Cutover

DRAFT - DEVELOPING VIEW

Areas of the plan that will be further defined

1. This deck encompasses the technical and project elements of the cutover plan, we will detail customer user scenarios and journeys for carriers and brokers in June

2. The scope of the Controlled Launch period and its participants, including the final success criteria and range of scenarios tested

3. The Communications Plan, defining what information will be shared with the market before and during the cutover window

4. In-flight and Work-In-Progress transactions: what type of claims and premiums that will be migrated, what will not, and whether market participants need to resubmit after cutover

These items will be further defined by the end of June

Context

Post sign-off of Gates 1, 2, and 3 (technical, organisational, and Lloyd's/market readiness) and governance, Velonetic will cutover from heritage systems to the new DPS.

The cutover is a one-off market wide event for all market participants.

Preparation for cutover is well underway, with multiple workstreams planning the process through a series of milestones.

The cutover process will require both Velonetic and the market to go through a series of activities (stages) and decision points, including short periods where there is limited/no access to heritage systems or DPS.

In the unlikely event a critical failure happens during cutover, we have also prepared robust contingency plans to minimise disruption to the market.

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Objectives

To summarise the current status of cutover preparation, including the overview, planning & key milestones and communications & messaging.

To break-down the cutover process and plan, including articulating stages, decision points and activities needed during the cutover window.

To detail contingency triggers that are employed in cases of critical issues during cutover. Each trigger has planned mitigations and actions, resulting in three phases to the contingency plans for contingency scenarios and thresholds of when to implement them.

Note:
This document represents the final draft of our cutover plan as of 31 May 2024. Please note the following slides are not exhaustive and we will continue to refine and iterate the plan up until cutover.

Agenda

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DRAFT - DEVELOPING VIEW

- What is cutover?
- What's changed?
- Cutover Stages & Dates
- Rehearsals
- Contingency Plans
- Governance
- Appendix (incl. what's coming next)

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What is cutover?

Cutover is the transition process from heritage to DPS systems, starting with a submissions block and culminating in return to full processing in the DPS environment.

The cutover process is comprised of 4 stages, with varying amounts of customer access through each stage.

Before the start of the cutover process, there is a preparatory period that includes multiple workstreams ensuring readiness for all stakeholders.

The process will be owned by Velonetic and DXC, with customers expected to prepare and be ready for the cutover period.

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What has changed since our last update

Area of change	What has changed	What it means for the market
Controlled Launch	New stage of cutover, Controlled Launch, introduced before DPS available to allow select group of customers and transaction types to prove new system.	Further de-risks technical cutover while minimising delays in settlements and processing; enables option to rollback until day of Controlled Launch.
Rehearsals	We have moved the May dress rehearsal to September to enable more comprehensive testing and realistic simulations of the cutover period.	Further mitigates risks associated with cutover by providing an additional opportunity to fully simulate the cutover period.
Settlement dates	We've reduced the number of non-settlement days due to market feedback and deep dive analysis.	Reduces the settlement blackout time-period to 1 working day.
Decision Point 4	Decision Point 4 has been moved from during DPS available to end of Controlled Launch day.	Allows for a quicker move to the new 'Business As Usual'. This removes the complexity of a rollback scenario after high volumes of processing have gone through DPS.
Contingency plans	There are now 3 phases to the contingency plans which run parallel to the cutover stages. Rollback will only be an option during Technical Cutover and Controlled Launch stages.	After Controlled Launch, a fix forward approach will be used for any critical issues encountered.

Velonetic have answered numerous questions from the market

Area	What we've answered	What we're working on
Rollback and Controlled Launch	• Rollback viability per cutover stage • Preferred option and how it will work • Low level detail of rollback plan	• Potential customers to partner with in Controlled Launch • Engage with Customers/Vendors
Claims	• At cutover what happens to most claims (including fully agreed, partially agreed, and queried claims) • Specific claims to be migrated and those to require resubmitting detailed in later slides	• Confirm migration solution and any relevant guidance for claims still being reviewed (e.g. static, Treaty, and LORS)
Premiums	• At cutover what happens to most premium types • Specific premiums to be migrated and those to require resubmitting detailed in later slides	• Confirm migration solution and any relevant guidance for premiums still being reviewed (e.g. Party changes, enquire requests, bank account changes, LORS)
Settlement	• Settlement and Signing dates over the cutover period • Reducing number of non-settlement days • When Settlement files will be produced over the cutover period • Lloyd's STFO engagement started	• How settlement will work in a rollback scenario
Rehearsals	• Rehearsal dates • What will each rehearsal achieve • Hold May rehearsal and publish outcome	• Step by step view of each rehearsal
Data migration	• Different areas of migration • How migration will work per area • When migration will happen	• Data assurance framework • Data mega pack
Contingency triggers	• The most likely contingency triggers • Mitigating plan for contingency triggers • Decision Point process for contingency triggers	• Validate the phase plans

Data Migration | What premiums and claims will be migrated

Claims

• **Standard TP (including Aviation, FNOL, etc.)** • **Parallel UCRs without agreement** • **LIRMA claims without agreement or partially agreed** • **ILU or Lloyd's claims without agreement or partially agreed** • **Xpress bordereau** • **Fees** • **SIMRIPS** • **Large Losses**	✓ Migrated from heritage to DPS in its current state
• **Corrections (received via email)**	— Can be submitted during cutover period but will not be actioned until day of Controlled Launch
• **Static claims** • **Treaty** • **LORS**	? To be confirmed

Premiums (including corrections)

• **Company Reinstatement Premiums (SIMRIP)** • **Deferred and Delinks awaiting releasing (Market or Velonetic driven)**	✓ Migrated from heritage to DPS in its current state
• **Corrections (received via email)** • **Deferred and delink amendments (received via email)** • **Underwriter reference amendments (received via email)**	— Can be submitted during cutover period but will not be actioned until
• **Standard premiums and corrections work packages** • **Policy processing** • **Queries**	✗ All transactions remaining in the system by end of Submissions Block will be rejected and need resubmitting after technical cutover is complete
• **Party changes (Mid Term Broker Changes where Broker number and UMR stays and New Customers)** • **Enquire requests (Service Desk)** • **Bank account changes** • **LORS**	? To be confirmed

Key/Legend

✓ Migrated — No further action on it until day of Controlled Launch — ✗ Rejected and need resubmitting from day of Controlled Launch — ? To be confirmed

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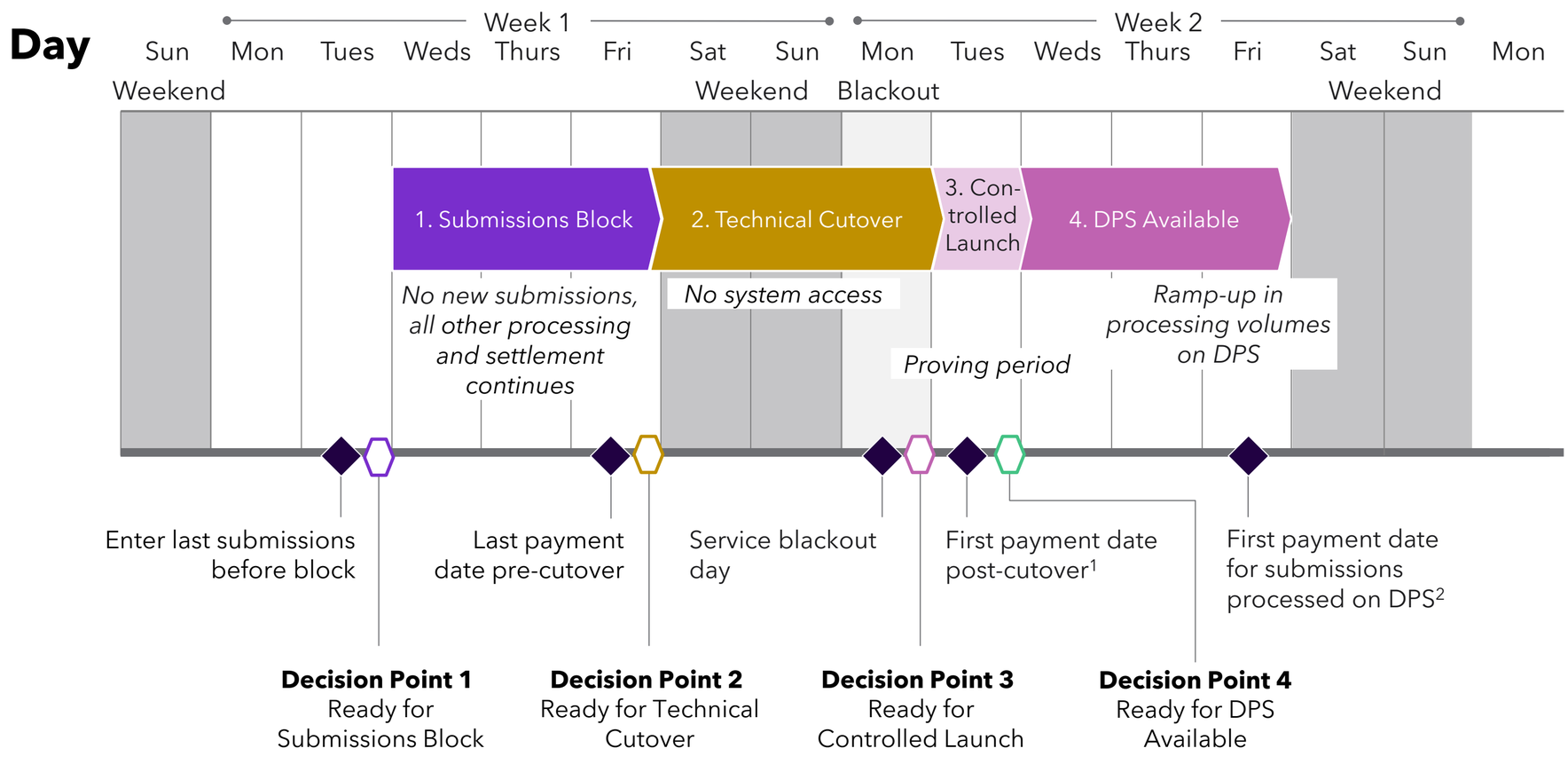
Cutover will happen across 4 stages...



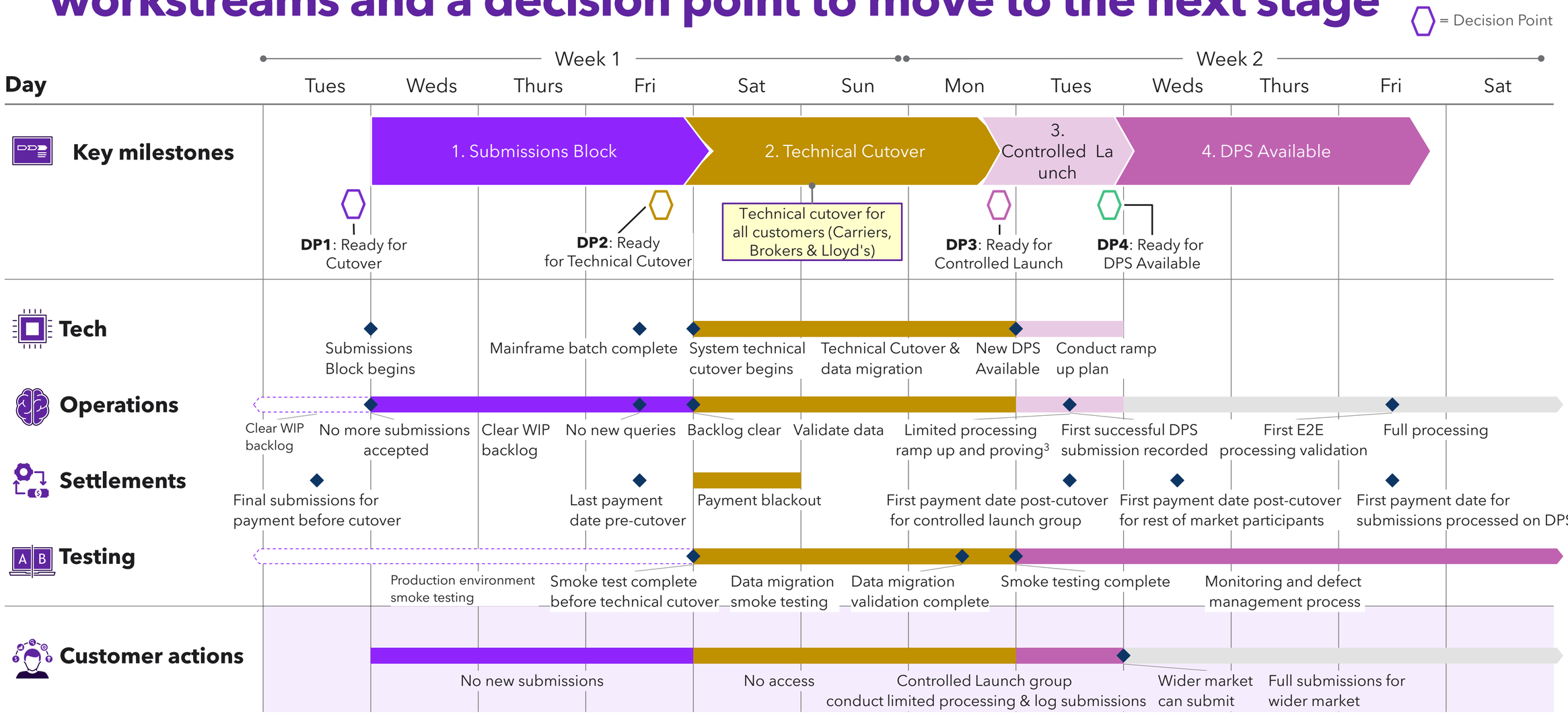
1. Refers to submissions processed on heritage systems 2. Refers to submissions processed by the Controlled Launch group
Note: Day X refers to the first day of DPS available

… with customers able to do different things in each stage

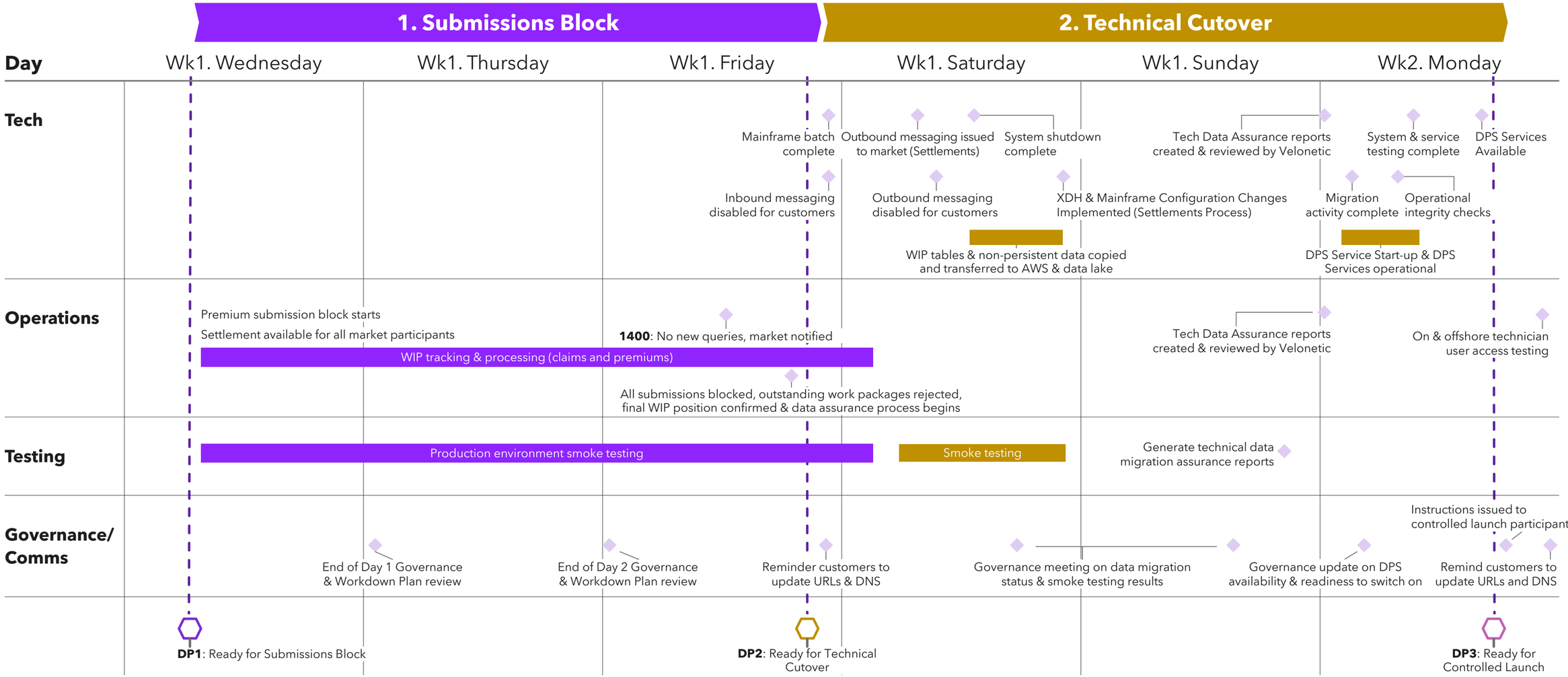
	1. Submissions Block	2. Technical Cutover	3. Controlled Launch	4. DPS Available
	Week 1	**Week 1/2**	**Week 2**	**Week 2**
	Wednesday to Friday	**Saturday to Monday**	**Tuesday**	**Weds onwards**
What the customer sees	Any new submissions to be stopped on heritage systems, existing submissions processed before technical cutover1	No access to heritage systems or DPS	No access or limited processing for most of the market	Full processing on DPS, including settlements
Behind the scenes	Operations working to clear WIP backlog before technical cutover	Remaining data will be migrated from heritage to DPS and validated. Extensive smoke testing of DPS	Proving DPS through limited transaction volumes and types	Full BPS processing on DPS

1. There are some exception to this, for example, LIRMA claims

Summary Plan | Each stage of cutover relies on input from the workstreams and a decision point to move to the next stage



Detailed Plan (1/2) | Each stage of cutover relies on input from workstreams and a decision point to move to the next stage



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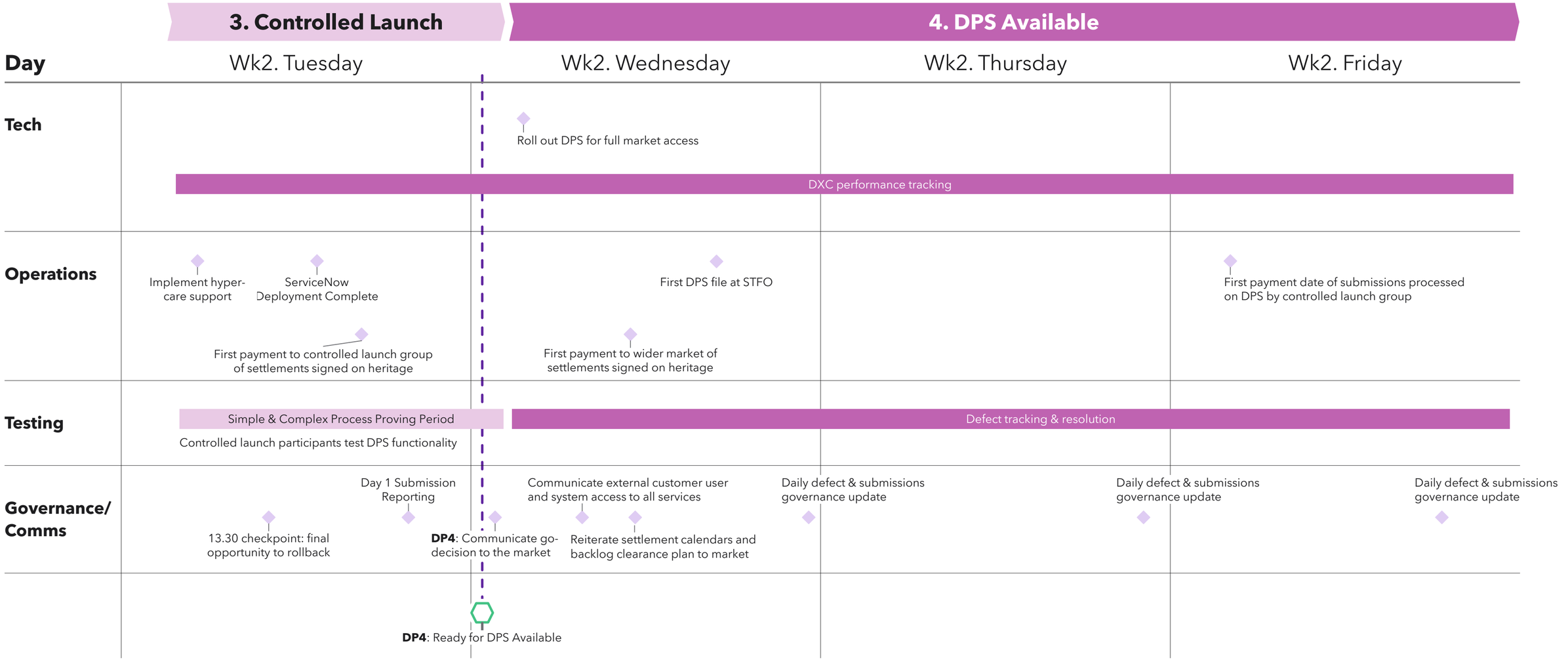
Detailed Plan (2/2) | Each stage of cutover relies on input from workstreams and a decision point to move to the next stage



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We have already conducted one rehearsal, and intend to do more ahead of cutover

	Paper-based Rehearsal 1 (Completed)	Paper-based Rehearsal 2	Dress Rehearsal 1	Dress Rehearsal 2
Date	**14-May**	**20-June**	**24 to 26-Aug (UK Bank holiday)**	**Rescheduled from 25-May**
Activity Description	Teams talked through daily and hourly activities to be done by their teams in cutover period	Validation of amended plan. Focus on Rollback & Fix-Forward, incorporating Lloyd's Operational Resilience plans	Dress rehearsal to simulate the cutover period	Dress rehearsal to simulate the cutover period
Customer impact	Full access – no effect on customers	Full access – no effect on customers	No systems available for the duration of the dress rehearsal – no impact on customers due to bank holiday	No systems available for the duration of the dress rehearsal – impact on customers to be kept minimal

Observed by PwC as QAA partner

Each rehearsal has a set of exit and entry criteria

	Paper-based Rehearsal 1 (Completed)	Paper-based Rehearsal 2	Dress Rehearsal 1	Dress Rehearsal 2
Date	**14-May**	**20-June**	**24 to 26-Aug (UK Bank holiday)**	**Rescheduled from 25-May**
Activity Description	Teams to talk through daily and hourly activities to be done by their teams in cutover period	Validation of amended plan. Focus on Rollback & Fix-Forward, incorporating Lloyd's Operational Resiliency plans	Dress rehearsal to simulate the cutover period	Dress rehearsal to simulate the cutover period
Entry criteria	• Evidenced workstream cutover plans • All cutover workstream teams represented • Third-party Quality Assurance (PWC) present	• Main cutover plan socialized • All cutover teams can attend and present L3 plan • Lloyd's Operational Resilience plans & team • Third-party Quality Assurance (PWC) present	• All processes ready • All documentation ready • Operations Scenario E2E Testing Capabilities defined • Approvals and notifications given • Market participation clear • Data Assurance Programme defined	• All processes ready • All documentation ready • Operations Scenario E2E Testing Capabilities defined • Approvals and notifications given • Market participation clear • Data Assurance Programme defined
Exit criteria	• Each activity in the rehearsal list walked through & validated • Key dependencies across workstreams identified • Detailed previse time estimates of activities during the cutover period	• Walked through, validated each activity in rehearsal list • Better visibility across teams and precision of time estimates	• Confirm systems and services operating smoothly • Relevant assurance checkpoints met • Data Assurance Process Tested • Assess DPS performance functionality and any participants' feedback	• Confirm systems and services operating smoothly • Relevant assurance checkpoints met • Data Assurance Process Tested • Assess DPS performance functionality and any participants' feedback

Observed by PwC as QAA partner

Paper-based rehearsal 1 conducted on 14 May 2024 with PwC QAA observation

What it involved

- Gathered all key workstream leads for full-day paper-based rehearsal
- Walked through step-by-step, hour-by-hour, the 130 activities each team needs to do during cutover
- Identification and prioritisation of immediate actions to be taken, including further workshops and detailed plans, by the next rehearsal

How we conducted it

For each step, we asked:

- Are there any steps missing before (this step)?
- Are there any steps missing directly after?
- What do you/your team need to do to execute the step?
- If not yourself, does the person(s) responsible for the step know it's their accountability?
- What dependencies/collateral/previous actions need to have happened for you to complete the step?
- What risks are there to this step?

Benefits

- Rehearsal observed by PwC as QAA partner
- Provided visibility to each team of points of synchronisation, alignment, and dependencies
- Gathered more precise time estimates for each step and adjustment of schedules as needed
- Identified priority questions to be resolved

Takeaways

- Steps for each cutover stage validated
- Timings for each stage to be further refined
- Initial feedback from PwC was positive – formal review to follow

All key entry and exit criteria were met in accordance with assurance framework

Entry Criteria

1. Evidenced workstream cutover plans ✓
2. All cutover workstream leads in attendance ✓
3. Third-party Quality Assurance (PwC) present to observe ✓

Exit Criteria

1. Each activity in the rehearsal list walked through & validated ✓
2. Key dependencies across workstreams identified ✓
3. Detailed precise time estimates of activities during the cutover period ✓

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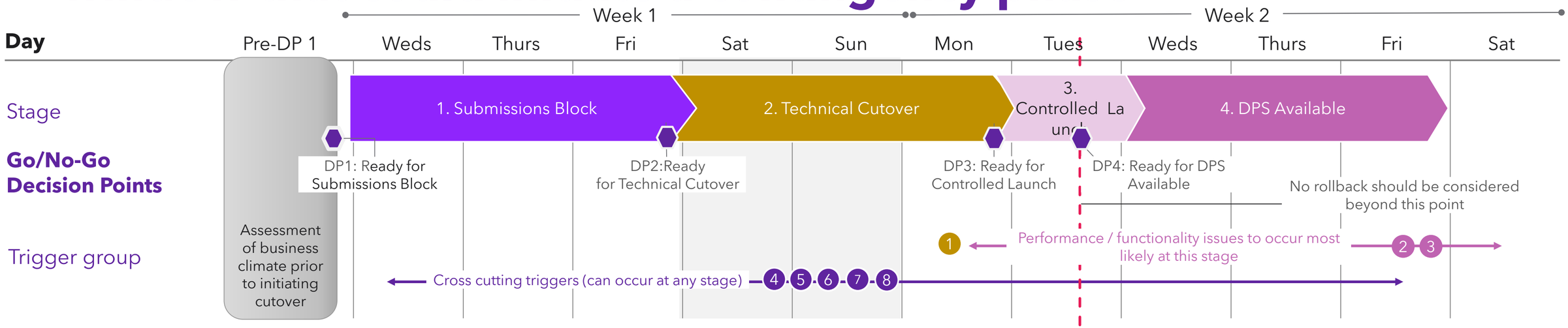
Velonetic

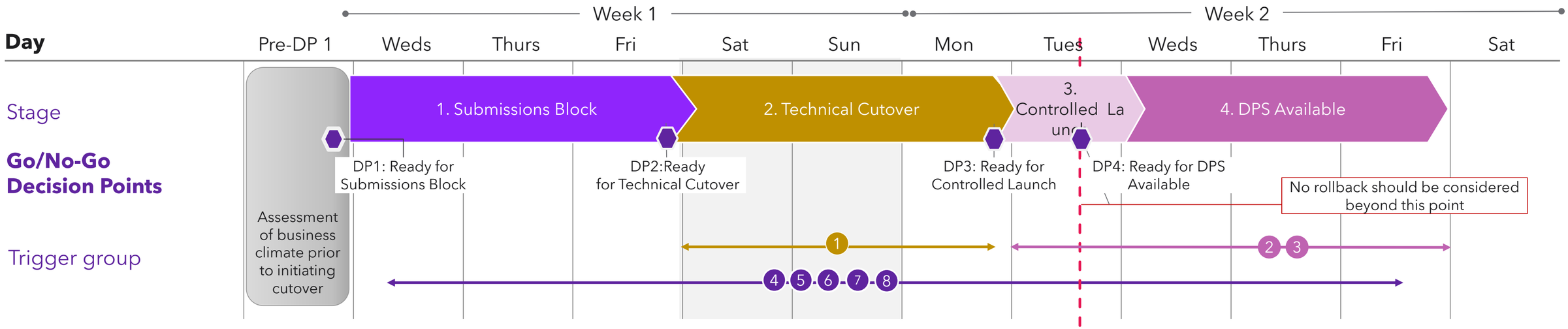
We have identified 8 contingency triggers through the cutover window that could initiate a contingency phase



#	Contingency trigger	Likely Stage
1	Data migration fail – quality/gaps in data	2
2	Performance issues lead to slow processing for DPS	3/4
3	Key functionality shows critical defects	3/4
4	Cutover execution fail	Variable

#	Contingency trigger	Likely Stage
5	Missed Decision Point deadline/exit criteria	Variable
6	Major external events (e.g. legal, force majeure, cyber-risk)	Variable
7	Service availability fail (e.g. key partners (AWS etc.)	Variable
8	Culmination of issues overwhelming systems and processes	Variable

Actions to be taken in each contingency trigger rely more on <u>when</u> the trigger occurs rather than the trigger itself



Contingency phases	Phase A: Postpone	Phase B: Rollback	Phase C: Fix Forward
Description	Defer the decision point to a later date, while the issue is being fixed	A series of steps to transition from new system to heritage system	Process to fix issues in an isolated fashion while the system is still on
Process	Communicate that cutover is postponed to a future date. WIP/backlog rejection is stopped & customers are informed to resubmit on heritage systems	Communicate that cutover is postponed to a future date Restore services on heritage system Open new submissions to customers	Initiate Lloyd's Operational Resilience plan Identify issue to isolate affected submissions for delayed processing Submissions to affected areas are rejected Other functionalities within DPS work as BAU
Complexity to execute	**Low**	**Medium to high**	**Variable *(from low to high)***

Phase A | Postpone planned across 5 trigger groups

Timeline	Governance	Relevant trigger points
Available until DP 2 (Cutover Wk1 Friday)	Cutover committee to offer recommendation to Velonetic CEO for consultation with Market associations, selected market participants as appropriate, and Lloyd's BCC	4 5 6 7 8

Key Actions of Operational Plan

Tech

- Start accepting new submissions (if beyond black-out window)
- Release heritage black-out (if active)

Operations

- Prepare to ramp up again on heritage systems

Market Participants

- Start submitting new work on heritage systems
- Continue to reduce backlog to low levels in preparation for submissions block

Communications

- Engage crisis communications plan on decision to postpone cutover
- Emphasise key message that go-live timelines have shifted

Other

- Engage with market and postpone activation of DPS
- Notify banks of change of cutover date to reduce disruption to payments

Phase B | Rollback planned across 8 trigger groups (Lloyd's lens)

Timeline	Governance	Relevant trigger points
Available from DP 2 (Cutover Wk 1, Friday) until DP 4 (Cutover Wk 2, Tuesday)	Cutover committee to offer recommendation to Velonetic CEO for consultation with market associations, selected market participants as appropriate, and Lloyd's BCC	1 2 3 4 5 6 7 8

Key Actions of Operational Plan

Lloyd's Operational Resilience	• From when critical issue triggering contingency plan is identified, link in with Lloyd's resilience team • Lloyd's team to decide on use of resilience scenarios plans • Lloyd's Operational Resilience plans initiated if necessary
Operations	• From when critical issue triggering contingency plan is identified, link in with Lloyd's resilience team • Create data reports on what work packages have been received • Test user access to, and begin BAU processing on, heritage systems • Customers resubmit work packages submitted during controlled launch
Communications	• From when critical issue triggering contingency plan is identified, link in with Lloyd's resilience team • Emphasise key message that market participants must back out of URLs/DNS • Provide communication on when heritage systems are ready for submissions, confirm service restoration
Market Participants	• Back out of URLs/DNS when instructed to • Start submitting new work again on heritage systems when informed they are ready
Other	• Notify Banks
Tech	• Stop DPS services, shut ASG, block new DPS URLs • Start restoration and smoke testing of heritage services - revert to disaster recovery on mainframe (the fastest way) • Revert settlement changes, XDH configuration changes • Open outbound and inbound messaging

Phase B | Rollback planned across 8 trigger groups (Company lens)

Timeline	Governance	Relevant trigger points
Available from DP 2 (Cutover Wk1, Friday) until DP 4 (Cutover Wk 1, Tuesday)	Cutover committee to offer recommendation to Velonetic CEO for consultation with market associations, selected market participants as appropriate, and Lloyd's BCC	1 2 3 4 5 6 7 8

Key Actions of Operational Plan

Operations

- Review severity of rollback
- Create data reports on what work packages have been received
- Test user access to, and begin BAU processing on, heritage systems
- Customers resubmit work packages submitted during controlled launch

Communications

- From when contingency trigger is identified, enact Crisis Communications Plan
- Emphasise key message that market participants must back out of URLs/DNS
- Provide communication on when heritage systems are ready for submissions, confirm service restoration

Market Participants

- Back out of URLs/DNS when instructed to
- Start submitting new work again on heritage systems when informed they are ready

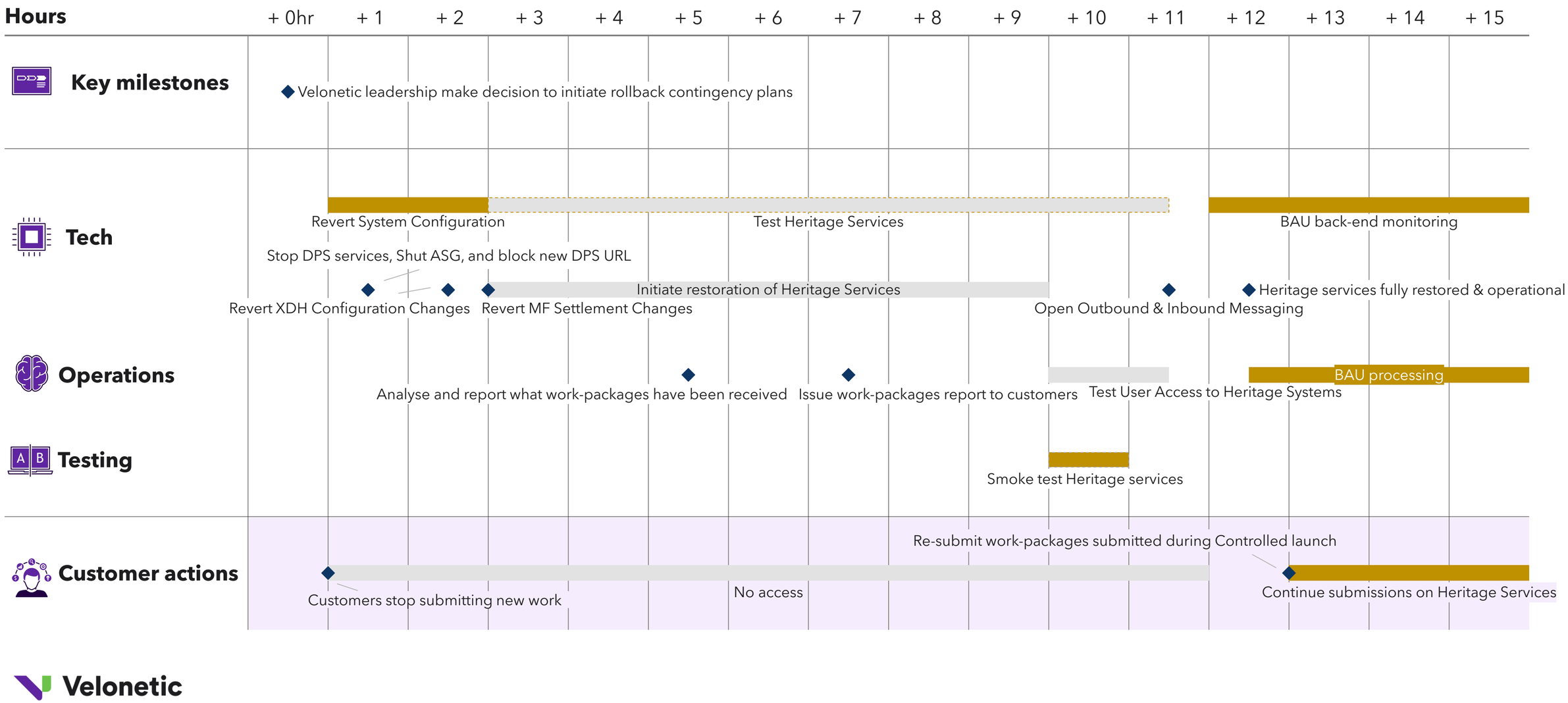
Other

- Notify Banks

Tech

- Stop DPS services, shut ASG, block new DPS URLs
- Start restoration and smoke testing of heritage services - revert to disaster recovery on mainframe (the fastest way)
- Revert settlement changes, XDH configuration changes
- Open outbound and inbound messaging

Phase B | Rollback process if initiated



Phase C | Fix-forward planned across 8 trigger groups

Timeline	Governance	Relevant trigger points
Default plan when addressing any issues across the cutover window Only available option after DP 4 (Cutover wk 2, Tuesday)	A Rapid Response Team will be created; it will be on-call to respond to any of the 8 trigger groups, managing at a high-level the appropriate response in alignment with reporting lines and business continuity teams	1 2 3 4 5 6 7 8

Key Actions of Operational Plan

Lloyd's Operational Resilience

- From when critical issue triggering contingency plan is identified, link in with Lloyd's resilience team
- Lloyd's team to decide on use of resilience scenarios plans, incl. Urgent Settlement Process
- Lloyd's Operational Resilience plans initiated

Operations

- Throttle/reject relevant submissions while dealing with issues
- If faults found have low impact, continue BAU processing
- Manual processing of requests/submissions if necessary

Communications

- Communicate impact on customers, actions required, and timelines on DPS

Market Participants

- Manually work through own reconciliations in case of an error in settlements
- Provide detail on errors faced

Tech

- Follow accelerated defect management process
  - Velonetic / Market participants to identify fault
  - Velonetic depopulate defect and classify the defect
  - Critical/High defects will be hot-fixed by Build team
- Ringfence DPS data before rejecting new submissions to allow time to fix
- If data migration fail, delete partial copies on AWS and validate files
- Optimise code & data-base to combat performance issues
- Manage cache memory storage to improve performance

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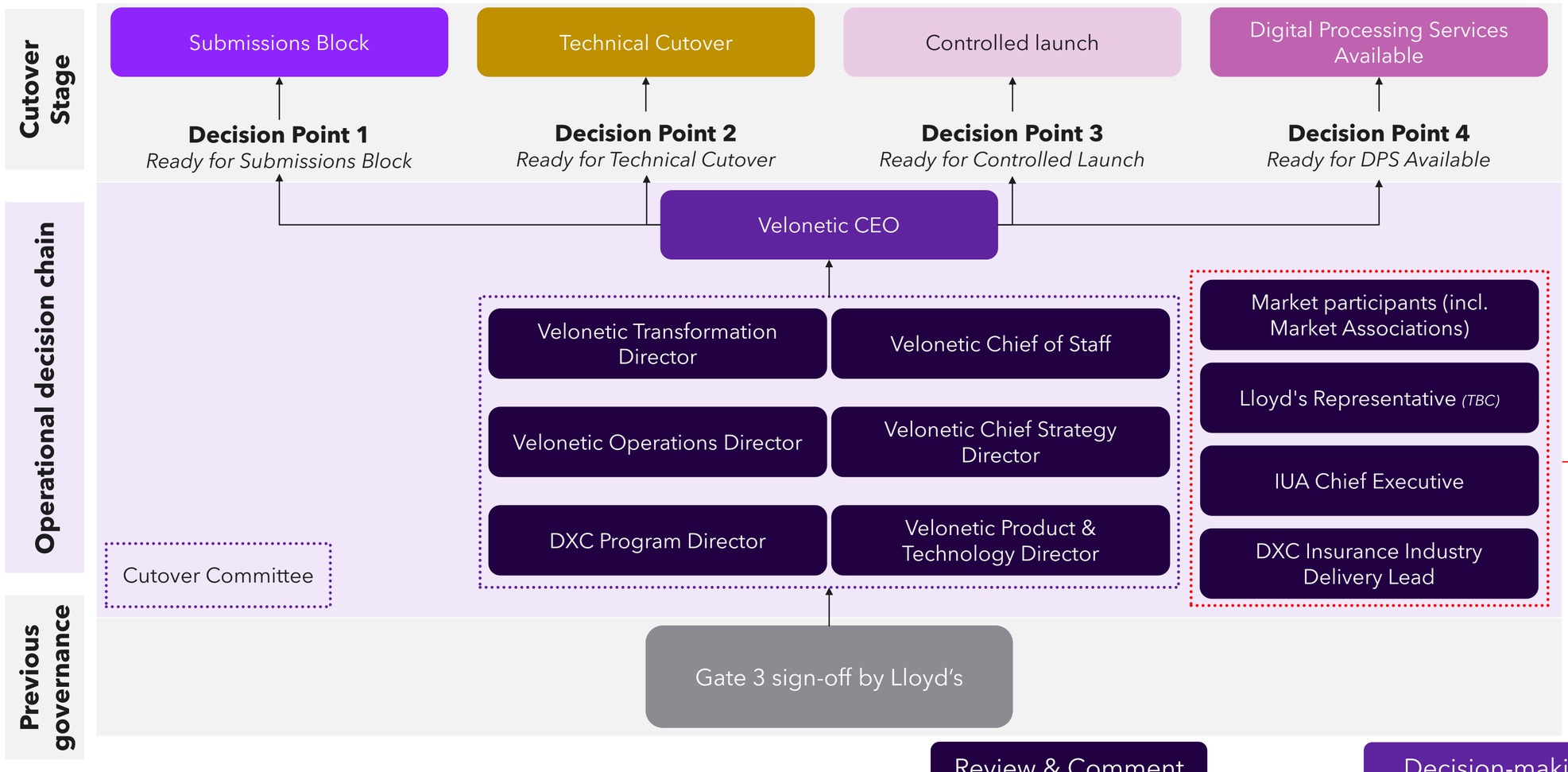
Decision points signed off by Velonetic on recommendation of multiple stakeholders



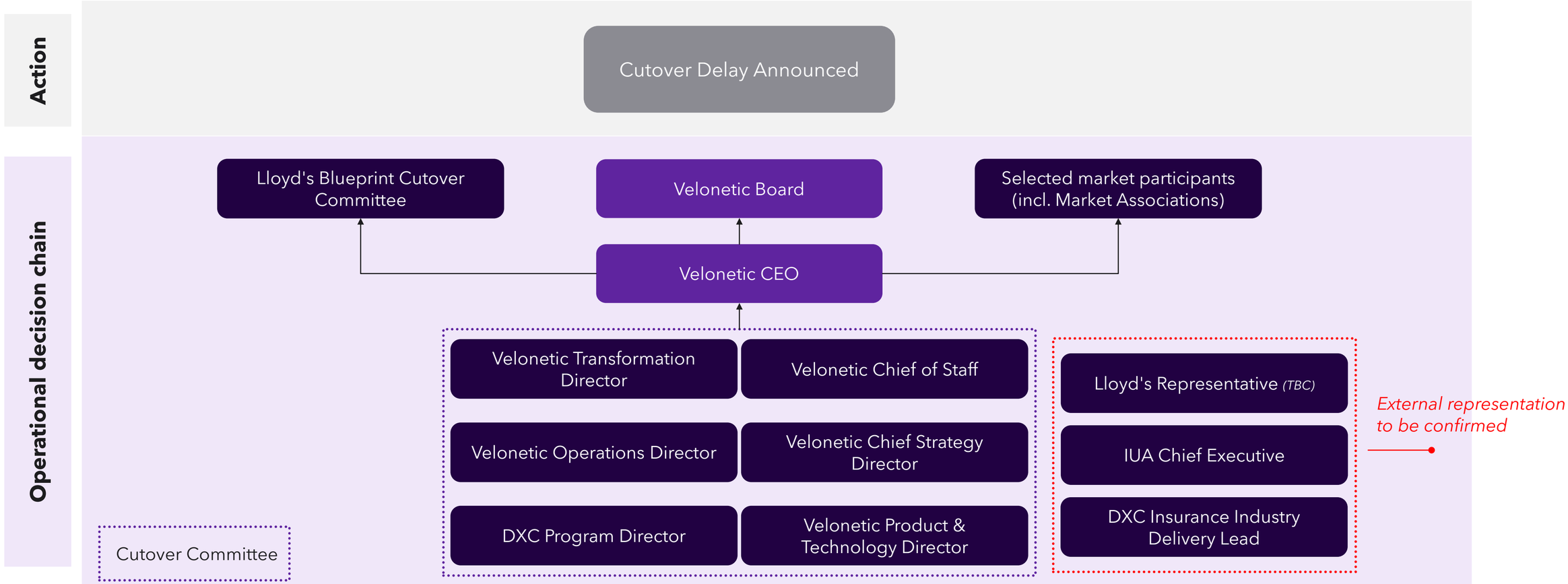
Review & Comment

Gathers & scrutinises Gate inputs, with power to pass them to the next forum – recommendations act as the bedrock for final decision

Decision-making

Final sign-off authority, taking into account recommendation of advisory forums

Initiating a contingency plan requires additional governance to the Decision Point Meetings



Review & Comment

Gathers & scrutinises Gate inputs, with power to pass them to the next forum – recommendations act as the bedrock for final decision

Decision-making

Final sign-off authority, taking into account recommendation of advisory forums

Governance | Exit criteria/DP checklist

Objective	Meeting Time	Exit criteria
Decision Point 1: Ready for Submissions Block Confirmation of cutover readiness	Cutover week 1 Tuesday 18.00	• Cutover readiness re-checked and confirmed • Final go-live decision made • Target WIP levels inside Heritage SLAs • Attestation on ability to clear WIP made
Decision Point 2: Ready for Technical Cutover WIP cleared to target level	Cutover week 1 Friday 19.00	• WIP target met • P1 / P2 defects resolved • DPS system ready to switch on • AWS Gateway operational and ready to receive Heritage data
Decision Point 3: Ready for Controlled Launch Data Migration verification	Cutover week 2 Monday 21.00	• Data migration targets met • P1 / P2 defects resolved • DPS switched on and ready for first submissions
Decision Point 4: Ready for DPS Available Ready to proceed to BPS full processing	Cutover week 2 Tuesday 19.00	• DPS submissions target met • Transaction processing target met • DPS settlement target met • Completion of Controlled Launch testing scenarios • Rollback to Heritage systems not required • Full market access to all systems in place

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What's coming next?

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Activities

- ❑ Market participants engage in internal assurance journey
- ❑ Velonetic continue WIP clearance
- ❑ Communications plan finalised
- ❑ Dress Rehearsal 1 – focus on contingency planning
- ❑ Data migration scope and assurance reports to be clarified
- ❑ Controlled Launch scope and participants finalised
- ❑ Market notified of service blackouts for rehearsals
- ❑ Data migration copying for rehearsals and cutover
- ❑ Dress Rehearsal 2 including publication of results
- ❑ Deadline for market participants to sign DPSA
- ❑ Customer onboarding and user setup
- ❑ Update settlement calendar for testing and production
- ❑ Deadline for market participants to sign Termination Letter
- ❑ Dress Rehearsal 3 including publication of results
- ❑ Cutover period

Glossary of terms

Term	Definition
Contingency phases	Plans in place to mitigate risk if issues arise during cutover
Data migration	The process of copying historic and in-flight data from the "Heritage/FERN" mainframe storage environment into the new "AWS Cloud-based/DPS" platform
Decision Point	A go/no-go decision on whether to continue to the next cutover stage, or initiate one of the contingency phases
Fix-Forward	A contingency phase to address and resolve issues as they arise
In-flight transactions	Transactions that are currently within the heritage system but are not awaiting action by Velonetic
Proving period	The testing conducted by Velonetic & Controlled Launch group to test the functionality of the new DPS after the Technical Cutover stage
Queries	Transactions that are pending further action before closure because Velonetic have gone back to the customer with questions
Rollback	A contingency phase to revert back to heritage systems after the submissions block stage
Service blackout period	A pre-designated period in which all systems are offline
Smoke testing	A test suite that covers the main functionality of a component or system to determine whether it works properly before planned testing begins
WIP (Work-In-Progress) transactions	Transactions that are currently within the heritage system and are awaiting action by Velonetic

Non-exhaustive

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Paper-Based Rehearsal Write-Up

Velonetic

Paper-based rehearsal 1 conducted on 14 May 2024 with PwC QAA observation

What it involved

- Gathered all key workstream leads for full-day paper-based rehearsal
- Walked through step-by-step, hour-by-hour, the 130 activities each team needs to do during cutover
- Identification and prioritisation of immediate actions to be taken, including further workshops and detailed plans, by the next rehearsal

How we conducted it

For each step, we asked:

- Are there any steps missing before (this step)?
- Are there any steps missing directly after?
- What do you/your team need to do to execute the step?
- If not yourself, does the person(s) responsible for the step know it's their accountability?
- What dependencies/collateral/previous actions need to have happened for you to complete the step?
- What risks are there to this step?

Benefits

- Rehearsal observed by PwC as QAA partner
- Provided visibility to each team of points of synchronisation, alignment, and dependencies
- Gathered more precise time estimates for each step and adjustment of schedules as needed
- Identified priority questions to be resolved

Takeaways

- Steps for each cutover stage validated
- Timings for each stage to be further refined
- Initial feedback from PwC was positive – formal review to follow

All key entry and exit criteria were met in accordance with assurance framework

Entry Criteria

1. Evidenced workstream cutover plans ✓
2. All cutover workstream leads in attendance ✓
3. Third-party Quality Assurance (PwC) present to observe ✓

Exit Criteria

1. Each activity in the rehearsal list walked through & validated ✓
2. Key dependencies across workstreams identified ✓
3. Detailed precise time estimates of activities during the cutover period ✓

Immediate priorities are to enrich existing plans with further detail and enhance communication of decisions

Overall	• Confirmation teams have their own detailed cutover plans • Rehearsal improved visibility of each other's dependencies and synchronised communication of decisions • 83 new actions were identified, these were mostly major steps broken down further and enhancing market-facing communications (follow-up workshop held on 21 May 2024)
Submission Block	• Operations need to add further detail for the premium submission block process • Outline how outstanding items/rejections will be reported needs to be enhanced • Further workshops required on strategy for more complex scenarios (large work packages, LORS, other exceptions)
Technical Cutover	• Finalise listing of persistent and non-persistent applications, and related data migration • Introduced detailed checkpoints between Decision Points 2 & 3, and highlight the need for an artefact detailing data assurance framework • Plans for cutover support (logistics) underway
Controlled Launch	• Further clarification on transaction type complexity, specifically those that would trigger a fix-forward phase • For approved customers, agree submitted scenarios and validated how to control access to system • Ensure staff proficiency in customer help portal and readiness for different scenarios (volumes and delays)
DPS Available	• Business as usual reporting processes and outputs to be outlined • Further detailing and enhancement of governance milestones and defects management process

Non-exhaustive

All teams to build on success of this rehearsal and close all gaps by the next rehearsal

Programme

Further detailing of various stages, including:
- Controlled Launch: choice of partners, rules of engagement and guidance
- Finalise entry and exit criteria for each team at every decision point
- Tighter coordination across teams on data assurance and trigger solution

Tech

- Confirm final list of persistent and non-persistent apps and plans for data migration (e.g. copying and transferring WIP tables)
- Detail more steps in controlled launch and DPS Available stages coordinating with operations, Velonetic technology, and programme teams

Operations

- Detail premium Submission Block mechanism, sanction processing, defect management process, potential Controlled Launch overnight processes
- Plan for on/offshore claim technician support
- Work-In-Progress reduction forecast and reporting processes

Testing

- Provide tech with Test Completion reports and AWS Performance Testing plan
- Plan for business scenarios to be smoke tested
- Create non-functional data assurance plans and testing (operational resilience)

Communications

- Draft templates for all decision points and rollback scenarios
- Ensure targeted communications for Controlled Launch participants
- Create communications timeline for every activity in submission block

Non-exhaustive

Paper based rehearsal 2 (scheduled for 20 June)

Planned focus areas
- Validation of amended main cutover plan and accompanying L3 plans
- Focus on Rollback and Fix-Forward contingency plans
- To include Lloyd's Operational Resiliency plans and team
- Third-party Quality Assurance (PwC) to be present again

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Thank you