

# OTS Operations Forum:

Meeting #9 – 12 September 2024

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OTA2

TOTSCo

# AGENDA

## Introduction

### OTS Go-Live update – Joan (14:05)

- Including Hub Performance

### Action Update (14:25)

### OTS Operational Processes (14:40)

- CP to CP Comms progress update
- CP Incident/CP Outage Management progress update
- Other processes - CP Change etc

### OTS Operational Performance Assessment (14:50)

- Progress Update – Data available

### Review of OTS Ops Forum (15:10)

### AOB (15:25)

### Close (15:30)

# Introduction

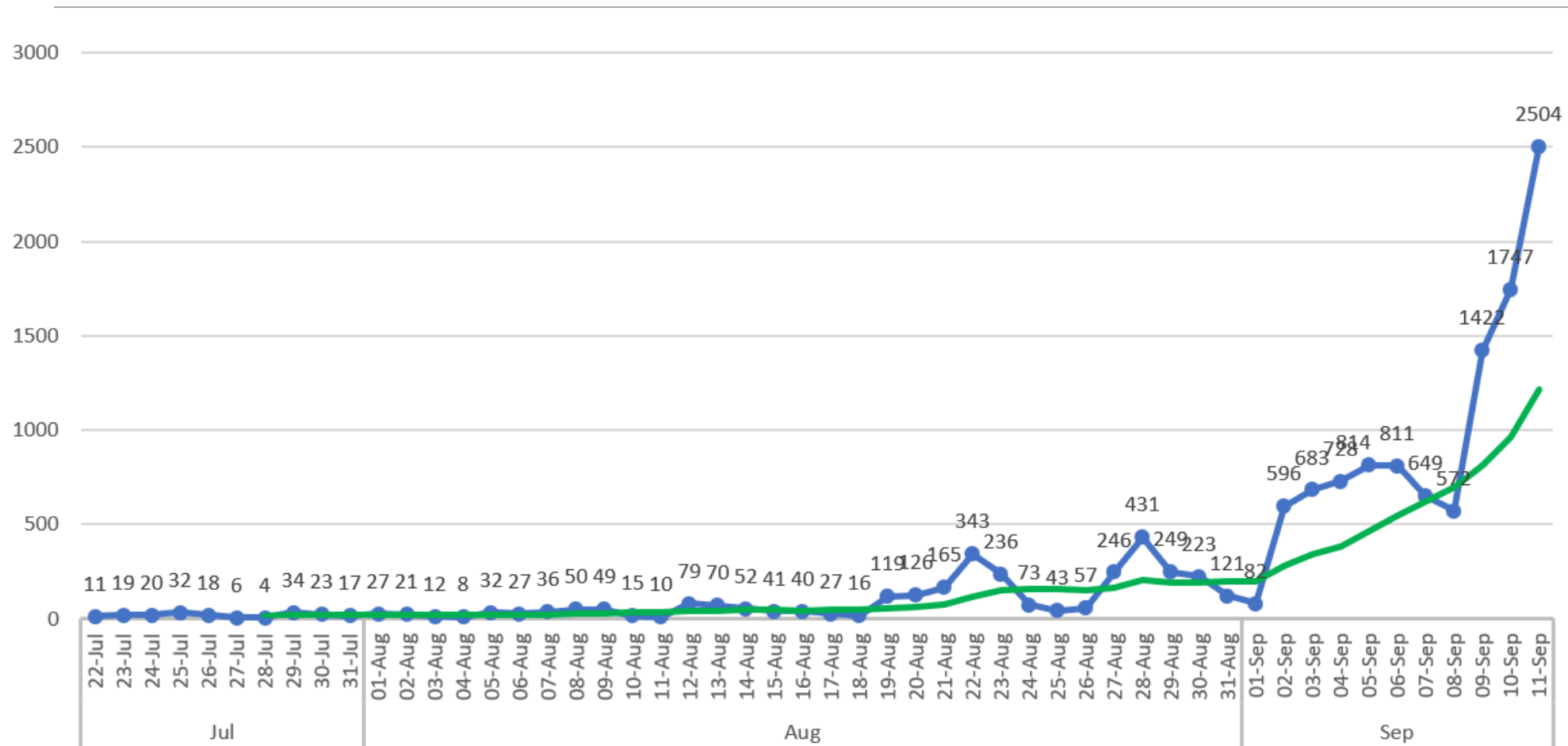
## ○ Membership

Name	Company	Type	Role
Michael Dorrington	Zen Internet Limited	RCP	OTS Test Manager
Matthew Lewis	Vodafone	RCP	IT Ops Readiness
Melanie Buckley	Virgin Media O2	RCP	Services Strategy Manager
Nandini Vittal Rao	Virgin Media O2	RCP	Lead Service Designer
James Wood	Three UK	RCP	Service Design Lead
John Leach	TalkTalk	RCP	Business Change Manager
Victoria O'Day	TalkTalk	RCP	IT Service Manager
Jennifer Phillips	TalkTalk	RCP	Project Manager
Thomas Fisher	TalkTalk	RCP	
Samantha McDaid	Sky	RCP	Provisioning Operations Leader
Caitriona O'Dwyer	Sonalake	MAP	pivOTS Product Manager
Cristian Nita	LXS Consulting	MAP	System Integration
Vincent Owolawi	Lit Fibre Ltd	RCP	Business Analyst
Satya Chadalawada	Iconectiv	MAP	Operations Manager
Sangeeta Roy	iconectiv	MAP	Global Head of Technology and Service Operations
Austin Lane	F&W Networks	RCP	Project Manager
Georgina Cena	Common Wholesale Platform Limited	MAP	Office Manager
Rob Patterson	BT, EE & Plusnet	RCP	Broadband Product Manager
Anthony McMahon	BT, EE & Plusnet	RCP	Supplier Relationship Manager
Alex Bloor	Andrews & Arnold	RCP	General Manager
Richard Warner	OTA2 (Chair)		Ops Forum Co-Chair
Joan Whitehead	TOTSCo (Chair)		TOTSCo Head of Service and Ops Forum Co-Chair
Michelle Shaw	TOTSCo		TOTSCo Service and Trials
Tom Merrit	TOTSCo		Process Group Co-Chair
John (Jack) Abbotts	OTA2		Process Group Co-Chair
Sumna Usmani	TOTSCo		Business Analyst
Badar Sheikh	TOTSCo		Service Analyst
David Norbury	TOTSCo		Trials and Ramp

# OTS Go-Live Update

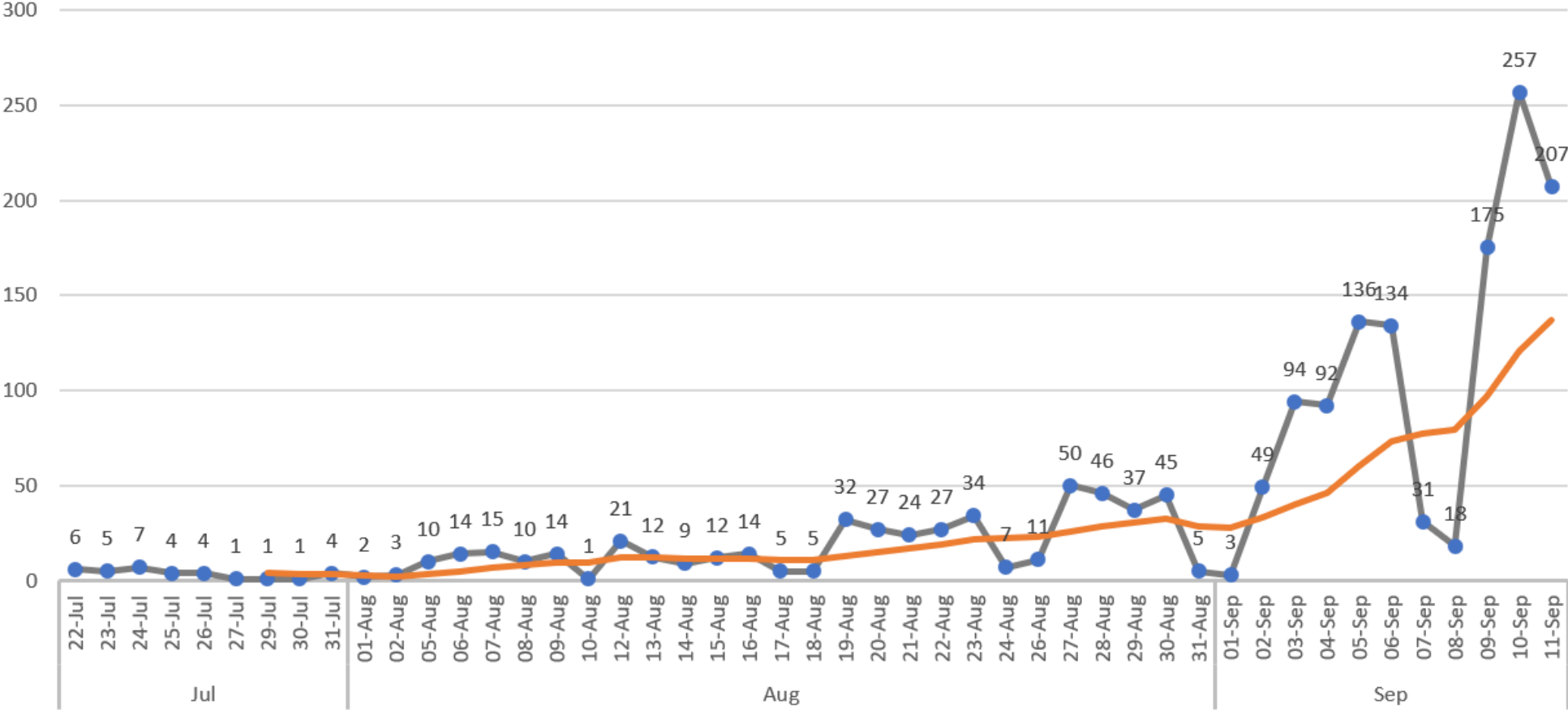
12<sup>th</sup> September 2024 – OTS Go-Live

# Switch Orders



Switch Order Requests by day and 7 day moving average

# Completed Switches

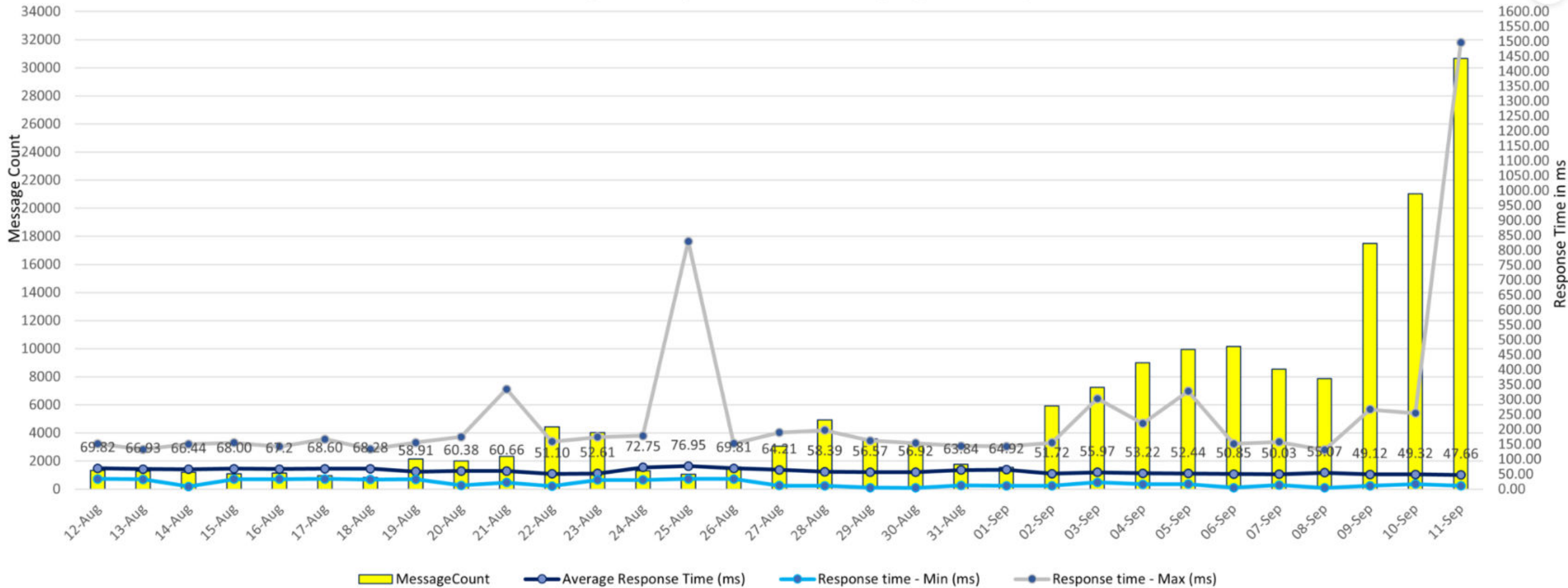


Switch Order Trigger Confirmations by day and 7 day moving average

# TOTSCo Hub Performance

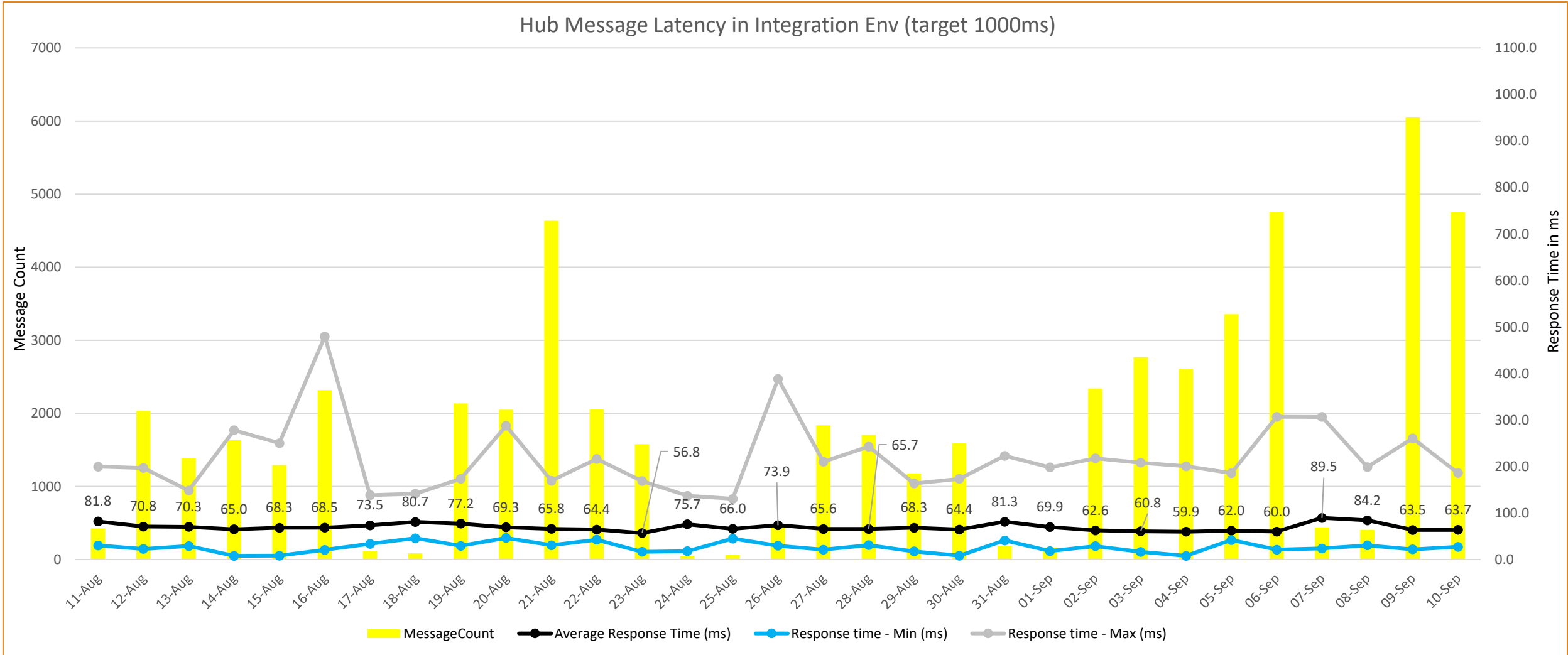
# Production latency

## Hub Message Latency in Production Env (target 1000ms)





# Pre Production latency



# Customer Onboarding and Contacts

## Tickets Raised

	P1	P2	P3 & P4	Enquiry	Total
March	0	2	33	67	102
April	1	0	24	78	103
May	3	1	45	92	141
June	0	0	32	90	122
July	1	0	42	127	169
Aug	0	0	118	45	163

## Top 3 Reasons for contact

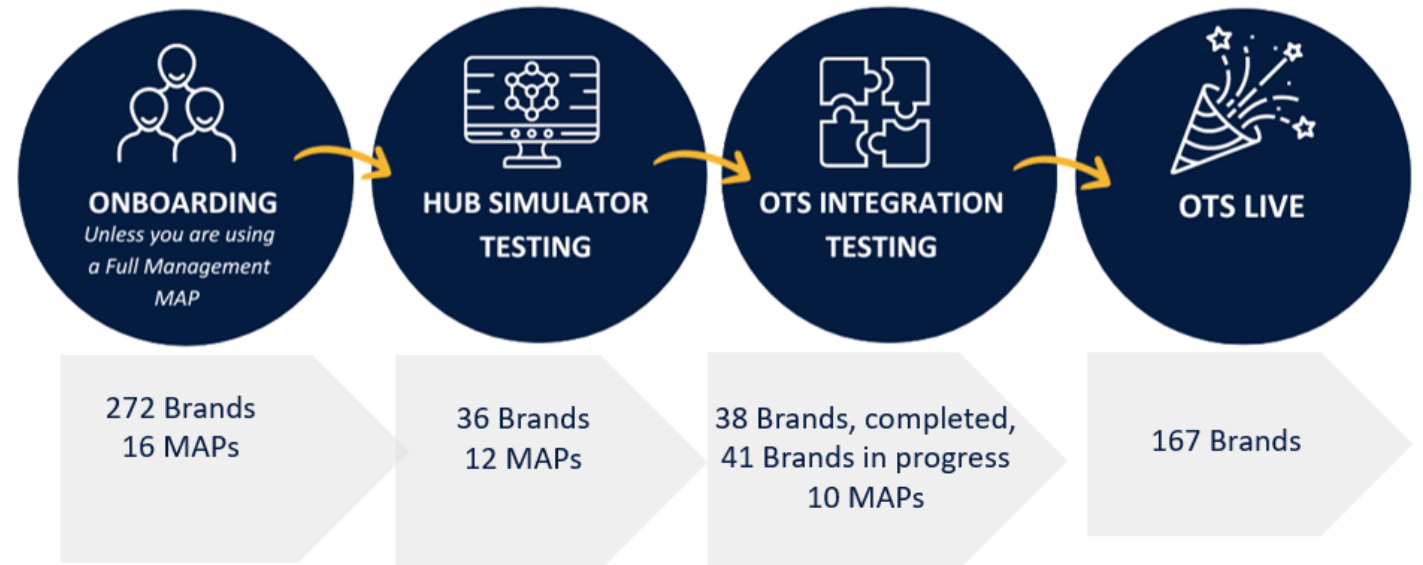
Message related issues – 25%

Testing queries – 18 %

PIT Connectivity slots – 20%

## Onboarding Update

### Path to One Touch Switch Go-Live



# Action Update

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**ACTION 2/1 – Chairs** to set up an induction call for new joiners. **ONGOING**

**ACTION 7/6 – Sumna** – To see if there is a way of separating CPs in onboarding who are using a MAP solution from CPs who intend to connect directly. **ONGOING** – Quite a lot of change in CP data as they make decision on MAPs to use versus developing own solutions - TOTSCo to take a look at what can be shared to give the forum a view of MAP take-up.

**ACTION 8/6 – Michelle** - to update on CR to allow user to access both ticketing and reporting. **ONGOING**

**ACTION 1/7 Sumna** – to bring an explanation to the next forum on what components are included in the Hub availability measure. Does it reflect the CP experience? **ONGOING** – TOTSCo confirmed that all components including network are included in their calculation. However, CPs felt that does not always show usable availability, it is possible for the hub to have problems with all systems up. CPs requested that TOTSCo think again about a measure of availability that is from a user perspective for both Hub and Web Site.

**ACTION 2/7 Richard and Jack** – find out if the two CPs intend to stop discarding or rejecting messages with the same Correlation ID. **ONGOING**

**ACTION – 3/7 Members** - to document the question on how Switching Implications SLA should be measured and send to chairs of both OTS Operations Forum and Industry Process Group. **ONGOING**

**ACTION 1/8 – Michelle** to update the Service Manual with relevant parts of MI process before the 12<sup>th</sup> September.

# OTS Operational Processes Best Practice

CP to CP Comms

CP Incident Management

CP Planned Outage Management

CP Change Management

Disaster Recovery

# OTS Operational Performance Assessment

TOTSCo overall (anonymised) reporting

CPs own Hub reporting

Gaps in reporting ?

# Generic reporting proposal – Operational performance

## Availability

1. Confirmation that the Hub was available daily, weekly, monthly
2. An immediate alert if either the Hub or Portal is down for more than a minute .
3. Summary information on CP behaviour with respect to retries and message acceptance.

## Throughput

1. An average of the daily throughput per second – measure if it reaches 80% of the contractual 4000 messages per second.

## Latency

1. Internal latency – with trend
2. Volume of messages
3. Average CP response time - Matches and Orders per day.
4. SLA Reports – based on User agreement

## Message Stats – regular

1. Match Requests - received, delivered
2. Match confirmations - received, delivered
3. Match failures - received, delivered
4. State transitions report
5. Deliveries Failed - reasons, error codes
6. Match Success Rate – Formula to be defined
7. Order Success Rate – Formula to be defined
8. Order Cancellation Rate – Formula to be defined

Note: Will not be Real-time data

# Generic reporting proposal – Operational performance

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## Customer contacts

1. View of all reactive tickets raised by Priority (P1 to P4) – Achievement against SLA
2. View of all reactive tickets raised by reason – Top 5 reasons

## Customer Onboarding, Testing progress

1. Updates to total number of onboarded customers, UA status, testing stage, and PIT

## To be agreed

1. Content
2. Frequency
3. Formula
4. Channels

## Note

We will share the information more regularly at first moving to monthly

DRAFT

# Review of OTS Operations Forum

Comments:



# AOB

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# End

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# Supporting Material

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# Behavioural Code of Conduct

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- Respect all contributions
- Present your views in a clear and concise way
- Please don't talk over people and listen to their input then add yours
- Avoid disruptive behaviour and side conversations
- Respect the meeting agenda and avoid deviating into unrelated topics
- Never denigrate other businesses or people
- Keep your audio muted when not speaking

**Thank you**

# Draft Standing Agenda for Forum

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## OTS process performance

- Progress on development of OTS measures, targets and assessment methods.
- Trials Group update (until launch) (David N then use published updates?)
- Review of performance – patterns/trends
- Performance Improvements

## TOTSCo Hub performance

- Review of performance (using current dashboard, messaging and service performance)
- Performance Improvements

## Common Operational Processes

- Agree common processes needing definition in priority order

# Possible Common Operational Practices

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- **CP to CP Comms**
- Points of Escalation
- Non-compliance
- ~~Wider Industry requirements~~
- ~~Launch – including Directory position of CPs not yet ready~~
  
- **Incident management for CPs and TOTSCo** – (to include wargaming to test processes)
  - *Disaster recovery / Incident Test? (DR test process, DR access re-configuration, Data Loss)*
- Change management for CPs and TOTSCo
- **Outage notification and management for CPs and TOTSCo**
- Plans for TOTSCo Test environments post-launch

Note: the two in **bold** were agreed as priorities for development of industry best practice