

OTS Operations Forum:

Meeting #13 – 07 November 2024

OTA2

TOTSCo

AGENDA

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

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
James Copland	Three UK	RCP	Regulatory Assurance Specialist
Richard Moore	Three UK	RCP	Head of Technology Risk & Regulatory Support
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 (1 of 2)

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** – Will bring examples to share at Ops Forum #14.

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.

1/10: JW to add SLA information into the Customer & Onboarding slide. **ONGOING** – New discussion topic for next Ops Forum to understand SLA requirements. TOTSCo will bring list of SLAs from User Agreements and any other relevant documents.

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

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

5/11: BS/KB: TOTSCo to update Service Manual with Outage Calendar details. **ONGOING** – Will be published 25/10.

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

1/12: JW - Unable to see selected reason in messages from CP-to CP tool. TOTSCo to investigate.

2/12: FORUM - To review CP to CP message reason list.

3/12: TM – To share advice from IPG on Trigger discrepancies.

Action Update (2 of 2)

4/12: JW – To see how and if reports can be produced on:

- 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.

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.

5/12: JW to look at the Latency diagram and see if it can be better presented.

6/12: ALL - to share examples of CP/MAP interaction issues.

7/12: JW to check if Ticket reporting includes both Web raised tickets and Service Desk raised tickets.

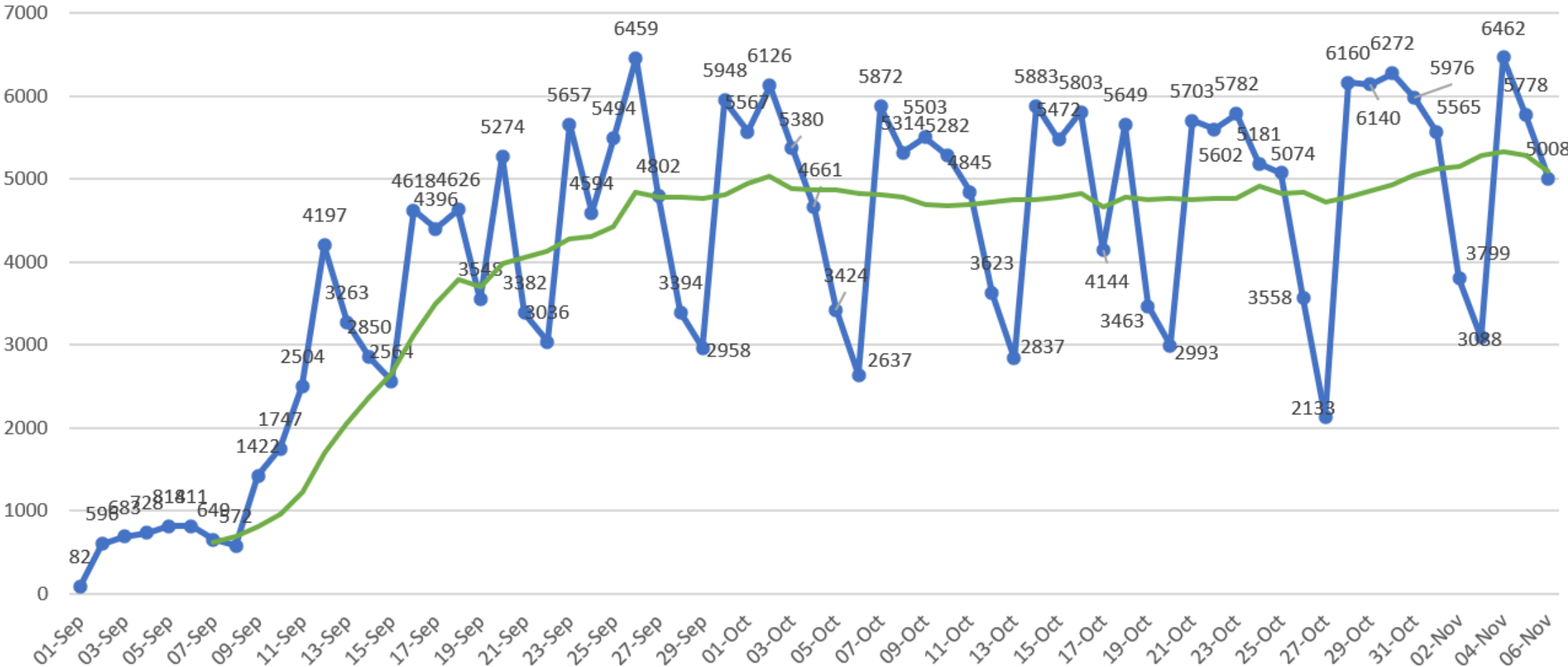
8/12: MB to write and share with Forum members Change Request (CR) for improvements to the CP-to-CP tool.

9/12: JW to check on wording of Outages notifications.

OTS EARLY LIFE

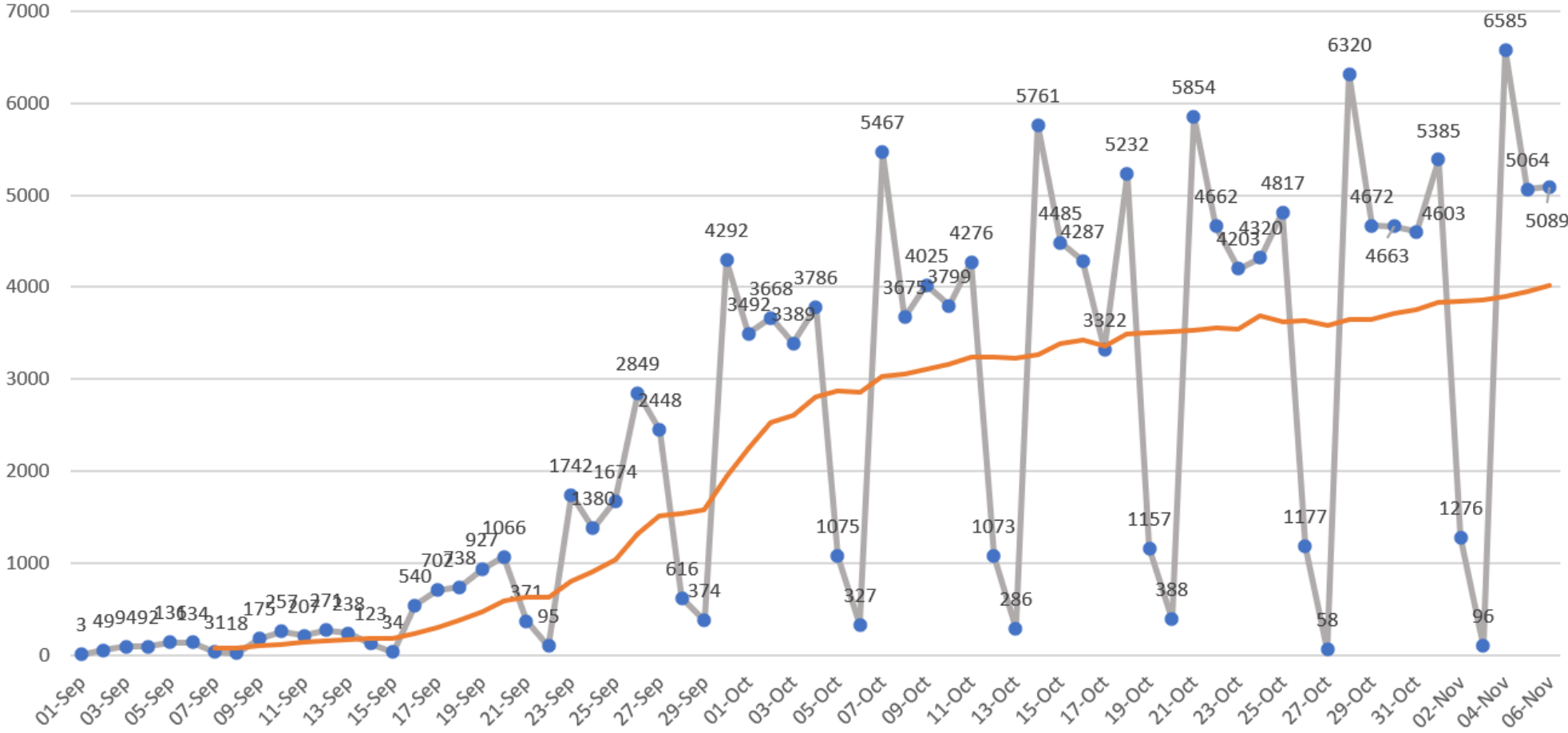
CP Current Measures

Switch Orders



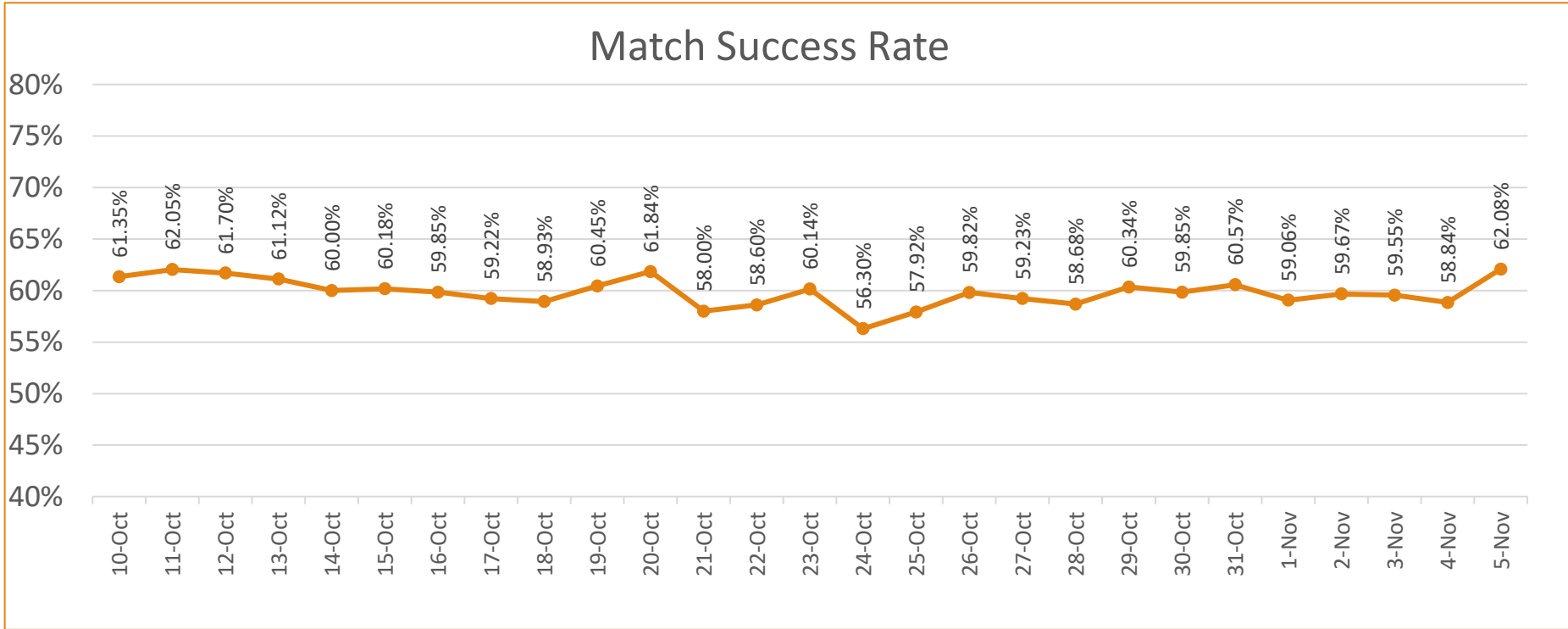
Switch Order Requests by day and 7 day moving average

Completed Switches



Switch Order Trigger Confirmations by day and 7 day moving average

Switch Match Success Rate (as of 5th November)

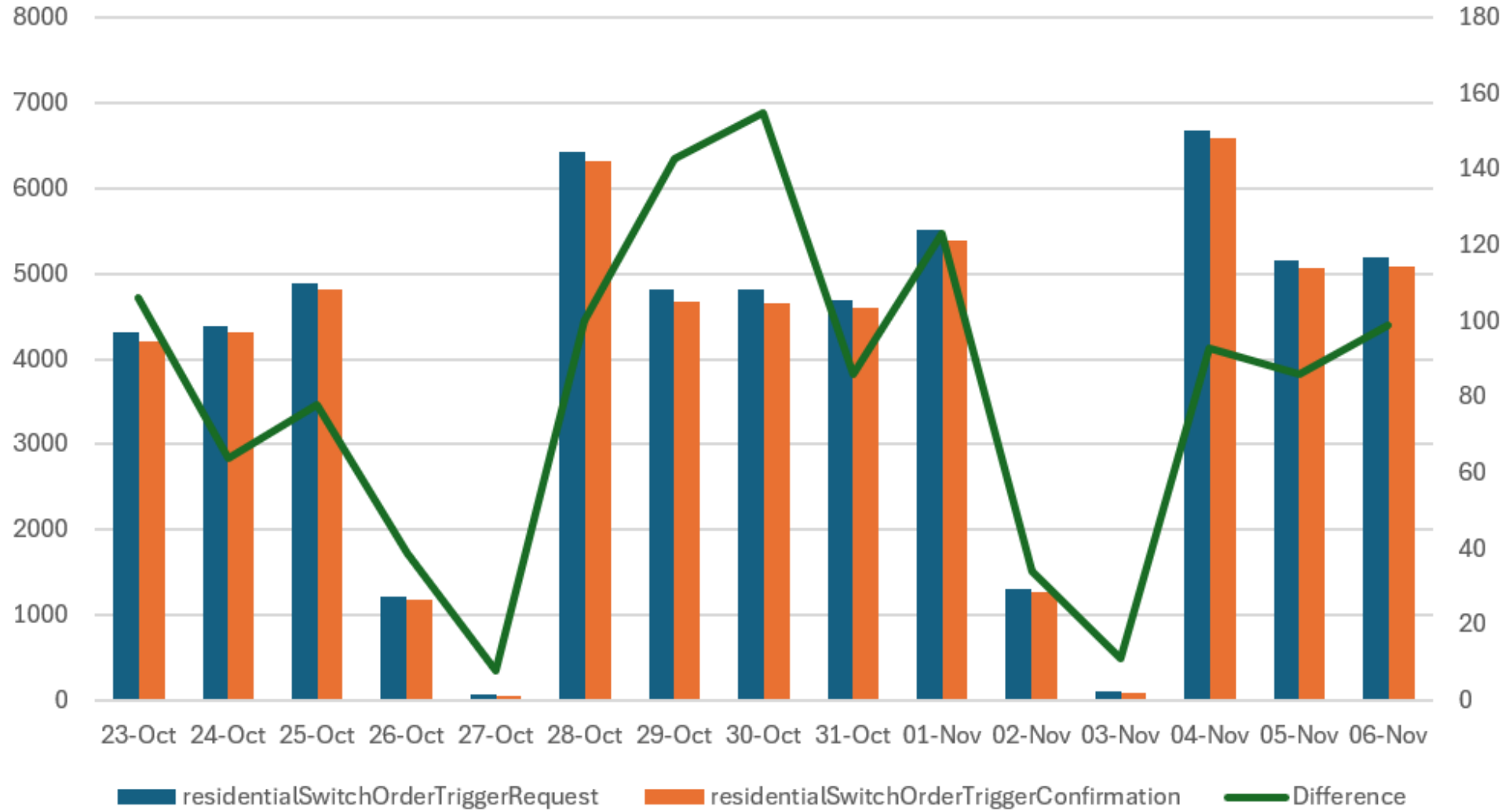


Messages by message type and final status (Heartbeats excluded)

Message Type	Delivered	Failed	failureFailed	Posted	Rejected	Grand Total	Percentage of total
residentialSwitchMatchRequest	864,044	2,487	426	2,089	10,378	879,424	32.21%
residentialSwitchMatchConfirmation	516,476	5,882	951	4,940	3	528,252	19.35%
residentialSwitchMatchFailure	319,476	1,141	631	518	19	321,785	11.79%
residentialSwitchOrderRequest	250,258	201	131	74	5	250,669	9.18%
residentialSwitchOrderConfirmation	246,064	85	11	80	5	246,245	9.02%
residentialSwitchOrderFailure	3,673	67	1	66		3,807	0.14%
residentialSwitchOrderTriggerRequest	155,470	220		220	3	155,913	5.71%
residentialSwitchOrderTriggerConfirmation	141,968	33	10	25		142,036	5.20%
residentialSwitchOrderTriggerFailure	11,697	13		13		11,723	0.43%
residentialSwitchOrderUpdateRequest	67,521	49		49	8	67,627	2.48%
residentialSwitchOrderUpdateConfirmation	57,293	9	1	10		57,313	2.10%
residentialSwitchOrderUpdateFailure	9,390	21	4	17	3	9,435	0.35%
residentialSwitchOrderCancellationRequest	27,929	7		7	2	27,945	1.02%
residentialSwitchOrderCancellationConfirmation	24,565	2		2		24,569	0.90%
residentialSwitchOrderCancellationFailure	3,353					3,353	0.12%
Grand Total	2,699,177	10,217	2,166	8,110	10,426	2,730,096	

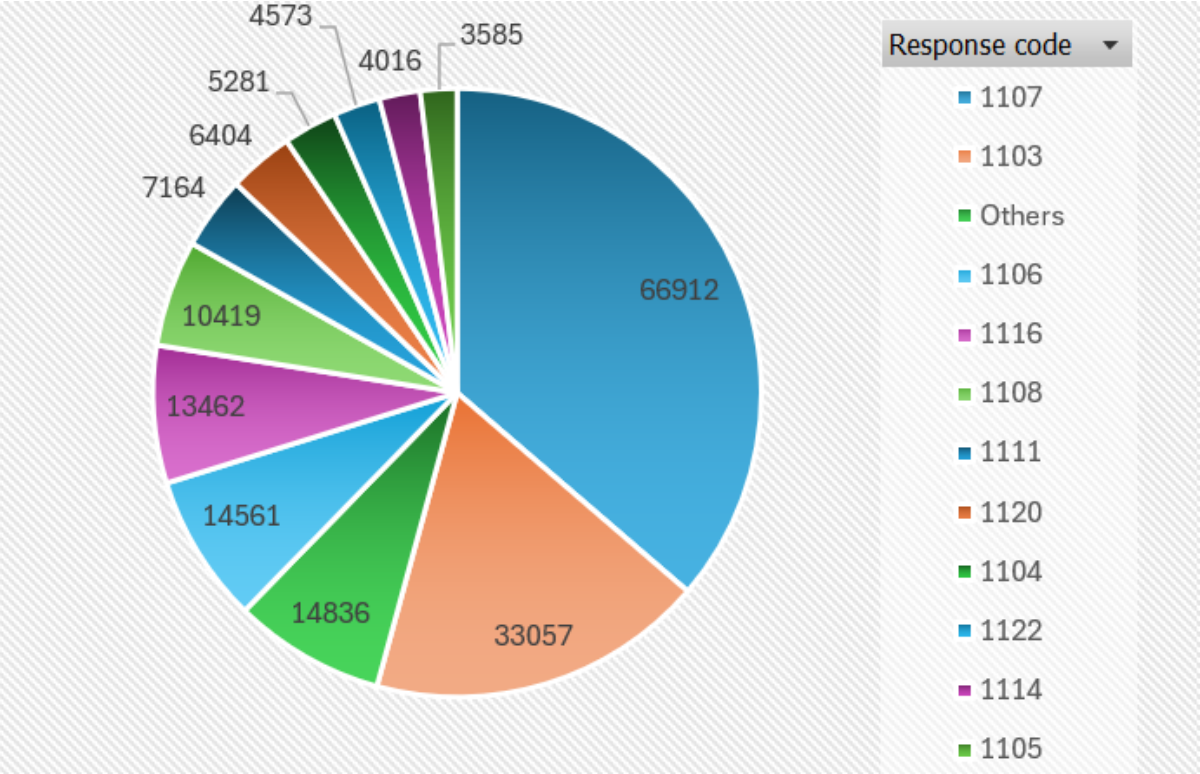
From 12th September to 5th November

Trigger Requests vs Confirmation

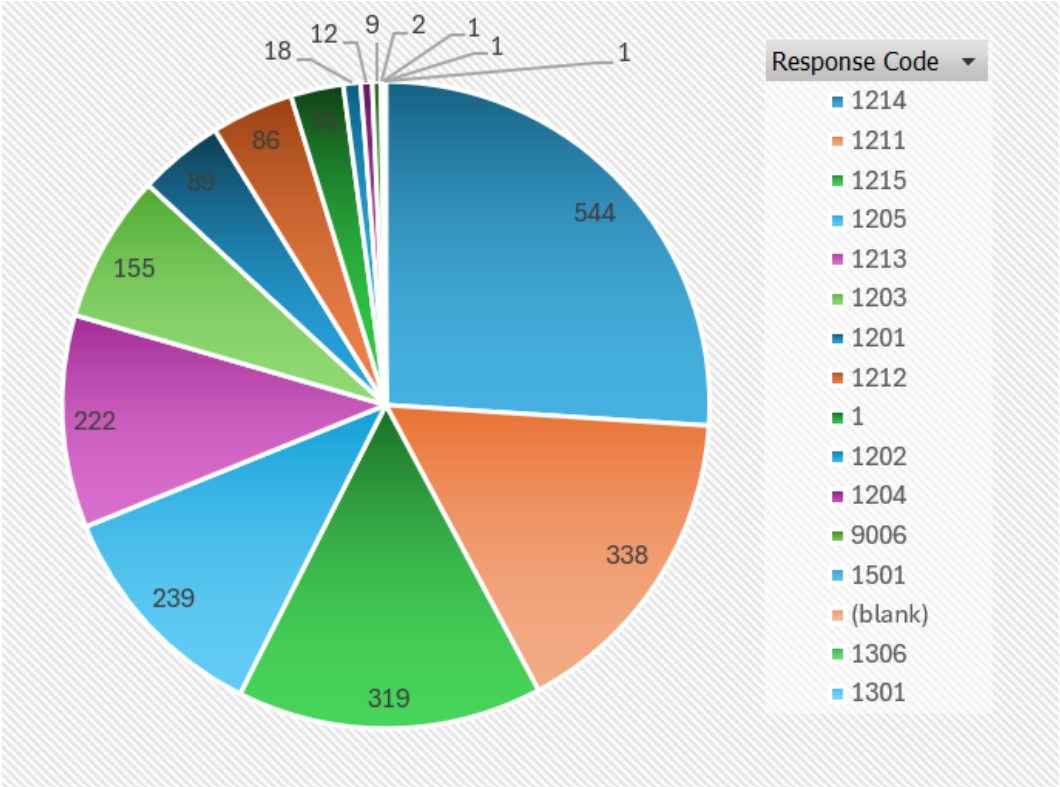


Response codes by Failure Type (Oct 2024)

ResidentialSwitchMatchFailure

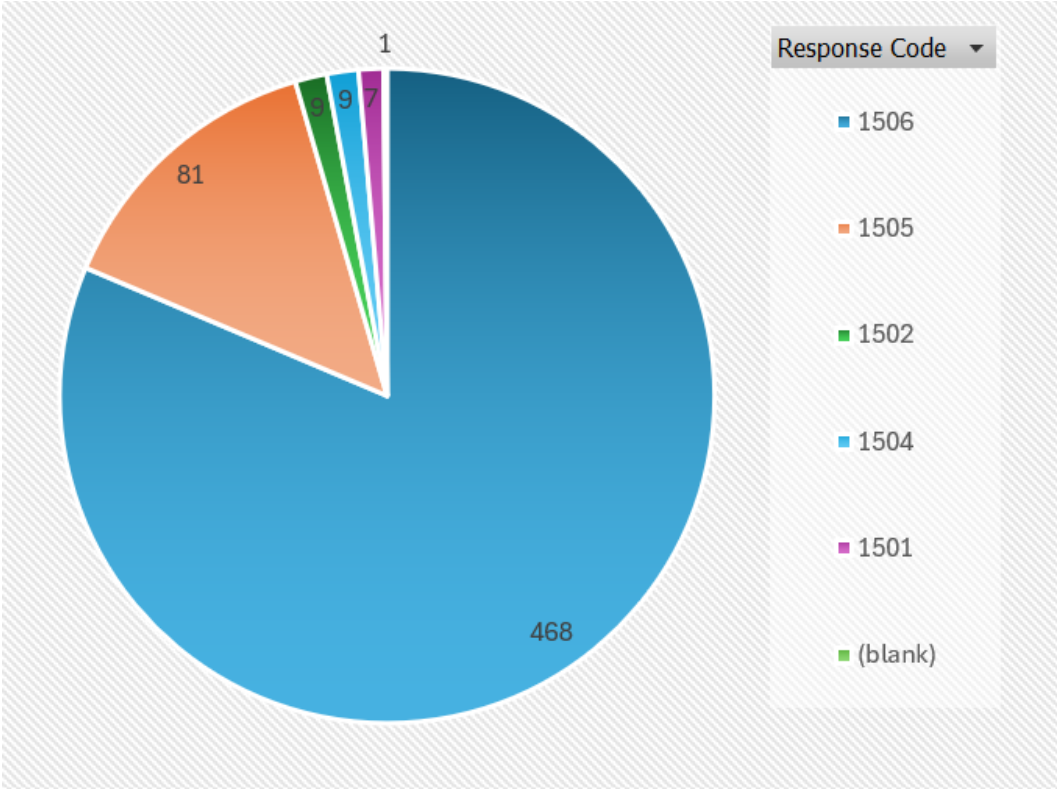


ResidentialSwitchOrderFailure

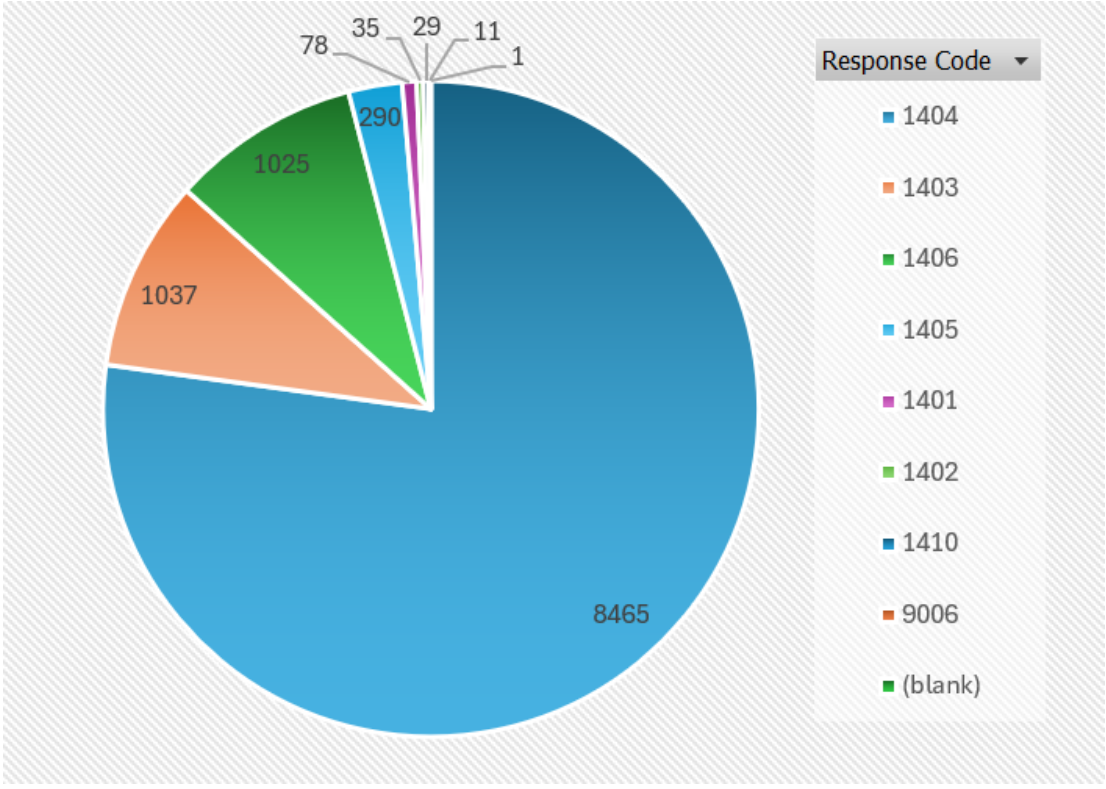


Response codes by Failure Type (Oct 2024)

ResidentialSwitchOrderCancellationFailure

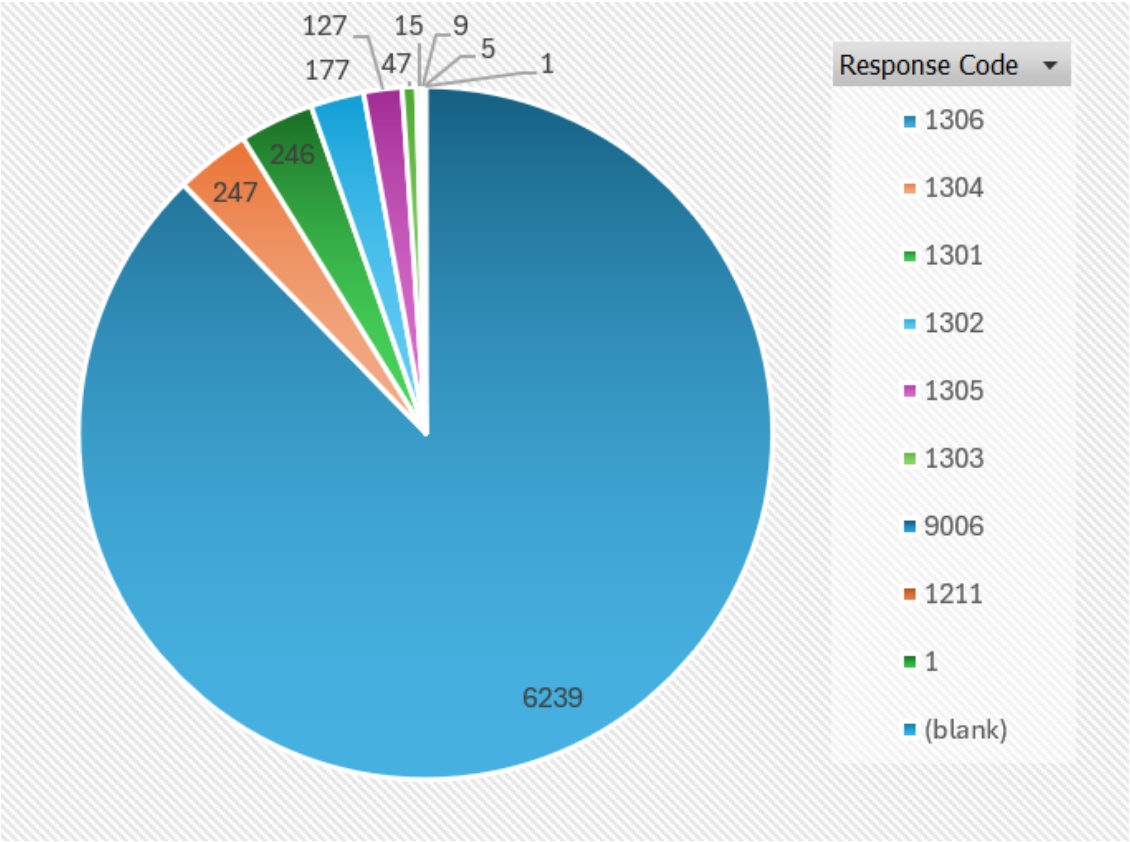


ResidentialSwitchOrderTriggerFailure



Response codes by Failure Type (Oct 2024)

ResidentialSwitchOrderUpdateFailure



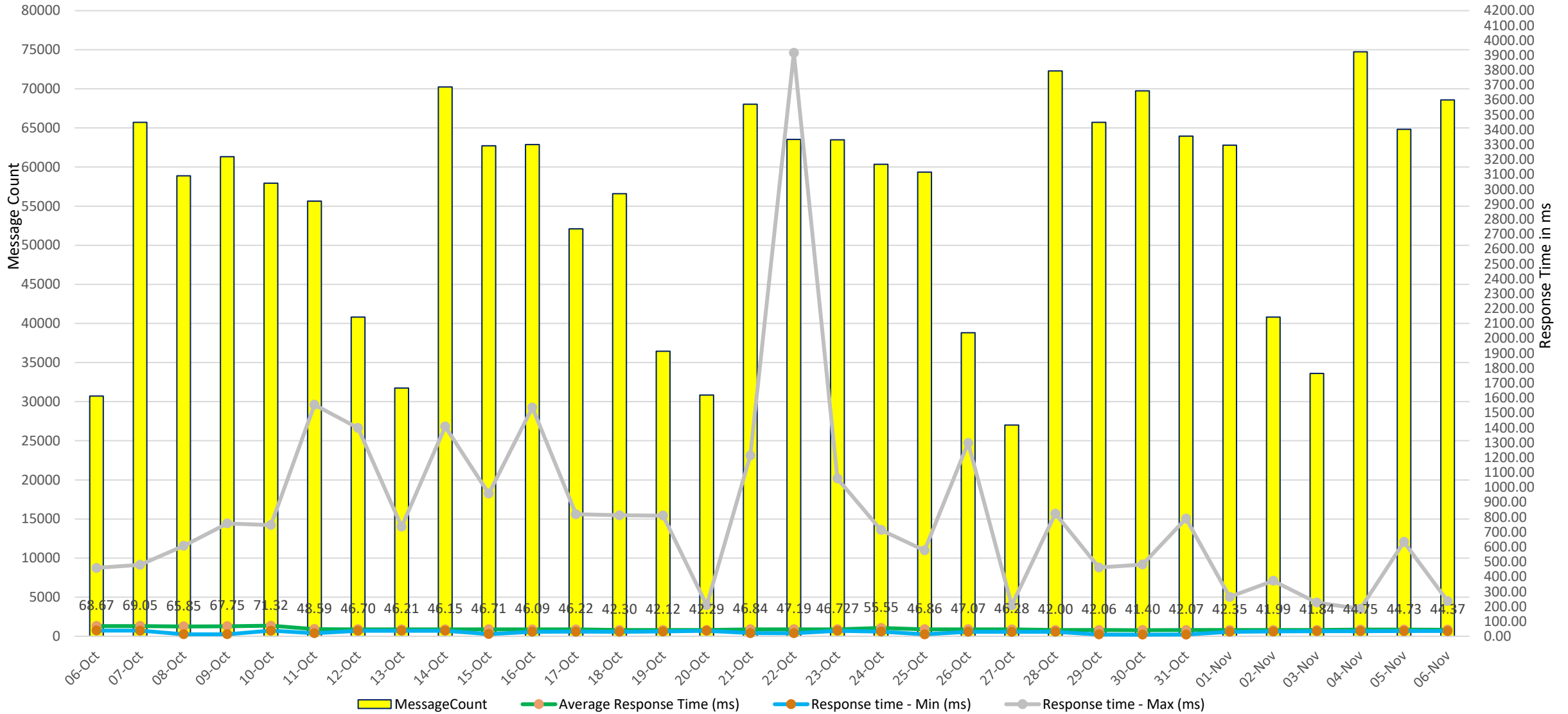
Response codes by Failure Type (Oct 2024)

Count	ErrorCode				
Status Code	9005	9006	9007	9008	Total
Failed					
400		5218			5218
404			49		49
501				2	2
502				16	16
(blank)	1			1285	1286
Grand Total	1	5218	49	1303	6571

TOTSCo Hub Performance

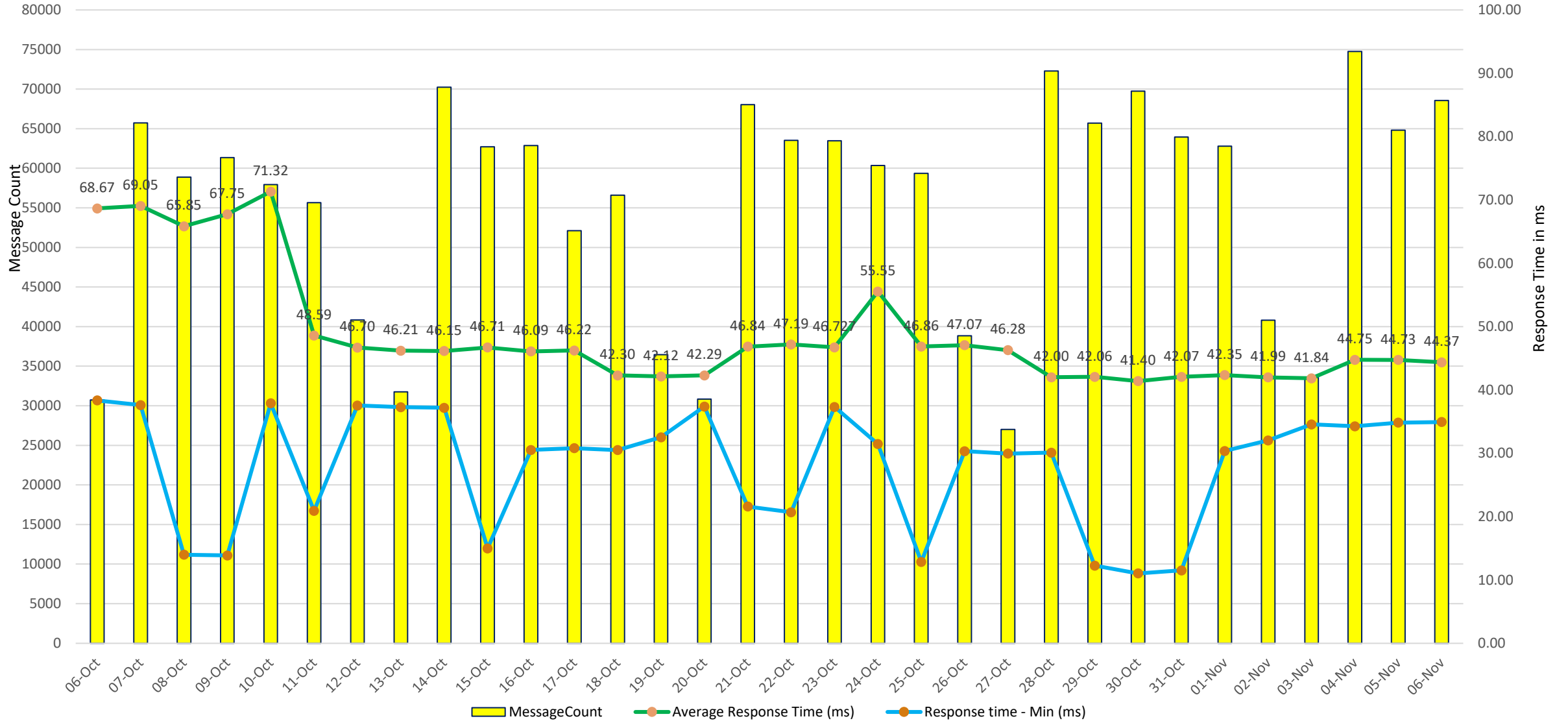
Production Latency

Hub Message Latency in Production Env (target 1000ms)

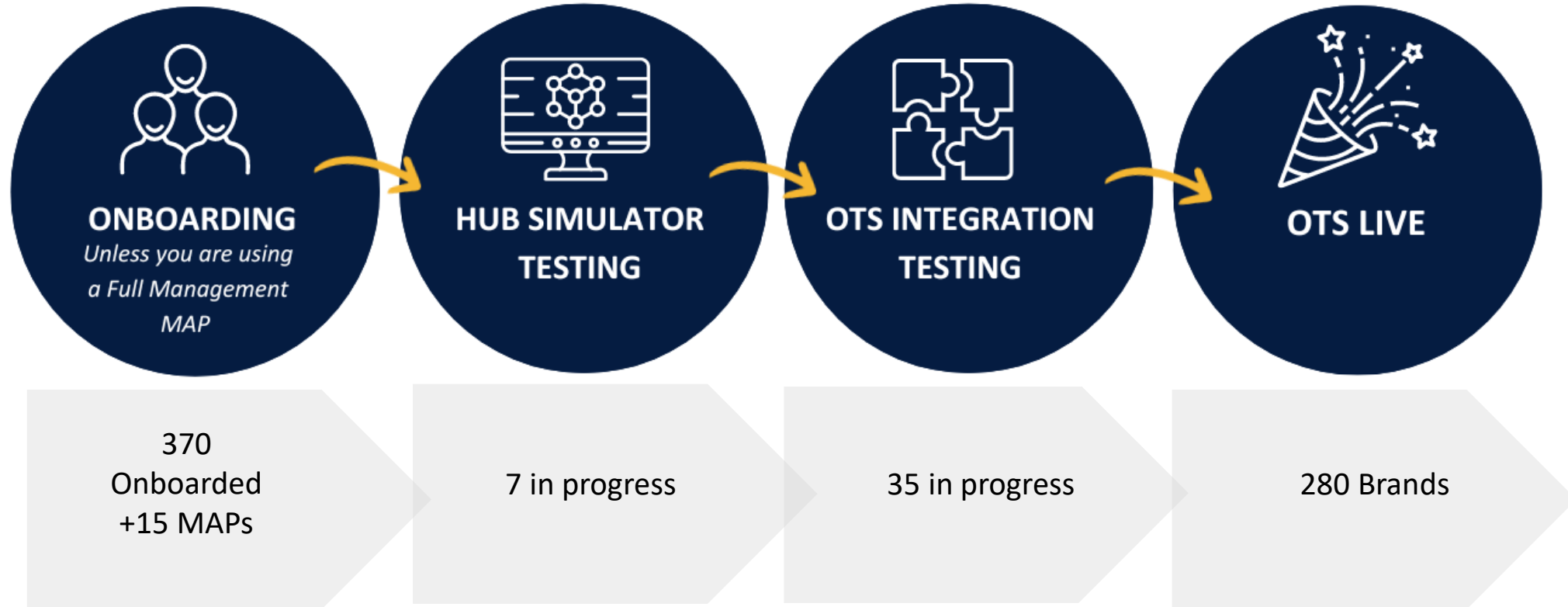


Production Latency (adjusted scales for average and minimum plots)

Hub Message Latency in Production Env (target 1000ms)



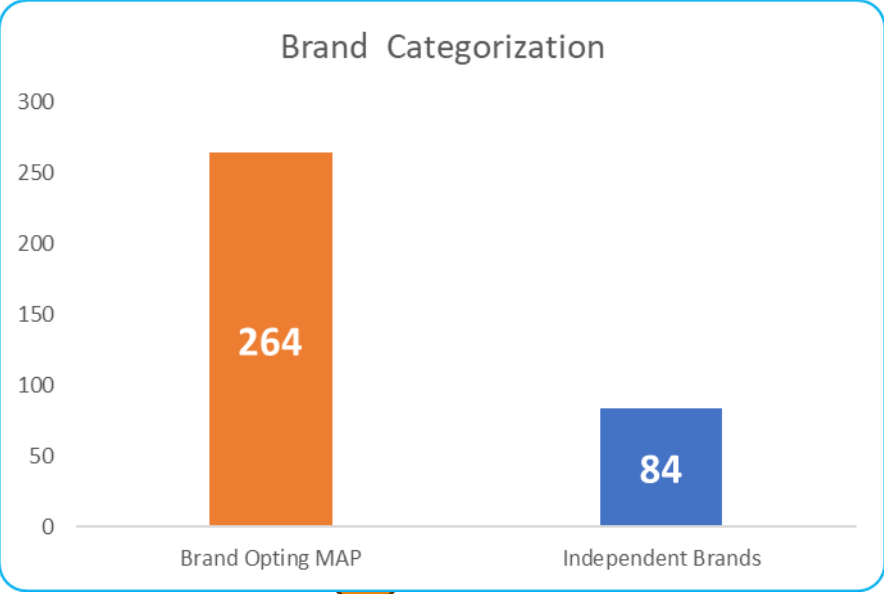
Path to One Touch Switch Go-Live



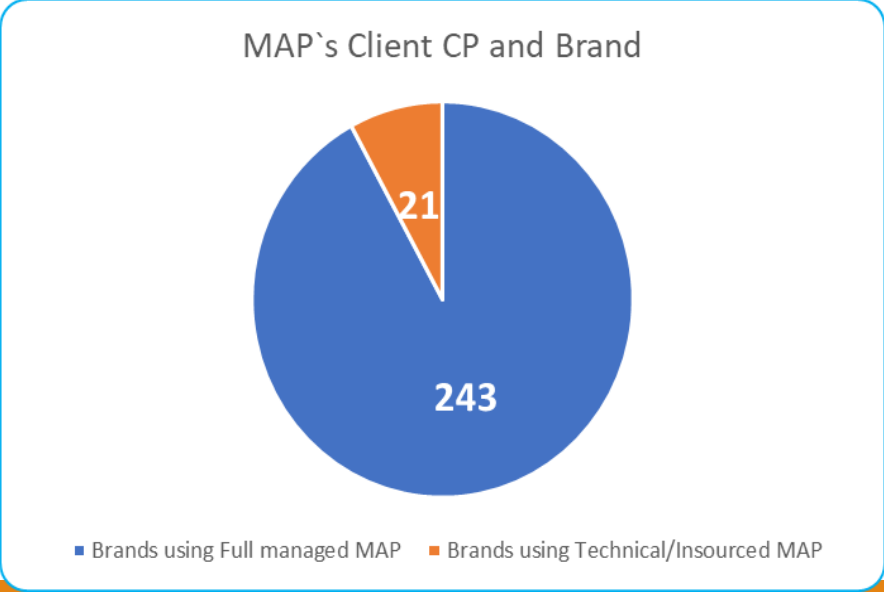
As of 9th October 2024

Brands that decided to opt MAP (as of 03/11)

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 Contacts

Priority	Priority#	Response Time	Target Service Restoration/Issue Resolution Time
Critical	P1	Maximum 30 mins*	Maximum 4 hours
High	P2	Maximum 55 mins	Maximum 8 hours**
Medium	P3	Maximum 70 mins	Maximum 4 business days**
Low	P4	Maximum 80 mins	Maximum 8 business days**

Month	P1	P2	P3	P4	Incidents Total	Service Requests
Feb						6
Mar		1	10		11	25
Apr			4		5	25
May	2	1	11	1	17	46
Jun		1	30	2	34	90
Jul	1		48	8	57	155
Aug		6	39	2	49	147
Sep		1	74	3	75	224
Oct		1	41	6	48	221
Nov			1	1	2	11
Grand Total	3	11	261	23	298	948

Hub Availability

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

OTS Operational Processes Best Practice

CP to CP Comms

CP Incident Management

1. Service Manual will be released next week

CP Planned Outage Management

CP Change Management

1. Test environment next steps
2. Advance notification/communication of CP planned change?

CP to CP – Use Case List

Select a Usecase*:

Select a usecase ▼

- Select a usecase
- Trends
- Performance
- Message format issues
- Post switch issues
- other

CP to CP Tool Numbers

Total CPs registered on Tool	62
Number of Requests raised	220
Number of responses	109

Please note

That these include forward and backward communications/responses on same request and doesn't necessarily indicate that 109 requests were responded. In total 41 requests were responded to (since CP-to-CP response to response CR raised)

Also, some of these could be test communications.

As of 7th November

Review of OTS Operations Forum

Interviews collecting input

- Please let us know if you want to arrange a meeting – we will try to arrange next week.

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

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Additional Information

OTS Industry Process - Change Control Process

Background

- The One Touch Switch Industry Process (“OTS IP”) resulted from a lengthy industry-wide consultation and design process, convened by the Office of the Telecommunications Adjudicator (“OTA2”).
- The One Touch Switching Company Ltd (“TOTSCo”) became the custodian of the OTS IP in September 2022 and published Version 4.1 to the whole of industry in October 2022. TOTSCo manages the Change Control Process for the OTS IP.
- Change requests may be raised with TOTSCo by any Communications Provider that is affected by OTS, or by any relevant Industry Body.
- Decision required under the Change Control Process are made by TOTSCo’s Board of Directors. The constituency nature of TOTSCo’s Board means that Directors are drawn from all relevant sections of the telecommunications industry.
- The table shows how the Change Control Process operates.

OTS Industry Process - Change Control Process

Change Control Process

	1. Raise a Change Proposal	2. Triage the Change Proposal	3. Detailed Consideration	4. Consultation (optional stage)	5. Final Decision
Responsible	CPs affected by OTS Relevant industry bodies TOTSCo	TOTSCo	TOTSCo	TOTSCo	TOTSCo
Consulted	N/A	As required, e.g: - CPs - Industry bodies - OTA - Ofcom	As required, e.g: - CPs - Industry bodies - OTA - Ofcom	- CPs - Trade Associations - OTA - Ofcom	- OTA - Ofcom
Decision / next steps	N/A	Move to stage 3, or reject	Move to stage 4 or 5	Move to stage 5	Accept or reject change
Decision maker	N/A	TOTSCo Board	TOTSCo Board	N/A	TOTSCo Board
Communication	Change proposals are logged by TOTSCo.	Update TOTSCo register (public, on website). Communicate decision to change proposer	Update TOTSCo register	TOTSCo website is focus of consultation, supported by direct comms to CPs and Trade Associations.	TOTSCo website Direct communication to website subscribers Update TOTSCo register

The table shows how the Change Control Process operates.

OTS Industry Process - Change Control Process

Submitting a change request

Request for change form

Please complete this form and send to enquiries@totsco.org.uk

OTS CR Number: <TOTSCo to fill this section>	
Date: <Please insert the date>	
Title of change request: <Please insert a short title for the request>	
Contact Name, job title and email(s): <Please insert your name, job title and email address>	Organisation: <Please insert the name of your organisation>
Detailed description of change: <Please provide a detailed description of your proposed change. This can be to the Industry Process, the Developers Guide or any other documentation>	
Business case for the change: <Please provide a business case for your proposed change indicating why this is a requirement. Please include any business impacts relating to the effects on quality, customer experience, internal costs, TOTSCo costs to be balanced against the size and complication of the change itself>	

- [Here you will find the change request form](#)
- Send your completed form to enquiries@totsco.org.uk
- If you have any questions please [contact us](#).

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 (#12)

- **6/9: Forum Members** to email their concerns about TOTSCo test environment capability to JW and RW. **CLOSED** - replaced by Action 10/12
- 1/11: Forum Members** to define CP Problem Statement for Hub Test environment requirements, then TOTSCo will provide response with suggested solutions. **CLOSED** - replaced by Action 10/12
- 2/11:** David to attend the next meeting to discuss ongoing testing strategy. **CLOSED**. Covered in agenda later in meeting, Richard Steele attended in DN's place.
- 3/11: TM/JW** to report on trigger discrepancies and improvement opportunities. **CLOSED**. See New Actions 3/12 & 4/12
- 4/11: SM** to write high level email about their experience and learnings in using the CP-to-CP tool. **CLOSED** – Sent to RW and JW.