

ONE TOUCH SWITCH OPERATIONS FORUM MEETING #14 SUMMARY

DATE	21 st November 2024
TIME	1400 - 1600
LOCATION	TEAMS online meeting
CHAIRPERSONS	Richard Warner (OTA2) / Joan Whitehead (TOTSCo)
MEMBERS PRESENT	Michelle Shaw (TOTSCo), Thomas Fisher (TalkTalk), Matthew Lewis (Vodafone), Melanie Buckley (VMO2), Michael Dorrington (ZEN), 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), Richard Moore (Three), Deepak Awasthi (Vodafone), James Copland (Three)
MEMBERS ABSENT	Samantha McDaid (SKY), 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), Marcel Horst (CWP), Sangeeta Roy (iconectiv), John Leach (TalkTalk), Karthigeyan Balra (Vodafone), Vincent Owolawi (Lit Fibre), Anthony McMahon (BT), Jonathon Davies (TalkTalk)

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 – brought examples to share at Ops Forum #14</p> <p>1/10: JW to add SLA information into the Customer & Onboarding slide. CLOSED</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 – SM absent today</p> <p>5/11: BS/KB: TOTSCo to update Service Manual with Outage Calendar details. CLOSED</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>3/12: TM – To share advice from IPG on Trigger discrepancies. CLOSED</p> <p>6/12: ALL – To share examples of CP/MAP interaction issues. CLOSED</p> <p>9/12: JW: To check on wording of Outage notifications. CLOSED</p> <p>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. CLOSED – had one meeting, will have follow-ups analysing feedback. Plans to have recommendations (immediate and long term) by January</p> <p>2/13: TM To change the Title of the Switch Match table slide. CLOSED</p> <p>3/13: RW/TM/JA to discuss more meaningful measures to be presented at the Ops Forum and beyond. ONGOING</p> <p>4/13: TM/JW to write policy on monitoring operational behaviour ONGOING</p>
CONCLUSION/ RECOMMENDATION	
ACTION	

AGENDA ITEM	2. CP CURRENT MEASURES
DISCUSSION POINT	<p>JW reminded forum that it was agreed data would have a cut off of a few days before meeting. Patterns of messages and switches increasing but would like to see more. Will be watching trends and hub performance over peak trading period, and tracking correlation between hub usage and contacts. TF asked for the link to the portal. MD flagged the switch match drop on November 17 due to a CP outage, and MB asked about the slow return to normal once the issue was</p>

	resolved. RW said it was important to have conversations in this forum about how CPs are affected by other CP incidents. JW asked if data charts are useful, MB confirmed they were with assent from forum.
CONCLUSION/ RECOMMENDATION	
ACTION	

AGENDA ITEM 3. TOTSCo Operation Performance

DISCUSSION POINT	JW explained latest performance graphs and mentioned successful planned outage which took place over the weekend. Group agreed to remove irrelevant chart on MAP CPs.
CONCLUSION/ RECOMMENDATION	
ACTION	NEW ACTION 4/14: JW/MS to provide update on current small changes

AGENDA ITEM 4. OTS OPERATIONAL PROCESSES

DISCUSSION POINT	JW presented SLA and target slides. MD queried the priority levels as the classification is open to interpretation. JW also covered change process and explained regular change windows will be in place from January. TF asked if change periods were working days or calendar days, JW confirmed it is calendar days. JW asked if for status of subgroups. RW confirmed change management subgroup would continue.
CONCLUSION/ RECOMMENDATION	
ACTION	NEW ACTION 1/14: MD to circulate example scenarios of SLAs and statements that are open to interpretation for discussion NEW ACTION 2/14: ALL to provide feedback the change pipeline NEW ACTION 3/14: ALL to respond to MDs email on test environment dated 5/11/24, 10:55

AGENDA ITEM 5. REVIEW OF OTS OPS FORUM

DISCUSSION POINT	Interviews with individual members are ongoing
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CONCLUSION/ RECOMMENDATION	
ACTION	NO ACTION

AGENDA ITEM	6. AOB
DISCUSSION POINT	MD mentioned delay in displaying reports and could the display be bypassed with a download only option. KB mentioned the request for account users being able to have multiple roles and update the outage calendar.
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