

Pandemic – Service Status as at 01/04/2020

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.

Summary

The table below provides the current and previous 6 weeks service status of all services supported by LIMOSS.

Service Name	Status @ 24/03	Status @ 01/04	Status @ 08/04	Status @ 15/04	Status @ 22/04	Status @ 29/04
DXC (IMR, Premium and Claims)			TBA	TBA	TBA	TBA
LIMOSS - Company			TBA	TBA	TBA	TBA
SDC			TBA	TBA	TBA	TBA
DA SATS			TBA	TBA	TBA	TBA
LIMOSS API/SSO			TBA	TBA	TBA	TBA
LIMOSS Messaging Hub			TBA	TBA	TBA	TBA
Market Glossary			TBA	TBA	TBA	TBA
eSP Portal			TBA	TBA	TBA	TBA

DXC

DXC confirm that all services are within contractual SLA. Volumes are slightly down on forecast for last week, this will be monitored and discussed with the Market Governance Groups and Associations.

▼ Performance Weekly update – 31.03.2020

Performance Summary					
Observations: <ul style="list-style-type: none"> All teams are on track for contractual SLA for March at this current time. Offshore teams, at short notice, were moved to BCP situation last week and whilst we have significant resource working from home, we are monitoring productivity due to broadband speeds which may impact service. We will resolve any issues with laptops, broadband and desktops over the coming weeks to give us more flexibility in resource. Volumes have been lower than forecast. 					
Area	Contractual SLA	Contractual Position for previous week RAG Status	On track to met Contractual SLA for month end (Month to date) RAG Status	Forecast Volumes vs Actuals (Previous Week)	Hotspots / Commentary
Premium Processing - Lloyds - LCP (Lloyd's Central Processing) 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		99.22%	-12.30%	Volumes : Forecast 31,851 vs Actual 36,523 = -4,474
Policy Processing – Lloyd's – LCP (Lloyd's Central Processing) 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		100%	-35.90%	Volumes : Forecast 533 vs Actual 831 = -298
Premium Processing – Company – CCP (Company Processing) 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		Average 2.58 days	-3.40%	Volumes : Forecast 14,051 vs Actual 14,543 = -492
Policy Processing – Company – CCP (Company Processing) This service is the processing of all Company Policy documentation that is submitted to XIS. These include Policies and related Endorsements	5 day average		Average 1.84 days	65.60%	Volumes : Forecast 265 vs Actual 160 = +105
Claims Central Processing – LCCP (Lloyd's Central Claims Processing) – Advices 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		99.56%	-3%	Volumes : Forecast 15,530 vs Actual 15,006 = -524
Claims Central Processing – LCCP (Lloyd's Central Claims Processing) – Settlements 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		96.87%	-10%	Volumes : Forecast 8,891 vs Actual 7,981 = -910

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

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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 has been focusing on staff wellbeing, flexible working hours have been introduced to support employees with dependants. Daily management team meetings and weekly “town hall” meetings are in place.		
	RAG	Comments
Overall status	GREEN	LIMOSS is operating as business as usual
Supplier BCP status	GREEN	No service or performance issues experienced, all staff working from home
SLA's	GREEN	No SLA breaches experienced
Volumes	GREEN	Consistent with expected volumes
Service issues	GREEN	No service issues reported
Outlook for next week	GREEN	Business as Usual – Forecast GREEN

SDC

Performance Summary as at 24/03/20 – SDC Processing		
SDC Service - Running and stable BCP invoked - All DDC operators are working from home		
	RAG	Comments
Overall status	GREEN	SDC service operating as BAU – DDC BCP invoked
Supplier BCP status	GREEN	No service or performance issues experienced
SLA's	GREEN	No SLA breaches experienced
Volumes	GREEN	There was a slight increase in volumes as expected at the end of last week due to month-end
Service issues	GREEN	No service issues reported
Outlook for next week	GREEN	Business as Usual – Forecast GREEN

Performance Summary as at 24/03/20 – SDC Gateway		
All WCL staff are working from home - Gateway service - BAU		
SYS TEST environment was unavailable 25/03 and 26/03 UAT, DEV and SYS Test environments were unavailable - 26/03 – This impacted Carrier testing in UAT on 26th March. Outages were caused by a Microsoft Azure capacity issue in the UK region affecting a number of customers.		
The SDC Production service was not impacted		
	RAG	Comments
Overall status	GREEN	Gateway service is stable
Supplier BCP status	GREEN	No service or performance issues experienced
SLA's	GREEN	No SLA breaches experienced
Volumes	GREEN	Consistent with expected volumes
Service issues	GREEN	No service issues reported
Outlook for next week	GREEN	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. Quarantine in Manila, Philippines now means Cognizant staff on CTI Service Desk now working from home. Telephony switched to Microsoft Teams on 25.03.2020, no impact to end users.		
	RAG	Comments
Overall status	GREEN	BCP in operation, service running as per Business as Usual
Supplier BCP status	GREEN	No issues, BCP plan working as expected
SLA's	GREEN	All SLA's reported as GREEN
Volumes	GREEN	In line with March forecast
Service issues	GREEN	No service issues reported
Outlook for next week	GREEN	Business as Usual – Forecast GREEN

LIMOSS API Gateway and SSO

Performance Summary as at 24/03/20 – API Gateway, SSO & SDE		
All 3 services continue to perform as expected with no service issues in the past week. LIMOSS and the service vendor have both invoked BCP globally. Daily BCP updates are taking place with the vendor. All personnel (UK and overseas) are working from home locations. No personnel are currently believed to be suffering from COVID-19. LIMOSS Service Desk is functioning normally.		
A minor deployment in SSO PROD environment took place on 28/03/20. This change was approved by the LIMOSS CAB process, with specific consideration given to benefits Vs risk in light of Emergency Trading Protocols. No service outage occurred during the deployment.		
	RAG	Comments
Overall status	GREEN	BCP in operation, service running as per Business as Usual
Supplier BCP status	GREEN	No significant incidents, daily calls initiated.
SLA's	GREEN	All SLA's being met
Volumes	GREEN	We are seeing an increase in SSO authentications. Last 7 Days (23-29 Mar): 17,346 (44% increase on pre-Lockdown levels) Previous 7 Days (16-22 Mar): 12,920, Pre-Lockdown (9-15 March): 11,988
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. Monitoring of staff is in place to ensure cover over Easter period and illness due to COVID -19. Outlook is positive and no staffing issues anticipated at this time.

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 have increased during March, this is expected due to Qtr end activities. Volumes are be monitored regularly. No capacity issues are foreseen.
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 continue to work 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	<p>Week commencing 23rd March was one of the busiest weeks for activity in the MBG, and about 15% higher than the previous week – the MBG is a reference service that users 'dip into' as and when required as opposed to a 'transactional' system used daily.</p> <p>Activity is also significantly higher than for the same period in 2019 - : for example, Coverholder Reporting Requirements v5.2 showing activity (search, export, etc.) of 240+ per day compared to approximately 50 per day last year (for v5.1)</p>
Service issues	GREEN	No service issues reported
Outlook for next week	GREEN	<p>Business as Usual – Forecast GREEN.</p> <p>New content release – including 78 Verisk/AIR reference data sets, month end exchange rates and Cresta zones – went live over the weekend of 28th/29th with no issues or downtime. Communication of this is being sent to MBG users imminently, and we expect to see increased activity over the coming week on the back of this.</p>

ESP

Performance Summary as at 24/03/20 – eSP (CSRP)		
Services are fully operational and performing. LIMOSS and vendor have both invoked BCP globally.		
	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	Volumes are as expected.
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:

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