:

- ✓ Provide all requested onboarding information by 17 May
- ✓ Check bank mandates and direct debits are still valid
- ✓ Set up all users and their access
- ✓ Complete market gateway registration and perform connectivity testing
- ✓ Complete ServiceNow registration
- ✓ Ensure accessibility to new platform and portal URLs (whitelisting)
- ✓ Undertake user training

Key dates for your onboarding journey

 Activity	 Date
Requests for onboarding information shared	1 April onwards
All onboarding information returned	17 May
Velonetic set up organisations' user admins	3 June onwards
Market firms able to set up users	10 June onwards

Onboarding: next steps



We'll issue an onboarding guide by 1 April



Decide who your user admins will be



Ensure your user admins complete user admin training from 1 March



Plan for setting up your users from 10 June, including any outsource arrangements



Ensure your bank mandates and direct debit mandates are still valid

Cutover activities



Teresa Jennings
Operations Director, Velonetic

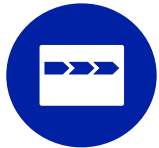


Steve Stinson
Head of Transformation Programmes, Velonetic

Cutover: what you need to know



Cutover: migration from heritage systems (FERN) to new digital processing services



Four stages of cutover



Cutover will begin on 9 July, following closure of Q2 reporting



Velonetic preparation underway: iterative process with key rehearsal milestones



Preparation includes mitigation and proposed actions for potential critical issues

Market cutover will begin on 9 July

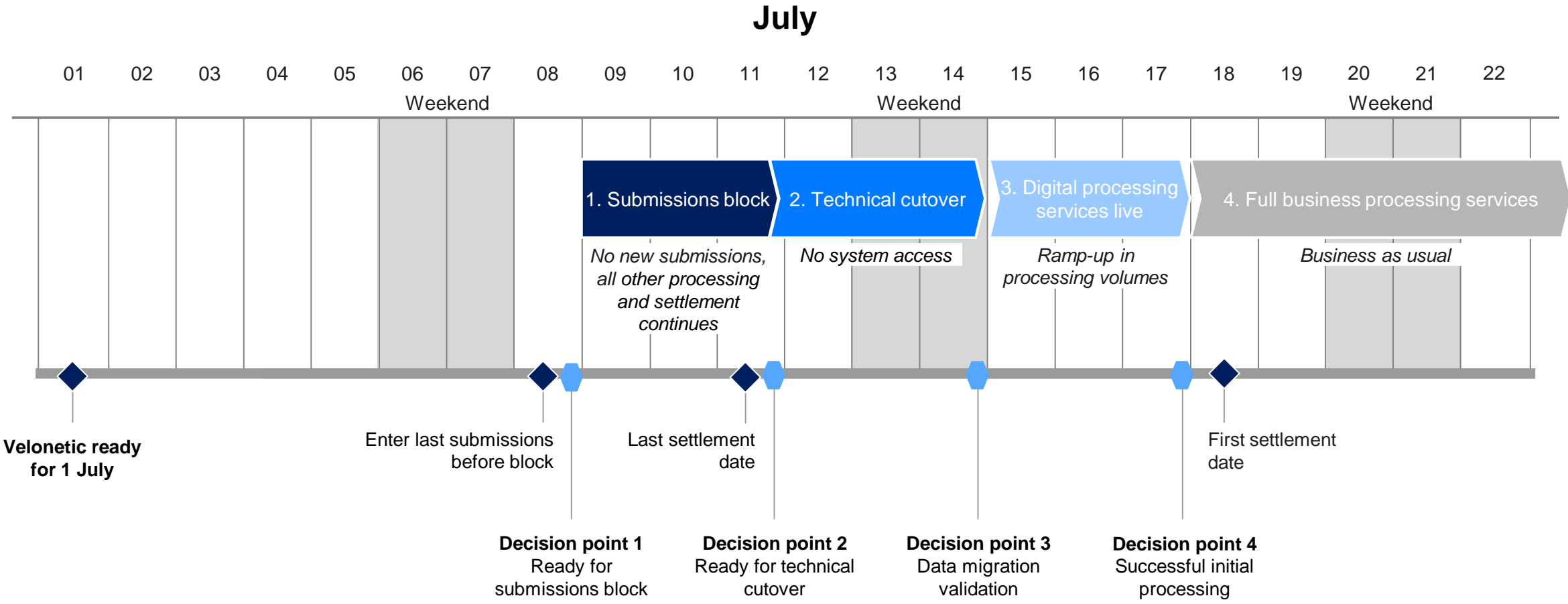


- Velonetic will be ready for 1 July as planned



- Market cutover will begin on 9 July
- This enables Q2 processing and reporting to proceed as planned without distraction

Key cutover milestones for market participants



Considerations for cutover

Over 70 topics have been highlighted as requiring consideration for the cutover plan, broken down into the following key topics:

Incomplete transaction

- Claims
- Direct settlements
- SCAP

Queries

- Unresolved queries with brokers
- Unresolved queries for other reasons e.g., sanctions

Corrections

- Company corrections OP and APs (within the same work package)
- Corrections that need two plus days to complete

Partially complete transactions

- Deferred instalments awaiting settlement / updates
- Delinked transactions awaiting release / settlement
- LORS transactions awaiting

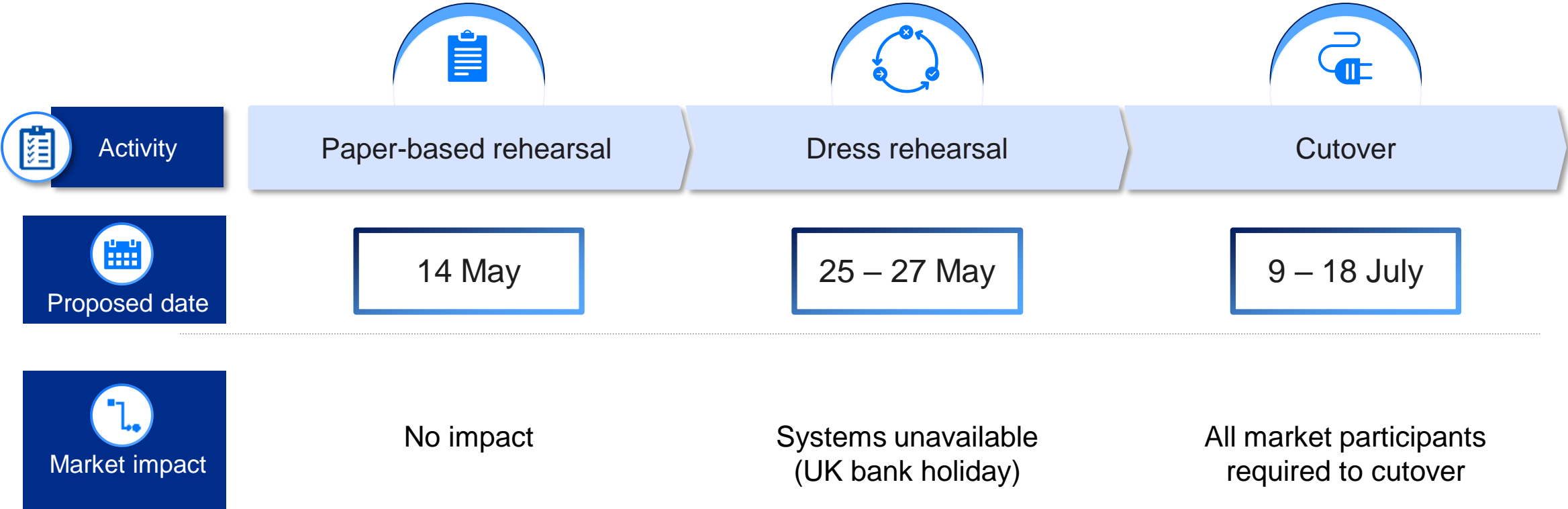
Control and assurance

- Lloyd's and company internal next day audits

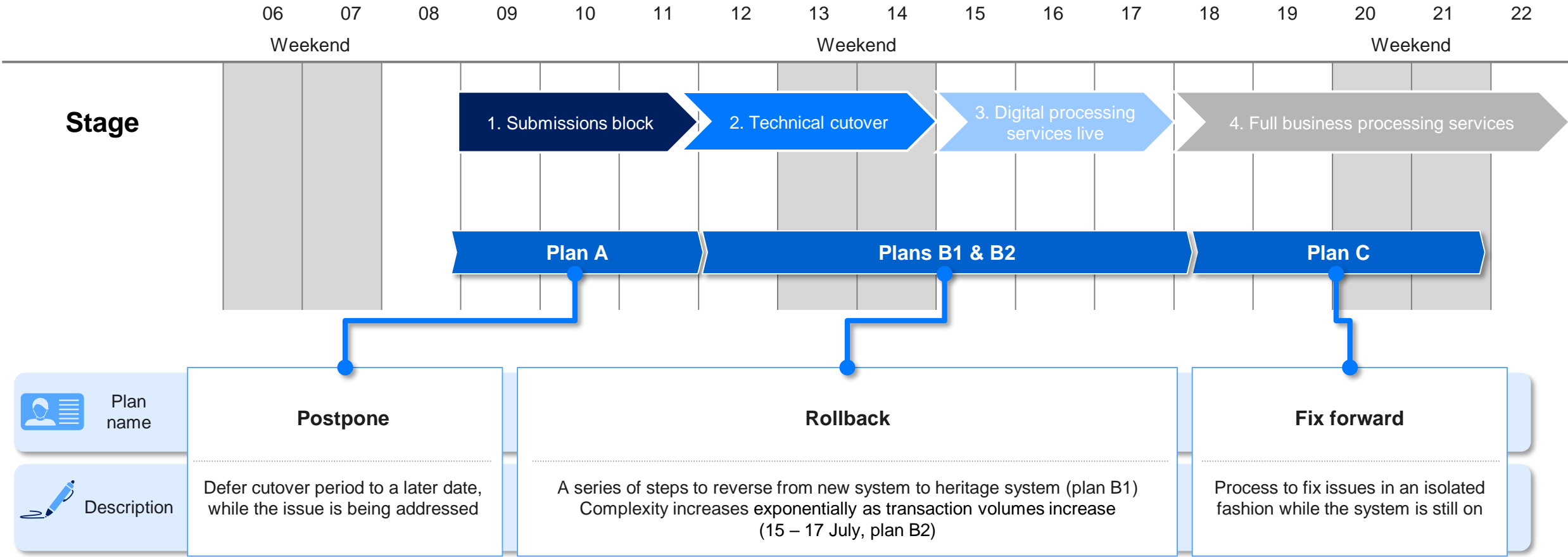
Workflow

- In-flight QC
- Reopened / reactivation of work packages in workflow

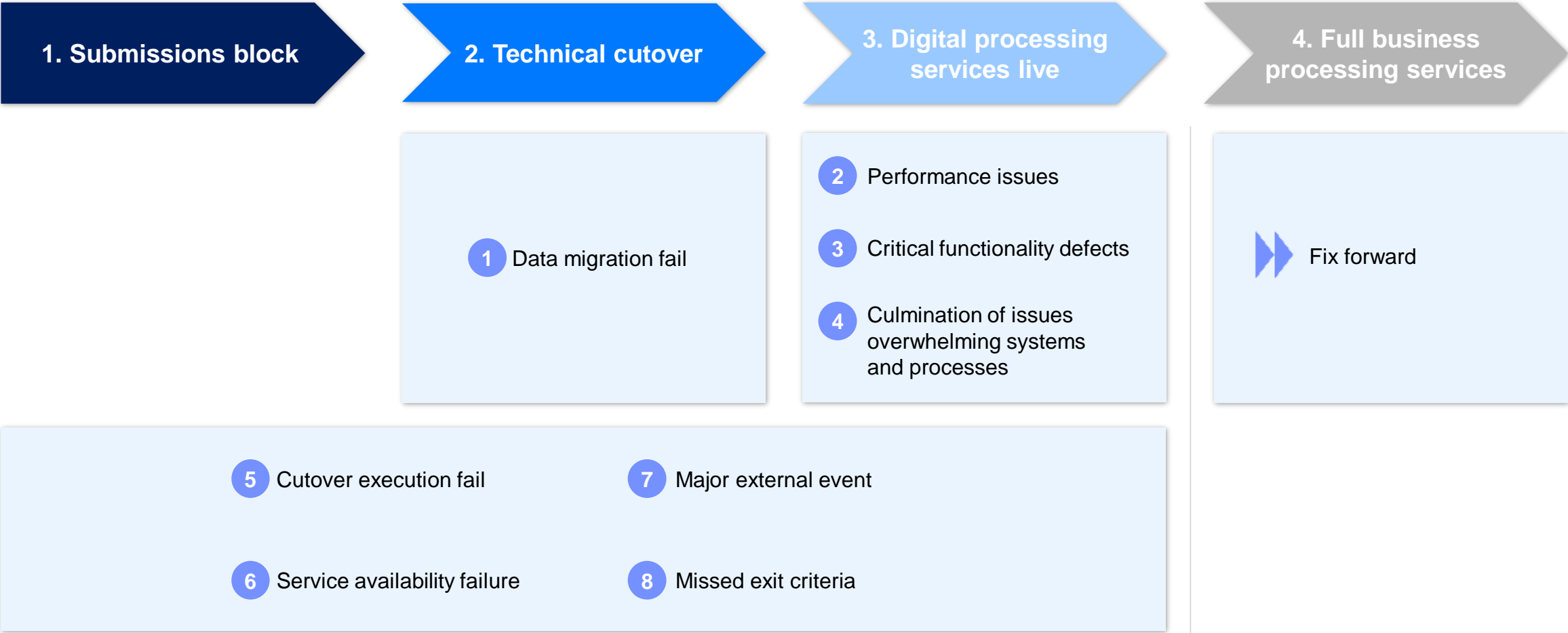
Key dates for cutover planning





Three plans to resolve potential critical issues



Potential rollback scenarios identified across cutover stages



Key dates for cutover

 Activity	 Date
Dress rehearsal: systems unavailable (bank holiday weekend)	25 – 27 May
Last new submissions	8 July
Submissions block	9 – 11 July
Last settlement date before technical cutover	11 July
Technical cutover: no access to systems	12 – 14 July
DPS live: processing volumes ramp up	15 – 17 July
First settlement processed & BAU live	18 July

Development of cutover plan is an iterative process



Velonetic will be taking a number of actions through February and March



Workshops to prepare for cutover: claims, settlement and rollback scenario



Finalise detailed day-by-day workstream plans



Run through playbooks for cutover stages and rollback scenarios



Rehearsal run through

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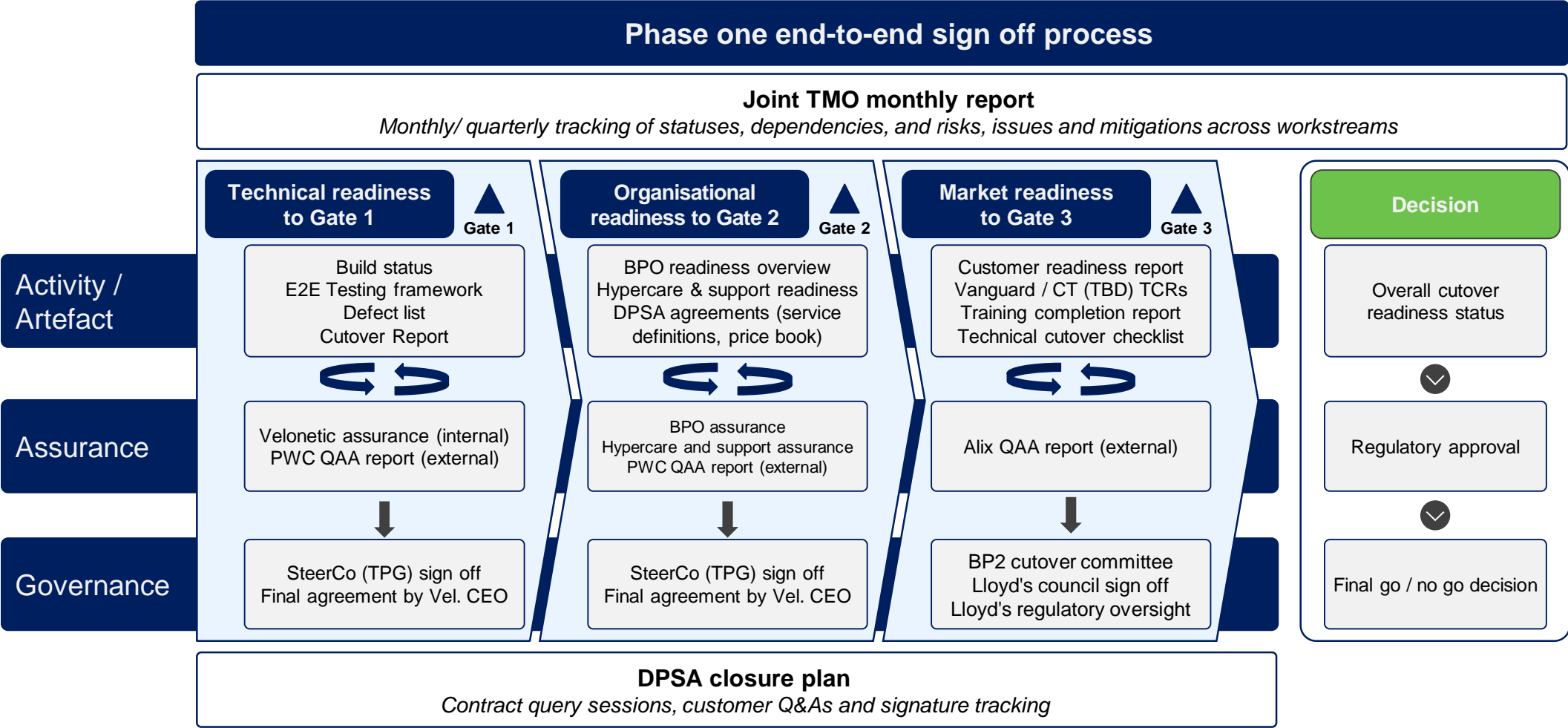


Assurance framework & DPSA

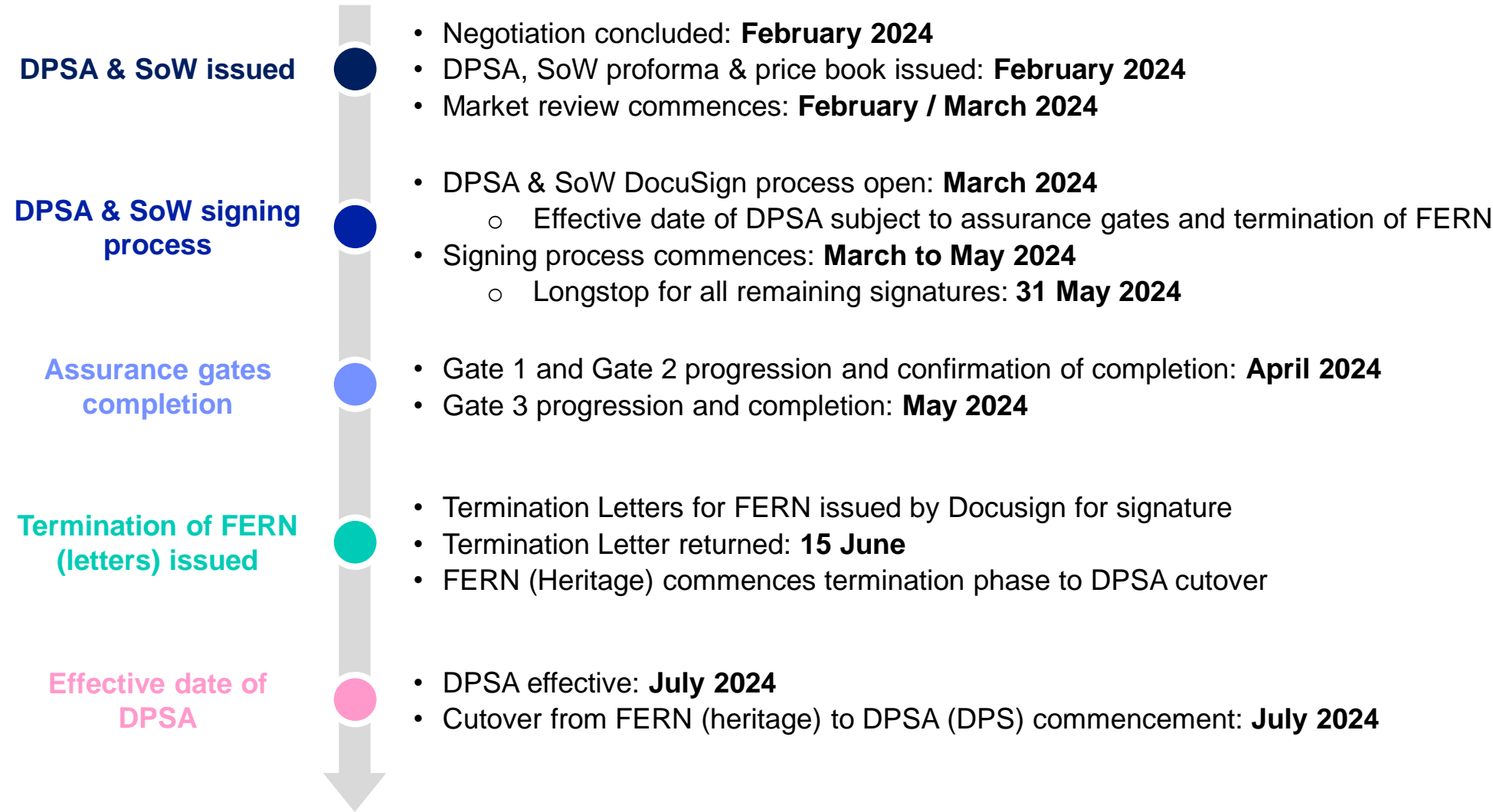


Chris Halbard
CEO, Velonetic

Robust sign off process ahead of market cutover



Progressing DPSA ahead of cutover period



Supporting market assurance activities



We'll provide evidence and artefacts to successfully pass assurance gates 1, 2 and 3



Deloitte market data room will collate artefacts to support senior decision makers



Deloitte undertaking quality control on artefacts and available to discuss with market



AlixPartners producing supplementary guide for senior decision makers and executives



Once assured, sign FERN termination letter and cutover to new digital processing services

Closing remarks



Chris Halbard
CEO, Velonetic



Bob James
COO, Lloyd's

Ensuring a safe cutover to phase one digital services



Velonetic will be ready for cutover to phase one digital services from 1 July 2024



Market cutover will begin on 9 July to allow for quarter end activity



We will not move to phase one unless we are confident that the technology works, with a robust cutover, rollback and contingency plan in place

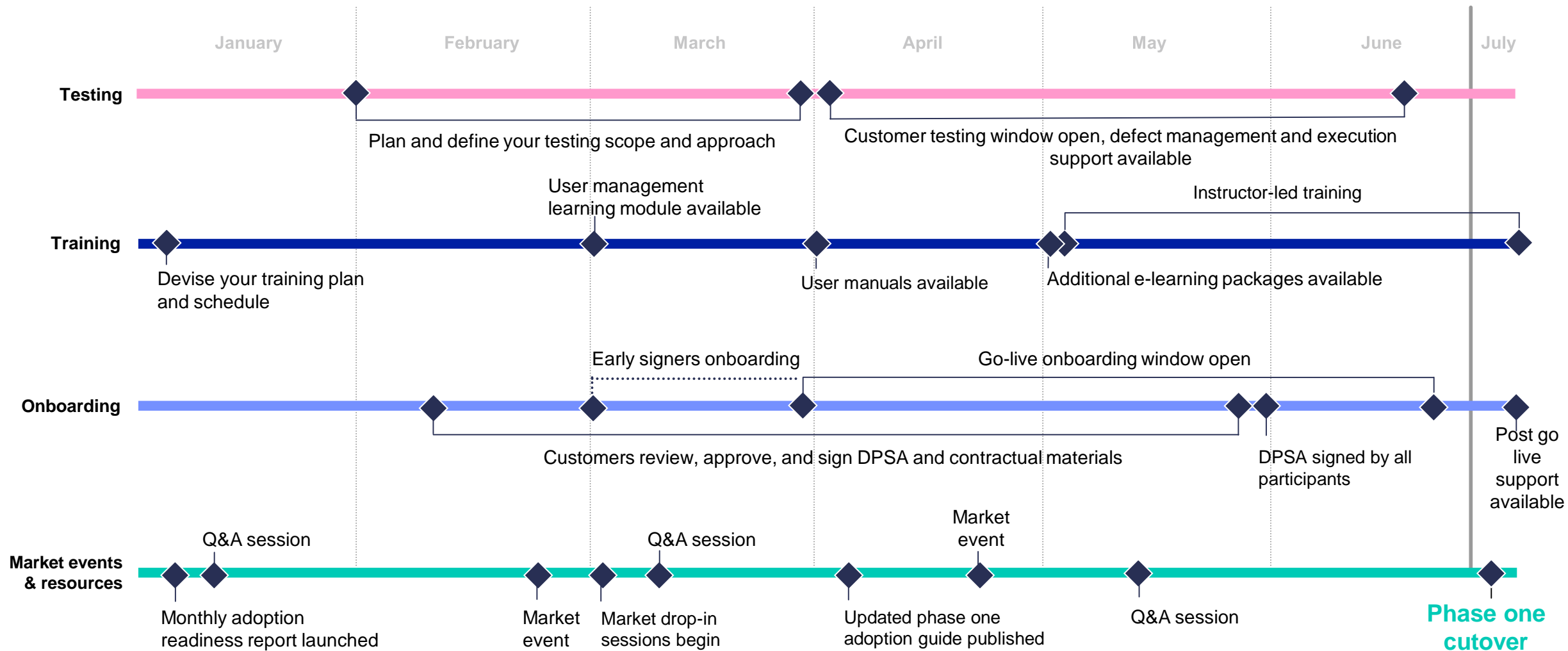


Decision to cutover or postpone will be fact-based, in line with assurance framework



Key focus for market participants: testing, training and onboarding

Key adoption moments ahead of cutover



Key resources to support cutover

1



Adoption guide

Iterative guide with the latest information on key people, process and technology changes

2



Model office

Interactive spaces on Galleries 3 and 4, facilitating adoption workshops led by Lloyd's and Velonetic engagement team

3



Blueprint Two website

Refreshed website centralising all details and artefacts in one place

4



Learning platform

Central repository with all training materials

5



Vanguard programme

Sharing experiences and insights from Vanguard testing

6



Market events

Ongoing events to share key information and actions required to adopt the new digital services

*Next event:
Q&A follow-up
14 March*

Supported by an experienced, collaborative Blueprint Two engagement and CRM team