

OTS Operations Forum:

Meeting #12 – 24 October 2024

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

Welcome
Richard and James
from Three

Thanks James Wood

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

Action Update

Action Update

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.

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.

6/9: Forum Members to email their concerns about TOTSCo test environment capability to JW and RW. **ONGOING**

1/10: JW JW to add SLA information into the Customer & Onboarding slide. **ONGOING** – design being agreed, aiming for mid-November.

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

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

1/11: Forum Members to define CP Problem Statement for Hub Test environment requirements, then TOTSCo will provide response with suggested solutions.

2/11: David to attend the next meeting to discuss ongoing testing strategy.

3/11: TM/JW to report on trigger discrepancies and improvement opportunities.

4/11: SM to write high level email about their experience and learnings in using the CP-to-CP tool.

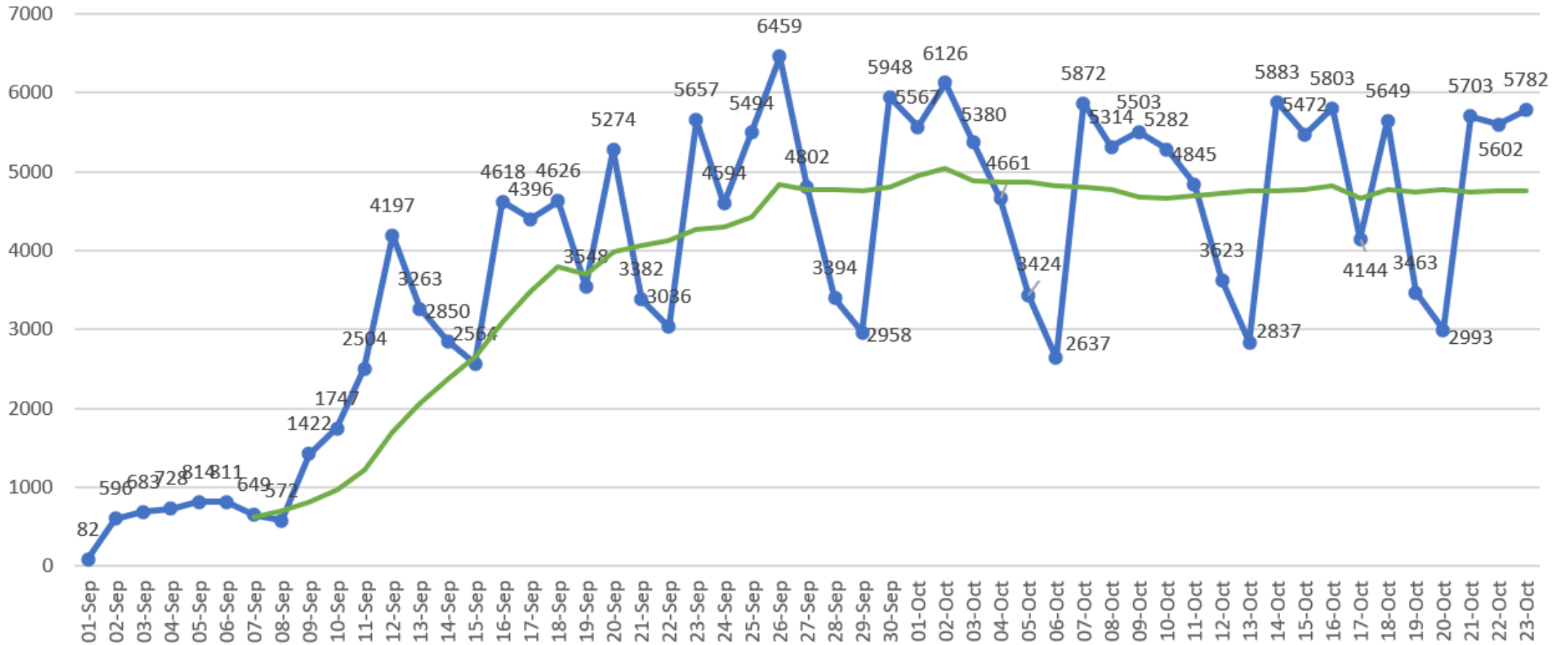
5/11: BS/KB: TOTSCo to update Service Manual with Outage Calendar details.

6/11: MH to create a detailed document on his proposal for an API for the CP to CP Tool.

OTS EARLY LIFE

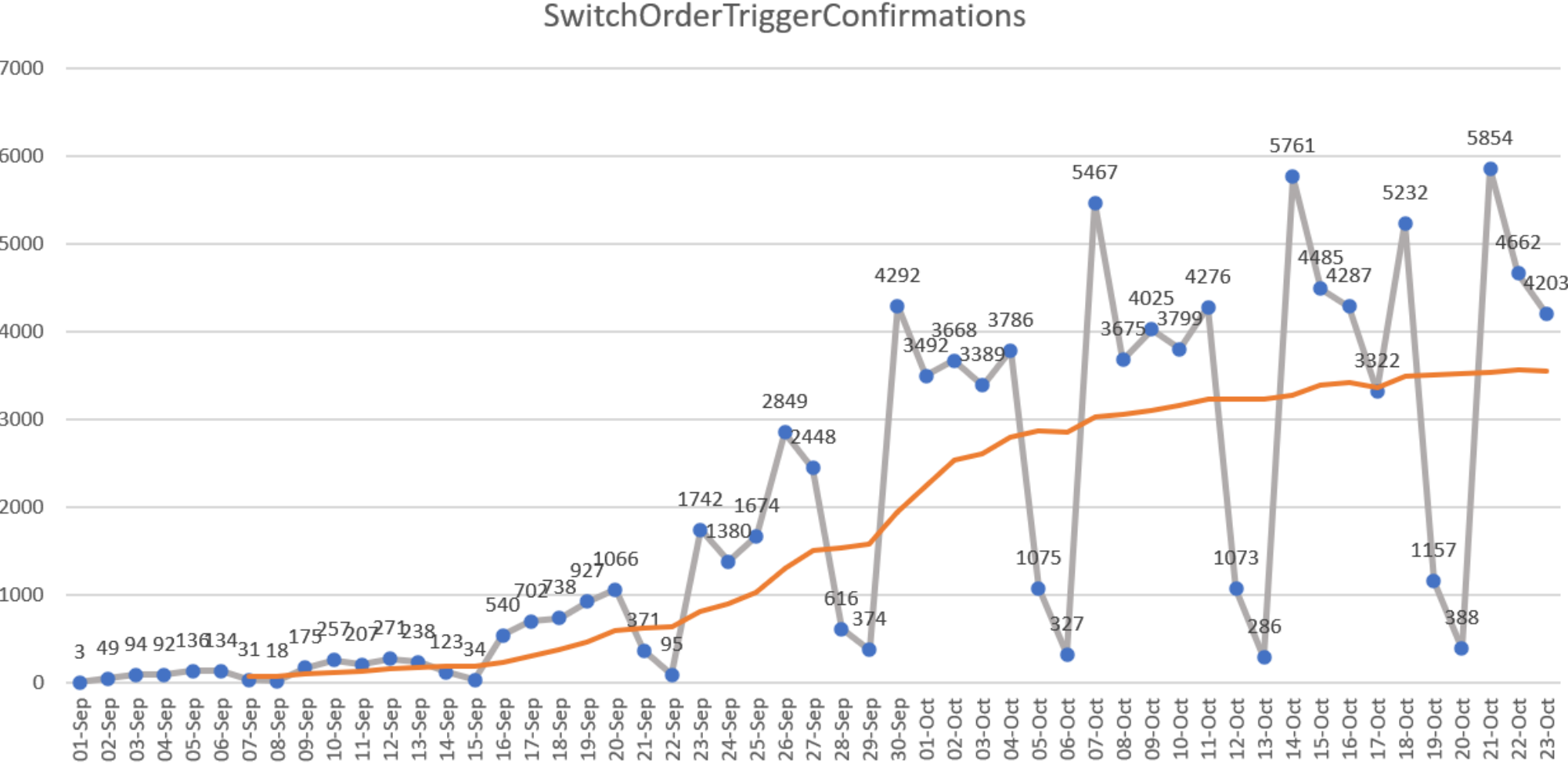
CP Current Measures

Switch Orders



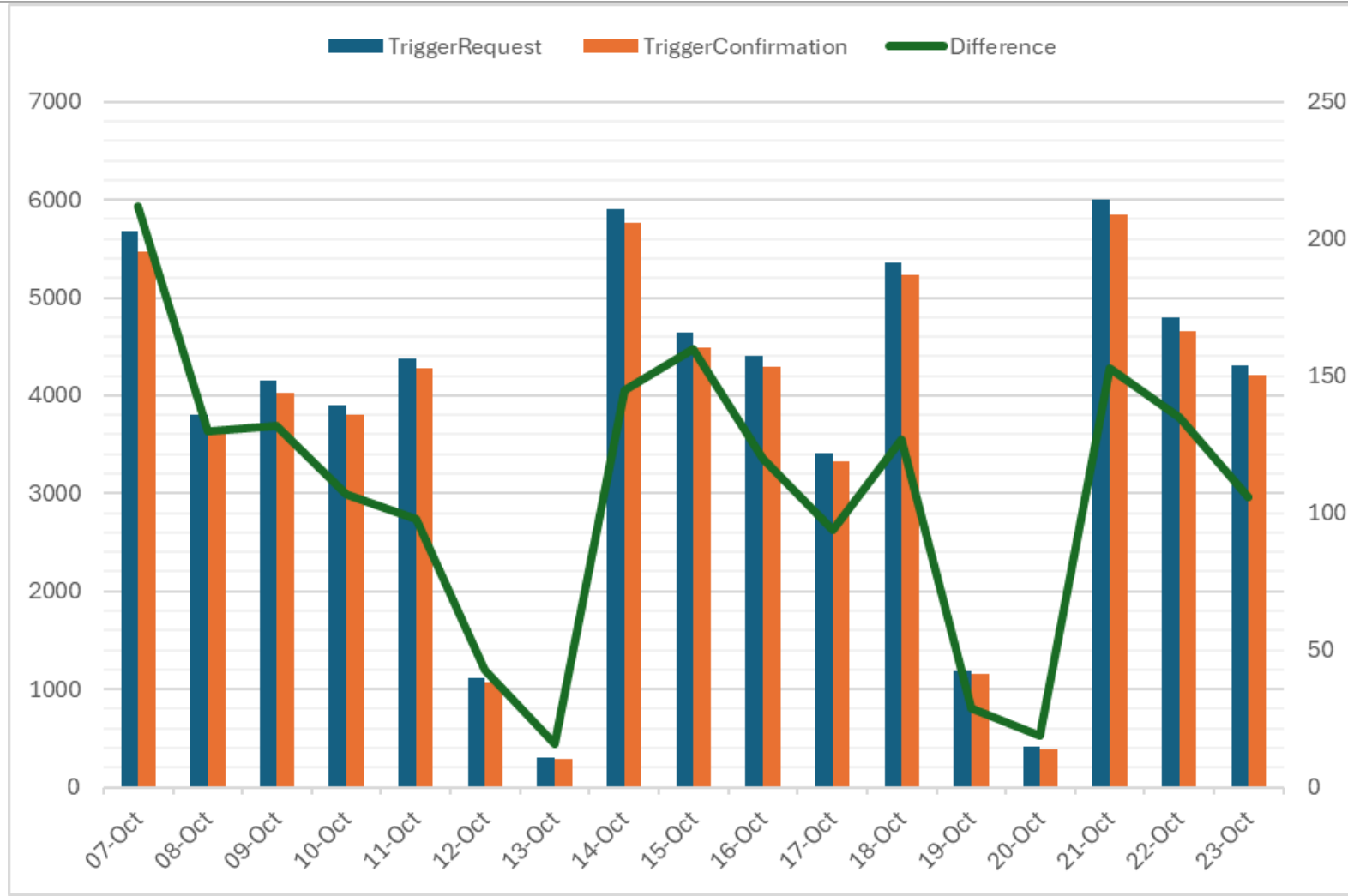
Switch Order Requests by day and 7 day moving average

Completed Switches



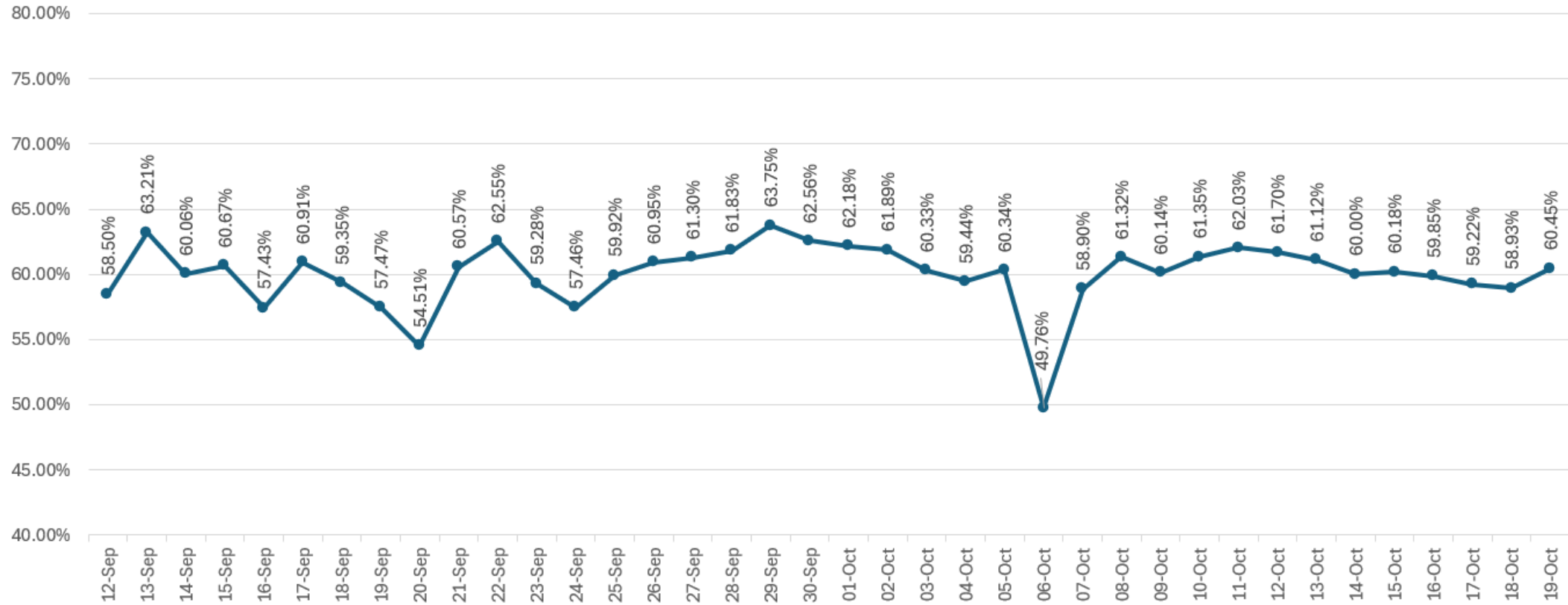
Switch Order Trigger Confirmations by day and 7 day moving average

Trigger Requests vs Confirmation



Additional Data

Switch Match Success Rate (as of 19th October)

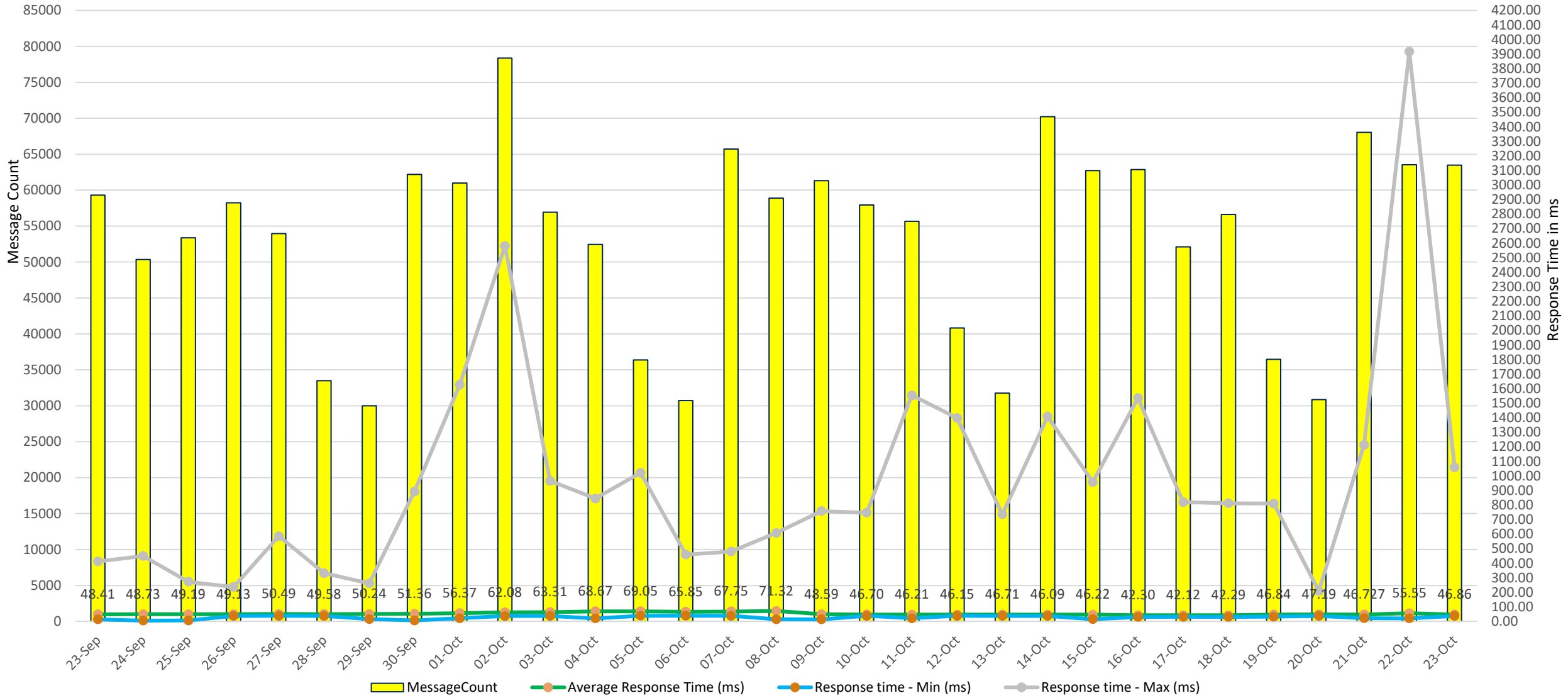


This information is updated daily here - [Hub Operations Info - TOTSCo](#)

TOTSCo Hub Performance

Production Latency

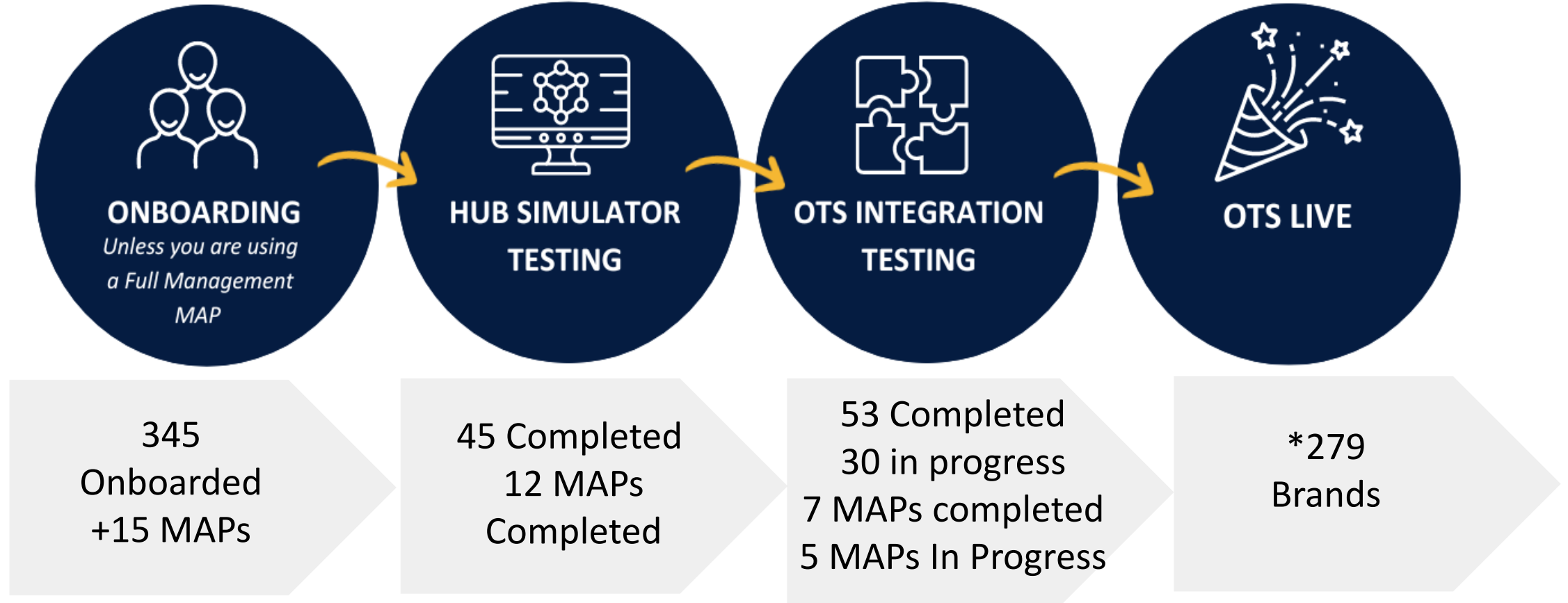
Hub Message Latency in Production Env (target 1000ms)



Hub Availability

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

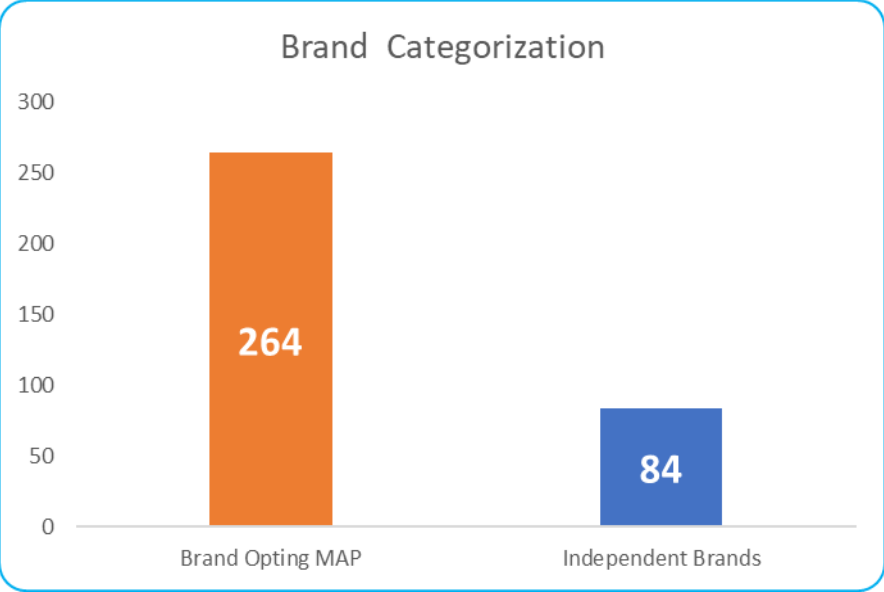
Path to One Touch Switch Go-Live



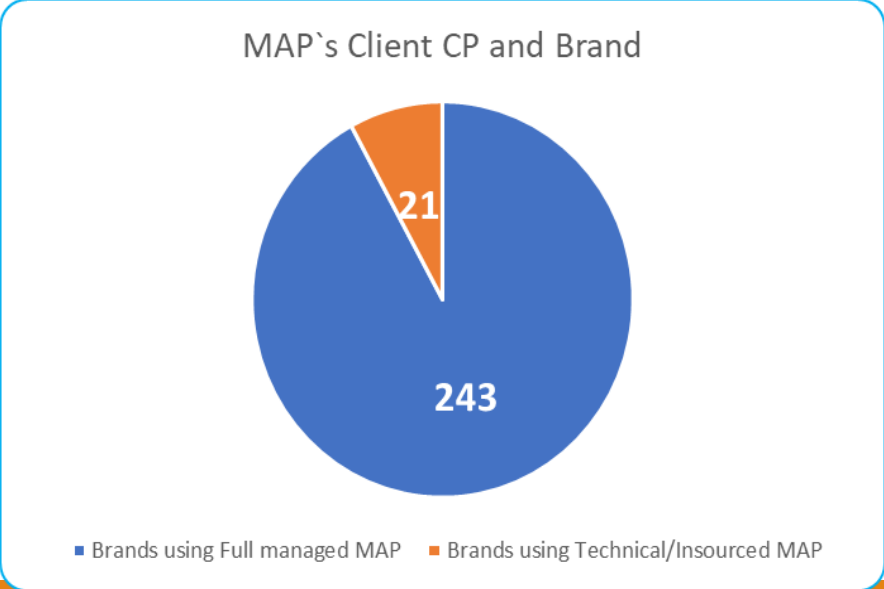
As of 9th October 2024

Brands that decided to opt MAP (as of 22/10)

Category	Volume
Brands opting MAP	264
Independent Brands	84
Total	348



Category	Volume
Brands using Full managed MAP	243
Brands using Technical/Insourced MAP	21
Total	264



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	75	276
Oct (To Date)			22	4	26	166
Grand Total	3	10	241	20	274	940

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 (Please submit data to Joan for collation)

CP Incident Management

1. Outage Calendar can replace the interim process (dual running for 2 weeks)
2. Full user guide to be released on Monday
3. Service Manual will be released next week

CP Planned Outage Management

CP Change Management and Disaster Recovery

1. 1. Next steps to be discussed

CP to CP Tool Numbers

Total CPs registered on Tool	61
Number of Requests raised	120
Number of responses	90

Please note

That these include forward and backward communications/responses on same request and doesn't necessarily indicate that 90 requests were responded. In total 38 requests were responded to (since CP-to-CP response to response CR raised)

Also, some of these could be test communications.

As of 23rd October

Outage Calendar - Terminology

Unplanned Outages and Incidents

A **CP Unplanned Outage** is an unexpected interruption of service that occurs without prior notice. These outages can be caused by unforeseen technical issues, hardware failures, network disruptions, or external events such as natural disasters. Unplanned outages require immediate attention and coordination between CPs and other stakeholders to identify the cause, implement a resolution, and restore services as quickly as possible to minimise disruption.

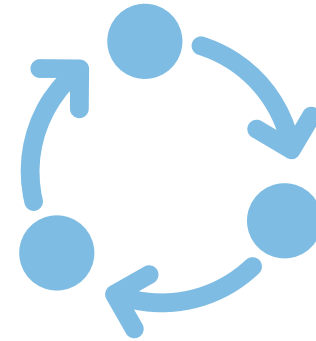
Incidents Management (P1&P2)

These are high-priority incidents that impact service availability. P1 incidents typically require immediate resolution, while P2 may involve less urgent but still important cases. Both need to be reported to ensure the coordination necessary to resolve and log any actions taken.

Planned Change/Schedule Change or Maintenance Change

A **CP Planned Change** refers to a scheduled interruption of service that is pre-arranged and communicated in advance. These outages are typically necessary for routine maintenance, system upgrades, or infrastructure changes that require temporarily taking services offline.

Tools coming soon to you



Collection of Customer Nos 2024

Purpose

The Customer Number update on the Account Portal is an enabler for the billing for Nov 2024.

Where to update the information

Update your information in the Manage Brands section of the Account Portal

Available

Monday 28th 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

Review of OTS Operations Forum

Interviews collecting input

- Please forward any proposals to Richard and Joan – 5 Dates have been selected and we will be circulating those to see who can join.

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

End

Supporting Material

Behavioural Code of Conduct

- 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

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

- **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

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

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 (#11)

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.

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.