

Pandemic – Service Status as at 08/04/2020

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
LIMOSS - Company				TBA	TBA	TBA
SDC				TBA	TBA	TBA
DA SATS				TBA	TBA	TBA
LIMOSS API/SSO				TBA	TBA	TBA
LIMOSS Messaging Hub				TBA	TBA	TBA
Market Glossary				TBA	TBA	TBA
eSP Portal				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 – 07.04.2020

Performance Summary					
<p>Summary</p> <ul style="list-style-type: none"> All Service Levels were met for March Volumes are tracking slightly below forecast for Premium and slightly over forecast for Claims but not to have a significant impact Although Policies are tracking below Forecast this is in line with trends we have seen YTD and do not believe is linked to COVID-19 We continue to monitor productivity and utilisation globally on a daily basis and track our assumptions relating to internet connectivity and downtime, sickness, volumes etc. 					
Area	Contractual SLA	Contractual Position for previous week	On track to meet Contractual SLA for month end (Month to date)	Forecast Volumes vs Actuals (Previous Week)	Hotspots / Commentary
		RAG Status	RAG Status		
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		99.20%	-3.01%	Volumes are below forecast by 1,091
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%	-35.64%	Volumes are below forecast by 329
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 2.09 days	8.83%	Volumes are above forecast by 1,230
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 1.18 days	-23.26%	Volumes are below forecast by 50
Claims Central Processing – LCCP (Lloyd's Central Claims Processing) – Advices This service includes the processing of all Lloyds Claims transactions where no cash movements required and include new advices, updates to existing claims and closure of claims.	95% in 5 days		99.68%	0.03%	Volumes are above forecast by 36
Claims Central Processing – LCCP (Lloyd's Central Claims Processing) – Settlements This service includes the processing of all Lloyds Claims transactions where there are cash movements and payments that need to be paid.	95% in 2 days		97.06%	3.32%	Volumes are above forecast by 277

LIMOSS – Company

Performance Summary as at 24/03/20 – SDC Processing		
The LIMOSS BCP plan has been implemented, all areas of LIMOSS are functioning as normal and no issues have been experienced. LIMOSS continues to focus on staff wellbeing, flexible working hours have been introduced to support employees with dependants. LIMOSS is providing regular updates to LMA and LIIBA committee meetings.		
	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	DDC processed 643 submissions with no SLA breaches on 30th March - highest volume received and processed on 1 day (with no breaches). 883 submissions received on 31st March
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. WCL Gold Service support commenced on Thursday 2nd April 2020.		
	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

Performance Summary as at 24/03/20 – Imagefast – SDC Service support		
Imagefast support service went live - Thursday 2nd April 2020. BCP invoked - All Imagefast staff are working from home. Imagefast Service Desk is embedding well.		
	RAG	Comments
Overall status	Green	Support services are 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 All CTI Service Desk team now working from home Logging 2-3 calls per day, very low volumes of calls being received.		
	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	Volumes down on forecast for April, this will be monitored as we progress through the month
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		
No significant changes from last week. All 3 services continue to perform as expected with no service issues in the past week. No personnel are currently believed to be suffering from COVID-19. LIMOSS Service Desk is functioning normally. The weekly volumes of authentications have increased slightly. This is believed to be related to month end and is well within normal parameters.		
Service changes continue to go to LIMOSS CAB, with specific consideration given to any service impact during COVID-19 period.		
	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 (30 Mar- 05 April): 19792 (17,346 the previous week) and Pre-Lockdown (9-15 March): 11,988
Service issues	GREEN	No service issues reported
Outlook for next week	GREEN	Business as Usual – Forecast GREEN.

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. Ongoing planning for the data centre move is underway, targeting September 2020.		
	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	As per forecast
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	Following the release of new reference data content over the weekend of 28 th /29 th March, the MBG experienced its busiest day of activity ever on Tuesday 31 st , and this also contributed to March 2020 being the busiest month we have seen to date.
Service issues	GREEN	No service issues reported
Outlook for next week	GREEN	Business as Usual – Forecast GREEN.

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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