

ONE TOUCH SWITCH OPERATIONS FORUM MEETING #13 SUMMARY

DATE	07 th November 2024
TIME	1400 - 1600
LOCATION	TEAMS online meeting
CHAIRPERSONS	Richard Warner (OTA2) / Joan Whitehead (TOTSCo)
MEMBERS PRESENT	Badar Sheikh (TOTSCo), Thomas Fisher (TalkTalk), Matthew Lewis (Vodafone), Melanie Buckley (VMO2), Michael Dorrington (ZEN), Marcel Horst (CWP), Sangeeta Roy (iconective), Richard Steele (CTO, TOTSCo), John Leach (TalkTalk), Karthigeyan Balra (Vodafone), Sumna Usmani (TOTSCo), John (Jack) Abbotts (OTA2 and Co-Chair of Industry Process Group for OTS), Tom Merritt (TOTSCo and Co-Chair of Industry Process Group for OTS), Vincent Owolawi (Lit Fibre), Anthony McMahon (BT), Richard Moore ((Three), Deepak Awasthi (Vodafone), James Copland (Three)
MEMBERS ABSENT	Samantha McDaid (SKY), Michelle Shaw (TOTSCo), Georgina Cena (CWP), Jennifer Phillips (TalkTalk), Nandini Vittal Rao (VMO2), Victoria O'Day (TalkTalk), Caitríona O'Dwyer (Sonalake), Satya Chadalawada (iconectiv), Austin Lane (F&W Networks), Robert Patterson (BT), Alex Bloor (Andrews & Arnold), Cristian Nita (LXS Consulting), Anthony McMahon (BT), James Wood (Three)

AGENDA ITEMS

Introduction and Welcome

Action Update - All

CP Current Measures - All

TOTSCo Hub and Service Performance – Joan

- Update and Data
- TOTSCo SLA's – review list and agree reporting - Joan
- Additional OTS Performance Reporting - Tom

OTS Operational Processes

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

Review of OTS Ops Forum - update

AOB

MINUTES

AGENDA ITEM	1. ACTION UPDATE
DISCUSSION POINT	<p>3/9: JW - TOTSCo to publish full Change Pipeline. ONGOING – Will bring examples to share at Ops Forum #14.</p> <p>General discussion on the Change process. AM queried whether CPs should be involved at some point in the Change Process, especially for major changes. JW answered this not the current process. Another suggestion was to have a Change Forum.</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. CLOSED</p> <p>1/10: JW to add SLA information into the Customer & Onboarding slide. ONGOING – TOTSCo will bring full list of SLAs from User Agreements and any other relevant documents.</p> <p>JW asked if for future forums, the date of data presented is cut off on a Monday (as opposed to currently the day of the Ops Forum). This allows more time to assess and produce the presentation and get it sent out to everyone a day before the Ops Forum. General agreement received.</p> <p>3/10: RW & 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>5/11: BS/KB: TOTSCo to update Service Manual with Outage Calendar details. ONGOING – User Guide updated. Service Manual to be revised and updated by 15/11.</p> <p>6/11: MH to create a detailed document on his proposal for an API for the CP to CP Tool. ONGOING</p> <p>1/12: JW - Unable to see selected reason in messages from CP-to CP tool. CLOSED – will be included as part of New Action 1/13 below.</p> <p>2/12: FORUM: To review CP-to-CP message reason list. CLOSED – will be included as part of New Action 1/13 below.</p> <p>3/12: TM – To share advice from IPG on Trigger discrepancies. ONGOING – TM gave an explanation on Trigger discrepancies and answered questions raised.. IPG will issue guidance early next week.</p> <p>4/12: JW – To see how and if reports can be produced on:</p> <ul style="list-style-type: none"> A) Weekly volumes and %'s of failures messages of all types (i.e. Match Failure, Order Failure, Order Update Failure, Order Trigger Failure and Order Cancellation Failure) — also top five failure codes for each message type with %. B) and weekly volumes and %'s of 'No Responses (from destination CP)' and 'unable to process' by message type. <p>This would be to provide general figures across all hub users in the same way that Order and Match Success graphs are provided on the TOTSCo website. CLOSED – See New Action 3/13 below.</p> <p>5/12: JW – To look at the Latency diagram and see if it can be better presented. CLOSED – Forum happy with the two new slides presented.</p>

	<p>6/12: ALL – To share examples of CP/MAP interaction issues. ONGOING General discussion on CP / MAP interactions. MB has submitted a initial problem statement. MH to discuss this with other MAPs.</p> <p>7/12: JW – To check if Ticket reporting includes both Web raised tickets and Service Desk raised tickets. CLOSED - TOTSCo intend to move to a ticket only service.</p> <p>8/12: MB – To write and share with Forum members Change Request (CR) for improvements to the CP-to-CP tool. MB shared content for the CR to the group and now awaiting responses. CLOSED – Will be part of New Action 1/13 below.</p> <p>9/12: JW: To check on wording of Outage notifications. ONGOING – JW informed there is a CR in progress to redesign the Outage notifications.</p>
CONCLUSION/ RECOMMENDATION	
ACTION	NEW ACTION 1/13: JW to arrange Subgroup meetings to confirm requirements for a change request for CP2CP Comms Tool. RM, MB, TF & MH have volunteered to be part of the Subgroup. If anyone else would like to join and participate, please confirm to JW.

AGENDA ITEM	2. CP CURRENT MEASURES
DISCUSSION POINT	<p>JW mentioned that TOTSCo had been contacted by an end consumers on the advice of the Gaining CPs. RW reminded everyone that this must not happen. TOTSCo to brief Service Desk on how to answer these type of queries.</p> <p>TM explained the Messages by Message type table. Detailed and lengthy discussion held.</p>
CONCLUSION/ RECOMMENDATION	
ACTION	<p>NEW ACTION 2/12: TM To change the Title of the Switch Match table slide.</p> <p>NEW ACTION 3/12: RW/TM/JA to discuss more meaningful measures to be presented at the Ops Forum and beyond.</p>

AGENDA ITEM	3. TOTSCo Operation Performance
DISCUSSION POINT	<p>JW and TM explained latest performance graphs.</p> <p>A new redesigned Latency slide produced supporting the original version. General approval of the new design.</p>

CONCLUSION/ RECOMMENDATION	Stable environment.
ACTION	NEW ACTION 4/12: TM to write policy on monitoring operational behaviour.

AGENDA ITEM	4. OTS OPERATIONAL PROCESSES
DISCUSSION POINT	
CONCLUSION/ RECOMMENDATION	
ACTION	NO ACTION

AGENDA ITEM	5. REVIEW OF OTS OPS FORUM
DISCUSSION POINT	
CONCLUSION/ RECOMMENDATION	
ACTION	NO ACTION

AGENDA ITEM	6. AOB
DISCUSSION POINT	
CONCLUSION/ RECOMMENDATION	
ACTION	NO ACTION

Glossary

OTS = One Touch Switch
 CP = Communications Provider
 OTA2 = Office of the Telecommunications Adjudicator
 TOTSCo = The One Touch Switching Company Ltd