

ONE TOUCH SWITCH OPERATIONS FORUM

MEETING #11 SUMMARY

DATE	10 th October 2024
TIME	1400 - 1600
LOCATION	TEAMS online meeting
CHAIRPERSONS	Richard Warner (OTA2) / Joan Whitehead (TOTSCo)
MEMBERS PRESENT	Richard Warner, Joan Whitehead, Badar Sheikh (TOTSCo), Thomas Fisher (TalkTalk), Vincent Owolawi (Lit Fibre), Samantha McDaid (SKY), Anthony McMahon (BT), Tom Merritt (TOTSCo and Co-Chair of Industry Process Group for OTS), Matthew Lewis (Vodafone), Melanie Buckley (VMO2), Michael Dorrington (ZEN), John (Jack) Abbotts (OTA2 and Co-Chair of Industry Process Group for OTS), James Wood (Three), Marcel Horst (CWP), Michelle Shaw (TOTSCo)
MEMBERS ABSENT	Jennifer Phillips (TalkTalk), Nandini Vittal Rao (VMO2), John Leach (TalkTalk), Victoria O'Day (TalkTalk), Caitriona O'Dwyer (Sonalake), Satya Chadalawada (iconectiv), Austin Lane (F&W Networks), Robert Patterson (BT), Alex Bloor (Andrews & Arnold), Cristian Nita (LXS Consulting), Georgina Cena (CWP), Sangeeta Roy (iconective), Sumna Usmani (TOTSCo)

AGENDA ITEMS

INTRODUCTION AND WELCOME

ACTION UPDATE

CP CURRENT MEASURES

TOTSCO UPDATE AND DATA

- 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

MINUTES

AGENDA ITEM	1. ACTION UPDATE
DISCUSSION POINT	2/9: Forum Members – If there are any concerns about TOTSCo ticket triage processes, please raise with Joan for investigation. CLOSED no feedback received – Can still reach out to JW for specific issues.

	<p>3/9: JW - TOTSCo 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 – Aim is to have this available next month.</p> <p>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 – Discussions are continuing.</p> <p>6/9: Forum Members to email their concerns about TOTSCo test environment capability to JW and RW. ONGOING</p> <p>Group discussion on the importance and continued need for a Test environment. Need to understand if it still fit for purpose. Concerns over how a CP can find a buddy to test with, feeling that a good, representative simulator would help, although could be difficult to achieve. It was pointed out that CPs can test with themselves. Look at the Governance and Code of Conduct around Testing. New action for David Norbury and Richard Steel to attend the next meeting to continue the discussion. Also a requirement statement would be of assistance to TOTSCo if there is a well defined, new requirement from the group.</p> <p>1/10: JW to add SLA information into the Customer & Onboarding slide. ONGOING – design being agreed, aiming for mid-November.</p> <p>2/10: JW to arrange demo of the Outage Calendar once ready. CLOSED – screen shots to be reviewed later in meeting. Outage Calendar to go live on 11/10. Info session planned that will be recorded. The info session will also include CP to CP Communications.</p> <p>3/10: RW and JW to speak with Forum Members individually. ONGOING</p> <p>4/10: SM to forward information on the Mobile industry delegate model. ONGOING</p>
<p>CONCLUSION/RECOMMENDATION</p>	
<p>ACTION</p>	<p>NEW ACTION: 1/11: Forum Members to define CP Problem Statement for Hub Test environment requirements, then TOTSCo will provide response with suggested solutions.</p> <p>New Action 2/11 David to attend the next meeting to discuss ongoing testing strategy</p>

<p>AGENDA ITEM</p>	<p>2. CP CURRENT MEASURES</p>
<p>DISCUSSION POINT</p>	<p>Lengthy discussion around Completed Switches. There was a request to share Trigger confirmation and Trigger request data for future calls. TM mentioned that update guidance on Trigger Dates is being worked on by the IPG.</p>
<p>CONCLUSION/RECOMMENDATION</p>	
<p>ACTION</p>	<p>NEW ACTION: 3/11: TM/JW to report on trigger discrepancies and improvement opportunities</p>

3. TOTSCo Operation Performance	
AGENDA ITEM	
DISCUSSION POINT	JW explained latest performance graphs. Noted that latency has slightly increased since Go-Live however is well within SLA. Availability was 100%. Breakdown of CP/Brand/MAP numbers was given. Service stats were discussed.
CONCLUSION/RECOMMENDATION	Stable environment.
ACTION	No Actions

4. OTS OPERATIONAL PROCESSES	
AGENDA ITEM	
DISCUSSION POINT	<p><u>CP to CP Communications Tool:</u></p> <p>General discussion on the CP to CP tool</p> <p>SM has been in touch with TF to share experiences and advise on how the tool could be used. Also expressed their positive experience in using the tool, especially at identifying internal bugs.</p> <p>MB raised query about individual CP reporting. TOTSCo response was that generic reporting will be provided not individual CP reporting.</p> <p>JW discussed whether this is the right forum to be sharing more detailed CP to CP information and will do so going forward.</p> <p><u>Outage Calendar/CP Incidents/CP Outages:</u></p> <p>TOTSCo showed screenshots of the Outage Calendar and steps on how to enter an Outage.</p> <p>TOTSCo will provide guidance on how the notifications should be entered.</p> <p>UAT has gone successfully. There is a Go/No Go meeting at 1600 but all likelihood is that it will go live tomorrow as planned. User guidance to be published on Monday.</p>
CONCLUSION/RECOMMENDATION	
ACTION	<p>New Action 4/11: SM to write high level email about their experience and learnings in using the CP to CP tool.</p> <p>New Action 5/11: TOTSCo to update Service Manual with Outage Calendar details.</p>

5. REVIEW OF OTS OPS FORUM	
AGENDA ITEM	

DISCUSSION POINT	
CONCLUSION/ RECOMMENDATION	It was agreed that we will continue to review the objective of the Forum going forward, whilst in parallel TOTSCO are reviewing their regular engagements with industry
ACTION	

AGENDA ITEM	6. AOB
DISCUSSION POINT	MH gave a presentation on the use of APIs to connect with TOTSCo.
CONCLUSION/ RECOMMENDATION	
ACTION	New Action 6/11: MH to create a detailed document on his proposal for an API for the CP to CP Tool.

Glossary

OTS = One Touch Switch

CP = Communications Provider

OTA2 = Office of the Telecommunications Adjudicator

TOTSCo = The One Touch Switching Company Ltd