

August 27, 2020

# Writeback On-Boarding Process

August 2019

# Who is it for?

**Carriers** – Onboarding Process should answer the question – ‘Can we **use** our business processes as expected when performing end-to-end transactions via the Writeback service’?

**DXC** – Onboarding process should answer the question – ‘Can we **operate** the Writeback service with this Carrier and their Software Provider – are submissions of sufficient quality’?



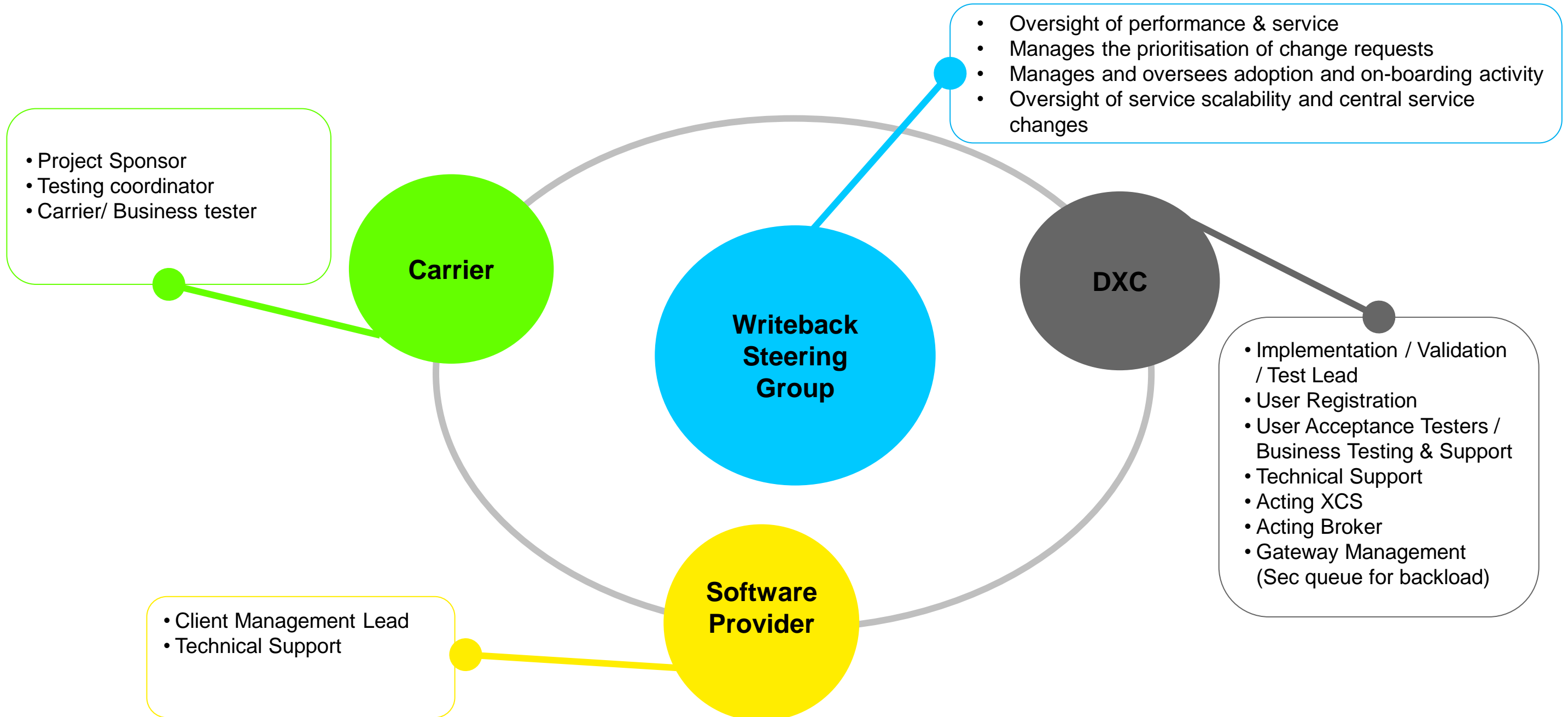
# Writeback Onboarding Process



*We will work with each Organisation to discuss the end-to-end engagement & adoption process along with their acceptance criteria with a view to establishing successful business outcomes enabling a sustained use of the Writeback service*

# Who is involved?

A successful On-boarding process is dependent on effective collaboration between stakeholders from the organisations involved in processing transactions and supporting the claim lifecycle. The Writeback On-boarding process defines key roles for this phase.



# Role:- Writeback steering group

## Steer co composition

- LMA
- DXC
- Carriers (C)
- Software provider community (SP)

Roles & Responsibilities	Role			
	L M A	D X C	S P	C
• Provide front of house interaction with Carriers	X	X	X	
• Oversee the delivery pipeline and adoption	X	X	X	X
• Manage and oversee on-boarding status, performance and risks	X			
• Manage issues and risks and plans to mitigate	X	X		
• Oversight of service scalability and central service changes.	X	X		
• Approve candidates for Go Live based on outcomes	X			



# Role:- DXC

## Implementation Lead

Oversee and manage all stages of Implementation and customer relationships to achieve on-boarding objectives and meet agreed customer acceptance criteria with an aim to confirming final acceptance and readiness. Attends issue management meetings as required

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## Validation Lead

Works with each Organisation to confirm on-boarding scope and agree a schedule.

Responsible for coordinating all test execution and environment registration activities. Ensures that test environments are available and registrations are all complete in preparation for business validation testing. Attends issue management meetings

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## Test Execution

Responsible for testing agreed business validation scenarios aligned to the scope and business processes.

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## Application Support

Responsible for providing consultancy and support for connectivity and application issues during onboarding.

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## Subject Matter Analyst

Responsible for the initial triage and troubleshooting of issues found, monitoring and actively chasing resolution.

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# Role:- Carrier

## Project Sponsor

Senior sponsor within the Carrier responsible for driving technical / business readiness. Signatory for signing off or responsible for nominated designate signatories. Works with DXC Implementation Lead

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## On-boarding co-ordinator

Responsible for ensuring that a test environment exists and trained business test teams are in place within the carrier to carry out the business validation testing. Works with Implementation Test Lead. Attends issue management meetings

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## Carrier / Business Tester

Responsible for performing carrier actions for the agreed business validation scenarios in line with the agreed scope and process

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# Role:- Software Provider

## **Client engagement lead**

Responsible for owning any issues / defects arising from the software being used by the Organisation. Attend issue management calls and take ownership for resolution

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## **Technical Support**

Responsible for technical issue resolution

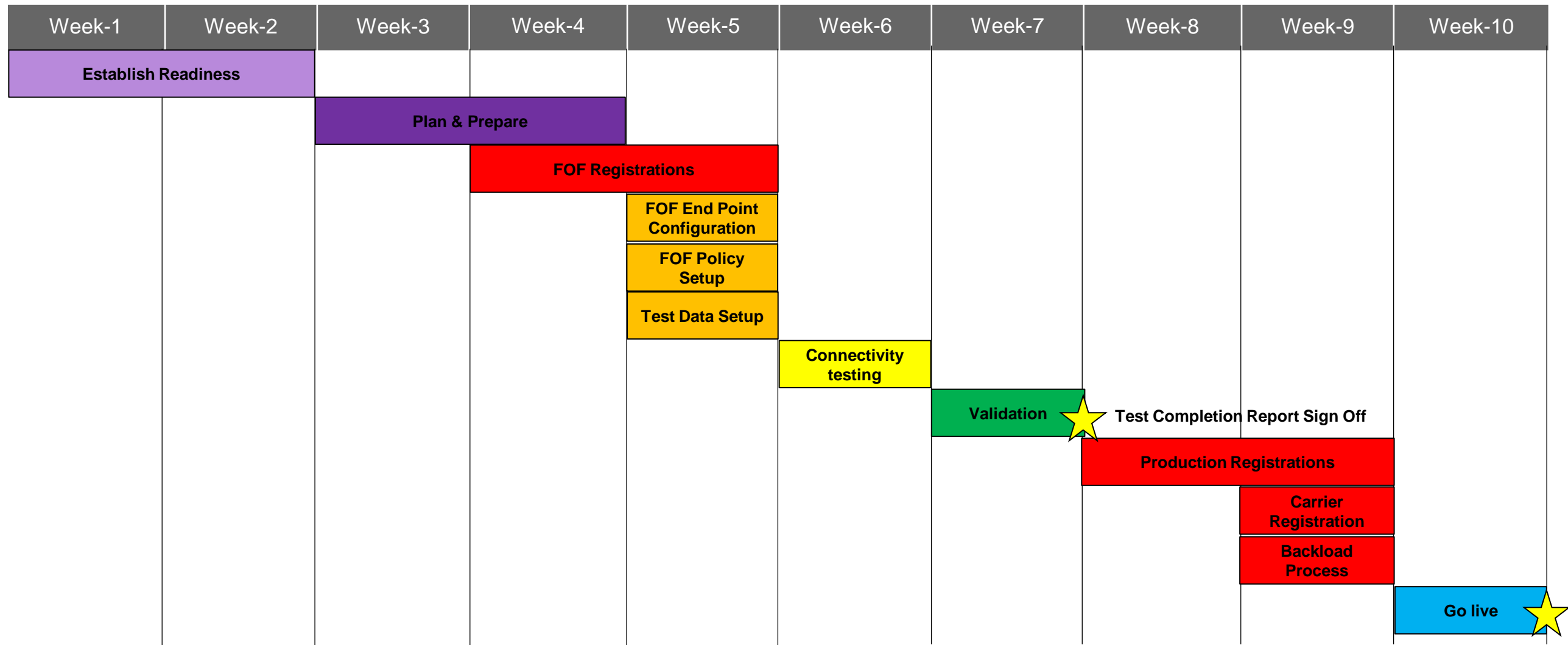
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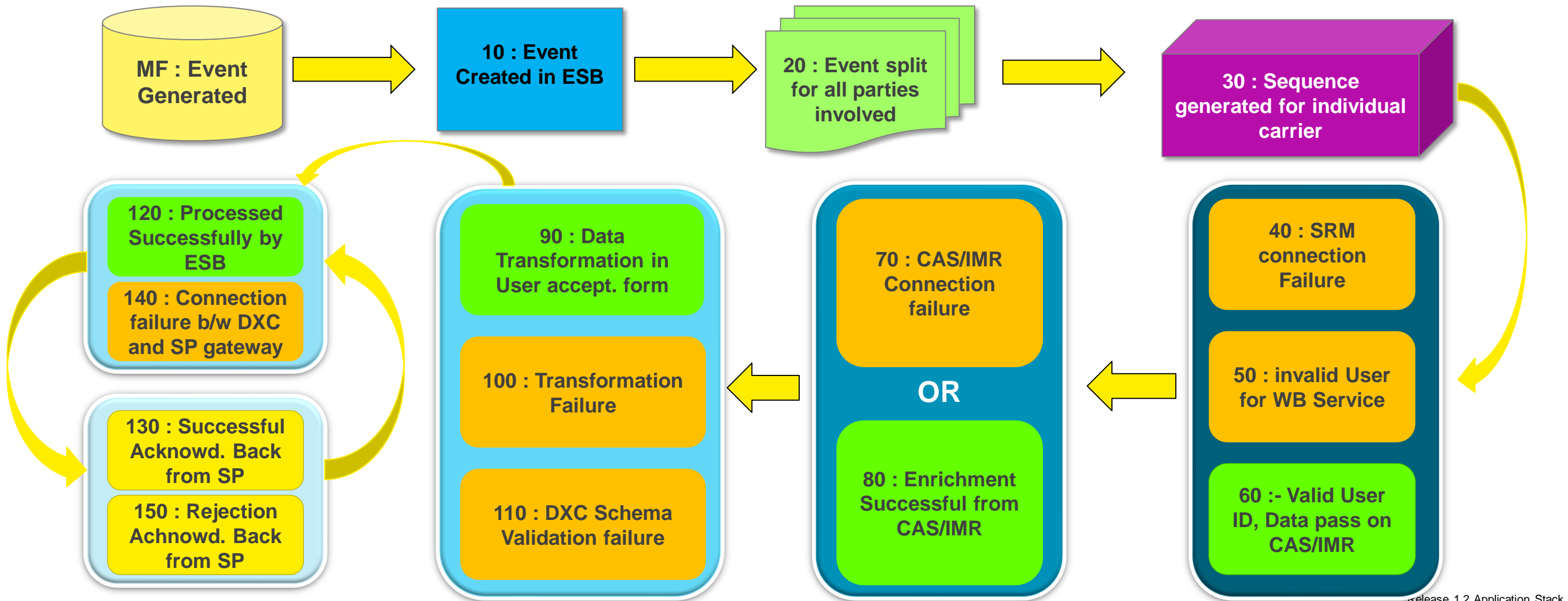
# Onboarding Timeline

The Onboarding process phase is driven by a schedule designed to cover agreed scope within a predefined time window. Connectivity testing is carried out in advance to ensure that all system sources and interactions connect and communicate successfully. The Onboarding Validation test window includes contingency to allow for management of issues and any delays that may be incurred.



# How will we validate?

The Onboarding testing will focus on validating a claim lifecycle which relies on multiple sources and a system architecture made up of several integrated components. Scenarios will use realistic business data and will reflect actions that users perform in a process. Scenarios will include representations of the Broker, Central Services and Carrier activities since these users are naturally part of the lifecycle. In general, a scenario will start with a submission from the Broker system and will complete when the Writeback Service provide confirms receipt of confirmation messages and communications that relate to the final action in the scenario.



release 1.2 Application Stack.

# Business Validation Entry/Exit Criteria

## Entry Criteria

The DXC FOF environment is available.

Resources required for testing secured with all parties, Carrier, Software Provider and DXC

Test Scope and timelines agreed by all parties

Registration details submitted to DXC.

Carrier and software provider confirm business and technical readiness

## Exit Criteria

































All tests included in agreed scope have been completed

No outstanding priority 1 or 2 defects remain open

Aggregate business impact of any outstanding priority 3 and/or 4 defects do not render the solution unsuitable for production use

Test completion report produced by DXC implementation / test lead signed off by carrier, software provider and DXC.

# Go Live Acceptance Criteria

Criteria	Owner	Status			
Volume Impact Analysis	DXC				
Testing Completion	DXC/SP				
Production User Registration	DXC				
Production End Point Setup	DXC				
DRI Secondary Queue implemented	DXC				
Duration of DRI Secondary Queue	SP				
Carrier Ready to Go-Live	SP				
Go Live Date Agreed	DXC				

-  Not-Started
-  On-Hold
-  In-Progress
-  Completed

# Go Live Acceptance Criteria

**Impact Assessment of New Carrier  
Completed**

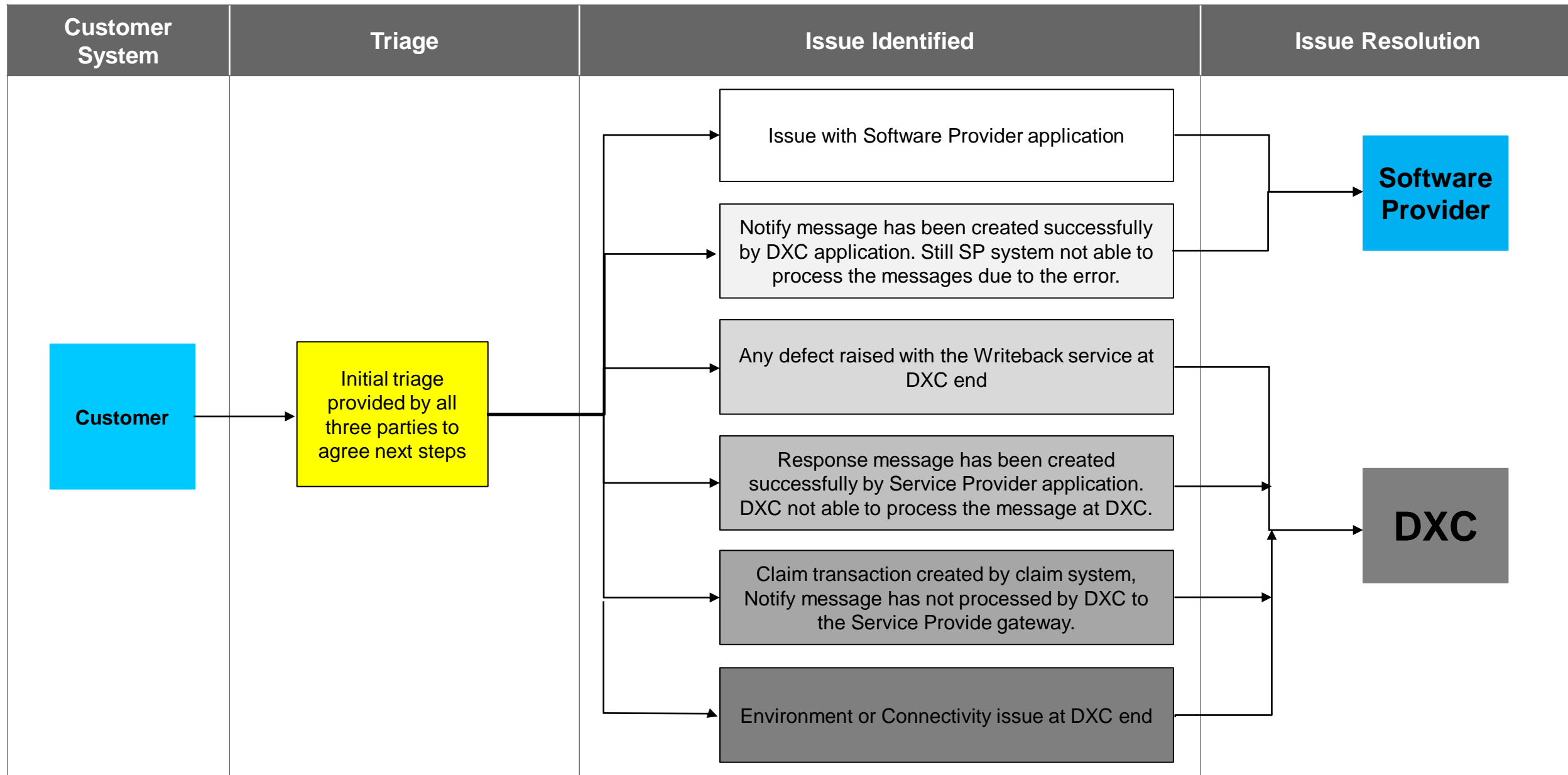
**Go-Live Checklist completed and Signed off  
by Steering Co.**

**Onboarding Validation Testing signed off by  
DXC**

**Agreement with DXC to support the DRI  
backload process. (Secondary Queue)**

# Write back Onboarding Support Model

During Writeback onboarding, issues will be managed via the Writeback Support Model. The model indicates appropriate channels to take depending on the nature of the issue that has occurred.



# Testing Communications

**Onboarding Schedule** – Updated and reviewed daily, reflecting progress

**Daily Stand-up and Email update** – Key representatives attend a daily call to understand work done, next actions, arising issues and impediments.

**Weekly meeting** – Extended stand-up to enable discussion of arising issues and an overall view of progress and adherence to the plan and identify actions to mitigate against any potential delay.

**Test Completion** – Held at the end of the Validation phase, report and discussion to agree test completion, arising issues, actions to mitigate and obtain customer sign off enabling progress to go live.

**Ad-hoc Meeting** – As required



# Supporting information and Documents

Carrier Registration Form



Registration Form

Onboarding Schedule/Estimate Plan

Estimate will be shared based  
On request.



MAT Schedule

Test Data Creation Form



Test Data Req

Onboarding Go-Live Checklist



Checklist

Defect Management

DXC use JIRA as Defect Management tool,  
New Carrier will get access to view any  
outstanding defect that impacts Writeback







**Thank you.**