



Blueprint Two

Phase one digital services

Adoption guide for brokers

Version 3, June 2024

How to use this guide



Purpose

- All firms will need to use **DPS digital services** to **continue trading in the market**.
- The guide provides details of the **compulsory changes required** to retain technical capability from cutover.
- It also contains a high-level overview of the **phase one processes that the market will need to follow**, including explanations of the **functionality changes taking place** as we move away from current portals and applications.
- It also sets out the **activities to be undertaken** (organised by people, process & technology) to **get ready to adopt phase one digital services**
- The guide provides resources to **facilitate workshops** with individuals who are **sponsoring, driving, and impacted by the change**.



Version updates

- This version of the **guide builds** on version two shared in October 2023. It contains all information provided in the previous edition, and includes further updates provided at the market sessions*
 - As this guide is **iterative**, some of the activities will have target dates in the past, reflecting activities which should already be in flight.
 - The changes aim to improve the document's usability, and **add detail** to the recommended practical activities:
1. **Updated information includes new slides** covering International Premiums Orchestration Service (IPOS), International Claims Orchestration service (ICOS) direct submissions, accessing and using the portals, practicalities of using IPOS/ICOS and query management.
 2. **Call out updates** ** Lloyd's Outward Reinsurance Scheme (LORS), Proportional Treaty (PT), Delegated Authority (DA), Document Repository Service (DRS) (previously the IMR portal) and Knowledge Base.
 3. **Broker specific guide** covering open markets, Proportional Treaty and DA and LORS.
 4. **Activities section has been expanded, tailored** for market firm types, and specifically calls out **mandatory changes**

Tips for using the guide



Audience: The guide is aimed at **those leading the implementation** of Blueprint Two phase one digital services within a market firm.



Look out for the key on the slides:

By following the key on the slides, you will easily determine what is new content (denoted on each slide in the top right-hand corner) New content and which activities have been updated since v2 , denoted by ♦



Reading time: Since the last release, there is a lot of updated and important content in this guide, hence It will typically take around **one hour to read** the whole guide.



Quick read: To reduce the reading time of the activity's sections, focus on the blue '**summary of change**' boxes and the red '**mandatory changes**' at the beginning of each section. It will then reduce your time to **20 minutes to read** the whole guide.



Interactive design: The guide is **interactive**. For optimal use, **avoid printing**.



Feedback: As always, **we'd appreciate your feedback** – please share with your engagement partner or email us at BP2engagement@lloyds.com.



Background reading: A certain level of **prior knowledge is assumed**. For colleagues who are **new to Blueprint Two**, **background materials** can be found in [the background reading section](#) in the appendix.

Executive summary for brokers

This is the third version of the phase one adoption guide, building on existing content and finalising the broader activities required to successfully adopt phase one. This guide is aimed specifically at brokers and to those leading the Blueprint Two implementation.



This guide

- Provides more **in-depth information** around mandatory and optional activities, together with guidance to enable the market to successfully adopt phase one
- Gives **new/updated** content around functionality and processes which were not available in the last version
- Focuses on the '**what**'
- Should be read in conjunction with the training materials available on the Velonetic Education learning platform, which will guide users through the '**how**'
- **Complements the activities** in the market adoption readiness survey
- Links to the **technical information**, which is available on the website



**Market firms
are also
encouraged to**

- **Read and familiarise yourselves with the** information on the [Blueprint Two website](#) to assist with the deeper levels of technical information. Markets firms should review frequently the [What's New?](#) Page as this will be continuously updated.

Key messages

We encourage market firms to read the whole guide, however you can use this summary below to guide you to the specific sections that are relevant for your business.

Recap of key messages and mandatory changes:



All market firms who transact via messaging must:

- **Adopt** either standard or supported bespoke messages, without which your messages cannot be transmitted via the market gateway (ASG Adept)
- **Connect** to the market gateway (ASG Adept) to send and receive messages. Existing gateways will not be available
- **Retrieve** messages from a new SFTP site. Emailed messages will no longer be available



Those market firms who use the existing portals/applications today must be able to access the new Digital Processing Services (DPS) via:

- **International Premium Orchestration Service (IPOS)** to release a premium and view premium submissions (via account enquiry)
- **International Claims Orchestration Service (ICOS)** to directly submit a claim/view claims transactions and upload documents
- **Document Repository Service (DRS)** (previously the IMR) to submit premiums, view and upload documents
- **Lloyd's Outwards Reinsurance Scheme (LORS)** for outward reinsurance transactions
- **Knowledge Base** to view business knowledge information



All market firms must manage Velonetic queries via the DPS:

- **Access** IPOS/ICOS to view and respond to premium and claims queries. Email queries are no longer possible



All market firms who rely on Velonetic reporting must :

- **Access** the reporting portal (Qlik Sense) to retrieve their reports. Reports will no longer be emailed

Contents

1.	Phased delivery: overview & timeline	Section 1
2.	Phase one changes	Section 2
3.	Broker-focused processes	Section 3
	1. Changes to the Proportional Treaty FDO & statement submission process	Section 3.1
	2. Changes to the broker premium submission & signing process	Section 3.2
	3. Changes to the broker premium settlement review & release process	Section 3.3
	4. Changes to the broker claims submissions & agreement process	Section 3.4
	5. Changes to the broker claims settlement & release process	Section 3.5
4.	Broker adoption activities	Section 4
	<i>Project Management, Market Gateway, Messaging, Delegated Authority, Proportional Treaty, Digital services, Reporting</i>	
5.	Changes to portals and applications	Section 5
6.	Appendix (further reading and glossary)	Section 6

01

Phased delivery: overview and timeline

This section outlines the phased delivery of Blueprint Two digital services, providing an overview of how the phases will interact with each other.



How will the phased delivery work?

Phase one:

All firms will need to use phase one digital services to continue trading in the market. This is also a prerequisite to adopting phase two digital services, which enable the benefits of taking a fully digital approach.

Phase two:

Once phase one services have been adopted, phase two provides a wider **set of services that utilises the new digital processing platform**, enabling **data-first interactions between brokers and carriers** that supports risk, premium and claim agreements. Following phase one adoption, market firms can choose when and how to move to phase two digital services.

	Available in phase one	Available in phase two
Receive and send Electronic Data Interchange (EDI) messages	✓	✓
Access to a new digital processing services, replacing existing portals – transacting via IPOS (International Premium Orchestration Service) and ICOS (International Claims Orchestration Service) portals *	✓	✓
MRC v3** (Market Reform Contract version 3) submission ***	✓	✓
◆ Access to the new digital LORS portal and Document Repository Service (DRS) Portal (previously IMR)	✓	✓
Core Data Record (CDR) created to support digital processing via International Risk Orchestration Service (IROS)	-	✓
Electronic Back Office Transactions (EBOT) / Electronic Claims Office Transactions (ECOT) messaging and query management	-	✓
Greater automation of processing; Velonetic technicians will continue processing, signing, and settling transactions using IPOS and ICOS	-	✓

* Please note, there will be no access to IPOS for premium submissions in phase one.

** MRC v3 submission is already available for market participants to use and can be submitted to carriers from phase one

*** MRC v3 is not applicable to DA

02

Phase one changes

This section outlines the five key changes that need to be implemented by market firms to be able to utilise the new digital processing services, and to continue transacting. The changes referenced include:

1. Project and change management planning and execution
2. Messaging
3. Market gateway (ASG Adept)
4. New digital processing services (DPS)
5. Reporting

High-level overview of key phase one changes

1

Project and change management planning and execution

2

Messaging

- ◆ No change is expected to the structure, format or data content of the standard EDI messages in digital phase one
- ◆ There are some customised messages which will continue to be supported
- ◆ There is a significant impact to unsupported customised/transformed messages

3

Market gateway (ASG Adept)

- Requirement to make technology changes and to connect to the market gateway (ASG Adept) for all messaging, rather than the existing XAG/XDH/XFG gateways
- Technology support required to test connectivity to the market gateway (ASG Adept) and any impact on existing processes

4

New digital services

- Market firms will have access to new digital processing services via IPOS and ICOS, replacing all existing portals and applications
- Previous market portals and applications will not be available after phase one cutover
- ◆ Access to the new LORS portal replacing the existing portal
- ◆ Access to the new Document Repository Service (DRS) replacing the IMR portal

5

Reporting

- There will be changes to how reporting is managed, introducing a self-serve approach
- All existing reports will be available through the Qlik Sense reporting tool

Improved market processes

- Modern cloud-based infrastructure that will provide more operational resilience and stability.
- Future development will be faster and cheaper to deliver underpinned by these modern services.
- IPOS and ICOS enable faster processing of premiums and claims and provide more intuitive portals.
- ◆ Introduction of the new cloud-based LORS portal for the processing of outwards reinsurance.
- ◆ Introduction of the new cloud-based Document Repository Service (DRS), replacing the IMR portal.
- Faster query management can be achieved by moving to real-time, rather than batched processes.
- Introduction of the funded settlement facility via Vitesse, provides the possibility for faster payments to multiple third parties in a wider range of currencies.
- Reporting via a self-serve approach allows users to download reports from Qlik Sense in Excel/CSV/PDF.
- Data will be available immediately in the portals, enabling faster access to information.
- There is also a new Knowledge Base Portal.

03

Broker-focused processes

This section sets out the high-level processes to be undertaken by brokers to adopt phase one digital services successfully.

Unlike in version 1 of the adoption guide, the following process slides are static and not interactive.



Overview of the new broker-focused processes (introduced in v3)

This section covers the following new processes:

Proportional Treaty FDO and statement submission



The Proportional Treaty service provides a collection of services relating to the processing of reinsurance via Proportional Treaty. This process shows how the market can submit a Proportional Treaty Risk Submission, For Declaration Only (FDO) and Proportional Treaty statements via DRI (Document Repository Interoperability) or Document Repository Service (DRS) (IMR).

The Proportional Treaty service supports the technical accounting, where customers can generate reports covering financial movements in premiums, claims and commissions, for a given accounting period and processing of individual losses and claim movements, allowing Relevant Parties to exclude catastrophes/high value claims from the patterns of expected claims experiences. Submissions may be accompanied by an MRC v3 and supporting documentation. The data is captured and validated and where appropriate a Signing Number and Date (SND) is issued and market signing messages are notified to the relevant parties.

Overview of the original broker-focused processes

This section covers the following processes:

Premium submission and signing



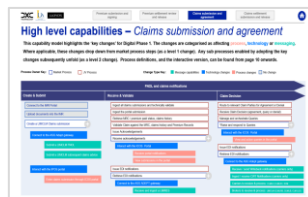
- ◆ The premium submission and signing processes show how the market can submit premium advice submissions, including LPANs, FDO, binders (including risk bordereaux and premium bordereaux) either via DRI or Document Repository Service (DRS)(IMR). Open Market submissions may be accompanied by an MRC, premium endorsements and supporting documentation, informing that the premium can be added to the system for processing. The data is captured and validated, queries raised and resolved, and a signing number and date (SND) is issued.

Premium settlement review and release



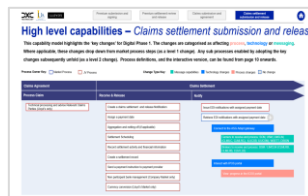
- ◆ The premium settlement review and release processes show how the market can submit premium settlement release notifications via the RESETT message or IPOS (International Premium Orchestration Service), informing that the premium is ready for settlement and can be assigned a payment date. The data is validated and cross referenced with the corresponding premium submission(s) before notifying relevant parties and passing all information into the relevant settlement service.

Claims submissions and agreement



- ◆ The claims submission and agreement processes set out how users can submit LIMCLMs (London Insurance Market Claims Messages) / claims bordereaux and supporting documents via DRI or ICOS. Submissions will include a UCR (Unique Claim Reference) and UMR (Unique Market Reference). The data will be validated, against the MRC/Binding Authority Agreement and cross referenced and sent to the carriers to agree/deny claim settlement and forward onto the settlement service.

Claims settlement submission and release



- ◆ The claims settlement submission and release processes show how the market can triage the claims, send to the carriers to agree/query/deny claim settlement. The data will be validated and cross referenced with the corresponding claim submission(s) before notifying relevant parties and passing all information into the relevant settlement service. Once the claim is ready for settlement it can be assigned an actual payment date (APD) and forwarded onto the settlement service.

Changes to the Proportional Treaty FDO & statement submission process



Summary of changes for proportional treaty brokers

Proportional treaty brokers can continue to submit their FDOs and statements as they do today, either via the Document Repository Service (DRS) (previously IMR) or via DRI. If they wish to continue using DRI, they will need to connect to the market gateway (ASG Adept) (see [market gateway](#) slides). The Document Repository Service (DRS) is the new portal which brokers will need to access. The query management process will remain unchanged. All proportional treaty brokers will need to connect to the market gateway (ASG Adept), to continue to send and retrieve EDI messages. All standard messages will be supported, but firms should review the specifications and understand if any of their messaging will be impacted (see [messaging](#) slides). The Document Repository Service (DRS) is available for proportional treaty, so brokers can continue to view submissions/associated documents as they currently do today, via IMR. See [Document Repository Service](#) (DRS) slides. There is a new application for prop treaty, but this will be managed internally by Velonetic (see [proportional treaty](#) slides).

Details of activities required to adopt these new ways are working are shown the activities section of this guide



Changes to the broker premium submission & signing process



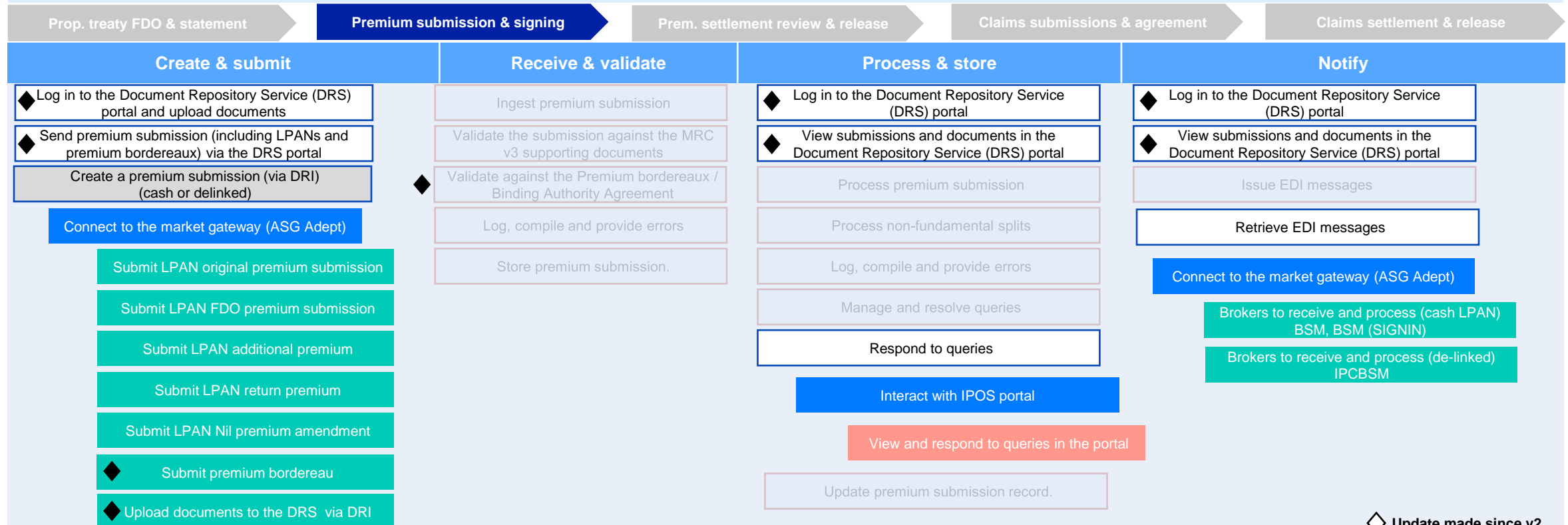
Summary of changes for brokers

◆ Brokers can continue to submit the premium submissions via LPANs, including FDO, binders (including risk bordereaux and premium bordereaux) as they do today, either via the new Document Repository Service (DRS) (IMR), or via DRI. If they wish to continue to use DRI, they will need to connect to the market gateway (ASG Adept) (see [market gateway](#) slides). Velonetic queries are now managed in IPOS; brokers must access IPOS to be able to view and respond to queries. All queries will be directed to the broker (see [query management](#) slides). Brokers need to connect to the market gateway (ASG Adept) to continue to send and retrieve EDI messages. All standard messages will be supported but firms should review the specifications and understand if any of their messaging will be impacted (see [messaging](#) slides). Brokers need to access the new DRS portal to view submissions, and to view and upload associated documents as in the IMR today (see [Document Repository Service](#) (DRS) slides).

DA - Brokers also have the benefit of new functionality which includes submission of risk bordereaux into the Document Repository Service (DRS) (IMR)

NB For DA there is no separate journey, as the submission process for DA is the same as Open Market. Any variations are called out (see [Delegated authority](#) slides).

Details of activities required to adopt these new ways are working are shown the activities section of this guide



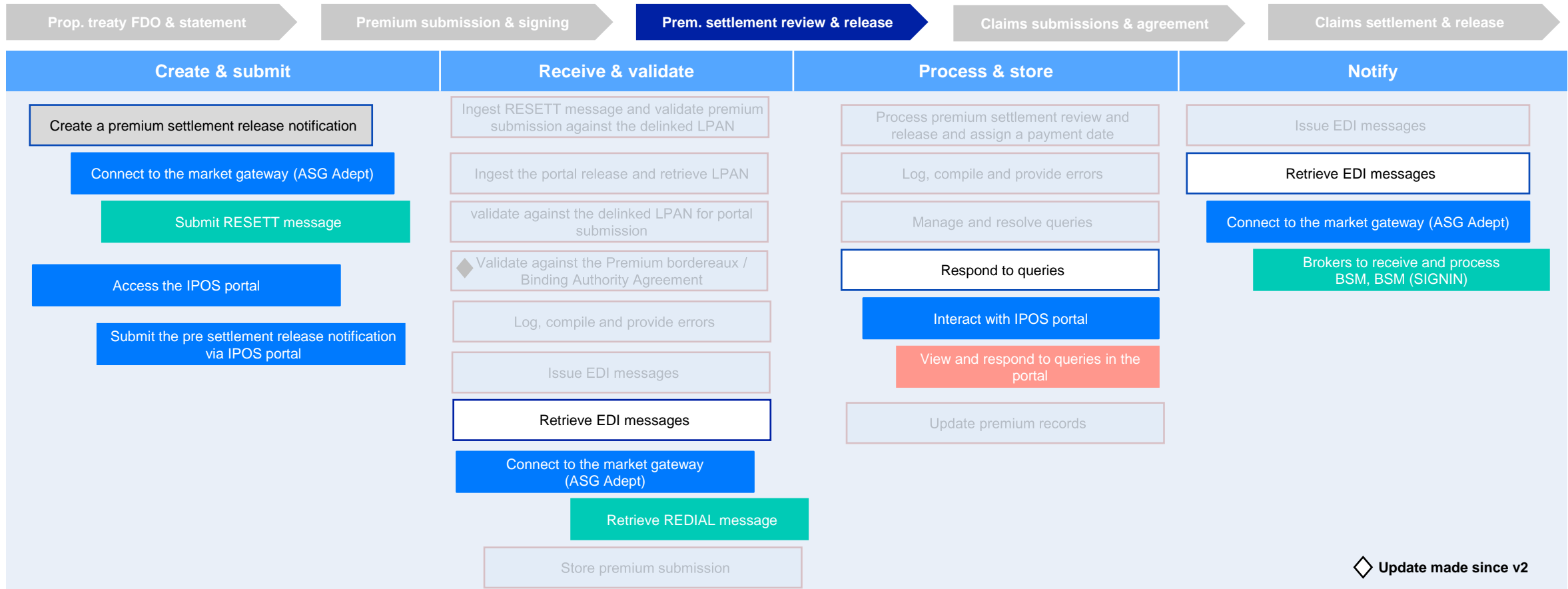
Changes to the broker premium settlement review & release process



Summary of changes for brokers

◆ Brokers will need to make a connection to the market gateway (ASG Adept) (see [market gateway](#) slides) to send RESETT messages (when submitting a premium settlement release notification), to retrieve REDIAL validation messages and to receive and process BSM and BSM (SIGNIN) messages. Brokers can also access IPOS to submit the pre settlement release notifications. All brokers will need to connect to the market gateway (ASG Adept) to be able to continue to send and retrieve EDI messages. All standard messages will be supported but firms should review the specifications and understand if any of their messaging will be impacted (see [messaging](#) slides). Velonetic queries are now managed in IPOS; hence brokers must access IPOS to be able to view and respond to queries on their RESETT and release messages. All queries will be directed to the broker.

Details of activities required to adopt these new ways are working are shown the activities section of this guide



◆ Update made since v2

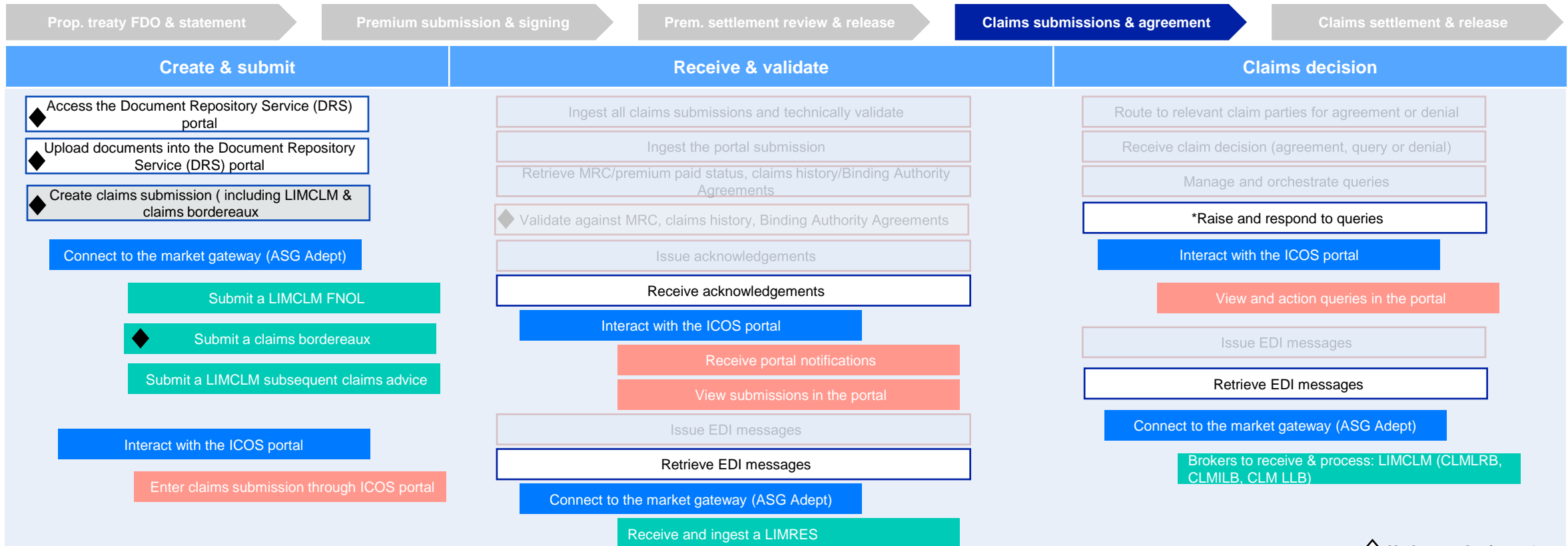
Changes to the broker claims submissions & agreement process




Summary of changes for brokers




Brokers will need to connect to the market gateway (ASG Adept) (see [market gateway](#) slides) to submit LIMCLM/ claims bordereaux and to receive and ingest LIMRES responses and to receive and process LIMCLM messages (CLMLRB, CLMILB, CLMLLB). Brokers can choose to access ICOS to enter direct claims submissions, to receive portal notifications or to respond to queries. (see [query management](#) slides). All standard messages will be supported but firms should review the specifications and understand if any of their messaging will be impacted (see [messaging](#) slides). Brokers can log into the Document Repository Service (DRS) portal to view, and upload associated documents as they do today via the IMR (see [Document Repository Service](#) slides).

For DA, Velonetic checks against Binding Authority Agreements will continue to exist. **NB** There is no separate journey shown as the claim's submission process is the same as Open Market. (see [Delegated authority](#) slides). **Details of activities required to adopt these new ways are working are shown the activities section of this guide**



 Update made since v2

Change type key:  Message capabilities  Technology changes  Process changes

Process owner key:  Velonetic process  Broker process - No change  Broker process - Change required

NB * Only carriers can raise queries

Classification: Unclassified

Changes to the broker claims settlement & release process



Summary of changes for brokers

Brokers are not involved in processing claims or scheduling settlements, as these activities are undertaken by Velonetic. To continue receiving EDI notifications with an actual payment date (e.g. CLMLRB, CLMLLB), brokers will need to connect to the market gateway (ASG Adept) (see [market gateway](#) slides). Brokers can also log into ICOS to view progress. All standard messages will be supported but firms should review the specifications and understand if any of their messaging will be impacted (see [messaging](#) slides).

Details of activities required to adopt these new ways are working are shown the activities section of this guide



Change type key: ■ Message capabilities ■ Technology changes ■ Process changes

Process owner key: Velonetic process Broker process - No change Broker process - Change required

Classification: Unclassified

04

Broker adoption activities

This section sets out the recommended practical activities to be undertaken for brokers to adopt phase one digital services successfully.



Project & change management adoption activities (1/3)

Foster collaboration, alignment, and commitment among stakeholders impacted by the change



Summary of the change

- The adoption of phase one is a **mandated single market** event and every firm needs to be able to cut over safely to enable continuous trading.
- Many of the phase one activities and **requirements are mandatory**; including technology, messaging and process changes.
- To enable effective preparation and adoption of digital phase one services, it is recommended that a specific project team is mobilised within your firm. The project will impact people as well as processes, so the deployment team mobilised should include cross-functional participants.
- The project should also have a nominated sponsor, dedicated resourcing and an agreed budget.






Additional information

- ◆ Phase one is being delivered in a way which will cause minimal impact to the market, and hence it is anticipated that market firms will continue to use the same channels as they do today, making only the mandatory changes that will be discussed in this guide.
- ◆ Using the new digital technology will require some technology, processes changes and perhaps changes to **roles and responsibilities**. Change aspect will also need to be factored into your plans.
- ◆ Recognising that no single market approach can be mandated, market firms must consider their **own approach** to adoption in line with their firm's strategic goals.
- ◆ Phase one digital may provide the opportunity for the market to **evolve and adapt** their current target operating models, as digital technology paves the way for different ways of working.

Topic ⇄	Activity 📋	Target outcome 🎯	Target date	People	Process	Tech
Awareness & commitment	— Identify all stakeholders that need to support and drive the change, or who are impacted by the change including: executive sponsors, senior leaders, team leaders and users of the existing portals and/or support messaging.	— This stakeholder list will identify all individuals to be involved in or regularly informed of Blueprint Two readiness and adoption progress. — A stakeholder analysis should be completed (templated available if required) .	September 2023	✓		
	— Hold regular meetings with identified stakeholder groups to seek updates on progress, drive activity forward and reinforce the change benefits.	— Regular meetings and communications foster collaboration, alignment, and commitment among stakeholders impacted by the change.	Ongoing	✓		
	— Ensure identified stakeholder groups understand the impact of the deployment plan on people, processes and technology.	— Key stakeholders understand benefits and changes needed and are ready to adopt. — A change impact assessment should be completed (template available if required) .	Ongoing	✓		




Project & change management adoption activities (2/3)

Decide on your digital path and plan your adoption roadmap

Topic 	Activity 	Target outcome 	Target date	People	Process	Tech
Overall adoption strategy & approach	<ul style="list-style-type: none"> — Ensure that market firms are aware of the mandatory changes and clearly understand those changes which are compulsory and those where you have choices. — Using the tools supplied in this guide, and in accordance with activities outlined, plan your adoption roadmap. 	<ul style="list-style-type: none"> — The tools in this guide will help inform your adoption strategy and will clarify the pros and cons of differing approaches. 	April 2024		✓	✓
	<ul style="list-style-type: none"> — Identify all stakeholders that need to be involved in the decision-making, including senior leaders, executive team, operations, finance, HR, etc. — Document the strategic changes required and the downstream implications of your approach to adoption. 	<ul style="list-style-type: none"> — This information will help you to plan your adoption roadmap, in a controlled and supported manner. 	April 2024	✓	✓	
	<ul style="list-style-type: none"> — Liaise with your vendor to ensure they are aligned to any changes and that they can deliver on any technology requirements. 	<ul style="list-style-type: none"> — Liaising with your vendors will ensure that your proposed adoption plan is compatible with their development timescales. 	April 2024			✓
	<ul style="list-style-type: none"> — Gain an understanding of the benefits that your adoption approach could yield in phase one and beyond, considering how these benefits could grow with phase two adoption. — Document any benefits using a change impact assessment tool and change plan (templates provided for assistance). 	<ul style="list-style-type: none"> — This activity will ensure that the approach will realise your target goals. — This will help ensure that you encompass all impacted activity, to inform/ratify your approach. — A change impact assessment should be completed (template available if required). 	April 2024		✓	
	<ul style="list-style-type: none"> — Using the tools supplied in this guide, assess and validate any role and responsibility changes and organisational redesign opportunities that become available as part of phase one digital services adoption. — Understand that working digitally will be different to how people work today (e.g. requirement to work with portal notifications and new query management tools). — Consult with your HR team to assess any cultural impacts, crafting a plan to address change and stakeholder communications. 	<ul style="list-style-type: none"> — This should yield a validated HR plan, allocation of an appropriate budget, and plan/methodology to manage the people aspect of the change. 	May 2024	✓		


Project & change management adoption activities (3/3)

Develop a change plan, and assess any organisational redesign opportunities arising as part of phase one adoption

Topic 	Activity 	Target outcome 	Target date	People	Process	Tech
Target Operating Model	<ul style="list-style-type: none"> ◆ Using the 'to be' process maps that you will create (or have already created) in preparation for phase one adoption, consider whether your current business would benefit from a revised Target Operating Model as a result of any new options that you will have available e.g. claims processing/query management. 	<ul style="list-style-type: none"> — Understand the benefits that could be unlocked through the implementation of a new target operating model, along with the longer-term downstream impacts for phase two adoption. 	May 2024	✓	✓	✓
Planning and resourcing	<ul style="list-style-type: none"> — Revise your adoption change plan, detailing the activities, owners and due dates (if necessary). 	<ul style="list-style-type: none"> — A project team in place, and a plan with a sufficient level of detail to manage and track adoption activities to achieve go-live. — A change plan should be completed (template available if required). 	January 2024	✓		
	<ul style="list-style-type: none"> — Establish project reporting to update stakeholders on progress of adopting phase one digital services. 	<ul style="list-style-type: none"> — Improved transparency and informed decision-making due to a sufficient understanding of the project's progress. 	January 2024		✓	
Budgeting	<ul style="list-style-type: none"> — Revise cost estimates associated with digital phase one adoption (e.g. contingency for moving from customised to standard messages, project manager/business analyst resources, training and testing costs, etc.) 	<ul style="list-style-type: none"> — This will lead to a validated budget allocation proposal (BP2 business case). 	April 2024	✓	✓	✓
	<ul style="list-style-type: none"> — Obtain approval from project sponsors for any revised budget allocation proposal that outlines the budget breakdown for Blueprint Two phase one digital services. 	<ul style="list-style-type: none"> — This will ensure sufficient budget and resources will be made available in 2024 to meet any development or project costs. 	April 2024	✓		


Market gateway (ASG Adept) adoption activities (1/1)

Ensure connectivity to the new market gateway (ASG Adept) for all messaging



Summary of the mandatory changes

- Requirement to **connect to the market gateway** (ASG Adept) for all messaging, rather than the existing XAG/XDH/ /XFG gateways.
- Several technology **changes need to be** implemented and tested to ensure connectivity:
 - The messaging origination point will change.
 - The Secure File Transfer Protocol (SFTP). The **file collection locations** will change.
 - The **security model** will change requiring a new set of user profiles.
- Ahead of testing you, or your service provider, will be provided with a **new IP address or URL**, along with a username, password and any other credentials necessary.



Additional information

- Connecting to the new market gateway (ASG Adept) is a relatively simple task. Many firms did something similar when the IMR was migrated earlier in 2023.
- Look out for details on how to interface with the Velonetic digital processing services ahead of customer testing onboarding from May 2024.
- To access the ACORD solutions group's adept integration guide, sign in with your credentials on the login page. If not registered, sign up. Once logged in your organisation should already have access to ASG's Blueprint Two page; if not click submit a request and complete the form. If any difficulties in accessing the Blueprint Two documentation with your login, contact your engagement partner for assistance.

◆ Please refer to the connectivity guides available on [website](#)

Topic	Activity	Target outcome	Target date	People	Process	Tech
Mandatory changes	<ul style="list-style-type: none"> ◆ All market firms must connect to the market gateway (ASG Adept) to ensure that you are able to send and receive messages. ◆ All market firms must make the above technology changes for phase one, to ensure that you are still able to send and receive messages. 	<ul style="list-style-type: none"> — Ensuring your full awareness of mandatory requirements will enable strategic considerations. — Ensure that you are technically ready to adopt phase one digital services. 	May 2024			✓
New end point address and credentials	<ul style="list-style-type: none"> — Share the credentials with your IT team or service provider, who are responsible for reconfiguring your systems and testing the new gateway. 	<ul style="list-style-type: none"> — This will provide the relevant technology team with the information required to make any relevant changes. 	April 2024			✓
New security authentication process	<ul style="list-style-type: none"> — Obtain your new market gateway security credentials to connect to the market gateway (ASG Adept). This will be ahead of customer testing to ensure firms are ready in time. — Ensure that your IT team or service provider implements the new security authentication processes in production ahead of phase one go-live. <i>Refer to the ASG Adept website to access the integration user guide.</i> 	<ul style="list-style-type: none"> — This will enable of the connection to the market gateway (ASG Adept). — This will enable users to login to the market gateway (ASG Adept) after phase one go-live. 	June 2024			✓
Changes to the file collection locations	<ul style="list-style-type: none"> ◆ Work with your IT team/Service Provider to ensure they have made the relevant updates to be able to collect data from the new SFTP location. ◆ Test your connectivity 	<ul style="list-style-type: none"> — This will ensure that data file collection can continue. 	June 2024			✓

Messaging adoption activities (1/5)

Assess the impact on messages (if any)



Summary of the mandatory changes

- ◆ All **standard messages** will be supported.
- ◆ Firms should review the specifications to understand if their messaging will be impacted. If you use **customised messages**, you should already be aware of those that will continue to be supported.
- ◆ Certain messaging customisations are not be supported going forward. If your messages fall into this category, you are encouraged to **move away from unsupported bespoke messaging**.
- ◆ If you are moving away from a bespoke unsupported message to either a standard or supported bespoke message, ensure the **new payload** meets your requirements.
- ◆ **Vendors** should review the broker messaging **technical specifications** to make any amendments required to produce or consume impacted messages.
- ◆ Messages will **no longer be emailed**. Market firms must review their file collection locations.
- ◆ Market firms must review and understand the details for message **sequence numbers** as these will not be continuous between the mainframe and the digital platform.
- ◆ Formats for all **Signing Numbers** and Dates will be retained. Internal ranges will not be retained for Lloyd's. For the Lloyd's market, you must be review and understand the implications.



Additional information




- We recognise that any single data field change may have a knock-on impact on your processing or require assessment of existing systems to understand if changes are required.
- ◆ All messages will go to and from the **market gateway (ASG Adept)**, rather than the existing gateways.
- ◆ Market firms must be able to collect data from the **new SFTP location** (see [market gateway](#)).
- ◆ The programme is being run on an agile basis so there remains a slight risk that specifications for messages may need to be altered to align with the build of the digital processing services. Any further changes will be minor, and you will be notified as soon as possible.
- ◆ **Recommendation** – submit all future work packages as single market submissions.
- ◆ Market firms should refer to the [website](#) for details of the messages which are being supported.

Topic	Activity	Target outcome	Target date	People	Process	Tech
Mandatory changes	<ul style="list-style-type: none">◆ All market firms must<ul style="list-style-type: none">◆ Connect to the market gateway (ASG Adept) to ensure that you are still able to send and receive messages. (See market gateway section).◆ Make the technology changes to ensure that you are still able to send and receive messages. (See market gateway section .◆ Use standard or supported bespoke messages	<ul style="list-style-type: none">— Ensuring your full awareness of mandatory requirements will enable strategic considerations.— Ensure that you are technically ready to adopt phase one digital services.	May 2024			✓
Impact on standard messages (if any)	<ul style="list-style-type: none">◆ Ensure your IT team/service provider has compared the structure, format and content of existing standard/supported messages against the Blueprint Two technical specifications.	<ul style="list-style-type: none">— This will ensure your broker messaging matches those specifications.	September 2023			✓
	<ul style="list-style-type: none">— Based on the comparison to published specifications, complete an assessment of any changes required to the structure, format or content of your existing messages (along with any internal changes needed).— Look out for updates on any minor variances to the published messages that may occur as the build continues; take action to ensure any changes can be accommodated. Variations will be published.	<ul style="list-style-type: none">— This impact assessment will provide a basis for adapting 'as is' processes that interact with/rely on messaging.— This will ensure that you continue to work with the latest version of all EDI messages.	March 2024		✓	✓

Classification: Unclassified




Messaging adoption activities (2/5)

Assess the impact on customised messages (if any)

Topic 	Activity 	Target outcome 	Target date	People	Process	Tech
Impact on customised messages (if you have any)	— Establish if you currently use customised/transformed messages. Your engagement partner will be able to help you determine if you have customised messaging.	— This will inform whether you need to act in respect of customised/transformed messages.	August 2023		✓	✓
	◆ Validate the list of messages supplied by Velonetic confirming which 'standard' and 'customised' messages you receive today, and which ones will be supported/unsupported going forward.	— This will determine which customised messages may require reverting to standard / supported equivalents. Complete the change plan .	September 2023		✓	✓
	◆ If applicable, having established which of your customised messages will be supported by Velonetic (certain widely-used customisations) and which will no longer be supported (e.g. bespoke renames or conversions) consider whether there are messages that are no longer needed. See website .	— This will shape your approach for customised/transformed EDI messages and feed into your change plan .	December 2023		✓	✓
	— Decide which, if any, customisations you wish to retain based on those being supported; and agree on where you will need to revert to standard or supported versions.	— This will provide insights into the resources and costs associated with transitioning from customised messaging. It will also assess the feasibility of retaining custom messages and associated costs (following publication by Velonetic).	April 2024		✓	✓
	— For the customised messages that will not be supported, work with your IT team/service provider to compare the content of the standard/ supported messages against your customised messages, to identify any data gaps.	— This detailed gap analysis will help establish the scale and cost of the change for your business.	April 2024		✓	✓
	— Establish the cost and resources required to revert to the standard / supported versions; or to implement any workaround processes needed in the interim.	— This will enable effective planning and budgeting to be able to move away from customised messaging ahead of phase one go live.	April 2024	✓	✓	✓




Messaging adoption activities (3/5)

Assess the impact on messages changes and define the future processes

Topic 	Activity 	Target outcome 	Target date	People	Process	Tech
Impact on messages changes	<p>There are some changes to sequence numbers and signing numbers and dates. Market firms must understand that:</p> <ul style="list-style-type: none"> Formats for all Signing Numbers and Dates (SND) will be retained. However, internal ranges will not be retained for Lloyd's. See website for more information. <ul style="list-style-type: none"> Review your business processing, and understand what impact this may have, particularly if you rely on signing number and dates for routing or validation. 	<ul style="list-style-type: none"> This detailed analysis will help establish the scale and cost of the change for your business. This will ensure that you fully understand the impacts of the changes. A change impact assessment should be completed (template available if required). This impact assessment will provide a basis for adopting 'to be' processes that interact with/rely on the portal notifications. This activity will help define your 'to be' processes. 	May 2024		✓	✓
	<ul style="list-style-type: none"> For EDI messages, sequence numbers will not be continuous between the mainframe and the digital platform. However, they will not be reset to zero. See website for more information. Prior to cutover a future starting number will be identified, and all EDI messages produced from the platform will originate from that number going forward. This avoids in-year duplication. <ul style="list-style-type: none"> Speak to IT team/service provider to accommodate this change and understand any downstream impacts of this change 	<ul style="list-style-type: none"> This will ensure that message interaction can continue with the new digital services. 	May 2024		✓	✓
Mixed work packages	<p>Consider how moving to submitting a single work package could impact your firm.</p> <ul style="list-style-type: none"> Currently mixed market work packages are allowed for excess of loss RI and Fac RI. In future it is recommended that all work packages are submitted as a single market package, in accordance with the DPSA and in line with single market submissions. <ul style="list-style-type: none"> This will prevent DRS work packages being rejected as a whole unit, preventing incorrect transactions affecting other mixed submissions Improves processing times and reduces rejection rates This practice will also align to phase two adoption of ACORD messaging Review your business processing and understand what impact this may have. 	<ul style="list-style-type: none"> This detailed analysis will help establish the scale and cost of the change for your business. This will ensure that you fully understand the impacts of the changes A change impact assessment should be completed (template available if required). This impact assessment activity will help define your 'to be' processes. 	June 2024		✓	✓

Messaging adoption activities (4/5)

Identify the updates to technology and the define the future processes

Topic 	Activity 	Target outcome 	Target date	People	Process	Tech
Identify impacted users	— Identify and document any individuals who currently interact with/rely on messaging from the Velonetic.	<ul style="list-style-type: none"> — This 'messaging stakeholder' list will ensure a full understanding of who will be impacted. — A stakeholder analysis should be completed (templated available if required). — This user list will inform adoption activities such as creation of login credentials and identification of training needs. 	April 2024	✓		
	◆ Assess any associated roles and responsibility changes on new updated processes.	<ul style="list-style-type: none"> — This will ensure that your organisation is operationally ready for phase one. 	April 2024	✓		
Defining future processes	<ul style="list-style-type: none"> — Identify and document current processes that interact with and/or support existing messages (<i>such as IPCCSM, IPCDSM/USM</i>). — Having established what changes there are to messaging, document the changes required to the existing processes in your impact assessment tool and change plan. 	<ul style="list-style-type: none"> — These 'as is' processes will provide a basis for assessing the impact of the change and inform any testing that may be required. — These will be the 'to be' processes to be adopted in readiness for phase one go-live. — A change impact assessment should be completed (template available if required). 	January 2024		✓	
Updates to technology	◆ Establish the impact of any message changes on existing automated process/robotics technology and document any changes in your change plan. For example, where messaging flows straight through into your systems, will a change in data interrupt that flow? Will changes to signing number and date (SND) impact auto routing?	<ul style="list-style-type: none"> — This will help ensure that there is no interruption to existing messaging processes after phase one go live. 	April 2024			✓
	— In the case that you need to make changes to your technology based on message data changes, obtain sign-off for the approach and work with your IT team/service provider to make the required updates.	<ul style="list-style-type: none"> — This will ensure that message interaction can continue with the new digital services. 	April 2024			✓


Messaging adoption activities (5/5)

Identify the updates to technology and the changes to the file collection locations

Topic	Activity	Target outcome	Target date			
				People	Process	Tech
Changes to the file collection locations	<ul style="list-style-type: none">— Identify the data files that you receive from Velonetic (e.g. EDI messages) and how and where they are collected. This will usually be an SFTP site.<ul style="list-style-type: none">○ In the case of manual data collection, work with your team to update the new file collection locations once confirmed by the Velonetic.○ In the case of automated collection, work with your IT team/service provider to ensure changes are made to support ongoing auto collection from the new SFTP location.◆ If you receive you EDI via email today you will need to find an alternative, likely to be SFTP.<ul style="list-style-type: none">○ If you currently receive your files in CSV format, then standard EDIs will be converted to .EDI files and A4All will be XML	<ul style="list-style-type: none">— This will ensure that data file collection can continue.	May 2024		✓	✓


Delegated Authority adoption activities (1/2)

Understand that DA will follow the same journey as open market with minimal changes



Summary of the change

- Market firms will continue to view and **submit binders, LPANs, LPAN FDOs and associated premium bordereaux** as they do today via DRI or via the Document Repository Service (DRS) (replacing the IMR) (see [Document Repository Service \(DRS\) slides](#)) .
- Brokers can also now submit a **risk bordereaux into the DRS** which can also be viewed in the Document Repository Service (DRS). These will be stored but no data will be extracted.
- Market firms will **continue to submit claims bordereaux** as they do today, but via the new ICOS portal (which replaces CLASS) or via LIMCLM.
- Market firms will continue to receive messages as they do today, but all messages will go to and from the **market gateway (ASG Adept)**, replacing the current XAG/XDH/XFG gateways.
- Certain **message customisations** will no longer be supported. If your messages fall into this category, brokers are encouraged to move away from unsupported bespoke messages ([refer to the messaging section of this guide for more details](#)).
- All market firms must use IPOS and ICOS **for all Velonetic query management**.
- Effective from cutover, existing portals and applications will no longer be accessible.



Additional information

- The new digital services are being introduced to help process premium accounting and settlement and claims workflow and settlement.
- Phase one is designed to ensure there is **minimal change**. DA will follow the same journey as open market. Please read the guide thoroughly to grasp the full benefits, impacts and mandatory activities.
- Market firms can still submit individual premiums via LPANs and individual claims via LIMCLM, as you do today. Claims can also be submitted direct via the ICOS portal.
- Lloyd's binders will still **require registration in DCOM**. Individual risks remain placed within cover holders' own systems and will continue to be submitted via risk and premium bordereaux.
- For FCP paid claims**, submissions still need to be identified as they are today via the comments field either in the LIMCLM or ICOS.
- While phase one is aimed at causing minimal impact to the market, there is **an ongoing strategic review of DA** looking at the full end-to-end journey and how processes can be improved, and efficiencies gained.

Topic	Activity	Target outcome	Target date	People	Process	Tech
The mandatory changes	<ul style="list-style-type: none"> All market firms will need to make technology changes and connect to the market gateway (ASG Adept) to be able to send and receive messages (refer to the market gateway section). All market firms must review their messages in accordance with the messaging section of the guide, as some customisations will no longer be supported. 	<ul style="list-style-type: none"> Ensuring your full awareness of mandatory requirements will enable strategic considerations. Ensure that you are technically ready to adopt phase one digital services. 	May 2024			<div>✓</div> <div>✓</div>
	<ul style="list-style-type: none"> All market firms must be able to access IPOS/ICOS in phase one to be able to manage queries raised by Velonetic (refer to accessing IPOS/ ICOS section and see query management slides 	<ul style="list-style-type: none"> Ensure that you are technically ready to adopt phase one digital services. 	May 20204			<div>✓</div>
	<ul style="list-style-type: none"> All market firms can continue to view and/or submit LPANs, LPAN FDOs and associated bordereaux via DRS as they do today in the IMR but will need access via the DRS (Refer to DRS slides for access details). 	<ul style="list-style-type: none"> This will ensure that you can continue to upload and view documents via DRS 	June 2024			<div>✓</div>

Delegated Authority adoption activities (2/2)

New content


Understand your channel options



Topic	Activity	Target outcome	Target date	People	Process	Tech
Determine your channel adoption approach	<p>— Phase one is being delivered in a way which will cause minimal impact to the market, and hence it is anticipated that market firms will continue to use the same channels as they do today, making only the mandatory changes discussed in this guide. However, firms should be aware of their channel options.</p> <ul style="list-style-type: none"> ❑ Using IPOS/ ICOS for queries only (see query management slides) ❑ Using IPOS for some functionality (see using IPOS and ICOS slides) ❑ Premium submission using DRI Using DRI (LPAN) and RESETT via the market gateway (ASG Adept) ❑ Premium submissions via DRS (refer to DRS slides) ❑ Claims submissions via LIMCLM using the market gateway (ASG Adept) ❑ Claims submissions direct into ICOS portal, replacing CLASS (refer to using ICOS for claims submission section) ❑ Using ICOS for some functionality (see Using IPOS/ ICOS slides) ❑ Using a combination of both ICOS/LIMCLM to submit claims dependent on pre-defined criteria/circumstances (refer to using ICOS for claims submission section) ❑ Chose how you will view and upload documents. There will be the ability to upload directly into the DRS portal (IMR) (see DRS slides) via the ICOS portal. <p>— NB A single sign on (SSO) is available for all DPS services including, IPOS/ICOS/ DRS and Qlik sense</p> <p>— NB: If you change your operating channels, consider the implications of your decisions on your target operating model and your people.</p>	<p>— The guide will assist in shaping your channel adoption strategy by providing insights into the advantages, drawbacks, and potential inhibitors associated with your adoption approach.</p> <p>— This analysis will ensure that you are strategically and operationally ready to adopt phase one.</p>	May 2024		✓	✓


Proportional Treaty adoption activities (1/1)

Understand that Proportional Treaty will have minimal change



Summary of the change

- Brokers can continue to **submit their FDOs and treaty statements** as they do today either via the new **Document Repository Service (DRS)** (IMR) (see [Document Repository Service \(DRS\)](#) slides) or **via DRI**.
- A **new cloud-based application** for proportional treaty processing will be introduced, **managed internally** by Velonetic. There is no direct access for market firms.
- Market participants will **not require** additional training for this transition.
- Brokers will need to connect to the **market gateway (ASG Adept)** if they wish to use DRI.
- Market firms will continue to receive messages as they do today, but all messages will now route through the **market gateway (ASG Adept) replacing the existing XAG/XDH/XFG gateways**.
- Certain **message customisations** will no longer be supported going forward ([refer to the messaging section of this guide for more details](#)).




Additional information

- Please read the guide thoroughly to grasp the full benefits, impacts and mandatory activities.
- The Proportional Treaty application is a **separate application to IPOS and ICOS** and will only support the processing of Proportional Treaty contract, premium and claims statements.
- Proportional Treaty phase one aims to **minimise disruptions** by utilising the digital supporting services used for open market hence aligning proportional treaty processing.
- The **query process** will continue as it does today, via email, with no changes.
- Effective from cutover, **existing portals and applications** will no longer be accessible.
- While this phase one is aimed at minimal impact to the market, there is an **ongoing strategic review of Proportional Treaty** looking at the full end to end journeys.

Topic	Activity	Target outcome	Target date	People	Process	Tech
Mandatory changes	— All market firms will need to make technology changes and connect to the market gateway (ASG Adept) to be able to send and receive messages (refer to the market gateway section).	— Ensuring your full awareness of mandatory requirements will enable strategic considerations.	May 2024			✓
	— All market firms must review their messages in accordance with the messaging section of the guide, as some customisations will no longer be supported.	— Ensure that you are technically ready to adopt phase one digital services.				✓
	— All market firms can continue to submit FDOs and associated statements as they do today but will need to access the new Document Repository Service (DRS) (see Document Repository Service (DRS) slides).	— This will ensure you can continue to use the facility as you do today and can continue to upload and view documents in the DRS.	June 2024			✓
Proportional Treaty Application	— This is internal only, the market has no direct access, therefore there are no actions for the market to take in terms of training, but market firms may want to be aware of the general functionality.	— Familiarise with any new processes.	June 2024	✓	✓	


Digital services adoption activities: Accessing IPOS & ICOS (1/2)

Ensure required access to the IPOS & ICOS and adhere to the mandatory changes






Summary of the change

- Market firms must access the new digital processing services, **replacing existing** portals/ applications which will not be available from cutover.
- The current functionality contained in the existing portals/applications (such as LIDS, CLASS (Claims Loss and Advice Settlement System) and ECF (Electronic Claim File)), will be **replaced by the new digital** services (via IPOS/ICOS).
- It is essential for all market firms to access IPOS/ICOS to **manage queries** raised by Velonetic
- There will be a **single sign on** alongside the other new portals, meaning you can access all the new services from one place (including Qlik sense, LORS, Knowledge Base and DRS).
- All market firms will require **market gateway (ASG Adept)** connectivity to ensure ongoing sending and receiving of messages (see [messaging](#) slides)
- Management of user access** will move to the market firms, providing a faster more efficient way of onboarding/ offboarding.



Additional information

- New digital services are being introduced to help process premium accounting and settlement and claims workflow and settlement respectively.
- Velonetic technicians will process and settle transactions using the new digital processing services.
- Ahead of testing, you or your service provider, will be provided with a **new URL for the landing page for the DPS portal**, along with a username, password and any other credentials necessary.
- Demos of the new ICOS screens are already available. User manuals/training materials are also available on the learning platform.
- Market firms should ensure they thoroughly understand any additional portals or applications they currently utilise, which may soon become unavailable. They need to assess the functionalities their current portals offer and understand how this will be replaced.

Topic 	Activity 	Target outcome 	Target date	People	Process	Tech
Mandated requirements	<ul style="list-style-type: none"> All market firms must access IPOS & ICOS to manage and respond to queries raised by Velonetic. Firms must ensure that they have full access via DRS (See query management section) 	<ul style="list-style-type: none"> Ensuring your full awareness of mandatory requirements will enable strategic considerations. Ensure that you are technically ready to adopt phase one digital services 	May 2024			✓
Log in credentials and security specifications	<ul style="list-style-type: none"> Obtain the URL once available from Velonetic and ensure this is whitelisted. 	<ul style="list-style-type: none"> This is to ensure you have the location of the application so that you can access the landing page and add in your credentials. 	May 2024			✓
	<ul style="list-style-type: none"> Review your own security specifications and set-up authentication. Work alongside your IT team and/or service provider to ensure that users can access the portals (i.e. is the supported browser installed, e.g. Chrome etc.) Information on authenticator apps is included in the onboarding guide. Ensure that your IT team or service provider implements the new security authentication processes in production ahead of phase one adoption. Ability to use a Multi-factor Authentication (MFA) app to login. 	<ul style="list-style-type: none"> This will ensure the environment is compliant with your internal security requirements and your users can validate their access. 	May 2024			✓


Digital services adoption activities: Accessing IPOS & ICOS (2/2)

Ensure you can manage your users and consider IT impacts

Topic	Activity	Target outcome	Target date	People	Process	Tech
User management	<p>All market firms will need to manage onboarding and offboarding their users. Velonetic will no longer manage this, there will be no ‘tickets’ to raise. Actions will be immediate and within market firms own control.</p> <ul style="list-style-type: none"> Identify the internal business processes and map your ‘as is’ processes and then map your ‘to be processes’. Nominate your business as usual “administrators” (if different to programme onboarding admins) who will create new users, secure log in credentials and manage future joiners/leavers for DPS. All users will need to be set up for go live, after that time, it will be ongoing management. <p>NB This is relevant for all portals. See onboarding guide.</p>	<ul style="list-style-type: none"> A change impact assessment should be completed (template available if required). This impact assessment will provide a basis for adopting ‘to be’ processes. Ensure the user admins are set up post go live, to manage the environment in a more flexible, proactive, nimble way. This will prevent time delays and ensure a fast, effective process for the future. 	September 2024	✓	✓	✓
Impact on existing IT processes and internal IT systems	<ul style="list-style-type: none"> Establish if your internal systems interact with any of the portals/applications that will no longer be available. Document these changes and identify who is going to be responsible for making the changes (e.g. IT team, service provider, etc.) 	<ul style="list-style-type: none"> This will prepare your IT team/service providers to make any IT process changes and ensure data can continue to flow and feed existing processes. 	March 2024			✓
	<ul style="list-style-type: none"> In the case that you need to make updates to your current technology/internal systems, obtain sign-off for the changes required and seek internal approval for the cost of making the changes. 	<ul style="list-style-type: none"> This will ensure sufficient budget and resources will be made available to meet any development costs. 	March 2024			✓
	<ul style="list-style-type: none"> Inform your IT team/service provider of any changes required to internal systems to update the interaction with the new portals/applications; and keep track of progress. 	<ul style="list-style-type: none"> This will ensure that interaction can continue with the new portals. 	March 2024			✓


Digital services adoption activities: Using IPOS & ICOS (1/5)

Understand the phase one DPS capabilities and where to access them



Summary of the change

- All market firms must use IPOS and ICOS to **respond to Velonetic queries**. This is a mandated change (see [query slides](#)).
- Market firms have **choices** as to how they use IPOS/ICOS:
 - Use to respond to **queries only (IPOS / ICOS)**
 - Release a **de-linked premium submission** in phase one, as they do today but using the IPOS portal
 - Use IPOS for **account enquiry (all markets)**
 - Enter a **claims submissions directly**, as they do today but using the ICOS portal
 - Receive **notifications of change in status in real time (ICOS)**
- Portal users will need to **manually update** their own systems (if appropriate), which may require an element of double keying, to keep their data synchronised, as you would today.
- Access is **available 24/7**, with no downtime for 'overnight runs'.
- There will be a **data migration** of premium and claims historic data. This will be copied to the data lake in the DPS. Data that is reclassified will be loaded into the DPS data warehouse and will be used for processing, Reach- back and reporting.






Additional information

- Phase one is being delivered in a way which will cause minimal impact to the market, and hence it is anticipated that market firms **will continue to use the same channels** as they do today, making only the mandatory changes that will be discussed in this guide.
- Be aware that all phase one **EDI messaging will have a planned sunset date** in the future (yet to be agreed with the market) (see [messaging slides](#)).
- **Existing portals/applications** will not be available from cutover. Their functionality will be replaced by ICOS and IPOS.
- Market firms should ensure they thoroughly understand any additional portals or applications they currently utilise, which may soon become unavailable. They need to assess the functionalities their current portals offer and understand how this will be replaced.
- Market firms will still require **market gateway (ASG Adept) connectivity** to ensure ongoing receipt of messages (see [market gateway](#)).
- Market firms can also access the new **Knowledge Base portal** via the single sign on.
- All Portal users should proactively utilise the training materials, to review the content within the portal screens (once available) to ensure that they are able to record and receive the same information as today.

Topic	Activity	Target outcome	Target date	People	Process	Tech
Mandatory changes	<p>All market firms must</p> <ul style="list-style-type: none">❑ Access IPOS & ICOS to respond to Velonetic queries. Firms must ensure that they have full access via DPS. (refer to accessing and using IPOS/ ICOS section and see query management section)❑ Make technology changes and connect to the market gateway (ASG Adept) to be able to send and receive messages (refer to the market gateway section)❑ Review their messages in accordance with the messaging section of the guide, as some customisations will no longer be supported.	<ul style="list-style-type: none">— Ensuring your full awareness of mandatory requirements will enable strategic considerations.— Ensure that you are technically ready to adopt phase one digital services.	May 2024			✓

Digital services adoption activities: Using IPOS & ICOS (2/5)

Understand the phase one capability and review options

Topic 	Activity 	Target outcome 	Target date	People	Process	Tech
Using phase one IPOS/ ICOS capability	<p>— In phase one, all firms must be able interact with the portals. Ensure you have a thorough understanding of the reasons behind their usage and where to access them, ensuring you can tick off the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Able to access to the portal irrespective of your preferred submissions route (refer to accessing the portals slides). <input type="checkbox"/> Know that the current functionality contained in the existing portals (e.g. account enquiry, CASA , ECF, etc.) will be replaced by the new portals. <input type="checkbox"/> Use IPOS for account enquiry. <input type="checkbox"/> Able to use IPOS and ICOS to respond to Velonetic queries (refer to the query management slides). <input type="checkbox"/> Know how you can submit claims directly into ICOS (refer to the ICOS portal for claims submissions slides), <input type="checkbox"/> Able to release a de-linked premium in IPOS. <input type="checkbox"/> Able to access the knowledge base via the single sign on. 	<p>— Ensuring your full awareness of mandatory requirements will enable strategic consideration of early phase two digital capabilities.</p> <p>— Understanding the phase one capabilities that may influence your phase two adoption path is important, as it enables due consideration to be given to the ease of transitioning between (e.g.) portal to ACORD messaging or LIMCLM to ACORD in phase two.</p> <p>— This analysis will ensure that you are operationally ready to adopt phase one.</p>	May 2024		✓	✓
Decide on your channel options	<p>Phase one is being delivered in a way which will cause minimal impact to the market, and hence it is anticipated that market firms will continue to use the same channels as they do today, making only the mandatory changes discussed in this guide. However, firms should be aware of their channel options.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Using IPOS/ ICOS for queries only (refer to the query management slides). <input type="checkbox"/> Using IPOS for some functionality <input type="checkbox"/> Using DRS for premium submission (see DRS slides) <input type="checkbox"/> Using DRI (LPAN) and RESETT via the market gateway (ASG Adept) <input type="checkbox"/> Submitting a LIMCLM using the market gateway (ASG Adept) <input type="checkbox"/> Utilising the ICOS portal (in place of CLASS) (see using ICOS for claims submission slides) <input type="checkbox"/> Using a combination of both ICOS/LIMCLM to submit claims dependent on pre-defined criteria/ circumstances <input type="checkbox"/> Using ICOS for some functionality <input type="checkbox"/> Any combinations of the above <input type="checkbox"/> Chose how you will view and upload documents. There will be the ability to upload directly into the DRS (IMR)) (see DRS slides) via ICOS <p>NB If you change your operating channels, consider the implications of your decisions on your target operating model and your people.</p>	<p>— The guide will assist in shaping your channel adoption strategy by providing insights into the advantages, drawbacks, and potential inhibitors associated with your adoption approach.</p> <p>— This analysis will ensure that you are strategically and operationally ready for phase one.</p>	May 2024		✓	✓

Digital services adoption activities: Using IPOS & ICOS (3/5)




Understand the impact of using portal only notifications



Topic	Activity	Target outcome	Target date	People	Process	Tech
Impact of notifications on existing business processes in ICOS	<ul style="list-style-type: none"> Understand that as an ICOS user you will receive notifications of status changes: Consider how you could use/ manage notifications. <ul style="list-style-type: none"> You can log into the portal to check the status and progress of claims submissions. You may need to manually update your own systems (if appropriate), which may necessitate double-keying as you do today. If you are not a regular user, consider how you will action portal notifications. Feed the above into your change plan and establish the cost and resources required to obtain any additional information equivalents for phase one. <p>NB There are no notifications in IPOS in phase one, as per existing state.</p>	<ul style="list-style-type: none"> This detailed analysis will help establish the scale and cost of the change for your business. This will ensure that you fully understand the impacts of using the portals. A change impact assessment should be completed (template available if required). This impact assessment will provide a basis for adopting 'to be' processes that interact with/rely on the portal notifications. This activity will help define your 'to be' processes. 	March 2024		✓	
	<ul style="list-style-type: none"> Explore any opportunities presented by the enhanced portal capability, allowing multiple users to collaborate on processes and actions. Evaluate the feasibility of establishing a central team to handle queries (e.g. Operations). 	<ul style="list-style-type: none"> This will allow you to assess the potential for internal process optimisation and adjustments to your operating model, to streamline processes and improve efficiency. 	May 2024		✓	
Identify impacted users	<ul style="list-style-type: none"> Using your stakeholder list, review and update any individuals who will be interacting with the portals. From this, compile a user list detailing individuals who will require access to the portals; including: <ul style="list-style-type: none"> Those responsible responding to queries in IPOS/ ICOS (see slides) Those currently using the portal today for premium delinked signing submission (IPOS) Those currently dependent on incoming data or messages Those who will be inputting into the portals in the future 	<ul style="list-style-type: none"> This updated 'stakeholder' list will ensure a full understanding of who will be impacted, so they can be prepared for the change. A stakeholder analysis should be updated (templated available if required). The user list will inform adoption activities such as creation of login credentials and identification of training needs. 	March 2024	✓		
Impact on existing processes	<ul style="list-style-type: none"> Identify the internal business processes and map your 'as is' processes. Review ancillary processes to ensure that you are aware of impacts downstream. 	<ul style="list-style-type: none"> These 'as is' processes will provide a basis for assessing the impact of the change to business process and inform any scenario testing that may be required. 	March 2024		✓	

Digital services adoption activities: Using IPOS & ICOS (4/5)

Define your future process and make technology updates

Topic 	Activity 	Target outcome 	Target date	People	Process	Tech
Define future processes	— Once you have identified the changes necessary for using IPOS/ICOS and understood how they affect your business processes, map out your future processes and document the resulting impacts using the provided change impact assessment tool and change plan templates.	— Defining your future processes will ensure that the impact of the changes are clear for the end-to-end processes (including notifications and business changes).	June 2024		✓	
	— Review ancillary processes to facilitate near-real-time processing, which could enhance internal processing speed but may necessitate adjustments within departments such as operations, finance, and reporting.	— It will further ensure that full benefits are realised, and opportunities are created in downstream/ancillary processes.	June 2024		✓	
	— Document the IPOS/ICOS process and any modifications to existing portal processes and develop or revise user manuals accordingly. These updates can be documented using the change impact assessment tool and should be integrated into your change plan.	— A change impact assessment should be completed (template available if required) .	June 2024		✓	
	— Evaluate any changes to your target operating model and associated roles and responsibilities in light of the newly updated processes.	— This will ensure that your organisation is operationally ready for phase one.	June 2024		✓	
Impact on existing IT processes and internal IT systems	— Analyse and document any IT systems changes required. Capture changes in your change plan. — In the case that you need to make updates to your internal systems, work with your IT team/service provider to update the interaction to the new screens.	— This will enable you to track any IT changes required ahead of phase one adoption and will ensure that any interaction can continue with the new screens. — A change plan template should be completed (template available if required) .	May 2024			✓
Make technology updates	— Conduct an impact assessment of broader system changes, including adjustments required to access, process, and respond to digital messaging, as well as changes to updated business processes. For instance, consider whether transitioning to direct submissions will entail utilising portal notifications in real-time rather than waiting for overnight batched messages.	— This impact assessment will allow more effective real-time interaction and processing once phase one digital services go live.	April 2024		✓	✓
	— Work with your IT team/service provider to implement the necessary integrations in your wider systems required for updated portal processes (e.g. claims, Policy Administration System, finance systems, reporting suites). — Make any required updates to your portal-based automation process/robotics technology.	— This will ensure wider interaction with the new portal digital services. — This will ensure that no in-built data flows are interrupted.	May 2024			✓
	— Consider the end-to-end impacts on digital upgrades, including the complexity of combining strategies when it comes to phase two adoption (e.g. IPOS portal for premium submissions, and ACORD ECOT messaging for claims).	— This analysis will ensure you are aware of any wider impacts for phase two digital services.	May 2024			✓
	— Review and evaluate IT change impacts on your internal IT architecture.	— This ensures your internal IT architecture is updated in line with the requirements for the new digital services.				

Classification: Unclassified
This document is for internal use only. It contains information that is not to be released to the public.

Digital services adoption activities: Using IPOS & ICOS (5/5)


Understand the changes to any data and ensure readiness

Topic	Activity	Target outcome	Target date	People	Process	Tech
Changes to data received	<ul style="list-style-type: none"> Assess any implications of any information data changes on existing automated process/robotics technology and document any changes in your change plan. For instance, consider whether modifications to messaging could disrupt the seamless flow of data into your systems. Collaborate with your IT team or service provider to implement the required updates. 	<ul style="list-style-type: none"> This will ensure that data file collection can continue. 	June 2024			✓
	<ul style="list-style-type: none"> Compare the data you provide and receive today (e.g. ECF plus EDI) and ensure that you can secure the same data post go-live. Analyse your data standards (including any gaps) and review your ongoing need for any additional data you may currently collect or receive. 	<ul style="list-style-type: none"> This will help ensure that there is no interruption to data flow processes after you adopt phase one. This will provide clarity on any data gaps. 	June 2024			✓
	<ul style="list-style-type: none"> Design your end-to-end data model, analysing your data standards, and identifying any existing gaps. Additionally, assess the ongoing need for any additional data that you currently collect or receive. Feed the above into your change plan and establish the cost and resources required to obtain any additional information equivalents for phase one. 	<ul style="list-style-type: none"> This detailed analysis will help establish the scale and cost of the change for your business. 	June 2024			✓
Internal user training	<ul style="list-style-type: none"> Velonetic will continue to demonstrate the IPOS/ ICOS screens, and you will also have to access training materials. Make sure you can access the Velonetic Education learning platform and are signed up for any required instructor-led training (see training page). 	<ul style="list-style-type: none"> This will enable you to get a fuller understanding of the IPOS/ICOS solutions, and how this will work in practice. 	July 2024	✓		
	<ul style="list-style-type: none"> Document any portal changes against the existing processes and update any user manuals. Note: Ensure you obtain the Velonetic user manuals as a training aid (available on the learning platform). 	<ul style="list-style-type: none"> This activity will help define your 'to be' processes. A change impact assessment should be completed (template available if required). 	July 2024	✓	✓	
	<ul style="list-style-type: none"> Upskill users who will be using the new screens by ensuring they have access to the training materials available. 	<ul style="list-style-type: none"> This will ensure users are able capable of using the new portals in phase one. 	July 2024	✓		
Educate users on the future additional benefits	<ul style="list-style-type: none"> Consider the additional benefits and functionality that will be provided through using IPOS and ICOS (e.g.) <ul style="list-style-type: none"> Ability to log into the portal to view the status and progress of submissions (which you can update in your own systems) Broker can request for a third party to be paid direct via funded settlement (Vitesse) in more currencies 	<ul style="list-style-type: none"> Familiarise yourselves with the additional benefits from utilising the portals, to help inform any longer-term strategies. 	July 2024		✓	✓

NB: Additional functionality may be available in different phases


Digital services adoption activities: Using ICOS for claims submission (1/3)

Using ICOS for direct claims submissions.



Summary of the change

- Market firms can still **submit LIMCLM messages** as they do today. By continuing to use LIMCLM messages, it will **provide an easier cutover route**, still allowing future adoption of ACORD messaging. (See [messaging](#) slides)
- Existing portals/applications (CASA and ECF) will **not be available from cutover**. Their functionality will be replaced by ICOS.
- The new ICOS platform gives firms the **ability to choose to enter claims submissions directly** into the ICOS via the portal, much like today via CLASS. This change should cause minimal impact to your processes, but stakeholders will require retraining.
- Using the portal will provide the ability to view the **status of a submission** at any time in the process and will provide **notifications** regarding changes in status, in real time.
- If market firms opt for direct portal submission during phase one, they will still require **market gateway (ASG Adept) connectivity** to ensure ongoing ability to send and receive messages.



Additional information

- Using the ICOS portal for direct claims submissions is the **most likely adoption path** for those currently using CLASS today. It is not anticipated that market firms will move from LIMCLM submissions to portal submissions in phase one.
- Adopting the portal will inevitably require some degree of **double keying** into the ICOS portal and your own system should you choose to utilise both, as you may already do today.
- Queries will be handled through the ICOS portal**, offering firms the flexibility to manage queries independently of their use of the portal for claims submissions.
- Portal users should proactively utilise the training materials, to review the content within the ICOS portal screens, to ensure that they are able to record and receive the same information as today.
- For messaging requirements generally, please see [market gateway / messaging](#) slides.

Topic	Activity	Target outcome	Target date	People	Process	Tech
Make a strategic decision as whether to adopt ICOS direct submissions	<p>The introduction of ICOS gives market firms the ability to enter their claims submissions directly into the ICOS portal. Firms are advised to plan by undertaking the following:</p> <ul style="list-style-type: none">Understand the solution and strategically determine whether adopting ICOS direct claims submission aligns with your long or short-term objectives.Refer to the details in this guide to make a well-informed decision regarding the suitability of this solution for your business. If your current submission method involves CLASS, transitioning to the portal is expected to have minimal impact on your business model in terms of people, data entry and portal interaction. <p>NB If your current submissions route is via LIMCLM, there is no need to adopt ICOS for claims submission, further, in doing so, it may represent a significant shift in your operating model. We anticipate that if you are using messaging today, you will continue to use messaging into phase two, by adopting ACORD messaging.</p> <ul style="list-style-type: none">If you change your operating channels, consider the implications of your decisions on your target operating model and your people.Assess how adopting a portal solution for claims might influence your future adoption strategy for technology and messaging in phase two, taking into account the potential impact on your business model.	<ul style="list-style-type: none">This guarantees clarity on your adoption plan and full awareness of long-term impacts of your decision.It also helps understand how your chosen phase one approach may impact the phase two adoption plan and the ease in which you could transition between (e.g.) portal to ACORD messaging or LIMCLM to ACORD in phase two.	June 2024	✓	✓	✓

Digital services adoption activities: Using ICOS for claims submission (2/3)




Consider your channel options and using the functionality available in ICOS



Topic	Activity	Target outcome	Target date	People	Process	Tech
Determine your channel adoption approach for claims	<p>— Use this guide to help you understand any implications associated with each adoption channel, and decide on your channel for claims submission:</p> <ul style="list-style-type: none"> <input type="checkbox"/> 1. Submitting a LIMCLM using the market gateway (ASG Adept) <input type="checkbox"/> 2. Utilising the ICOS portal (in place of CLASS) <input type="checkbox"/> 3. Using a combination of both ICOS / LIMCLM to submit claims dependent on pre-defined criteria/ circumstances <input type="checkbox"/> 4. Chose how you will upload documents. There will be the ability to upload directly into the DPS (IMR) or via the ICOS portal. <p>NB In business as usual it is not recommended that you switch between submission channels, to prevent issues with sequencing and data continuity. However, in exceptional circumstances (e.g. temporary loss of broker system access) it is possible to submit a claim via a LIMCLM transaction and subsequently switch to the portal. However, if you submit a claim via the portal, all subsequent claims under that UCR will need to continue via the portal.</p> <p>NB There are some exceptions that may be submitted direct to the technician. All exceptions will be communicated and are likely to follow the same out of scope activities as today (e.g. Ransom claims).</p>	<p>— The guide will assist in shaping your channel adoption strategy by providing insights into the advantages, drawbacks, and any potential inhibitors associated with your adoption approach.</p>	June 2024		✓	✓
Target Operating Model impacts for claims	<p>— Using the 'as is' and 'to be' process maps that you will create (or have already created) in preparation for phase one adoption, and beyond, consider whether your current/interim/future business would benefit from a revised Target Operating Model as a result of the new options that you will have available for claims processing.</p> <p>— Ensure alignment with your overall roadmap and strategy for achieving full digitalisation, ensuring decisions made now do not hinder phase two adoption.</p>	<p>— Understand the benefits that could be unlocked through the implementation of a new target operating model, along with the longer-term downstream impacts for phase two adoption.</p>	June 2024		✓	✓


Digital services adoption activities: Using ICOS for claims submission (3/3)

Understand any implications of your future channel preferences for claims submissions

Topic 	Activity 	Target outcome 	Target date	People	Process	Tech
Define future processes	<ul style="list-style-type: none"> — Create your 'to be' business processes for claims submission via the portal and assess and document the impact of potential changes (e.g. real time settlement notifications). These updates can be documented using the change impact assessment tool and should be integrated into your change plan. 	<ul style="list-style-type: none"> — Defining your future processes will ensure that the impact of the changes are clear for the end-to-end processes (utilising ICOS submission functionality). — A change impact assessment should be completed (template available if required). 	June 2024		✓	
Make a strategic decision to adopt ICOS as your primary system	<p>The introduction of the new ICOS platform gives all market firms the ability to utilise the new functionality. Firms are advised to plan by undertaking the following:</p> <ul style="list-style-type: none"> — Consider whether the ICOS platform satisfies your claims needs, and whether it could serve as your primary platform, eliminating the necessity for your own technical solution for claims. — Consider the implications of transitioning to a portal-only solution, not only for phase one but also for the long-term implications it may have on any potential phase two adoption pathway. 	<ul style="list-style-type: none"> — This guarantees clarity on your adoption plan and full awareness of long-term impacts of your decision. — The new platforms enable broader considerations and review of wider technology opportunities, which should be factored into your adoption roadmap. — It also helps understand how your chosen phase one approach may impact the phase two adoption plan and the ease in which you could transition between (e.g.) portal to ACORD messaging or EDI to ACORD in phase two. 	June 2024			✓
Understand the data	<ul style="list-style-type: none"> — Analyse your data standards (including any gaps) and review your ongoing need for any additional data you may currently collect or receive. 	<ul style="list-style-type: none"> — This will provide clarity on any data gaps. 	June 2024			✓
	<ul style="list-style-type: none"> — Compare the data you provide and receive today (EFC plus EDI) and ensure that you can secure the same data post go-live in the ICOS portal. — Feed the above into your change plan and establish the cost and resources required to obtain any additional information equivalents for phase one. 	<ul style="list-style-type: none"> — This detailed analysis will help establish the scale and cost of the change for your business. 	June 2024			✓


Digital services adoption activities: IPOS/ICOS for query management (1/2)

Understand the process of managing queries in the portal



Summary of change

- All brokers must utilise **IPOS and ICOS to respond to queries raised by Velonetic**. Email queries will no longer be used by Velonetic
- Brokers can **choose to use ICOS** to respond to queries raised by the carrier
- Using the portal ensures enhanced transparency and provides a **clear audit trail** of all conversations.
- Interactive querying in the portal **facilitates swift resolution**, while allowing all involved parties to access relevant discussions (unless marked confidential).
- Premium queries raised by **Velonetic technicians will be directed to brokers** to resolve, including carrier consultation if necessary, meaning carrier queries will not be raised to the carrier via the IPOS portal.
- Firms will automatically be subscribed to receive an **email notification advising there is a premium query**. This will be at organisational level only.
- ICOS has **portal notifications functionality** so firms can opt to receive an **email notification advising there is a query**. This will be at organisational level only.



Additional information

- Generally, Velonetic can raise queries in the IPOS & ICOS portals. Carriers can raise queries in the ICOS portal. All parties can respond. Brokers cannot raise queries.
- Firms are advised to **plan ahead regarding the receipt of query emails**. They should either establish a centralised mailbox before cutover (IPOS/ ICOS) or ensure that each submitter updates their email address accordingly (IPOS only)
- Once you have accessed ICOS, firms gain the additional capability to **track submission statuses** at any point in the process.
- Market firms should ensure they thoroughly understand how to access and use IPOS / ICOS. Please refer to previous slides in the section to understand the functionalities and requirements.
- The **query management** process for Proportional Treaty will remain as it today via email.
- **Scheme Canada** queries will go through the Lloyd's team as they are today.

Topic	Activity	Target outcome	Target date	People	Process	Tech
Mandatory changes	All market firms must access IPOS & ICOS to respond to queries raised by Velonetic. Firms must ensure that they have full access (refer to accessing and using IPOS/ ICOS section)	<ul style="list-style-type: none"> — Ensuring your full awareness of mandatory requirements will enable strategic considerations. — Ensure that you are technically ready to adopt phase one digital services. 	May 2024			✓
Understand the process of managing queries in the portal	<ul style="list-style-type: none"> — For IPOS, firms will automatically be subscribed to receive email notifications, indicating that there is a query to be actioned (much like the process today). — For ICOS, there will be notifications in the portal, but firms can still opt whether to receive email notifications. This is recommended, if you are not anticipating working in the portal constantly. — The emails will usually be at organisational level, unless the submitter has provided an email address. Firms should plan regarding the receipt of query emails, considering the following: <ul style="list-style-type: none"> — how any internal email mailbox will be managed, and how to allocate emails/portal queries from a central mailbox (IPOS/ ICOS) — how individual email notifications would be managed if you chose to supply at a submitter level. (IPOS only) 	<ul style="list-style-type: none"> — The utilisation of a query management function is a new concept and may differ from how the firms operates today. By understanding the new process, you will be able to consider the impacts on people (including roles and responsibilities). 	April 2024	✓	✓	✓
	<ul style="list-style-type: none"> — Leverage the enhanced capabilities of the new portal, which eliminates the need for email-based query management and frees firms from the constraints of dealing with queries on a one-to-one basis. Explore the possibility of centralising query handling by establishing a dedicated team (e.g. Operations) to streamline and optimise the process. 	<ul style="list-style-type: none"> — This will encourage you to optimise your processes and revise your operating model to make dealing with queries more efficient. 	May 2024		✓	


Digital services adoption activities: ICOS for query management (2/2)

Understand the process of managing queries in the portal

Topic	Activity	Target outcome	Target date	People	Process	Tech
Responding to Velonetic queries	<ul style="list-style-type: none"> Brokers must respond to Velonetic queries in IPOS and ICOS. Consider how you will manage those queries. <ul style="list-style-type: none"> You will need to log into the portal to view and respond If you are not a regular user, consider how you will action portal responses (if you do not opt for the email notification) You may need to manually update your own systems (if appropriate), which may necessitate double-keying Feed the above into your change plan 	<ul style="list-style-type: none"> The utilisation of a query management function is a new concept and differs from how the market operates today. By understanding the new process, you will be able to consider the impacts on people (including roles and responsibilities). 	March 2024	✓	✓	
Responding to carrier queries in ICOS	<ul style="list-style-type: none"> Carriers can raise queries to the broker via ICOS. Brokers can respond to a carrier query either via <ul style="list-style-type: none"> ICOS or Use the same methods as they do today (email/ call/ amend and rerelease the claims transaction) Consider how you will manage and respond to carrier queries in ICOS <ul style="list-style-type: none"> You will need to log into the portal to respond If you are not a regular user, consider how you will action portal responses (if you do not opt for the email notification) You may need to manually update your own systems (if appropriate), which may necessitate double-keying Feed the above into your change plan <p>NB The existing process of broker rereleasing a transaction or the carrier agreeing a queried transaction will remain</p> <p>NB This facility for the broker to respond using ICOS is under review and therefore not mandated.</p>	<ul style="list-style-type: none"> A clear strategy to respond to carrier queries 	May 2024		✓	
Impact on existing processes	<ul style="list-style-type: none"> Identify the internal business processes and map your 'as is' processes. Review ancillary processes to ensure that you are aware of impacts downstream. 	<ul style="list-style-type: none"> These 'as is' processes will provide a basis for assessing the impact of the change to business process and inform any scenario testing that may be required. 	March 2024		✓	


Digital services: LORS for outward reinsurance submissions (1/3)

Work with the new LORS portal, with minimal changes



Summary of the change

- Market firms will retain the ability to **input outwards reinsurance directly into a portal**, as they do today.
- Transitioning away from mainframe technology, market firms will have **access to the new LORS** portal replacing existing portals, which will not be available from cutover.
- The **new cloud-based** portal will offer enhanced security.
- Change impact is expected to be minimal as the new portal will **mirror the functionality** of the existing LORS portal, which will cease to be available.
- Minor process adjustments will occur as Velonetic will **conduct sanctions checks**.
- Select supported bespoke **EDI messages** will continue to be available. If not supported, then you will need to adopt a supported bespoke message as outlined in the [messaging](#) slides.
- Market firms will need to connect to **the market gateway (ASG Adept)** for message integration.
- There will be a **single sign on** alongside the other new portals, meaning you can access all the new portals from one place.
- Management of user access** will move to the market firms, providing a faster more efficient way of onboarding/ offboarding



Additional information

- There may be changes in look and feel, as the screens will have a refresh. The data will be compatible with data held in the previous system.
- Authorisation attributes will still be place as they are today.
- Ahead of testing, you or your service provider will be provided with a **new URL**, along with a username, password and any other credentials necessary.
- Market firms should ensure they thoroughly understand any additional portals or applications they currently utilise, which may soon become unavailable. They need to assess the functionalities their current portals offer and understand how this will be replaced.
- Demos of the new LORS portal screens will be available. User manuals/training materials will be available from June 2024.
- Ensure that you read these LORS slides in conjunction with the [digital services](#) slides
- You can **object or authorise transactions** as you do today.
- Queries** will continue to be managed outside of LORS as they are today.
- LORS will continue to **automatically authorise** transactions after five days (if not responded to), as they do today.

Topic	Activity	Target outcome	Target date	People	Process	Tech
Mandatory changes	<ul style="list-style-type: none">All market firms will need to make technology changes and connect to the market gateway (ASG Adept) to be able to send and receive messages (refer to the market gateway section).All market firms must review their messages in accordance with the messaging section of the guide, as some customisations will no longer be supported.	<ul style="list-style-type: none">Ensuring your full awareness of mandatory requirements will enable strategic considerations.Ensure that you are technically ready to adopt phase one digital services.	May 2024			<div>✓</div>
	<ul style="list-style-type: none">All market firms who transact outward reinsurance will need to access the new LORS portal in phase one to be able to process outwards reinsurance transactions.<ul style="list-style-type: none">Ensure that you have access to the new LORS screens. Note that the old portal will no longer be available after cutover.	<ul style="list-style-type: none">Ensure that you are technically ready to adopt phase one digital services.	July 2024			<div>✓</div>




Digital services: LORS for outward reinsurance submissions (2/3)

Work with your IT team to create your new LORS portal log-in detail, and identify users

Topic	Activity	Target outcome	Target date	People	Process	Tech
Log in credentials and security specifications	<ul style="list-style-type: none"> Obtain the new LORS URL once available from Velonetic and ensure this is whitelisted. 	<ul style="list-style-type: none"> This is to ensure you have the location of the application so that you can access the landing page and add in your credentials. 	June 2024			✓
	<ul style="list-style-type: none"> Review your own security specifications and set-up authentication. Work alongside your IT team and/or service provider to ensure that users can access the portals (i.e. is the supported browser installed, e.g. Chrome etc.) Information on authenticator apps is available in the onboarding guide. Ensure that your IT team or service provider implements the new security authentication processes in production ahead of phase one adoption. Ability to use a Multi-factor Authentication (MFA) app to login. 	<ul style="list-style-type: none"> This will ensure the environment is compliant with your internal security requirements and your users can validate their access. 	May 2024			✓
User management	<p>All market firms will need to manage onboarding and offboarding their users. Velonetic will no longer manage this; there will be no 'tickets' to raise. Actions will be immediate and within market firms' own control.</p> <ul style="list-style-type: none"> Identify the internal business processes and map your 'as is' processes and then map your 'to be processes'. Nominate your business as usual "administrators" (if different to programme onboarding admins) who will create new users, secure log in credentials and manage future joiners/leavers for DPS. All users will need to be set up for go live, after that time, it is business as usual management. <p>NB This is relevant for all portals. See onboarding guide.</p>	<ul style="list-style-type: none"> A change impact assessment should be completed (template available if required). This impact assessment will provide a basis for adopting 'to be' processes. This activity will help define your 'to be' processes. Ensure the user admins are set up post go live, to manage the environment in a more flexible, proactive, nimble way. This will prevent time delays and ensure a fast, effective process for the future. 	September 2024	✓	✓	✓


Digital services: LORS for outward reinsurance submissions (3/3)

Establish the impacts of using the new LORS portal, and define your future processes

Topic 	Activity 	Target outcome 	Target date	People	Process	Tech
Impact on existing processes	<ul style="list-style-type: none"> Determine if there are any impacts on current business processes; this solution serves as a replacement for an existing portal, thus necessitating minimal changes. 	<ul style="list-style-type: none"> This will ensure there are no unforeseen process interruptions. 	June 2024		✓	
Define future processes	<ul style="list-style-type: none"> Develop your future business processes for LORS submissions through the new portal, and thoroughly evaluate and document the potential impacts. Any necessary changes should be minimal. 	<ul style="list-style-type: none"> Defining your future processes will ensure that the impact of the changes are clear for the end-to-end processes (utilising LORS submission functionality). A change impact assessment should be completed (template available if required). 	June 2024		✓	
Impact on existing IT processes and internal IT systems	<ul style="list-style-type: none"> Establish if your internal systems interact with any of the portals/applications that will no longer be available. Document these changes and identify who is going to be responsible for making the changes (e.g. IT team, service provider, etc.) In the case that you need to make updates to your current technology/internal systems, obtain sign-off for the changes required and seek internal approval for the cost of making the changes. Inform your IT team/service provider of any changes required to internal systems to update the interaction with the new portals/applications; and keep track of progress. 	<ul style="list-style-type: none"> This will prepare your IT team/service providers to make any IT process changes and ensure data can continue to flow and feed existing processes. This will ensure sufficient budget and resources will be made available to meet any development costs. This will ensure that any interaction can continue with the new screens. 	June 2024			✓
Internal User training	<ul style="list-style-type: none"> Velonetic will demo the screens and you will also be able to access training materials. Make sure you have access to the Velonetic Education learning platform and signed up for any required instructor-led training sessions (see training page on Velonetic website). 	<ul style="list-style-type: none"> This will enable you to get a fuller understanding of the LORS solutions, and how this will work in practice. 	June 2024	✓		
	<ul style="list-style-type: none"> Document the portal changes against the existing processes and update any user manuals. Note: Ensure you obtain the Velonetic user manuals as a training aid (available on the learning platform). 	<ul style="list-style-type: none"> This activity will help define your ‘to be’ processes. A change impact assessment should be completed (template available if required). 	June 2024	✓		
	<ul style="list-style-type: none"> Upskill users who will be using the new LORS screens by ensuring they have access to the training materials available. 	<ul style="list-style-type: none"> This will ensure users are able capable of using the new LORS portal. 	June 2024	✓		


Digital services: Document Repository Service (DRS) (IMR) (1/3)

How to work with the new DRS portal, with minimal changes






Summary of the change

- The Document Repository Service **replaces the IMR**. Market firms will have access to the **new DRS replacing the existing IMR**, which will not be available from cutover.
- Market firms will retain the ability to **upload documents**, including claims documents and premium submissions directly into the Document Repository Service (DRS) portal as they do today in the IMR.
- Market firms will continue to **view premium and policy information**, in the Document Repository Service (DRS) as they do today. **Claims documents can also be viewed via ICOS**.
- Transitioning away from mainframe technology, this is a new cloud-based portal
- There will be a **single sign on (SSO)** alongside the other new portals, meaning you can access all the new portals from one place.
- Change **impact is expected to be minimal** as the new portal will mirror the functionality of the existing IMR portal, which will cease to be available.
- **Management of user access** will move to the market firms, providing a faster more efficient way of onboarding/ off boarding.
- Market firms will no longer have to request an **urgent reference** to prioritise the processing of a work package.






Additional information

- There will be a **data migration** prior to cutover into the Document Repository Service (DRS) portal.
 - There will be two data sets for migration:
 - The IMR documents
 - The IMR meta data
- Using the Document Repository Service (DRS) portal for premium submissions is the **most likely adoption path for those currently using the IMR today**.
- Ahead of testing, you or your service provider will be provided with a **new URL**, along with a username, password and any other credentials necessary.
- The **document file viewer** will also be available, as it is today.
- There may be changes in **look and feel**, as the screens will have a refresh. The data will be compatible with data held in the previous system.
- Demos of the new Document Repository Service (DRS) portal screen will be available. User manuals/training materials will be available from July 2024.
- Market firms can still **view work package status** in the DRS, as you do today in the IMR.
- Recommendation – submit future work packages **as single market submission**.

Topic 	Activity 	Target outcome 	Target date	People	Process	Tech
Mandatory changes	<ul style="list-style-type: none">— All market firms must use the Document Repository Service (DRS) portal to view and upload documents, if you use the IMR today.	<ul style="list-style-type: none">— Ensuring your full awareness of mandatory requirements will enable strategic considerations.	June 2024			✓
Using DRS	<p>Change impact will be nominal, and brokers will retain the same capabilities within the new portal as they do today in the IMR but will need to access the DRS.</p> <ul style="list-style-type: none">— All market firms must use the Document Repository Service (DRS) to view and upload documents, as they do today in the IMR.— Those firms who chose to submit LPANs/ LPAN FDOs/ premium bordereaux etc. via IMR must access the new Document Repository Service (DRS) to continue to be able to submit premiums through this channel.— Ensure that you have access to the screens. Note that the old IMR portal will no longer be available after cutover.	<ul style="list-style-type: none">— This will ensure that you are technically ready to adopt phase one.	June 2024			✓

Digital services: Document Repository Service (DRS) (IMR) (2/3)




Establish the impacts of using the new document service, and understand the changes

Topic 	Activity 	Target outcome 	Target date	People	Process	Tech
Log-in credentials and security specifications	<ul style="list-style-type: none"> Obtain the new Document Repository Service (DRS) URL once available from Velonetic and ensure this is whitelisted. Review your own security specifications and set-up authentication. Work alongside your IT team and/or service provider to ensure that users can access the portals (i.e. is the supported browser installed chrome installed, e.g. Chrome etc.). Information on authenticator apps is included in the onboarding guide. Ensure that your IT team or service provider implements the new security authentication processes in production ahead of phase one adoption. Ability to use a Multi-factor Authentication (MFA) app to login. 	<ul style="list-style-type: none"> This is to ensure you have the location of the application so that you can access the landing page and add in your credentials. This will ensure the environment is compliant with your internal security requirements. 	May 2024			✓
User management	<p>All market firms will need to manage onboarding and offboarding their users. Velonetic will no longer manage this; there will be no 'tickets' to raise. Actions will be immediate and within market firms' own control.</p> <ul style="list-style-type: none"> Identify the internal business processes and map your 'as is' processes and then map your 'to be' processes. Nominate your business as usual "administrators" (if different to programme onboarding admins) who will create new users, secure log in credentials and manage future joiners/leavers for DPS. All users will need to be set up for go live, after that time, it business as usual management.. <p>NB This is relevant for all portals. See onboarding guide.</p>	<ul style="list-style-type: none"> A change impact assessment should be completed (template available if required). This impact assessment will provide a basis for adopting 'to be' processes. This activity will help define your 'to be' processes. Ensure the user admins are set up post go live, to manage the environment in a more flexible, proactive, nimble way. This will prevent time delays and ensure a fast, effective process for the future. 	September 2024	✓	✓	✓
Mixed work packages	<p>Consider how moving to submitting a single work package could impact your firm.</p> <ul style="list-style-type: none"> Currently mixed market work packages are allowed for excess of loss RI and Fac RI. In future it is recommended that all work packages are submitted as a single market package, in accordance with the DPSA and in line with single market submissions. <ul style="list-style-type: none"> This will prevent DRS work packages being rejected as a whole unit, preventing incorrect transactions affecting other mixed submissions Improves processing times and reduces rejection rates This practice will also align to phase two adoption of ACORD messaging Review your business processing and understand what impact this may have. 	<ul style="list-style-type: none"> This detailed analysis will help establish the scale and cost of the change for your business. This will ensure that you fully understand the impacts of the changes. A change impact assessment should be completed (template available if required). This impact assessment activity will help define your 'to be' processes. 	June 2024		✓	✓
Urgent work packages	<p>Understand the new process for urgent premium processing.</p> <ul style="list-style-type: none"> Market firms will still have to contact Velonetic to escalate urgency of work packages but are no longer required to quote an urgent reference on the work package. Understand any impacts of this process change and document your 'to be' process. 	<ul style="list-style-type: none"> This will ensure that you can continue to submit urgent work with a priority status. A change impact assessment should be completed (template available if required). This impact assessment will provide a basis for adopting 'to be' processes. 	June 2024		✓	

Digital services: Document Repository Service (DRS) (IMR) (3/3)

All new content

Define your future processes and train your users

Topic 	Activity 	Target outcome 	Target date	People	Process	Tech
Impact on existing processes	<ul style="list-style-type: none"> Determine if there are any impacts on current business processes; this solution serves as a replacement for an existing portal, thus necessitating minimal changes. 	<ul style="list-style-type: none"> This will ensure there are no unforeseen process interruptions. 	May 2024		✓	
Define future processes	<ul style="list-style-type: none"> Develop your future business processes for DRS submissions and uploading and reviewing documents and thoroughly evaluate and document the potential impacts. Any necessary changes should be minimal. 	<ul style="list-style-type: none"> Defining your future processes will ensure that the impact of the changes are clear for the end-to-end processes (utilising DS submission functionality). A change impact assessment should be completed (template available if required). 	May 2024		✓	
Impact on existing IT processes and internal IT systems	<ul style="list-style-type: none"> Establish if your internal systems interact with any of the portals/applications that will no longer be available. Document these changes and identify who is going to be responsible for making the changes (e.g. IT team, service provider, etc.) In the case that you need to make updates to your current technology/internal systems, obtain sign-off for the changes required and seek internal approval for the cost of making the changes. Inform your IT team/service provider of any changes required to internal systems to update the interaction with the new portals/applications; and keep track of progress. 	<ul style="list-style-type: none"> This will prepare your IT team/service providers to make any IT process changes and ensure data can continue to flow and feed existing processes. This will ensure sufficient budget and resources will be made available to meet any development costs. This will ensure that any interaction can continue with the new screens. 	May 2024			✓
Internal User training	<ul style="list-style-type: none"> Velonetic will demo the screens and you will also be able to access training materials shortly. Make sure you have access to the Velonetic Education learning platform and signed up for any required instructor-led training sessions (see training page on Velonetic website). 	<ul style="list-style-type: none"> This will enable you to get a fuller understanding of the solution, and how this will work in practice. 	June 2024	✓		
	<ul style="list-style-type: none"> Document the portal changes against the existing processes and update any user manuals. Note: Ensure you obtain the Velonetic user manuals as a training aid (available on the learning platform). 	<ul style="list-style-type: none"> This activity will help define your 'to be' processes. A change impact assessment should be completed (template available if required). 	June 2024	✓		
	<ul style="list-style-type: none"> Upskill users who will be using the new DPS DRS screens by ensuring they have access to the training materials available. 	<ul style="list-style-type: none"> This will ensure users are able capable of using the new portal in phase one. 	June 2024	✓		

Reporting adoption activities (1/2)

Establish any impact of the new self-serve reporting approach on existing process






Summary of the change

- The way in which you **access your reports from Velonetic is changing**. Reports will **no longer be emailed to you**, and instead a self-serve approach will be introduced.
- Reporting will be via a self-serve pull capability, allowing users **to download reports directly** online.
- Functionality from existing reporting portals/apps (e.g., Brio, Infoview) will **be replaced by the web-based reporting portal 'Qlik Sense'**.
- Qlik Sense allows users to **view reports online and to download reports** in excel/CSV/PDF format. The data will be extracted straight from DPS platforms, so all data will be the same format.
- All the reports that you receive today will be available in **Qlik Sense** in phase one, **including any bespoke reports**.
- ◆ Access to Qlik Sense will be set up on an **individual user basis**, necessitating a list of all the people that will require access (e.g. existing email recipients and users of a generic mailbox).







Additional information

- Reporting changes do not apply to **Scheme Canada**. Reporting will still be via TELUS as it is today.
- There will be a **single sign on (SSO)** alongside the other new portals, meaning you can access all of the new portals from one place.
- Users will be set up by your internal User Administrators as part of the go live onboarding process.
- Once Qlik Sense is available to view, use the service catalogue to view all the available reports (note that report names & references will stay the same). You will also be able to set up any additional reports at that stage.
- ◆ Market firms will get **earlier sight of data**; current SLAs will be maintained but reports should be available earlier than they are today (e.g. monthly reporting should be available earlier).
- ◆ If you currently have **automated data feeds**, there is the option to have reporting data sent to your SFTP site if needed.

Topic 	Activity 	Target outcome 	Target date	People	Process	Tech
Mandatory changes	◆ All market firms must be able to access the reporting portal (Qlik Sense) to view and download reports.	— Ensuring your full awareness of mandatory requirements will enable strategic considerations. Ensure that you are technically ready to adopt phase one digital services.	June 2024			✓
Impact on existing reports	◆ Review your list of current Velonetic reports (especially bespoke reports) and decide whether they are still required. You should have received this Velonetic reporting list via email in January.	— This will ensure that your reporting and distribution process is simplified and optimised ahead of migration to the new reporting tool (e.g. ensuring redundant reports are not recreated).	April 2024		✓	
	◆ If you receive any additional reports that are not referenced in the reporting list shared by Velonetic, please let your engagement partner know so that they can work with Velonetic to identify them.					
	◆ Establish and document which of the reporting and MI portals/applications (e.g. Brio/Infoview) you use today will be replaced by the Qlik Sense tool.	— This will ensure that recipients will continue to be able to receive or to access the reports they need.	April 2024		✓	
Impact on current report owners	◆ Identify and make a list of current report owner(s) for each report that will continue to be used.	— This stakeholder list will help ensure all impacted stakeholders are informed of the changes.	April 2024	✓		
	◆ For any current reporting email recipients, ensure that these people are still with your firm and are informed of the changes to how reports will be accessed after phase one cutover.	— A stakeholder analysis should be completed (templated available if required).				
	◆ If the email address is shown as a “generic” mailbox, you will need to list out the people who require access to the reports to set them up in Qlik Sense, as generic mailbox emailing will not be possible.		April 2024	✓		

Reporting adoption activities (2/2)

Establish any impact of the new self-serve reporting approach on current report owners and reporting processes

Topic 	Activity 	Target outcome 	Target date	People	Process	Tech
Agree new users	<ul style="list-style-type: none"> ◆ Agree who within your firm should have access and update the relevant stakeholder lists. 	<ul style="list-style-type: none"> — This will ensure an approved level of access for any users who you would like to have access to the enhance self-service reporting capabilities. 	April 2024	✓		
Impact on reporting processes	<ul style="list-style-type: none"> — Document your report generation and distribution process today (e.g. Received by email/SFTP and manually actioned or automated processes in place) and define how this process will be updated post phase one go-live. 	<ul style="list-style-type: none"> — This will ensure that recipients will continue to be able to receive or to access the reports they need. 	April 2024		✓	
	<ul style="list-style-type: none"> — Document your future state reporting process and the changes required in users' current ways of working. 	<ul style="list-style-type: none"> — To ensure a smooth transition to the self-service reporting system and provide clear guidance for users. 	May 2024		✓	
	<ul style="list-style-type: none"> — Update any user manuals to reflect the new reporting process (e.g. report names, collection method, etc.) 					
	<ul style="list-style-type: none"> ◆ If you currently have aggregated reports or data which feeds into your internal systems, please advise your EP, who will connect you with the reporting team, to consider the best way forward. <ul style="list-style-type: none"> ◆ Understand whether you have aggregated reports, as these reports will need to be collected via SFTP ◆ Understand whether you have an automated process that feeds report data into other databases, as you will need to pull the raw data in different way to continue that process. <ul style="list-style-type: none"> ○ In the short-term, reporting data can be provided via secure file transfer (all Velonetic customers should have the capability to utilise SFTP). Customers who want to use this facility must reach out to their engagement partner directly who will connect them with the reporting team, to agree the best solution. 	<ul style="list-style-type: none"> — This will ensure that data can still be fed from reports into other databases from phase one go-live. 	June 2024			✓
Impact on existing IT processes and internal IT systems	<ul style="list-style-type: none"> ◆ Establish the impact of the current reporting portals being stood down on existing technology/systems, including any impact on any automated processes. 	<ul style="list-style-type: none"> — Documenting any technology changes will ensure you are on track to connect to the reporting tool once phase one goes live. 	April 2024		✓	✓
	<ul style="list-style-type: none"> ◆ Assess, define and document any changes that will need to be made to existing systems when replaced by self-service reporting. 					
	<ul style="list-style-type: none"> ◆ In the case that you need to make updates to your current technology/internal systems, obtain sign-off for the changes required and seek internal approval for the cost of making the changes. 	<ul style="list-style-type: none"> — This will ensure sufficient budget and resources will be made available to meet any development costs. 	April 2024		✓	
	<ul style="list-style-type: none"> — In the case that you need to make updates to your existing technology/systems as a result of reporting changes, inform your IT team/service provider of any changes required; and keep track of progress. 	<ul style="list-style-type: none"> — This will ensure that reporting can continue with the new digital services. 	April 2024			<div>  Update made since v2 </div>

05

Changes to portals and applications




This section sets out a list of portals and applications which will not be available from cutover. You can use this section to facilitate a workshop with your team on the portals/apps currently used, the subsequent relocation of the functionality, the impact to existing IT processes and internal IT systems, and the actions you will need to take prior to cutover.

A [portals/applications Excel tracker](#) is provided to facilitate your analysis.



LPC/Casa services will be accessed via ICOS & IPOS after cutover

Below is a list of the portals and applications which will not be available after phase one cutover. The functionality will remain but will be moved and accessed differently. The new portals/apps may require you to access new screens via new URLs. In some instances, you will also need new messaging IP addresses and security protocols as shown below.




	 Portal/app name	 URL	 Purpose	Functionality moving to	New messaging IP address/ security protocols
Services available through London Processing Centre (LPC)	London Processing Centre (LPC) A.k.a. Casa	https://casa.xchanging.com/	3270 mainframe screen scraper. Presents mainframe screens via a web browser. Allows some screen design customisation for branding. Single access point for multiple mainframe, including LORS, PoSH, CLASS (Claims Loss and Advice Settlement System). Allows users single sign-on to these applications via portal SSO.	ICOS	Yes*
	• PoSH	https://casa.xchanging.com/	Policy History for companies but also covers facultative (FAC), excess of loss (XOL) and Treaty data entry, corrections, enquiry etc. Batch EOD (End of Day) process drives messaging, settlement and reporting.	IPOS	No
	• CLASS	https://casa.xchanging.com/	Enables brokers to load claim transactions and supporting material online. Enables claims to be accepted/rejected online using a messaging system.	ICOS	No
	• DMS	https://ins.xchanging.com/	Screen for brokers to manage UCR/UMR and upload IMR documents whilst in the process of entering claims details into CLASS.	IPOS & ICOS	No
	♦ LORS	https://casa.xchanging.com/	<ul style="list-style-type: none"> — Electronic accounting application, which enables online transactions between brokers and underwriters. Enables brokers to submit electronic credit/debit notes to underwriters, and for them to be processed via central online system. — Syndicates use to pay for re-insurance and receive claims. Brokers use to provide details to syndicates for the re-insurance purchased. 	LORS**	No
	• General Enquiries (LPC)	https://casa.xchanging.com/	LPC menu entry: <ul style="list-style-type: none"> — General enquiries — Online viewer into the central settlement Data base 	ICOS	Yes
	• Security Administration (LPC)	https://casa.xchanging.com/	LPC menu entries: <ul style="list-style-type: none"> — Security administration. — Utility to manage user admin. This application is also used by brokers for instance to whom Xchanging delegate the control of their own users and access. 	Parties Portal	No

* Further details to be confirmed ahead of testing

** NB. LORS will remain a stand-alone system and will be via a new portal (see LORS section)

Insurance Portal, ECF and PbS services to be accessed via ICOS & IPOS




Below is a list of the portals and applications which will not be available after phase one cutover. The functionality will remain but will be moved and accessed differently. The new portals/apps may require you to access new screens via new URLs. In some instances, you will also need new messaging IP addresses and security protocols as shown below.

	 Portal/app name	 URL	 Purpose	Functionality moving to	New messaging IP address/ security protocols
Insurance Portal services	Insurance portal	https://insuranceportal.xchanging.com/	Portal as entry point to premium (and for brokers, claims) systems. Holds user and organisation details for market participants.	IPOS & ICOS	No
	• PortalSSO	https://insuranceportal.xchanging.com/	A standalone LDAP-backed SSO distinct from the ECF2 SSO. Sits on insurance portal and allows SSO access to Class, PoSH and LORS.	IPOS & ICOS	No
	• PremTRK	https://insuranceportal.xchanging.com/	Tracks the Velonetic processing of submitted premiums and tracks queries on any work (no longer used for paper, only electronic).	IPOS	No
	• Knowledge Base	https://insuranceportal.xchanging.com/	Subset of Insurance Portal. Holds business reference data/knowledge to assist processing.	◆ Knowledge Base Portal	No
	• Market Directory	https://diradmin.xchanging.com/	The portal from which various pieces of market information can be ascertained - sub application within Insurance portal.	IPOS & ICOS	No
ECF services	Electronic Claim File (ECF2)	https://sso.xchanging.com/	Supports the electronic processing of claims through interfaces with CLASS and the IMR, as well as providing enhanced functionality to enable its users to share documents and process claim transactions, eliminating paper and reducing turnaround times for claims processing.	ICOS	Yes
	• ECF2 Single Sign-On [ECF2SSO]	https://sso.xchanging.com/	Allows users to sign onto applications needed for ECF processing with one sign on.	ICOS	Yes
	• Claims Workflow Trigger (CWS)	https://sso.xchanging.com/ https://ins.xchanging.com/	CWS uses CWT (Claims Workflow Triggers) to provide a claims workflow service for external users that are registered.	ICOS	Yes *
	• CAS (Claims Agreement Screen)	https://ins.xchanging.com/	Web screens in ECF2 (Electronic Claim File), interfacing to mainframe back end for agreeing ECF2 claims. Uses Attunity connection into mainframe.	ICOS	No
	• DFV	https://ins.xchanging.com/	PDF view of IMR documents - part of ECF2 and access is via CAS once a claim is selected.	IPOS & ICOS	No
PbS	PbS Online Query Portal	https://sso.xchanging.com/	Part of the PbS service. Provides capability for brokers, carriers and BPS technicians to create & respond to submission queries. Query response would be in the form of adding narrative or uploading documents via the portal to the IMR.	IPOS & ICOS	Yes *

* Further details to be confirmed ahead of testing

Reporting portals & apps being replaced by Qlik Sense after cutover

Below is a list of the portals and applications which will not be available after phase one cutover. The **functionality will remain** but will be moved and **accessed differently**. The new portals/apps may require you to **access new screens via new URLs**. In some instances, you will also need **new messaging IP addresses and security protocols** as shown below.




	 Portal/app name	 URL	 Purpose	Functionality moving to	New messaging IP address/ security protocols
Reporting portals and apps	CRS Reporting	http://crs.lloyds.com	Lloyd's Claims Reporting via Qlikview application.	Qlik Sense	No
	Infoview	https://insprd.xchanging.com/InfoViewApp/logon.jsp	Used by Internal and External parties to access reports created by Business Objects Reporting (BO).	Qlik Sense	No
	QlikView Reporting	https://mi.xchanging.com	MI Analytics using data from multiple sources. The transition to Qlikview will introduce more of a self-serve approach – further details on adopting new reporting processes are available on page 44.	Qlik Sense	Yes *
	Itemised Billing Breakdown Facility *	http://itemisedbilling.xchanging.com/	Application that allows registered users to request a breakdown of their charging advices to a transactional level.	Qlik Sense	No
	Brio Reporting	Emails are sent to external users	The front-end, reports and schedules built in the tool - fronting Tactical Data Warehouse (TDW). No external user access, all reports sent via email.	Qlik Sense	No
	Genesys	Emails are sent to external users	Generic Email System. Sends reports or files triggered by mainframe jobs as .csv attachments to e-mail.	Qlik Sense	No
	Generic Reporter	Emails are sent to external users	Tool for requesting complex reports to be run on TDW. Reports are distributed using email.	Qlik Sense	No
	Business Objects Reporting [BO]	Emails are sent to external users, or report shared via infoview	Application to generate MI reports against data on Strategic Data Warehouse (SDW) and Claims Data Warehouse (CDW). Emails sent to external users.	Qlik Sense	No
Account Enquiry	Account Enquiry	http://accountenquiry.xchanging.com/	Application that allows internal and external users to enquire on Premium and Treaty transactions processed by LIDS (Lloyd's Insurance Data System) online.	IPOS & ICOS	No

* Further details to be confirmed ahead of testing



Portals & apps moving to the market gateway (ASG Adept), or no change

The market gateway (ASG Adept) will need new messaging IP addresses and security protocols as shown below. The IMR will also require you to access new screens via new URLs. However, a number of portals/apps (indicated at the bottom of the page) will not change.

					
	Portal/app name	URL	Purpose	Functionality moving to	New messaging IP address/ security protocols
XAG/XDH/XSH Gateways	Xchanging ACORD Gateway [XAG]	https://xag.xchanging.com	Messaging Gateway receiving, translating and forwarding the incoming & outgoing messages from brokers, carriers, service providers and syndicates for the following services – DRI (A&S and ECF), eAccounts, PbS (Query portal), Writeback, Acord4All.	Market gateway (ASG Adept)	Yes*
	Xchanging Distribution Hub [XDH]	xfiles.xchanging.com xfilessoap.xchanging.com	Receipt, delivery and transformation application supporting various services that transact data between internal applications and external users (and vice -versa), predominantly EDI messaging.	Market gateway (ASG Adept)	Yes*
	Xchanging File Gateway [XFG]	xfiles.xchanging.com	Part of the XDH Service (XA0052). B2B Managed File Transfer Solution providing the SFTP front end to XDH. XFG is based on IBM Sterling File Gateway technology platform.	Market gateway (ASG Adept)	Yes*
◆	IMR				
	IMR Content Navigator [ICN] *	https://repository.xchanging.com/	Web front end of the IMR application. Includes the custom plug-ins built on top of the core IBM Content Navigator product, for claims, web pages.	Document repository service	Yes*
No change	Model Wordings Library [MWL] *	https://mwl.xchanging.com	Web based electronic library of information. Serves across different parties for policy production/checking.	N/A	No
	PDF Conversion and Stitching [PCS] *	https://repository.xchanging.com/	A feature within the IMR UI which allows for the real-time addition of docs to a 'shopping cart' for conversion into a PDF. Little used by the market, and really just a technical component of the IMR UI - not a separate app.	N/A	No

◆ • Further details to be confirmed ahead of testing
 ** NB eAccounts will not be available post cutover

6

Appendix

1. Resources and further reading
2. Glossary



Phase one: resources and further reading

Resources and further reading

Phase one

[Blueprint Two event recordings and slides](#)

[Blueprint Two monthly newsletter](#)

[Frequently asked questions](#)

[Onboarding guide](#)

[Testing](#)

[Training](#)

[EDI information](#)

[Ask questions](#)

Related to this guide

[Stakeholder Analysis Tool](#)

[Change Impact Assessment Tool](#)

[Change Plan Template](#)

[Portals/Applications Tracker \(Excel\)](#)

Key links:

[Blueprint Two website](#)

[Velonetic website](#)

[Engagement Partners](#)

[‘What’s new?’ page](#)

Other useful links:

[London Market Group Data Council](#)

[ACORD](#)

[Core Data Record \(CDR\)](#)

[LIMOSS Market Business Glossary](#)

Background reading:

[Phase one overview](#)

[Blueprint Two Solutions](#)

[Quarterly Progress Update](#)

[Customer Journeys](#)

[DA market walk-through \(Phase one FAQs\)](#)

Ask a
question



Glossary

Acronym	Title	Further Information
ACORD	Association for Cooperative Operations Research and Development	A non-profit organisation which publishes and maintains an archive of standard forms and message types to support the exchange of data between brokers and insurers.
ASG Adept	The market gateway (ASG Adept)	The ACORD Gateway handles the messaging, validates and translates the data and routes the submissions.
CAS	Claims Agreement Screen	An enhancement to ECF, delivered in the ECF2 implementation, to improve the ease by which an insurer can agree a claim.
Cash LPAN	Cash LPAN	Is and instruction to sign and settle which does not require and additional instruction from the broker.
CDR	Core Data Record	A set of standardised, quality transactional data, that empowers downstream processing. The placement processing data, created at the point of bind when enhanced with derived data, will form the Core Data Record and will be the single point of reference which connects all subsequent processes, including accounting, payment, claims and endorsements.
CLASS	Claims Loss and Advice Settlement System	A claims workflow system initially developed for the IUA and extended to the Lloyd's market, which enables brokers to load claim data and supporting documents so that insurers can agree, query, and reject claims.
CWS	Claims Workflow Services	A service provided by XIS/XCS using ECF2 enabling insurers to connect to a central claims workflow service. Used by insurers that do not use wish to develop their own claims workflow system. See also 'Claims Workflow Triggers' (CWT).
CWT	Claims Workflow Trigger	An enhancement to ECF, delivered in the ECF2 implementation. The Triggers (messages) are fed into an insurers own claims workflow system. See also 'Claims Workflow Service' (CWS).
Data Store	The Data Store	The new central repository for the Core Data Record (CDR). The Data Store will only contain post bind data.
De- Linked LPAN	De- Linked LPAN mainframe	Required 2 separate instructions. The signing will happen and a separate release is required to move the money

Acronym	Title	Further Information
DFV	Document File Viewer	An enhancement to ECF, delivered in the ECF2 implementation, that 'stitches together' the claims documents related to a specific claim into a single document.
Digital Gateway	The Digital Gateway	An automated risk data validator that enriches the CDR for central processing.
DMS	Document Management Screens	A computerised system used to store, share, track and manage files or documents.
DRI	Document Repository Interoperability	An ACORD technical standard that supports the automatic interchange of free-format documents between repositories.
DPSA	Digital Processing Service Agreement	
EBOT	Electronic Back Office Transactions	An ACORD standard specification; the business data and rules required for conducting electronic business interactions from system to system, dealing with the usage of ACORD technical account and financial account messaging.
ECF	Electronic Claim File	Current market system to enable insurers to review and correspond on claims.
ECOT	Electronic Claims Office Transactions	The use of ACORD messages for the management of the claims process.
EDI	Electronic Data Interchange	Electronic Data Interchange (EDI) is computer-to-computer exchange of business documents in a standard electronic format to replace e-mail/post, etc.
FA	Financial Account	The Financial Account is submitted once the Technical Account has been submitted successfully and is the settlement advice, where payment goes ahead immediately.

Glossary

Acronym	Title	Further Information
FNOL	First Notification of Loss Claims Submission	First Notification of Loss (FNOL) submissions can be submitted through Claims Office Transactions (ECOT), an Application Programming Interface (API), portal, or LIMCLM (London Market Claims Message). The FNOL and routing function will, receive and validate the claims notification, retrieve the relevant policy data from the data store and validate coverage then route to the appropriate handling channel.
FTP	File Transfer Protocol	A standard communication protocol used for the transfer of computer files from a server to a client on a computer network.
ICOS	International Claims Orchestration Service	The product underpinning the Digital Claims Processing Services.
ICN	IMR Content Navigator	
IMR	Insurers' Market Repository	Infrastructure owned and funded by London market insurers, both Lloyd's and companies, which provides a common repository for documentation to support accounting and settlement and claims processes.
IPOS	International Premiums Orchestration Service	The product underpinning the Digital Premium Processing Services.
LPAN	London Premium Advice Note	
LIDS	Lloyd's Insurance Data System	The XIS internal system used to process and store risk premium and policy history for the Lloyd's market.
LORS	Lloyd's Outward Reinsurance Scheme	An XIS system that replaced the submission of reinsurance credit/debit notes to LPSO (XIS) for data entry to support the processing of reinsurance of Lloyd's Syndicates. The system provides a broker and underwriter service that is interoperable between messaging ('EDI') and an online ('interactive') platform.
MRC	Market Reform Contract	The standard for insurance contracts in the London market, established by the IUA, LIIBA and LMA.

on: Ur

Acronym	Title	Further Information
MRC v3	Market Reform Contract version 3	A data-driven, structured contract that enables extraction of key placement processing data. This will replace the MRC.
MWL	Model Wordings Library	The Model Wordings Library provides market participants with access to established model wordings and clauses which are in current use, in all lines of business, against which slips/MRC can be referenced.
Non-Fundamental Splits	Non-Fundamental Splits	The breakdown of a premium payment into smaller amounts to achieve a level of transaction that meets Lloyd's Tax and Regulatory requirements.
PoSH	Policy Signing History	The XIS internal system used to process and store risk premium and policy history for the London companies' market. See also LIDS and APIX.
PCS	PDF Conversion and Stitching	
Query Management	Query Management	The ability to raise and deal with two-way queries between the parties in real time.
Reach-back	Reach-back	If there is no existing claims history, a process is triggered to fetch heritage data from the legacy claims systems.
SND	Signing number and date	
TA	Technical Account	The Technical Account is the data provided in the ACORD format which allows the receiving party to validate and process the Technical Account
Tax Calculator	Tax Calculator	The Tax Calculator will ensure the direct taxes applicable to insurance premiums are calculated accurately. The tax calculations will be recorded in the Core Data Record (CDR).

Glossary

Acronym	Title	Further Information
TDW	Tactical Data Warehouse	
UCR	Unique Claim Reference	A reference applied to a claim record being processed through Central Services.
UMR	Unique Market Reference	The primary reference created by brokers and used by the Market to identify a contract.
USM	Underwriters Signing Message	The EDI message to support premium advices transmitted to Lloyd's Syndicates.
Writeback	Writeback	The technology driven by data that allows insurers to operate entirely from within their own systems without direct recourse to the central systems provided by XIS; it gives insurers the ability to view data and documents currently available in ECF and the IMR through their own systems.
XAG	Xchanging ACORD Gateway	Messaging gateway receiving, translating and forwarding the incoming & outgoing messages from Brokers, Carriers, Service Providers and Syndicates for the following services - DRI (A&S and ECF), eAccounts, PbS, Writeback, Acord4All.
XDH	Xchanging Distribution Hub	Receipt, Delivery and transformation application supporting various services that transact data between internal applications and external customers (and vice -versa), predominantly EDI messaging.
XFG	Xchanging File Gateway	Part of the XDH Service (XA0052). B2B Managed File Transfer Solution providing the SFTP front end to XDH. XFG is based on IBM Sterling File Gateway technology platform.