Cognition+

Implementation Farm & Commercial

Project Plan and Timeline

LAMBTON MUTUAL
INSURANCE COMPANY

Start Date:	Finish Date:
September 13th, 2021	**November 26th, 2021**
Actual	*Estimated*

Welcome

Over the next weeks, our combined teams will work together to implement the **Cognition+ Farm** and **Commercial** lines of business. This document, contains two sections that designed to ensure a seamless transition to these new modules:

A. Project Plan

Definition of the project scope, goals and objectives, stakeholders, deliverables, milestones, roles and responsibilities.

B. Timeline

The planned activities to be accomplished, when they will start and finish, and who will be required to complete them.

Contents

Document History:

REVISIONS

Version No.	Date	Modified/Created By	Reason for Change
1.0	Aug 26, 2021	Gloria Smith	New Document

A)   Project Plan

Description of the project scope, goals and objectives, stakeholders, deliverables, roles and responsibilities.

This section functions as the agreement between all stakeholder and project team members and outlines an agreed upon understanding of expectations.

Background

For many successful years, **IBS version 5** has been our flagship, fully integrated back office solution. In 2019, the next generation of our software arrived with the release of Cognition+ for use within the Automobile Line of Business. Now, in 2021 the next Lines of Business, Personal Property, Farm and Commercial are ready for launch. In preparation, Alpha Implementation pilot projects were conducted in partnership with Hamilton Township Mutual Insurance Company (HTM). This effort proved to be both valuable and insightful contributing significantly to the overall design and functioning of the new product lines.

Executive Statement

With the knowledge of and acceptance that all software technologies are inherently required to evolve, the Cognition+ management team is committed to meeting these ever-changing needs. Given that the current IBS system is considerable in its size and functioning, the path chosen is to develop the Cognition+ application sequentially migrating from legacy features into staged-in new modules over time. To continue this evolution, the third and fourth modules of Cognition+ will replace the Farm and Client modules in IBS. Functions selected to be included are the administration of the entire lifecycle of these lines of business, including the production and distribution of the required Declaration bundles.

Critical Success Factors

- A collaborative and shared team spirit.
- Adequate allocation of resources (people, tools, time).
- Open and transparent communication.
- Acknowledgement and understanding that the product is a work-in-progress initiative as it is being developed and rolled out in a parallel fashion.
- Hardware and software systems (both Test and Production) exist and are ready at the time of product activation.

Measurement of Success

Successful implementation for our Clients is defined as performing all aspects required for the administration of a Farm and Commercial policy including new business, endorsements, and renewals in live mode using Cognition+ conducted within a production environment.

Deliverables

To provide our Client community with:

- The new web-based application that works in harmony with our current IBS system utilizing one central source of data supplemented with the tools required to manage Personal Property, Farm and Commercial insurance needs.
- A guided approach to assist users as they shift towards utilizing a pre-defined workflow method alongside parallel adoption of organizationally accepted best practice efficiency-enhancing standards.

Project Management Strategy

Our strategy for a successful migration is to phase in Cognition+ components with Farm and commercial being the third and fourth module after the premiere of the Automobile and Personal Property modules. The Project Implementation Team will work with the Client's core business management team and system administrators to firstly review current business processes, secondly to identify areas where a change in process or a new process may be beneficial and thirdly, will work with users to both configure, validate and ensure data integrity are successful functionalities within the new working environment.

Storage of Project Information

All copies of project planning documentation and status reports will be stored in the Cognition+ knowledge repository (Confluence). Copies of key project documents may also be stored locally at the Client's office.

Change Control

Changes specific to the Cognition+ (Farm and Commercial Modules) Implementation plan are expected to be limited. If an integral or significant change to the project plan scope, schedule, resources, or cost arises, the initiator will need to follow the Change Control Process.

The Change Control Process

A request for a change must be documented by submitting a completed Project Change Request form (included in this document) to the Project Manager. Change requests will be reviewed with the Implementation Team at scheduled checkpoints throughout the project. The Executive Management Team will evaluate them and the Project Manager will communicate the resulting decision in a timely fashion. All change requests, evaluations and outcomes will be recorded in the project Change Control log. If the change has been approved, steps will be taken to incorporate the requirement into the Cognition+ Product development workflow. Any deferred changes will be tracked for potential re-initiation.

Issue Escalation Process

In the event that the project team is unable to resolve key project issues the escalation, process will be activated to ensure that the concern is moved to a higher authorized level and that a timely resolution is met.

Escalation Level	Resource	Notes
1st Level	Project Manager	Most issues should be resolved at this stage
2nd Level	Executive Sponsor(s)	Will serve as decision makers for escalated issues and will clear-away any project roadblocks

Scope

In Scope

- The Cognition+ module for management of Farm and Commercial Policies – New Business, Renewals, Cancellations, Reinstatements, and Endorsements, including Contacts and Accounts.
- Incorporation of Cognition+ new features such as but not limited to:
  1. Automatic generation of DEC Bundles within the system.
  2. A Task Management component that streamlines business process management.
- An evaluation of and guidance on best practice methods for modifying, where needed, current business procedures for optimal performance.
- Creation and execution of data scripts to allow minimal disruption because of enhanced data validation.
- Support during start-up of go live with transfer to the Cognition+ ongoing support desk help team.
- Generation of Policy Wordings
- Subscription (will become available during the implementation)

Out of Scope

- Additional Product enhancements beyond the scope of this Implementation Plan.
- Activities related to merging or otherwise cleaning up duplicate, pre-existing contact or client records.
- Creation of custom forms and documents without additional review pre-development.
- Updates to Client's Business Rules.
- All other policy classes.

Assumptions

- Day-to-day procedures can continue to be performed in IBS.
- The Client can generally adopt the best practices designed to maximize product performance.
- There may be concurrent Implementation projects.
- Forthcoming Cognition+ features will be available for validation according to the project schedule.

- Review of current business processes and validation of functionality via a model office full cycle run-through can be accomplished in the time allocated within the project plan.
- Change requests that have a high impact on the product will not be become a change in project scope but will be noted as requests for future product enhancement.
- A data refresh of your Test System will occur within a month prior to project start date (if required).

Constraints

- To prevent downtime to business as usual, the conversion from a test environment over to a production state may be scheduled over a weekend for readiness at opening business time on the following Monday. The implementation team and client will determine if the weekend scheduling is required.
- If client project resources are not allocated 100% to the project, effective scheduling on required tasks may be a challenge.
- Due to COVID-19, many restrictions on human movement and business operations have been enacted. These restrictions are subject to change over the course of the project and more may be enacted. Each restriction will have to be taken into account as they present themselves and some may cause delays to the project, which are out of the control of this project.

Risks

Category	Details	Mitigation
RESOURCES & SCHEDULE	- Implementations running concurrently could increase need for additional resources both for the Client, the Implementation team and the Technical teams - For Clients who do not have regular technical support there may be gaps in defining who will perform a task	Add additional resources on a temporary basis and / or increase current resource availability
PRODUCT DEVELOPMENT	As the platform has an ambitious plan to evolve, there will be a high level of change which may cause interruptions in business as usual activity	Increase communication to Client
BUSINESS VARIATIONS	Client organizations are unique and therefore may require further evaluation which could cause a delay in requirements gathering, adoption and implementation	Re-evaluate project plan and adjust where feasible
OTHER APPLICATIONS	Non-KM document repositories and their complexity may result in the need for more time to research and develop an efficient solution within the scheduled timeline	Re-evaluate project plan and adjust where feasible and reschedule implementation
LOCATION – TEAM & CLIENT	Geographic location of Client and travel time considerations and impact on schedule	Increase the use of communication remote technology

Resources

Responsibility	First Name Last Name	Role on Project	% Alloc
Approve plan, provide resources, resolve escalated issues, expedite priorities, promote collaboration	Matthew Scott, President and CEO	Executive Sponsor	
	Debbie Van Eyk, President		
Develop, execute and monitor plan, manage communications, risk/issue/change control		Project Manager	
	Heather Straatman		
Provide product guidance and new feature adoption, functional testing, and support		Business Analyst / Implementation Specialist	
Support client on how to use the product and help identify IBS configuration updates	Mark Drewitt	Account Manager	
Identify training needs, develop multi-format training material and lead learning sessions	Joanna Mudge, William Caswell	Trainer	
Define infrastructure configuration, manage test/ prod server environments, deploy system releases		Information Technology	
Participate in Business Analysis reviews providing process decisions	Rhonda Straatman	Core Team - Business Process Specialist	
Participate in Business Analysis reviews, working with the core team to setup Cognition+ as desired.	Ramona Bazely	Systems Administrator	
Participate in the Staff Training Model Office sessions		Staff Training Team	
Participate and provide technical services as required and defined		External Technology Vendor	

Budget / Costs

General expenses are outlined below. Details and specifics are defined in the Statement of Work.

Type of Expense	Details
Travel, meals and hotel expenses by Cognition+ staff	Following kickoff meeting
Custom Development/Configuration	For example, custom forms
Security certificates	As required
External or 3rd party vendor services	If required, e.g. Broker Connectivity Vendors
Custom rules development	If required

Communication Plan

Type Meeting, Notes, Status Report	Objective Reason for communication	Frequency As needed, Week, Month, Quarter	Duration Time	Format Conference Call, Face-to-Face, WebEx, Email	Audience Project Sponsor, Project Manager, Team, Vendor
Project Meetings	On/off-site plan reviews and discussions	Weekly	1 hour or less	Face-to-Face and/or Conference Call 3cx Meeting	Client & Cognition+ Project Teams
Working Sessions	On/off-site Implementation Guidance	As needed	Scheduled as per plan	Face-to-Face and/or Conference Call Zoom Meeting	Client & Cognition+ Project Teams
Status Report	Management Update	Weekly	n/a	Email or Word document or message in same format (see Status Report *below*)	Management – Client & Cognition+ Project Teams

Reporting

Status Updates

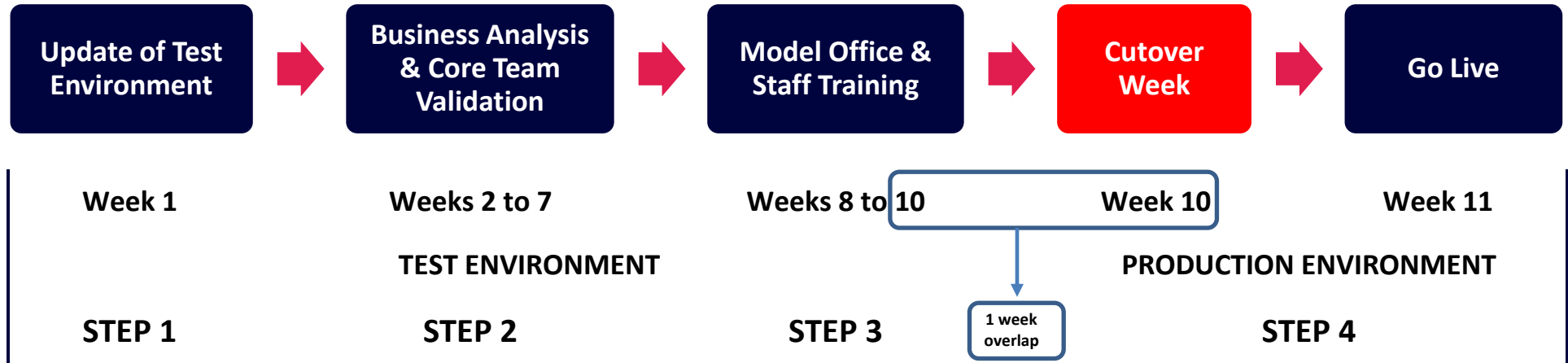| TO:			DATE:	
FROM:				
RE:	**Status Report – Cognition+ Implementation – Farm & Commercial Module [Insert Reporting Date Range]**			
PROGRESS – THIS [TIME RANGE] ACCOMPLISHMENTS				
•				
NEXT STEPS – THIS [TIME RANGE] FOCUS				
•				
OVERALL STATUS:				
On Track, Risk of Going Off Track, Off Track If Risk of Going Off Track or Off Track – [If Off Track, describe what and why]:				
COMMENTS / NOTES:				

B)   Timeline

The planned activities that will need be accomplished, when they will start and finish, and who will complete the task.
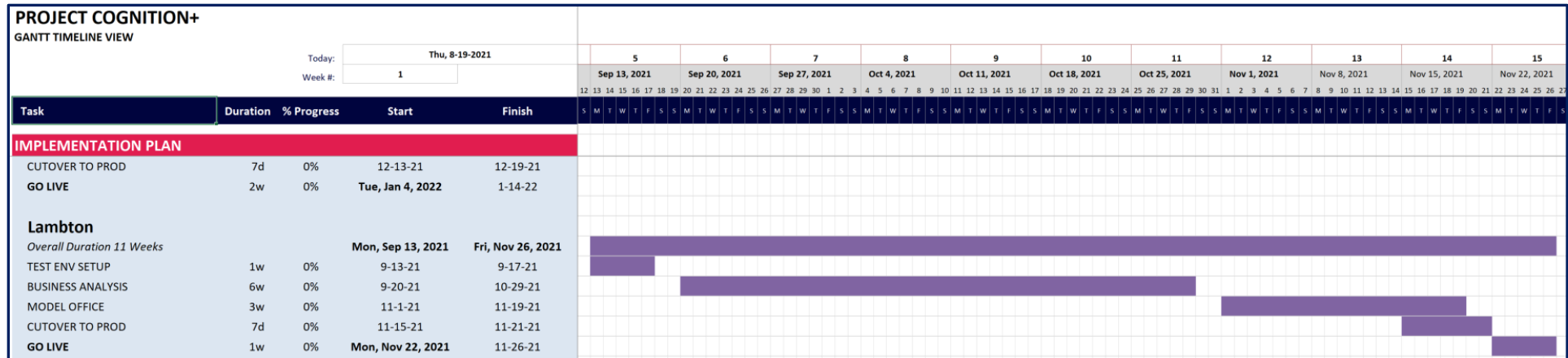
Planned activities to be accomplished, when they will start and finish, and who will be required to complete them. __Note__: Additional Milestones may be added in order to carefully track success of the multiple lines of businesses being implemented.

		Step	Description	Planned Start	Planned Finish	Duration (weekdays)
TEST	1	**Update of Test Environment**	▪ Update test environment (User Accounts, Printers, Rules etc. if required) and deploy current build of Cognition+	Sep 13th	Sep 17th	1w
TEST	2	**Business Analysis & Core Team Validation**	▪ Admin set up (Workflows, Display, Schedules, etc.) and verification of admin settings e.g. deductibles etc. Validation of Workflows and Admin Settings ▪ Data review and clean-up of existing data (deployment of clean-up scripts where required) to ensure data meets Cognition+ validation requirements	Sep 20th	Oct 29th	6w
TEST	3	**Model Office & Staff Training**	▪ Full cycle validation of daily business procedures using the new product with training for other designated staff members. Intention is that parallel processing will occur using production examples of agent/broker requests.	Nov 1st	Nov 19th	3w
PROD TION	4	**Cutover to Production**	▪ End of day business close, routine runs for back-ups, accounting, etc. and notice to commence ▪ *Repeat* Test environment set-up	Nov 15th	Nov 21st	7d
		Go Live	▪ Cognition + active and in use with start-up monitoring from the Implementation Team ▪ Hand-over to the Cognition+ Helpdesk support team	Nov 22nd	Nov 26th	1w

Phases Timeline (11 Weeks)

Update of Test Environment	→	Business Analysis & Core Team Validation	→	Model Office & Staff Training	→	Cutover Week	→	Go Live

Week 1	Weeks 2 to 7	Weeks 8 to 10	Week 10	Week 11

TEST ENVIRONMENT

PRODUCTION ENVIRONMENT

1 week overlap

STEP 1 STEP 2 STEP 3 STEP 4

Gantt chart Timeline (11 Weeks)

PROJECT COGNITION+
GANTT TIMELINE VIEW

Today: Thu, 8-19-2021
Week #: 1

Task	Duration	% Progress	Start	Finish
IMPLEMENTATION PLAN				
CUTOVER TO PROD	7d	0%	12-13-21	12-19-21
GO LIVE	2w	0%	**Tue, Jan 4, 2022**	1-14-22
Lambton				
Overall Duration 11 Weeks			**Mon, Sep 13, 2021**	**Fri, Nov 26, 2021**
TEST ENV SETUP	1w	0%	9-13-21	9-17-21
BUSINESS ANALYSIS	6w	0%	9-20-21	10-29-21
MODEL OFFICE	3w	0%	11-1-21	11-19-21
CUTOVER TO PROD	7d	0%	11-15-21	11-21-21
GO LIVE	1w	0%	**Mon, Nov 22, 2021**	11-26-21

Project Change Request form – Lambton

<table>
<tr><td rowspan="7">REQUEST INFORMATION</td><td>Project Name:</td><td colspan="5"></td></tr>
<tr><td>Requested By:</td><td></td><td rowspan="2">Date Requested:</td><td></td><td></td><td></td></tr>
<tr><td>Role on Project:</td><td></td><td>DD</td><td>MMM</td><td>YYYY</td></tr>
<tr><td>Description of Change:</td><td colspan="5"></td></tr>
<tr><td>Rationale – Benefit of Change:</td><td colspan="5"></td></tr>
<tr><td>Level of Urgency:</td><td colspan="5">☐ Show Stopper   ☐ High   ☐ Medium   ☐ Low</td></tr>
</table>

<table>
<tr><td rowspan="8">CHANGE IMPACT ANALYSIS</td><td>Project Scope:</td><td colspan="5"></td></tr>
<tr><td>Schedule:</td><td colspan="5"></td></tr>
<tr><td>Cost:</td><td colspan="5"></td></tr>
<tr><td>Resources (people / material internal or external):</td><td colspan="5"></td></tr>
<tr><td>Verification statement (how will the value of this change be measured?):</td><td colspan="5"></td></tr>
<tr><td>Impact Evaluator's Recommendation:</td><td colspan="5"></td></tr>
<tr><td>Evaluator Name:</td><td></td><td rowspan="2">Date Evaluated:</td><td></td><td></td><td></td></tr>
<tr><td>Role on Project:</td><td></td><td>DD</td><td>MMM</td><td>YYYY</td></tr>
</table>

<table>
<tr><td rowspan="2">RESULT – DECISION</td><td>Change Request Decision:</td><td>☐ Approved   ☐ Rejected   ☐ Deferred</td></tr>
<tr><td>Comments/Notes:</td><td></td></tr>
</table>