

ONE TOUCH SWITCH OPERATIONS FORUM

MEETING #9 SUMMARY

DATE	12 th September 2024
TIME	1400 - 1600
LOCATION	TEAMS online meeting
CHAIRPERSONS	Richard Warner (OTA2) / Joan Whitehead (TOTSCo)
MEMBERS PRESENT	<p>TOTSCo representatives: Joan Whitehead (JW), Badar Sheikh (BS), Sumna Usmani (SU), Tom Merritt (TM) also the co-Chair of the OTS Industry Process Group</p> <p>Industry Reprerentatives:</p> <ul style="list-style-type: none"> • Richard Warner (RW) – OTA2 • Michael Dorrington (MD) – Zen • Thomas Fisher (TF) – TalkTalk • Vincent Owolawi (VO) – Lit Fibre • Samantha McDaid (SM) – Sky • Sangeeta Roy (SR) – iConective • Matthew Lewis (ML) – Vodafone • Melanie Buckley (MB) – VM02 • Anthony McMahan (AM) – BT • Cristian Nita (CN) – LXS Consulting • Georgina Cena (GC) – CWP
MEMBERS ABSENT	<p>Nandini Vittal Rao (NVR) – VMO2 James Wood (JW) – Three John Leach (JL) – TalkTalk Victoria O'Day (VO) – TalkTalk Jennifer Phillips (JP) – TalkTalk Caitríona O'Dwyer (COD) – Sonalake Satya Chadalawada (SC) – iconectiv Austin Lane (AL) – F&W Networks Robert Patterson (RP) – BT Alex Bloor (AB) – Andrews & Arnold John (Jack) Abbotts (JA) – OTA2 and Co-Chair of Industry Process Group for OTS</p>

AGENDA ITEMS

1. OTS GO-LIVE UPDATE
 - a. Including Hub Performance
2. ACTION UPDATE
3. OTS OPERATIONAL PROCESSES
 - a. CP to CP Comms progress update
 - b. CP Incident/CP Outage Management progress update
 - c. Other processes - CP Change etc
4. OTS OPERATIONAL PERFORMANCE ASSESSMENT
 - a. Progress Update – Data available

- 5. REVIEW OF OTS OPERATIONS FORUM
- 6. AOB

MINUTES

AGENDA ITEM	1. OTS GO-LIVE UPDATE
DISCUSSION POINT	<p><u>OTS Go-Live:</u> JW provided an update on today’s “Go-Live” milestone – so far 169 CPs in the Directory and 30,000 messages processed the previous day – no major issues reported, looking good so far, but it is early days.</p> <p><u>TOTSCo Hub and Service Performance:</u> JW talked through the remaining numbers and graphs published on the TOTSCo website showing traffic through the Hub up to 11th September. Latency—the speed at which the hub is operating—remains on target. Availability, which refers to whether the hub is online or offline, is also on target. Robust monitoring processes and alerts are in place. The group was informed that OPSRAMP is being used as the hub’s 24/7/365 monitoring tool.</p> <p>MD would like to see the availability measures taking into account other factors to better reflect Hub user experience. General suggestions from members included:</p> <ul style="list-style-type: none"> • Carefully monitoring traffic to identify anomalies, such as an increase in failures or a decrease in success, which should act as a trigger for action. • Creating two fake RCPs linked to two machines that send continuous messages to each other to mimic the current setup. <p>TOTSCo confirmed that the hub does not send pings to CPs.</p> <p>JW explained that the existing availability and latency measures were designed to account for both availability and speed of processing. She suggested that enhancements to these measures should be considered as part of the Forum Review (see agenda item 5).</p> <p>There was a question relating to slide 10 and the number of Service Tickets raised. A member asked if the figure could show the split between genuine tickets for TOTSCo and tickets raised as part of Trial/Ramp where there is an interim agreement that a Ramp CP could raise a ticket against another Ramp CP. There was a suggestion that Service Desk continues to follow up on these “dummy tickets,” which can be frustrating and skew the overall numbers. MB suggested there had been some issues with ticket triage. However no formal issues had been raised with TOTSCo.</p>
CONCLUSION/ RECOMMENDATION	Positive progress noted.
ACTION	<p>New Action 1/9: TOTSCo – When showing Ticket numbers at the next forum, to split out those that not for TOTSCo to resolve.</p> <p>New Action 2/9: Forum Members – If there are any concerns about TOTSCo ticket triage processes, please raise with JW for investigation.</p>

AGENDA ITEM	2. ACTION UPDATE
<p>DISCUSSION POINT</p>	<p>2/1: RW/JW – Induction for new members. Closed, will be part of the review on the future of the Operations Forum going forward.</p> <p>7/6: SU – To see if there is a way of giving figures for the number of CPs who are using a MAP solution and CPs who connect directly. Ongoing, there has been a lot of change in CP Hub connection choices in the leadup to 12th September Go-live. TOTSCo to reconsider this request when things have settled down.</p> <p>8/6: MS - give update on CR to allow a single user to access both TOTSCo ticketing and reporting Closed – a workaround is available using group addresses, main CR has been raised. A new action (3/9) has been created to give CPs visibility of CP affecting CRs.</p> <p>1/7: SU - 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 - JW suggested that enhancements to existing measures should be considered as part of the Forum Review (see agenda item 5).</p> <p>2/7: RW/JA - find out if the two CPs intend to stop discarding or rejecting messages with the same Correlation ID. Closed - one CP has made changes, and the other CP will do so.</p> <p>3/7: Forum 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- No response as yet. Will keep open until next Forum then close this action.</p> <p>1/8: MS - to update the Service Manual with relevant parts of MI process before the 12th September. Closed – Manual has been updated.</p> <p>Question raised about potential multiple tickets raised by MAPs. TOTSCo’s response: If the issue is with one brand, a Fully Managed MAP will raise only one ticket with the Service Desk. If the issue affects more than one brand, they will still raise only one ticket (not one for each affected brand).</p> <p>For Direct/Insource MAPs, it will be one ticket per CP, as this is heavily dependent on the individual agreements between CPs and MAPs.</p>
<p>CONCLUSION/ RECOMMENDATION</p>	
<p>ACTION</p>	<p>New Action 3/9: JW -To share more information on the CR pipeline with CPs and Forum.</p> <p>New Action 4/9: MS -To remind FM Maps at the next MAP review call to only raise one ticket for an issue affecting all their Brands.</p>

AGENDA ITEM	3. OTS OPERATIONAL PROCESSES
<p>DISCUSSION POINT</p>	<p><u>CP to CP Communications Tool</u>: Tool is now live. Guidance notes and a User Guide have been issued. Working Group will meet every fortnight to review usage.</p>

A query was raised about how to communicate with CPs who are not using the tool and general communication options. TOTSCo responded that any contact with such CPs needs to be made outside of the process.

For CPs that have opted out of the tool, various communication options were discussed, including using Incident Management. TOTSCo clarified that this cannot be done through Incident Management, and any communications must be conducted independently by CPs.

CPs commented on improvements needed to the tool. TOTSCo are aware and are looking at changes.

OTA2 encouraged all CPs to opt into the tool and begin using it in order to learn about the CP to CP comms process.

A question was raised about whether CPs are automatically signed up. TOTSCo responded that CPs are not automatically signed up—each CP must register to opt in and use the tool.

Outage Calendar/CP Incidents/CP Outages:

The Outage Calendar is scheduled to be implemented by the 11th of October. Interim processes for CP Incident Management and CP Planned Outage notification have been updated and are currently available on the website.

Disaster Recovery (DR):

TOTSCo described the successful DR test held on Sunday, August 25th at 16:00. TOTSCo has a DR plan which includes regular testing. While the DR results will not be published, CPs can contact Richard Steele (CTO, TOTSCo) for more information.

The test successfully brought down two of the three zones (AWS prevents all three zones from being taken down simultaneously). The single remaining zone was able to handle the load from the other two zones, and all zones were restored within the prescribed times. Additionally, the database was successfully taken down and brought back online within the prescribed times.

DR testing will be done regularly. Only outages caused by DR will appear in the Outage Calendar, not the DR events themselves as they are designed to not cause operational outage.

CP Change Management:

TOTSCo informed the group that the TOTSCo Change Management process has been documented and published.

Specific discussions focused on Change Management for CPs, with OTA2 outlining various potential scenarios and requesting additional feedback from CPs.

	There was a general discussion around Hub Test environment support when CP are making general changes requiring regression testing against the Hub and other CPs. CPs believe there could be problems finding ‘Buddies’ prepared to test each others changes. TOTSCO do not certify CP solutions, partly due to the logistics involved and other implications.
CONCLUSION/ RECOMMENDATION	A review of TOTSCO CP Test capabilities may be requested by CPs to support their need to test their changes.
ACTION	New Action 6/9: Forum Members to email their concerns about TOTSCO test environment capability to JW and RW.

AGENDA ITEM	4. OTS OPERATIONAL PERFORMANCE ASSESSMENT
DISCUSSION POINT	<p>One of the key stated purposes of the forum is to assess if the OTS process is operating successfully. There are a number of ways this can be achieved, e.g. by looking at anonymised measures and/or reviewing concerns and issues raised by members.</p> <p>TOTSCO have started to publish some metrics – see Agenda item 1 above and information in slide deck.</p> <p>It was agreed to merge a review of this item into the overall review of the Operations Forum which is the next item.</p>
CONCLUSION/ RECOMMENDATION	
ACTION	

AGENDA ITEM	5. REVIEW OF OTS OPS FORUM
DISCUSSION POINT	<p>RW introduced this item. Now that OTS is fully live and in an early-life stage, the purpose of the Operations Forum should be reviewed. This is the start of that review.</p> <p>There was a discussion around CP-to-CP issues, the different types of meeting that are currently continuing for a limited period (Ramp, triage, etc.), and the different processes in place for those who join later.</p> <p>Some CPs concerned that TOTSCO’s post go-live coordination role may reduce, how will this be done. TOTSCO noted that the Triage call is not intended for live operations and will need to be phased out. JW said that TOTSCO is reviewing this area at the moment.</p>
CONCLUSION/ RECOMMENDATION	<p>Ideas to feed into the review of this forum:</p> <ul style="list-style-type: none"> • Understand what, if anything, the Operations Forum need to pick up from existing early life support meetings such as triage and defect reviews • Will CPs continue to volunteer information on their defects which affect other CPs – will they use the published CP Incident process or is something else needed? • TOTSCO Hub and service wrap performance should continue to be reviewed here – including any feedback on SLAs and metrics e.g. Availability. • A review call with members should look at current ToR • Review membership roles and responsibilities – including induction

ACTION	<p>New Action 7/9: Forum Members – put concerns and feedback in the ending of Ramp Triage calls in writing to TOTSCo.</p> <p>New Action 8/9: RW and JW to suggest next steps for a review of the role of this Operations forum</p>
AGENDA ITEM	6. AOB
DISCUSSION POINT	None
CONCLUSION/ RECOMMENDATION	
ACTION	

Glossary

OTS = One Touch Switch

CP = Communications Provider

OTA2 = Office of the Telecommunications Adjudicator

TOTSCo = The One Touch Switching Company Ltd