

## Pandemic – Service Status as at 24/03/2020

### Service Status Report

In the current Pandemic situation, LIMOSS is working closely with all of our suppliers to ensure the central services under our management are supporting market requirements. This report is designed to provide the market an overview of each service and how it is performing.

### DXC

Below is the DXC weekly update, since this report was created, India is now in total lockdown. DXC have successfully implemented their BCP plans and all staff are now working from home. Current indications show that March is tracking GREEN and all contractual SLA's will be met.

### ▼ Performance Weekly update – 24.03.2020

#### Performance Summary

- Observations:
- All teams are on track for contractual SLA for March at this current time.
  - Volumes are down currently in Claims against forecast but not substantially.

Area	Contractual SLA	Contractual Position for previous week RAG Status	On track to meet Contractual SLA for month end (Month to date) RAG Status	Forecast Volumes vs Actuals (Previous Week)	Hotspots / Commentary
<b>Premium Processing – Lloyds - LCP (Lloyd's Central Processing)</b> This service is the processing of all Lloyd's premium transactions that are submitted to XIS. These include Original Premium (including FDOs), Return and Additional Premiums	98% in 5 days		99.26%	0%	
<b>Policy Processing – Lloyd's – LCP (Lloyd's Central Processing)</b> This service is the processing of all Lloyd's Policy documentation that is submitted to XIS. These include Policies and related Endorsements	98% in 5 days		TBC - In Service	-23.5% (-182 policies)	Working on day 2
<b>Premium Processing – Company - CCP (Company Processing)</b> This service is the processing of all Company premium transactions that are submitted to XIS. These include Original Premium (including FDOs), Return and Additional Premiums	3 day average		2.51 days	11%	
<b>Policy Processing – Company - CCP (Company Processing)</b> This service is the processing of all Company Policy documentation that is submitted to XIS. These include Policies and related Endorsements	5 day average		TBC - In Service	-9.3% (-16 Policies)	Working on day 2
<b>Claims Central Processing – LCCP (Lloyd's Central Claims Processing) – Advices</b> This service includes the processing of all Lloyd's Claims transactions where no cash movements required and include new advices, updates to existing claims and closure of claims.	95% in 5 days		99.58%	-9%	
<b>Claims Central Processing – LCCP (Lloyd's Central Claims Processing) – Settlements</b> This service includes the processing of all Lloyd's Claims transactions where there are cash movements and payments that need to be paid.	95% in 2 days		96.74%	-5%	

Scale  
Green - SLA on track  
Amber - SLA at risk  
Red - SLA expected to miss

Scale  
Green - SLA on track  
Amber - SLA at risk  
Red - SLA expected to miss

Scale  
Green <5% - >5%  
Amber <10% - >10%  
Red > 10%



DXC Proprietary and Confidential

March 25, 2020 1

### LIMOSS – Company

#### Performance Summary as at 24/03/20 – SDC Processing

The LIMOSS BCP plan has been implemented, all staff are now working from home. All LIMOSS staff have full working from home capabilities and to date, no issues have been experienced. LIMOSS will be additionally focusing on staff well being due to the change in working practices.

	RAG	Comments
Overall status		LIMOSS is operating as business as usual
Supplier BCP status		No service or performance issues experienced, all staff working from home

SLA's		No SLA breaches experienced
Volumes		Consistent with expected volumes
Service issues		No service issues reported
Outlook for next week		Business as Usual – Forecast GREEN

## SDC

Performance Summary as at 24/03/20 – SDC Processing		
SDC Service – Running as expected and stable		
The supplier (DDC) has invoked BCP, all operators are working from home. All operators have all the access they need to operate the service normally. SDC has received and processed its first Lloyd's Emergency Trading placement today.		
	RAG	Comments
Overall status		SDC service operating as BAU – DDC BCP invoked
Supplier BCP status		No service or performance issues experienced
SLA's		No SLA breaches experienced
Volumes		Consistent with expected volumes
Service issues		No service issues reported
Outlook for next week		Business as Usual – Forecast GREEN

Performance Summary as at 24/03/20 – SDC Gateway		
All Web Connectivity staff are working from home as per their BCP plans		
Gateway service is running as normal		
	RAG	Comments
Overall status		Gateway service is stable
Supplier BCP status		No service or performance issues experienced
SLA's		No SLA breaches experienced
Volumes		Consistent with expected volumes
Service issues		No service issues reported
Outlook for next week		Business as Usual – Forecast GREEN

## DA SATS

Performance Summary as at 24/03/20 – DA SATS		
Both Application and Service BCP plans are in full operation. All CTI support teams and LIMOSS support teams are working from home.		
	RAG	Comments
Overall status		BCP in operation, service running as per Business as Usual
Supplier BCP status		No issues, BCP plan working as expected
SLA's		All SLA's reported as GREEN
Volumes		In line with March forecast
Service issues		No service issues reported
Outlook for next week		Business as Usual – Forecast GREEN

## LIMOSS API Gateway and SSO

Performance Summary as at 24/03/20 – API Gateway, SSO & SDE		
All 3 services are fully operational and performing. LIMOSS and vendor have both invoked BCP globally. Daily BCP updates are taking place with the vendor. All personnel are working from home locations. No current issues relating to resource availability. LIMOSS has increased resilience by appointing dedicated secondary contact for service issues. LIMOSS Service Desk functioning at normal levels.		
	RAG	Comments
Overall status	GREEN	BCP in operation, service running as per Business as Usual
Supplier BCP status	GREEN	No significant incidents
SLA's	GREEN	All SLA's being met
Volumes	GREEN	Slightly higher than usual SSO authentication volumes have been reported. (10% increase) and 15% increases in the number of individual users.
Service issues	GREEN	No service issues reported
Outlook for next week	GREEN	Business as Usual – Forecast GREEN. Monitoring MS Azure as all services use the MS Azure Cloud

## LIMOSS Message Exchange

Performance Summary as at 24/03/20 – Message Exchange		
Services are fully operational and performing. LIMOSS and vendor have both invoked BCP globally. All personnel are working from home locations. No current issues relating to resource availability		
	RAG	Comments
Overall status	GREEN	BCP in operation, service running as per Business as Usual
Supplier BCP status	GREEN	No significant incidents
SLA's	GREEN	All SLA's being met
Volumes	GREEN	Message volumes are as expected
Service issues	GREEN	No service issues reported
Outlook for next week	GREEN	Business as Usual – Forecast GREEN. Will continue to monitor message volumes

## LIMOSS Market Business Glossary

Performance Summary as at 24/03/20 – MBG		
BCP implemented and support team working from home, service performing as expected.		
	RAG	Comments
Overall status	GREEN	BCP in operation, service running as per Business as Usual
Supplier BCP status	GREEN	No significant incidents
SLA's	GREEN	All SLA's being met
Volumes	GREEN	Week commencing 16th March experienced slight decrease in activity compared to the preceding week. Activity is significantly higher compared to the same period in 2019. (Coverholder Reporting Requirements v5.2 - search, export, etc)
Service issues	GREEN	No service issues reported
Outlook for next week	GREEN	Business as Usual – Forecast GREEN

Further information around any of the services detailed in this report can be obtained directly from LIMOSS:

Contact: [James.Bobbitt@limoss.london](mailto:James.Bobbitt@limoss.london)