



SDC Service description

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Sign-off

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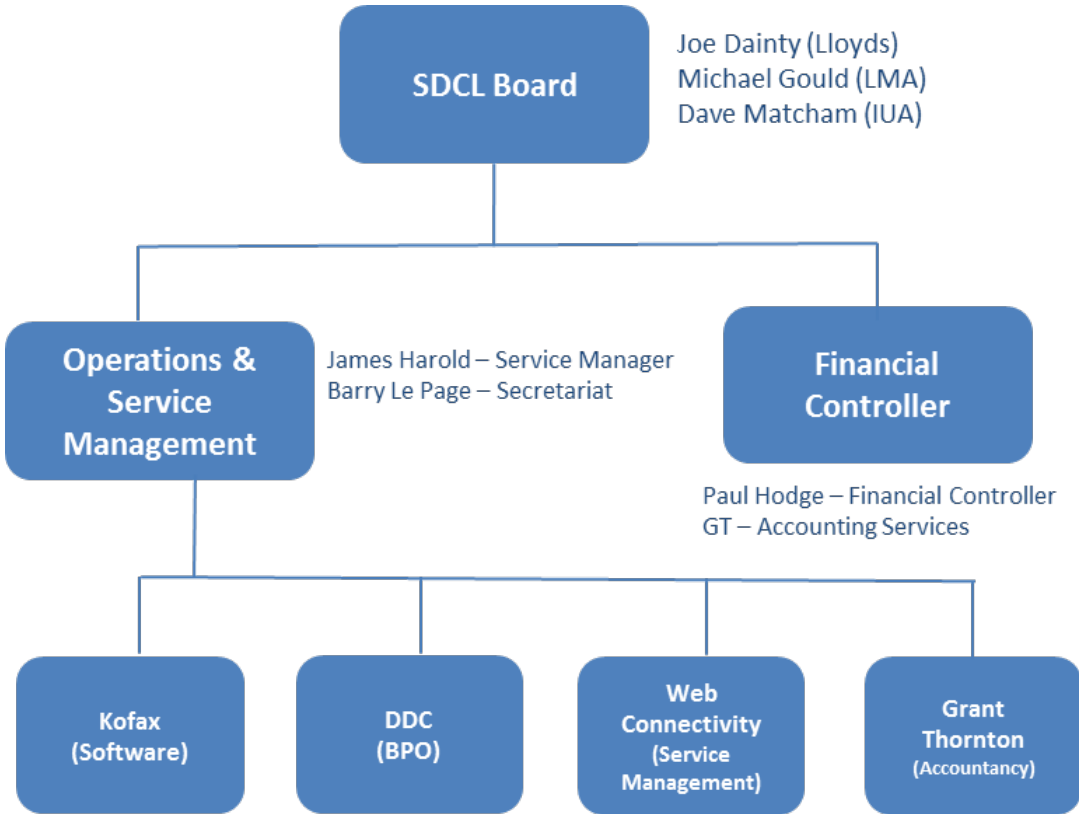
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1 Background

This document provides a summary of Structured Data Capture Limited (SDCL), the SDC Service and how its component parts are supported by individual detailed service agreements. The purpose of this document is to provide an orientation to someone who requires a quick high- to mid-level understanding of the service that can be deepened upon review of the more detailed service agreements cited within this document.

2 Structured Data Capture Limited (SDCL) Structure



Note: While SDC project is still in in train, SDCL is the contracting entity with Imagefast who provide development resources.

2.1 SDCL Supplier Role Summary

Supplier	Roles and Responsibilities
Kofax	Automatic OCR Extraction Software
DDC (BPO)	Operator Quality Control
Web Connectivity	Central Service Desk, Infrastructure Support, Reporting
Grant Thornton	Accountancy, Invoicing, Billing
Imagefast	Development resource

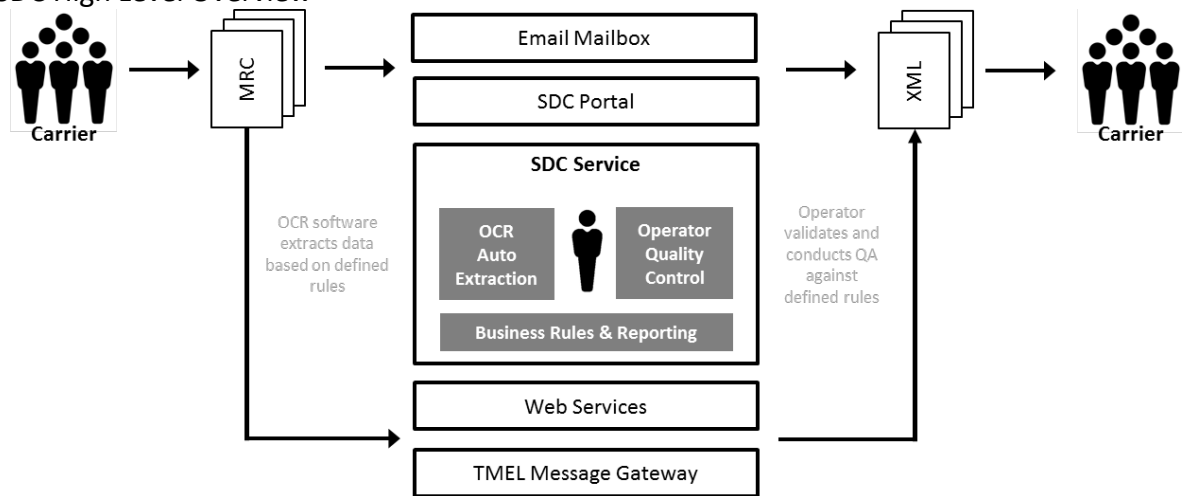
3 Service Description

The SDC Service provides an SDC Customer with an automated solution that extracts data from SDC Documents and converts the data into an XML output (aligned to ACORD standards) for use within the SDC Customer’s business operations. The service will be described in greater detail in the Service Description below, particularly in relation to the first document type that will be processed, the MRC.

SDC Documents submitted to the SDC Service are processed by software using automated extraction rules developed for the SDC Service which maps the content based on defined fields within the applicable Document Type. The raw output is reviewed and, if required, corrected in accordance with agreed manual processing rules by the BPO Subcontractor (DDC). The resulting output is then provided to the SDC Customer in an XML file conforming to ACORD standards.

The SDC Service is supported by a Service Desk that is managed by Web Connectivity, who will also take ownership of MI production. Web Connectivity is also responsible for the management, maintenance and servicing of the AZURE infrastructure and environments that the SDC Service resides on, as well as BAU software stability.

3.1 SDC High Level Overview



3.2 Document Types in Scope

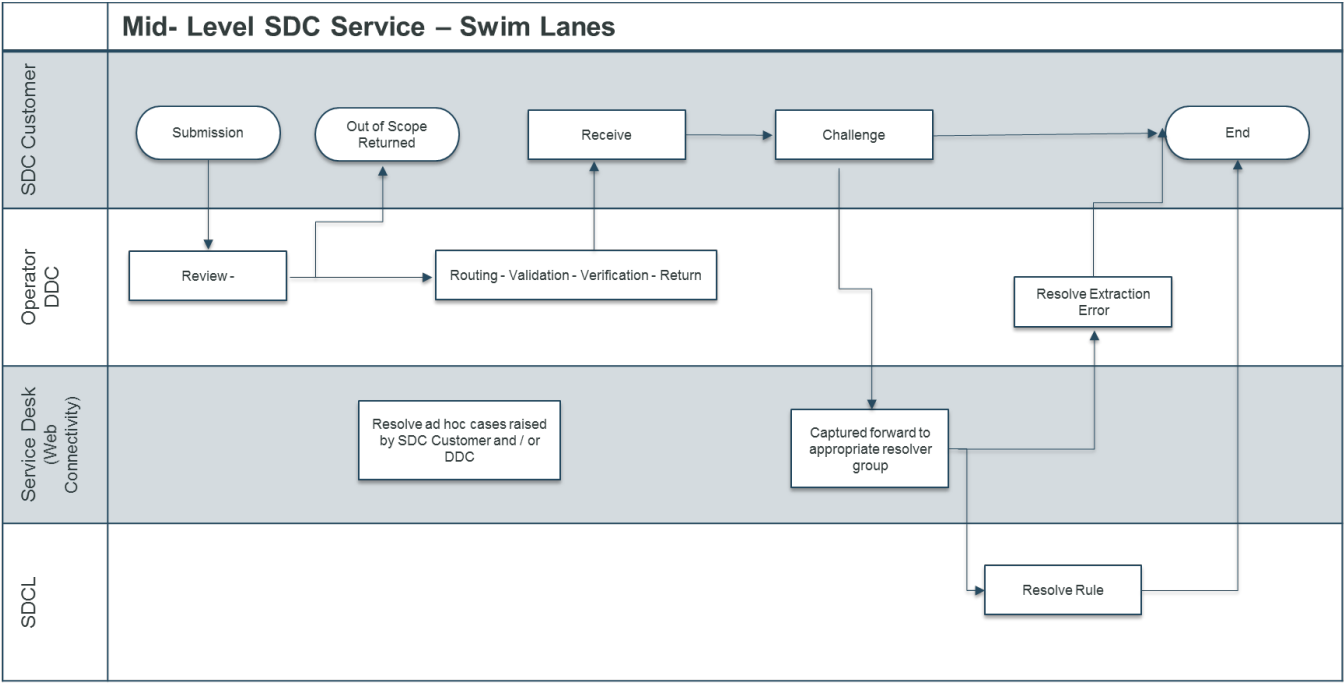
The Document Types that are in-scope for the SDC Service will vary over time. The table in section 2.1.1 indicates the Document type that are already in Scope or due to come into scope;

3.2.1 Document Types

Document Type	In Production
Single-section firm order MRCs	3/7/17 for Terrorism, Marine, Property, Financial Products and Casualty; H2 2017 date TBD for other classes of business
Multi-section firm order MRCs	Phase 1 - 24 multi sections MRC fields live 10 th Nov 17
Schedules	Out of Scope
Quotes	Release 4 June 2018
Endorsements	Release 5 June2018

Delegated Authority	<ul style="list-style-type: none"> • Binding Authority contracts – Release June 2018 • Line Slips Release 4 June 2018
Master Agreements	Release 5 July 2018
Reduced Validation	Release 4 April 2018

3.3 Simplified end-to-end Service Map



Submit

In submit, the SDC Customer submits in-scope documents in in-scope formats (PDF, Word or Tiff) to SDC for data extraction to be performed. Documents are submitted via the customer’s preferred submission method:

- SDC Portal
- PPL
- E-mail
- TMEL Message Gateway

Review

Documents of the appropriate format have first stage OCR performed upon them. Any documents not passing this stage and progressing directly to the next stage are presented to operators for review and remediation, if possible. Out-of-scope documents and documents of poor quality (too light/dark, pages missing, etc.) that can’t be remediated are rejected with an explanation.

Routing

Documents are routed to operators who will provide any required manual intervention. Routing utilises rules set by DDC that match document type to the skill and experience level of the receiving operators. The likely percentage of fields that will be extracted accurately without the requirement for manual intervention is currently estimated between 80-90%, meaning that there is always a likely requirement for operator review.

Validation

All data fields that couldn't be extracted with confidence are presented to operators for their review. Operators review and either accept or amend information that is presented in fields that didn't meet the defined extraction confidence levels. In the case of blank fields, the operators either find the data within the document that OCR was not able to extract with confidence or they confirm that no information was presented in the original document.

Verification

A selected percentage of documents will be presented to experienced operators or supervisors to perform quality assurance on a percentage of fields in the document. The percentages will vary depending upon various factors, including the maturity of the service, the newness of document type, the experience level of an operator and even the carrier or broker. Corrections are made where appropriate and findings are used to mitigate future errors.

Return and Receive

Once processing is completed on a document, the extracted output is returned to the SDC Customer via email and also available via the SDC Portal. Unless the SDC Customer has, a challenge regarding the accuracy of the output (covered below), the SDC process ends here and the customer reviews, amends and uses the data as required.

Accuracy Challenge

If a customer believes that the data was not extracted accurately or that the output should be fundamentally different (e.g. the extraction rules should be changed) they can raise a Accuracy challenge via the Service Desk that will be progressed in a controlled, time-bound manner to a conclusion.

4 Service Management

The RACI of each party involved in supporting the SDC service are outlined below. Each teams Service agreement is attached; these documents detail the activities each are responsible for and the associated Service Levels.

There is also an overarching OLA (Operational Level Agreement) in place between the supporting Suppliers. The purpose of this agreement is to ensure that all parties that contribute to the overall delivery of this service are aware of their responsibilities and to ensure service level targets are met. The OLA is located within the LIMOSS Portal [here](#).

4.1 RACI Matrix

The RACI below is for supporting the SDC service; the workflow within the Incident Management process below provides more detail on the activities each team complete within the Incident process.

R = Responsible, A = Accountable, C = Consulted, I = Informed

	Incident Management Lifecycle	Escalation- Software Document Errors	Escalation – Processing Document Errors	Change/ Releases to SDC Service
Web Con	A	R	R	A
DDC	R	C	A	C
SDCL	R	A	I	R
SDC Customer	I	I	C	I

4.2 Web Connectivity

Web Connectivity shall provide the SDC Services and deliver the Deliverables to the SDC Customer in accordance with their Agreement including its Schedules and shall allocate sufficient resources to the SDC Services to enable it to comply with this obligation.

4.2.1 Responsibilities

Web Connectivity provides the SDC Customer a Service Desk which is a single point of contact to raise Incidents and Requests. The Service Desk Operating Hours are between 08:00 to 18:00 on Business Days It is Web Connectivity's responsibility for the ownership of all tickets through to resolution that relate to the SDC Services, in accordance with the

Service Levels (see below), including, where necessary, by coordinating with Third Parties to Resolve an Incident. Web Connectivity responsibility also includes the distribution of monthly SDC Customer reports, which is further detailed in the Management Information section below.

4.2.2 Service Levels

The table below sets out the target Service Levels, which Web Connectivity shall use all reasonable endeavours to achieve when delivering the relevant Services.

Priority	Definition	Initial Response Times	Update Frequency Times	Resolution Times
1 (Critical)	Any Incident that has caused a complete loss of the SDC Service or a degradation of service to the point that multiple SDC Customers are unable to use the SDC Service to perform business operations.	30 Minutes	Every 30 Minutes	4 Operating Hours
2 (High)	An Incident has caused a complete loss of the SDC Service or a degradation of service to the point that a single SDC Customer is unable to use the SDC Service to perform business operations. OR An Incident has caused a Severe Degradation of the SDC Service to the point which adversely impacts the ability of one or more SDC Customer's to use the SDC Service to perform business operations. For purposes hereof, a "Severe Degradation" means that the SDC Customer is able to use one or more, but not all of the functionality/features of the SDC Service as intended. For example, the SDC Customer is unable to submit SDC Documents for processing by a normal channel.	1 Operating Hour	Every Operating Hour	8 Operating Hours
3 (Medium)	An Incident has resulted in a Minor Degradation of the SDC Service. For purposes hereof, a "Minor Degradation" means that the SDC Customer is able to use all of the functionality/features of the SDC Service, but one more of the functions/features is operating sub-optimally. For example, the SDC Customer experiences unusually long response times upon executing standard requests via the SDC Portal.	4 Operating Hours	Every 4 Operating Hours	3 Business Days
4 (Low)	An Incident has not resulted in any degradation of the SDC Service but has resulted in an Inconvenience to an Individual User. For purposes hereof, a "Inconvenience" means that the SDC Customer is able to use all of the functionality/features of the SDC Service, but may experience abnormal behaviour. For example, SDC Customer notices Portal look and feel has changed slightly or is receiving incorrect error messages.	4 Operating Hours	Every Business Day	5 Business Days

4.2.3 Service Request Interactions

Below is a list of requests and the interactions between the Service Desk, SDCL, SDC Customer and Processor and the Priority levels associated with each type of request.

Action	Requester	Priority
Joiners / Movers	SDC Customer Admin / Processor / SDCL	P3
Leavers	SDC Customer Admin / Processor / SDCL	P2
Locked Server Session	Processor / SDCL	P3
Kofax Session Locked	Processor / SDCL	P3
Login Failure	SDC Customer Admin / Processor / SDCL	P2
SDC Accuracy Challenge	SDC Customer	P3
Configuration Changes / GW /Kofax	SDCL	P4
Start / Stop Server Services (standard CR)	SDCL	P3
Back-up Restore (standard CR)	SDCL	P4
Emergency Change Requests	SDCL	P2
Firewall Changes (standard CR)	SDCL	P4
Replay of data	SDCL	P3

4.2.4 Web Connectivity Agreement

COPY OF WCL AGREEMENT TO BE INSERTED ONCE SIGNED BY ALL PARTIES.

4.3 DDC (Processor)

The service that DDC deliver within the SDC Service is detailed within the DDC Service Agreement attached. DDC is responsible from the submission of SDC Documents by SDC Customers to the return of the extracted output, including any the resolution of any challenge of output Accuracy that an SDC Customer may choose to make.

4.3.1 Responsibilities

DDC accesses the Kofax software remotely, which Web Connectivity will host outside of DDC's infrastructure environment. While DDC is not responsible for the performance of the Software or the infrastructure, DDC is required to raise timely support requests to the Service Desk immediately upon becoming aware of any incidents that may or will impact DDC's ability to provide the SDC Service in accordance with the Service Levels in section 3.2.2.

DDC's activities to support each process step will be specified. For completeness, even those process steps in which DDC has no direct activity will be documented, e.g. Submit, in which SDC Customers send SDC Documents into the SDC Service.

In Submit, the SDC Customer submits the SDC Documents to DDC for data extraction to be performed. There is automated review of whether the SDC Documents are in the appropriate format and then in-scope. If there are any issues, the SDC Customer is sent an automated rejection notice. DDC is not involved in this process step;

SDC Documents that are not rejected are presented to DDC operators through the SDC system.

4.3.2 Service Levels

The key service measurements are end-to-end turn-around time (start: receipt from customer; finish: return to the customer) and the accuracy of the extracted data as detailed below:

- Turn-around time: same day (all documents received between 0800-1400 to be returned by 1800 on day of receipt; all documents received between 1400-1800 to be returned by 0800 the following day)
- Data accuracy: 98% of all fields are extracted accurately on a like-for-like basis

4.3.3 DDC Agreement

The DDC Agreement can be located here within the LIMOSS SharePoint Portal.

4.4 SDCL (Support)

- Within SDCL there is an SDC support team which support the SDC software, they log all document errors that are software related providing feedback to the Service Desk when necessary.
- Software fixes/patches are maintained in a backlog list which may be considered to be incorporated into future releases.
- The own the relationship between SDC and Kofax the 3rd party software provider

4.4.1 Responsibilities

The team are responsible for raising software related Change Requests and associated Releases to maximize efficiency of the SDC service. They are also responsible for logging and managing support tickets with Kofax for level 2 and level 3 support on behalf of the Service Desk and SDC Customer.

4.4.2 Service Levels

The Service Levels the SDC team adhere to are aligned to the agreed Service Levels with Web Connectivity stated in section 3.2.2.

4.4.3 SDCL (Support) Agreement

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5 Management Information

5.1 Internal Management Information

Comprehensive management information underpins the process, providing required information for all Suppliers, Chanel Suppliers and SDCL:

- DDC – operational control and service delivery
- SDC Customers – volumes and SLA performance
- SDCL – information required for billing as well as full process oversight from high-level overviews to detailed performance data to support improvement efforts
- WCL – Service Desk Incident and Request Metrics

Key Performance Indicators (KPI) and metrics defined in each process will detail the performance of the SDC service holistically whilst quantifying and identifying areas for improvement.

These measures will include volumes received, outcomes (rejected, completed, and work in progress), cycle times and accuracy rates for completed volumes, and OCR extraction rates.

There will be further Service Availability Key Performance Indicators that will be reviewed with Web Connectivity that will address any service interruptions and improvements. The reference table below summarises these measures:

Indicator	Definition
Service Availability	Availability of IT Service relative to availability agreed in SLA
Number of Service Interruptions	Number of Service interruptions
Duration of Service Interruptions	Average duration of service interruptions
Availability Monitoring	Percentage of services and infrastructure components under availability monitoring

5.2 External Management Information

The SDC Customer will receive Management Information reports on a monthly basis which will be made available via email (to the SDC Customer Administrator, unless another email address is requested during the on-boarding process) in PDF form. These reports will contain executive summary of service performance for the prior month, including performance with respect to the Processing Service Levels and SDC Customer-specific monthly SDC Documents volumes (submitted, completed, rejected, in process).

6 Appendix – Service Management Processes

1 Incident Management

1.1 Definition of an Incident

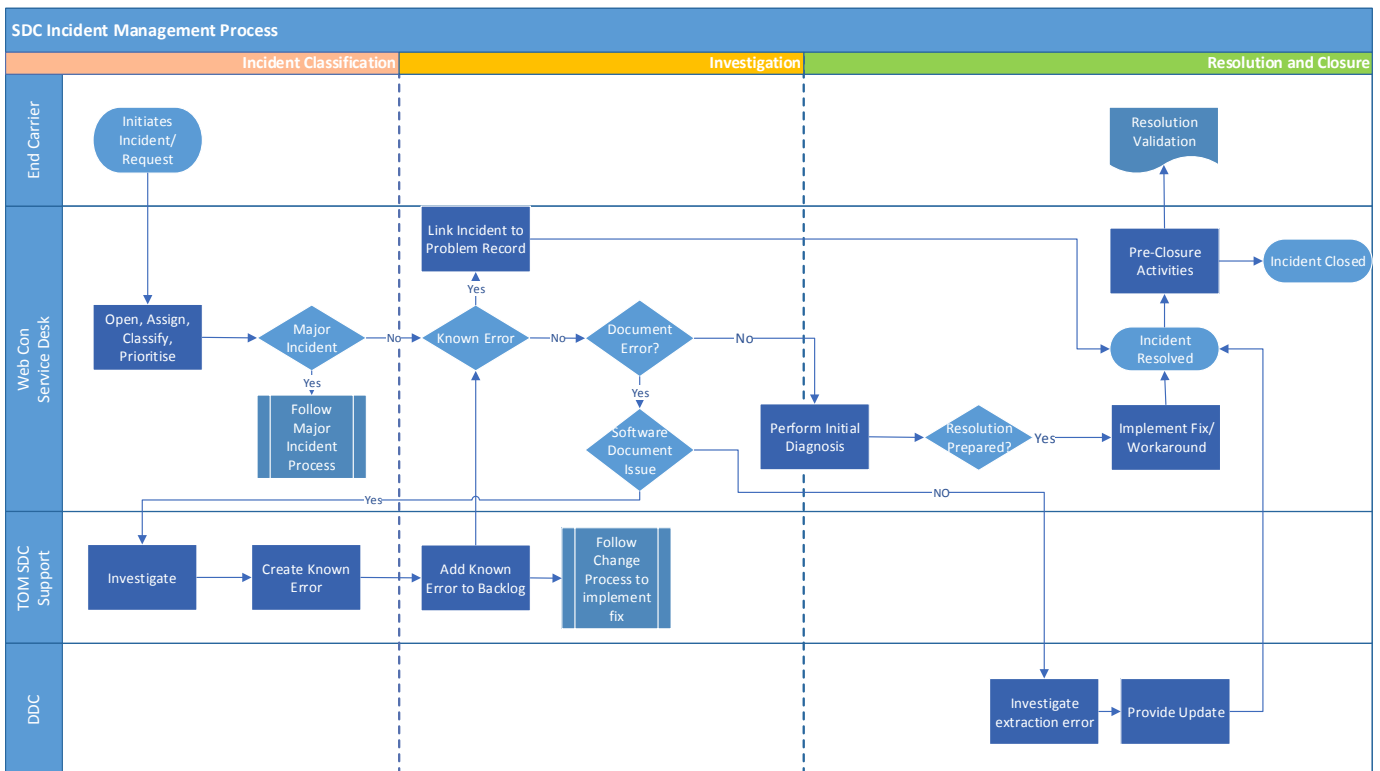
Any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or a reduction in, the quality of that service.

1.2 Goal of Incident Management

The primary goal of the Incident Management process is to restore normal service operation as quickly as possible and minimise the adverse impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained. 'Normal Service' is the service that is agreed within the Service Level Agreements.

1.3 Process Activities

The purpose of the incident management process is to introduce a consistent approach to call handling. This in turn will minimise downtime and impact to the Carrier as well as increasing the communication between the SDC Customer and SDC Service Management



SDC Customer Logs Incident

- A SDC Customer will log an incident/ Request with the Service Desk.

Service Desk Opens, Classifies and Prioritises Incident

- The Service Desk will update existing ticket or generate a new one, classifying and categorising the ticket appropriately.
- Assigning a priority in accordance with the agreement
- The status must be updated to reflect the activity within the call

- The Service Desk will ensure all the relevant information is captured in the notes of the incident. If this is not clear from the details sent through, the SDC Customer will be contacted for further information.

Major Incident?

- Once the incident has been updated with the correct priority it can be determined if it is a Major Incident
- To be a major incident the call must be prioritised as Priority1 or Priority 2 meaning it must impact all Individual users for a single or multiple SDC Customers and is critically urgent. If there is a major incident, The Service Desk Major Incident process will be invoked which referenced within the attached WCL Agreement.

Known Error?

- Can the incident be assigned to a Known Error? All known errors will be logged as problems in the Service Desk ITSM tool.
- If an incident is logged is pertaining to a known error, the incident must be linked to the relevant problem record.

Document Error?

- Is the error with the document a software error or a processing error?
- Once the Service Desk has determined what the error is, they will assign to the appropriate Resolver Group

SDCL (Support Team) – Software Document Error

- SDCL will investigate all software errors.
- Once they have determined if this is a bug, it will be added to the backlog list and resolved as part of a future release
- A known error will be created, and the information fed back to the Service Desk

DDC Support- Processing Error

- If there is a processing error, the DDC team will investigate and feed back to the Service Desk

Investigation and Diagnosis

- For all other incidents and requests, the Service Desk will do further investigation and diagnosis
- Identifying a resolution and liaising with the SDC Customer

Resolution and Recovery

- Once a work around or permanent fix has been implemented and the SDC Customer has validated. The ticket can be closed.

1.4 Incident Management Responsibilities of Each Team

1.4.1 Service Desk

- The Single point of contact for SDC Customer, being the face and voice of the SDC service
- Ensure all tickets are classified and prioritised correctly.
- Owner off all tickets throughout their lifecycle
- Liaise with corresponding Suppliers and 3rd Parties, providing updates to the SDC customer when necessary.
- Will deal with all SDC Customer complaints, escalating to the appropriate team when necessary

1.4.2 SDCL (Support Team)

- SDCL support the SDC software, they log all document errors that are software related providing feedback to the Service Desk when necessary.
- All Software bugs are maintained in a backlog list where resolutions be incorporated into future releases.
- Owns the relationship with Kofax for Level 2 and Level 3 support

1.4.3 DDC Support Team

- They are responsible for investigating all processing errors providing feedback to the Service Desk when necessary

