

# OTS Operations Forum:

Meeting #11 – 10 October 2024

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OTA2

TOTSCo

# AGENDA

Introduction and Welcome

Action Update - All

CP Current Measures - All

TOTSCo Update and Data - Joan

- Reasons for contacts
- CP to CP Usage
- Early life update

OTS Operational Processes

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

Review of OTS Ops Forum

AOB

Close (16:00)

# 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
Caitríona 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

# Action Update

# Action Update

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**2/9: Forum Members:** If there are any concerns about TOTSCo ticket triage processes, please raise with JW for investigation. **Ongoing** – if no feedback received, keep open for one more Forum.

**3/9: JW** to publish Change Pipeline in 3 weeks. Any planned change will be implemented with a notice of 90+ day, so no surprises. Will also publish changes that are under consideration. **Ongoing**

**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. **Ongoing**

**6/9: Forum Members** to email their concerns about TOTSCo test environment capability to JW and RW. **Ongoing** – if no feedback received, keep open for one more forum. Being discussed internally by TOTSCo.

**1/10: JW** to add SLA information into the Customer & Onboarding slide. **Ongoing design being agreed**

**2/10: JW** to arrange demo of the Outage Calendar once ready. – **See agenda – on track to deliver on the 11<sup>th</sup> October**

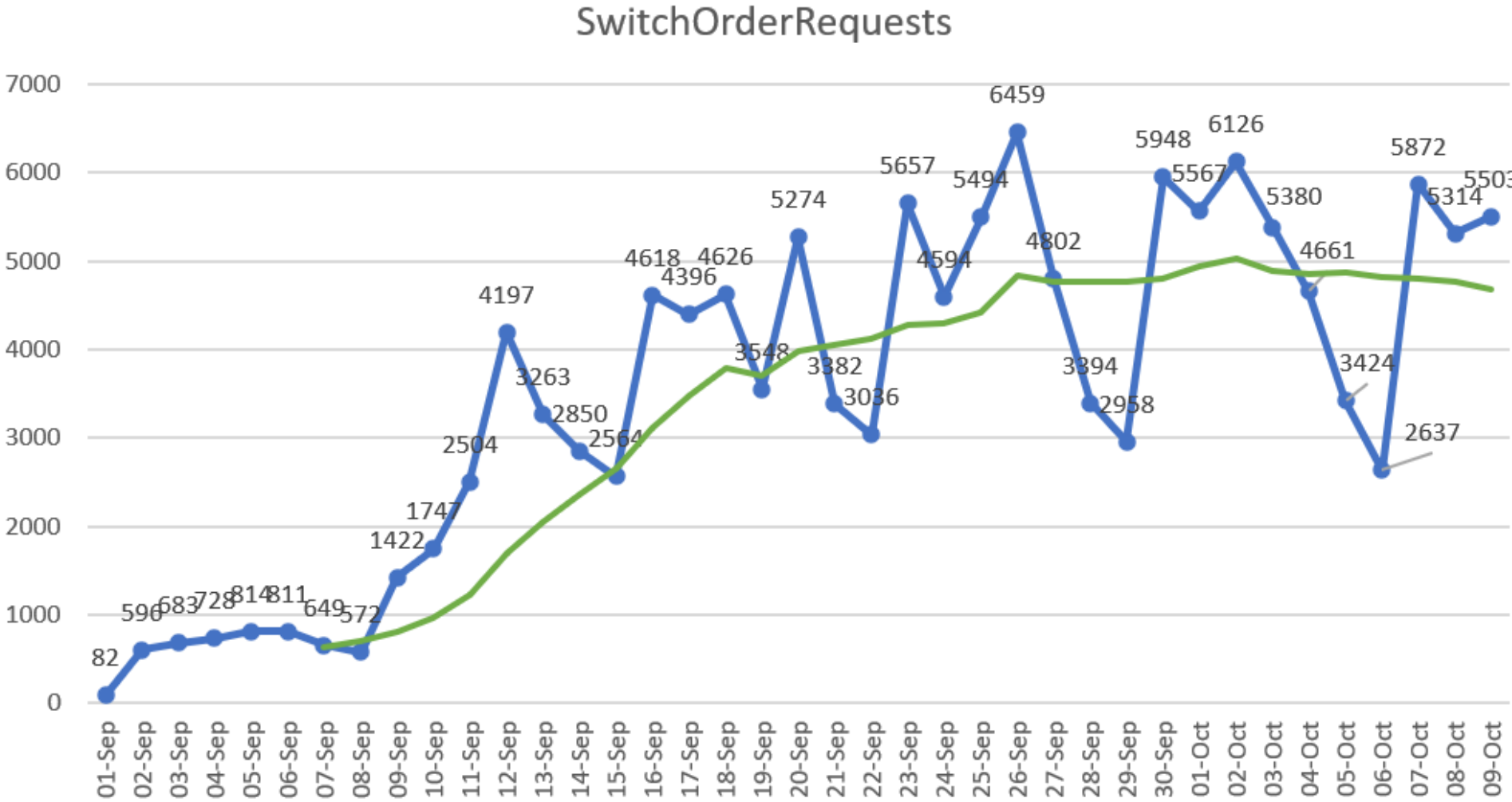
**3/10: RW & JW** to speak with Forum Members individually. **Ongoing**

**4/10: SM** to forward information on the Mobile industry delegate model. **Ongoing**

# OTS Early Life

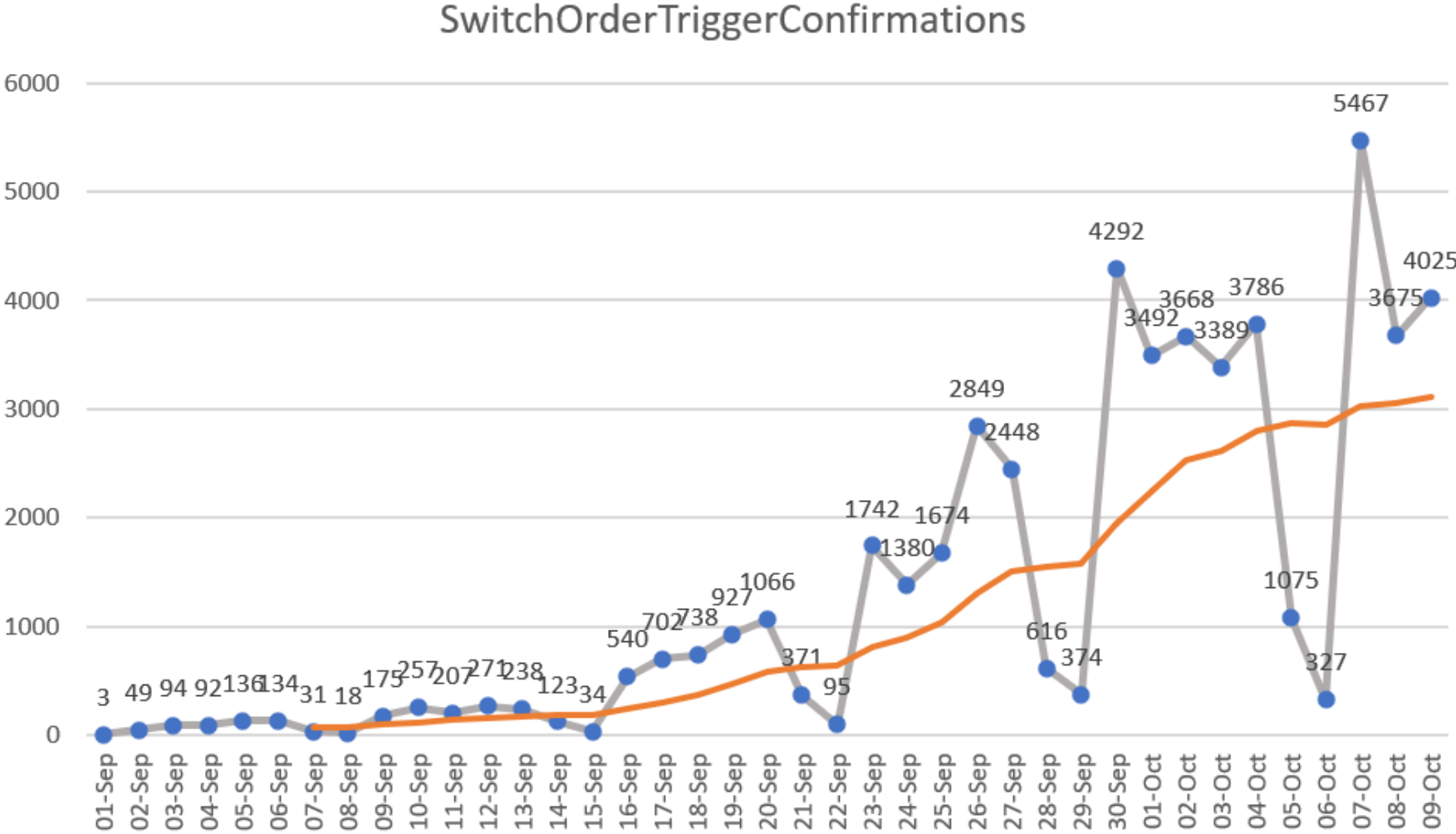
## CP Current Measures

# Switch Orders



Switch Order Requests by day and 7 day moving average

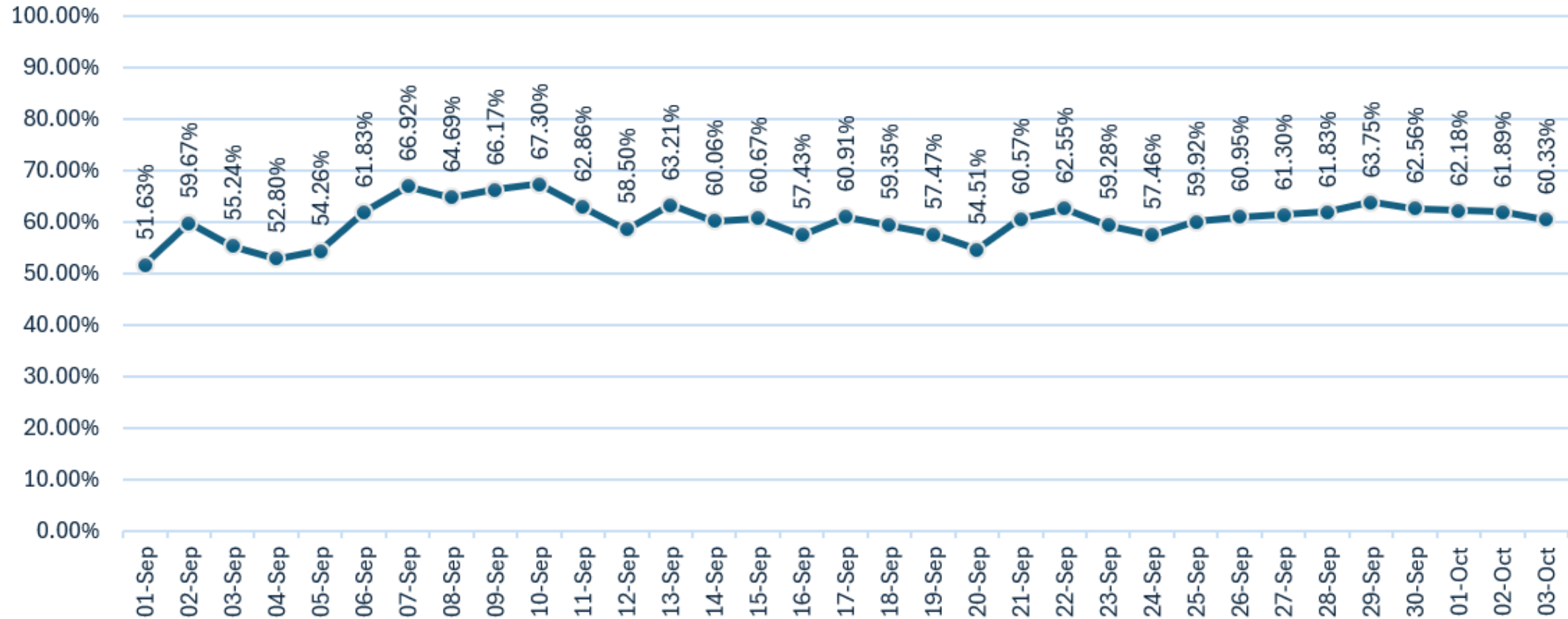
# Completed Switches



Switch Order Trigger Confirmations by day and 7 day moving average



# Switch Match Success Rate (as of 3<sup>rd</sup> October)

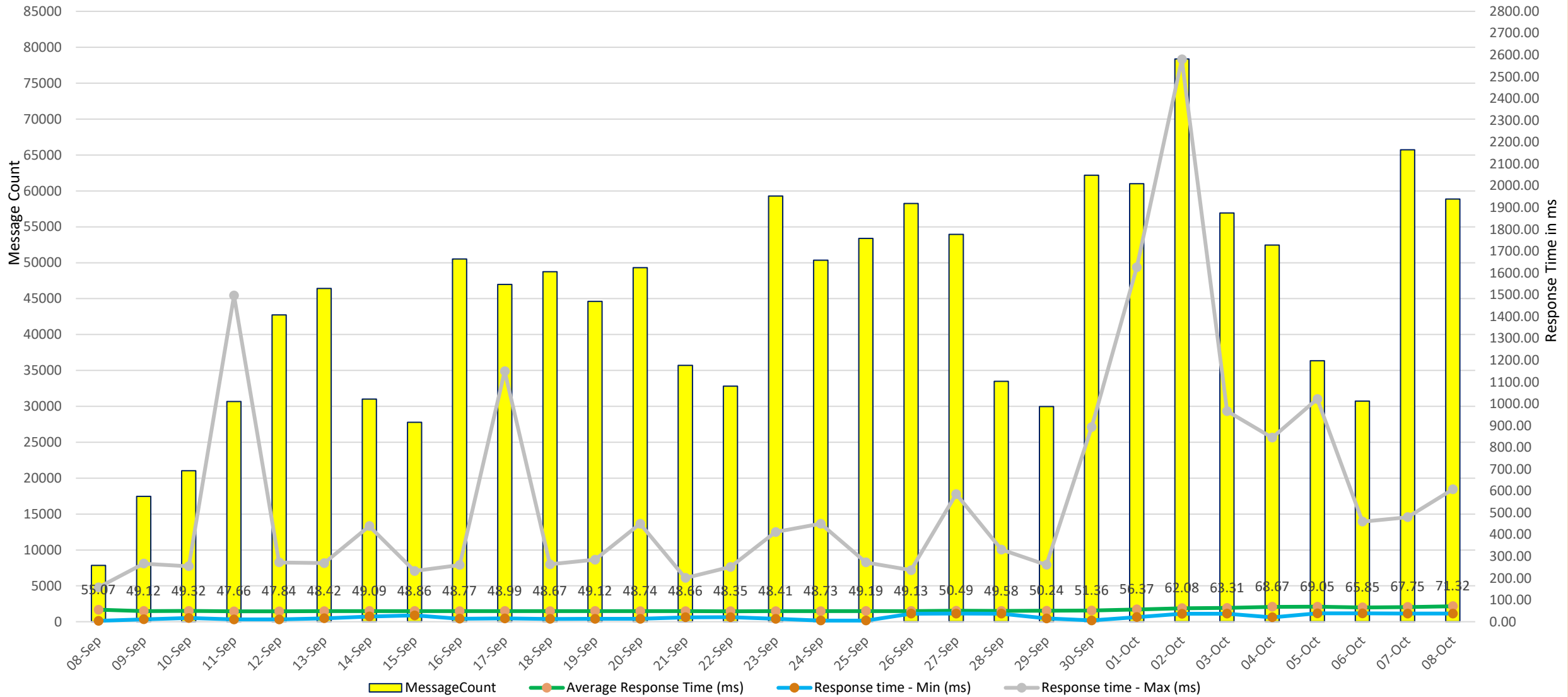


This information is updated daily here - [Hub Operations Info - TOTSCo](#)

# TOTSCo Hub Performance

# Production Latency

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

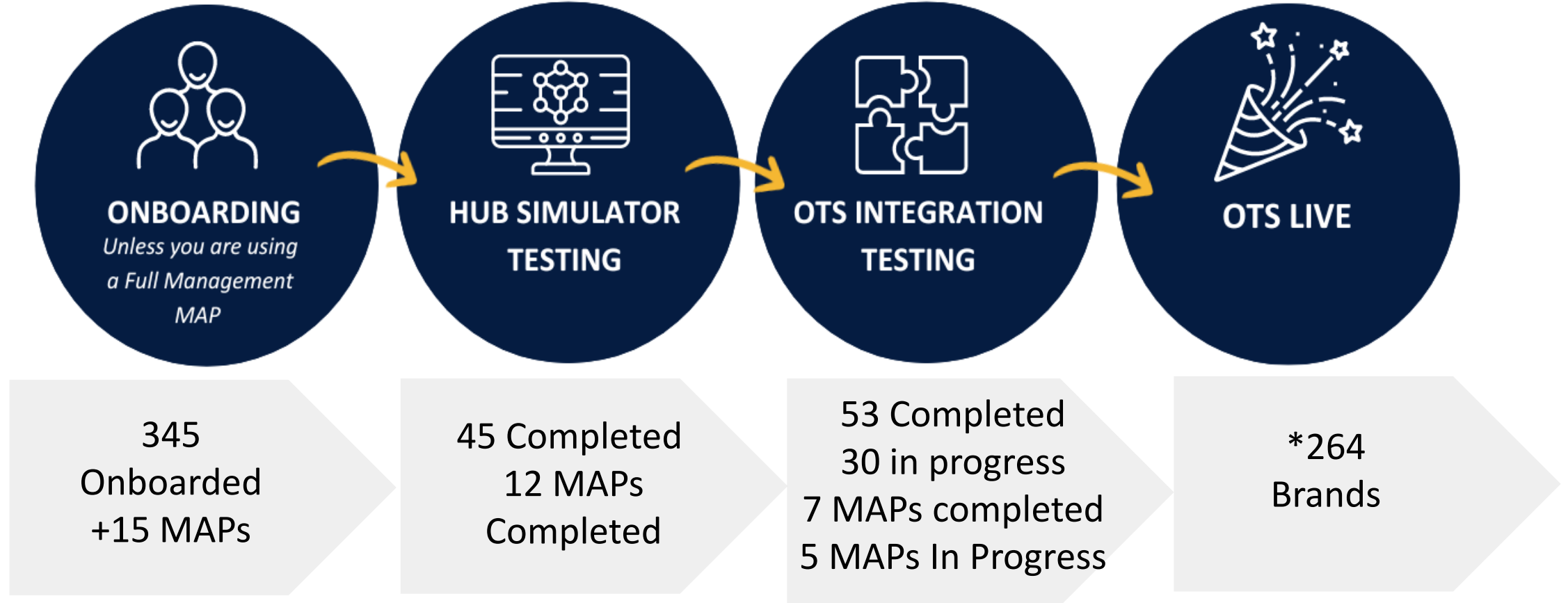


# Hub Availability

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Period	Availability
September	100%
October (to date)	100%

# Path to One Touch Switch Go-Live



As of 9<sup>th</sup> October 2024

# Top 3 feedback points

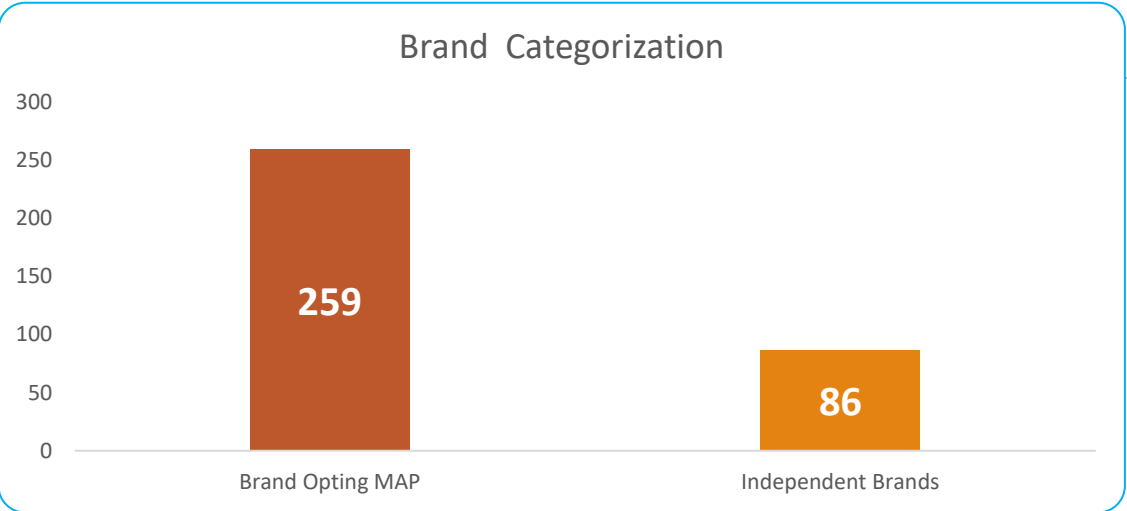
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## **Feedback from TOTSCo meetings and interactions**

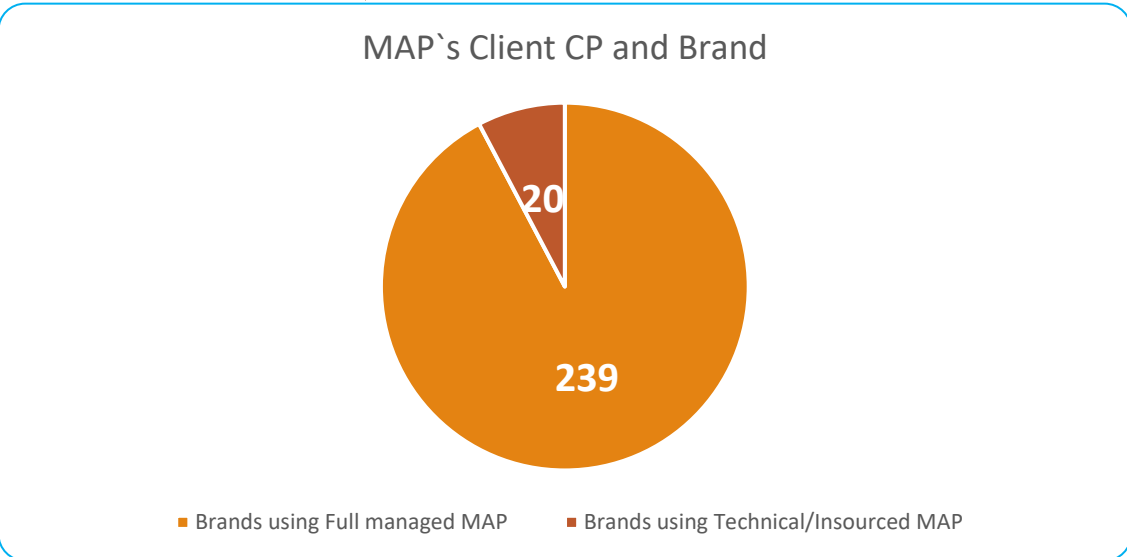
- **Individual cases where there has been clarity required around the process and API spec**
- **Ongoing testing capability – what will it be**
- **Continued support on CP to CP**

# Brands that decided to opt MAP (23/09-29/09)

Category	Volume
Brands opting MAP	259
Independent Brands	86
Total	345



Category	Volume
Brands using Full managed MAP	239
Brands using Technical/Insourced MAP	20
Total	259



# Customer Onboarding and Contacts

## Tickets Raised with TOTSCo

Month	P1	P2	P3	P4	Incidents Total	Service Requests
Feb						6
Mar		1	10		11	25
Apr			5		5	25
May	2	1	12	2	17	46
Jun		1	31	2	34	92
Jul	1		48	8	57	157
Aug		6	41	2	49	147
Sep		1	72	2	65	270
<b>Grand Total</b>	<b>3</b>	<b>10</b>	<b>219</b>	<b>16</b>	<b>238</b>	<b>768</b>

These numbers exclude CP defects being raised as part of Ramp/Early Life

### Top 3 Reasons for contact

- Message related issues – 25%
- Testing queries – 18 %
- PIT Connectivity slots – 20%



# OTS Operational Processes Best Practice

## CP to CP Comms

1. Chain capability now live
2. C50 Brands currently registered
3. C60 messages have been sent
4. Gathering stats on responses sent for the next meeting
5. Sub-group closed and review moved to this meeting

## CP Incident Management

1. Outage Calendar can replace the interim process
2. Full user guide to be released on Monday

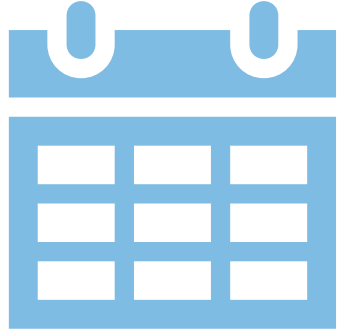
## CP Planned Outage Management

## CP Change Management

## Disaster Recovery

# Tools coming soon to you

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## Outage Calendar

### Purpose

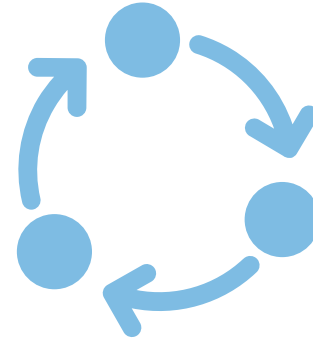
A tool to show TOTSCo and CP outages.

### How to access the tool

The calendar will be available in the Account Management Portal.

### Available

11<sup>th</sup> October



## Change Pipeline

### Purpose

A calendar showing all up-and-coming change to the hub including account management portal

### How to access the tool

The change pipeline will be available in the Account Management Portal.

### Available

Date to be confirmed. First draft November 11th

# Outage Calendar

## Account Management

### QUICK LINKS

[Profile](#)

[Manage User Agreement](#)

[Manage ACL & Letterbox](#)

[Manage Brands](#)

[Manage Contacts](#)

### TICKET MANAGEMENT

[Manage Tickets](#)

### BILLING MANAGEMENT

[Manage Bills](#)

### MERGER & ACQUISITION

[Merger & Acquisition](#)

### COMMUNICATION MANAGEMENT

[Outage Calendar](#)

### REPORTS

Registered Company: Test Account

Status: ONBOARDED [Edit Profile](#)

#### BASIC DETAILS

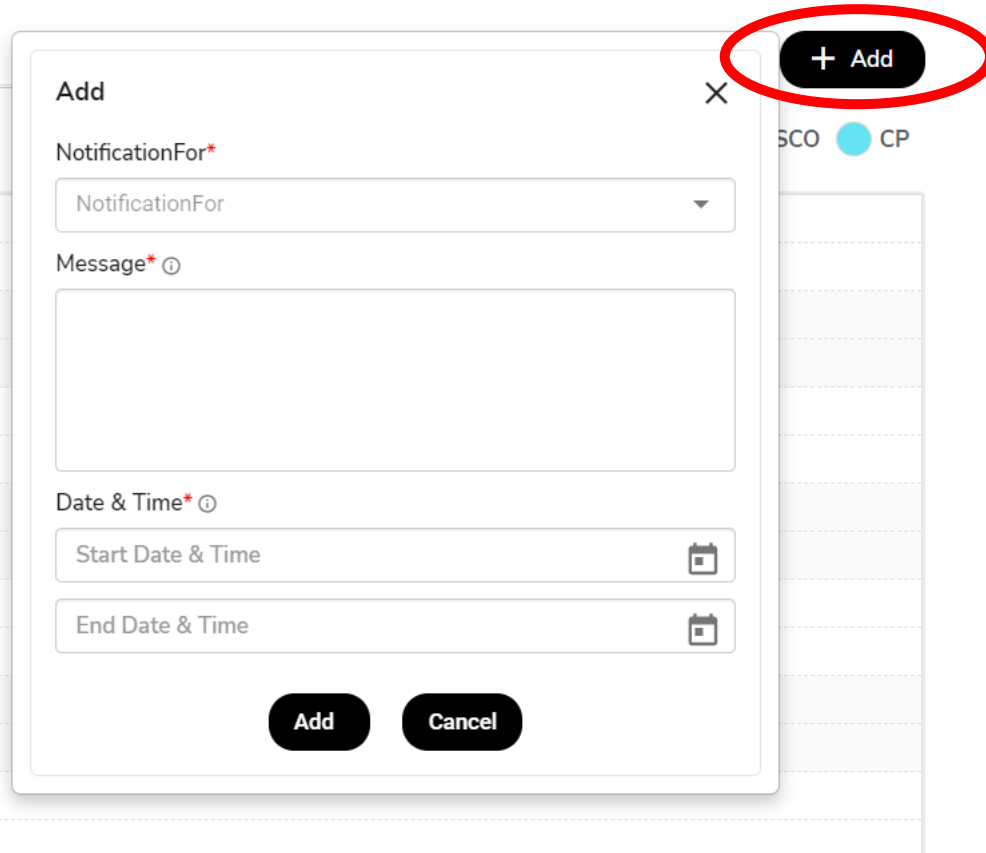
Registered Company Name	Test Account	Contact Email	badartestaccount1@yopmail.com
Contact Person Name	Badar Test Account	Contact Person Number	+447568171285
Position	Testing	Registered Company Number	1234567890
VAT Number	5456545645	Billing Preference	Annually
Do you have authorisation to register with TOTSCo on behalf of the company?	Yes		

#### ADDRESS DETAILS

Country	 United Kingdom	Registered Company Address	London
Postcode	EE1 8EE		

# Outage Calendar

## 1. Clicking '+ Add'

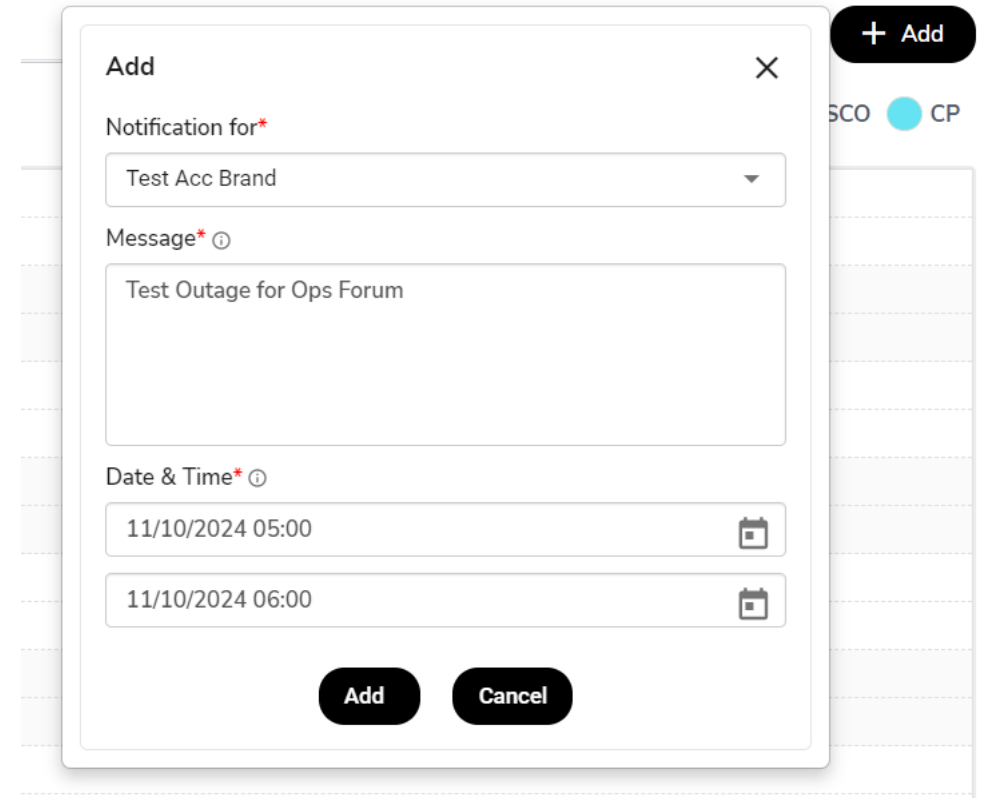


The screenshot shows a modal dialog box titled "Add" with a close button (X) in the top right corner. The dialog contains the following fields:

- NotificationFor\***: A dropdown menu with "NotificationFor" selected.
- Message\* ⓘ**: A large text input area.
- Date & Time\* ⓘ**: Two date and time input fields. The first is labeled "Start Date & Time" and the second is labeled "End Date & Time".

At the bottom of the dialog are two buttons: "Add" and "Cancel". A red circle highlights the "+ Add" button located in the top right corner of the dialog.

## 2. Enter Outage Details



The screenshot shows the same "Add" dialog box as in the first step, but with the following details entered:

- Notification for\***: A dropdown menu with "Test Acc Brand" selected.
- Message\* ⓘ**: The text "Test Outage for Ops Forum" is entered in the text area.
- Date & Time\* ⓘ**: The "Start Date & Time" field contains "11/10/2024 05:00" and the "End Date & Time" field contains "11/10/2024 06:00".

The "Add" and "Cancel" buttons are visible at the bottom of the dialog.

# Outage Calendar

Account Management

QUICK LINKS

- Profile
- Manage User Agreement
- Manage ACL & Letterbox
- Manage Brands
- Manage Contacts

TICKET MANAGEMENT

- Manage Tickets

BILLING MANAGEMENT

- Manage Bills

MERGER & ACQUISITION

- Merger & Acquisition

COMMUNICATION MANAGEMENT

- Outage Calendar

REPORTS

## Outage Calendar

Day Week Month

Notifications  + Add

< Friday, 11 October 2024 > Calendar

TOTSCO CP

12 AM	
1 AM	
2 AM	
3 AM	
4 AM	
5 AM	Test Acc Brand 05:00 - 06:00
6 AM	

# Review of OTS Operations Forum

## **Interviews collecting input**

- Please forward any proposals to Richard and Joan – Date TBA

## **Scope**

- Proposal – we review the total regular meetings, forums and communications from TOTSCo first and bring that to the Forum to include in the assessment of the future of this group
- Include Business implementation Forums for review

## **Representation**

- Consider the part played by the attendees and consider a consultation to gather industry input on the Forum

# 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

# OTS Operational Performance Assessment

TOTSCo overall (anonymised) reporting

CPs own Hub reporting

Gaps in reporting ?

# Generic reporting proposal – Operational performance

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## 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

# Closed Actions from Forum (#10)

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**7/6: SU/JW** – 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. There has been a lot of change in CP Hub connection choices in the leadup to 12th September Golive. TOTSCo to reconsider this request when things have settled down. **Closed**

**1/7: SU/JW** - to bring an explanation to the next forum on what components are included in the Hub availability measure. Does it reflect the CP experience? - JW suggested that enhancements to existing measures should be considered as part of the Forum Review (see agenda item 5). **Closed**

**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. - No response as yet. Will keep open until next Forum then close this action. **Closed no responses**

**1/9: TOTSCo** – When showing Ticket numbers at the next forum, to split out those that not for TOTSCo to resolve. **Closed**

**5/9:** There was no action. **Closed**

**7/9: Forum Members** – put concerns and feedback in the ending of Ramp Triage calls in writing to TOTSCo. Early life support approach has been agreed by TOTSCo. **Closed**

**8/9:** Will be discussed in agenda item. **Closed**