

ONE TOUCH SWITCH OPERATIONS FORUM MEETING #16 SUMMARY

DATE	16 December 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), Richard Moore (Three), James Copland (Three), Karthigeyan Balra (Vodafone), Ben Greeves (TOTSCo), Deepak Awasthi (Vodafone), Hanna Kardash (CWP), John (Jack) Abbotts (OTA2 and Co-Chair of Industry Process Group for OTS)
MEMBERS ABSENT	Georgina Cena (CWP), Jennifer Phillips (TalkTalk), Nandini Vittal Rao (VMO2), 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), Anthony McMahon (BT), James Wood (Three), Marcel Horst (CWP), Sangeeta Roy (iconectiv), John Leach (TalkTalk), Anthony McMahon (BT), Jonathon Davies (TalkTalk) Deepak Awasthi (Vodafone) Tom Merritt (TOTSCo and Co-Chair of Industry Process Group for OTS), Samantha McDaid (SKY), Vincent Owolawi (Lit Fibre), Ravikumar Balakrishnan (Vodafone)

AGENDA ITEMS

- Introduction and Welcome
- Action Update - All
- CP Current Measures - All
- TOTSCo Hub and Service Performance – Joan
- Update and Data
- Additional OTS Performance Reporting - Tom
- OTS Operational Processes
- CP to CP Comms – proposal circulated
- SLA Working Group – dates to be circulated
- Change pipeline - Joan
- Small Change Sprint update - Michelle
- 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 be published imminently (date TBC – aiming for first week in Jan)</p> <p>3/10: RW & JW to speak with Forum Members individually. ONGOING – 3 people to speak to</p> <p>4/10: SM to forward information on the Mobile industry delegate model. ONGOING</p> <p>6/11: MH to create a detailed document on his proposal for an API for the CP to CP Tool. CLOSED – merged with change request</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 – forum agreed to consider it a “statement” rather than policy</p> <p>4/14: JW/MS to provide update on current small changes ONGOING – will be covered in meetings</p> <p>2/14: ALL to provide feedback the change pipeline ONGOING</p> <p>3/14: ALL to respond to MDs email on test environment dated 5/11/24, 10:55 CLOSED – MS to share change request</p> <p>1/15: – Forum suggested a working group to review SLAs: MD, TF, ML, SR, JC</p>

AGENDA ITEM	2. CP CURRENT MEASURES
DISCUSSION POINT	<p>JW asked if switches were in line with usual expectation for this time of year, general consensus. RW pointed out that the hope was shorter lead times would lead to faster completion, but this is not reflected so far as process is taking roughly 10 days which was the same for NOT+.</p>
CONCLUSION/ RECOMMENDATION	
ACTION	

AGENDA ITEM	3. TOTSCo Operational Performance
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DISCUSSION POINT	JW mentioned the status of onboarding and that some CPs are still coming through the testing process, and referred to the challenges faced by CPs trying to switch between MAPs. We will be reviewing and improving this process.
CONCLUSION/ RECOMMENDATION	
ACTION	

AGENDA ITEM **4. OTS OPERATIONAL PROCESSES**

DISCUSSION POINT	CP-CP change request circulated. JW talked through change process and pipeline. RW suggested adding a column to the pipeline saying where the request has come from. JW explained what information will be shared going forward. MS updated on small change sprint 1.
CONCLUSION/ RECOMMENDATION	
ACTION	<p>1/16: JW to suggest new column addition to David Norbury and consider rewording “environment” as this could be confused with pros/pre-prod/SIT</p> <p>2/16: ALL to feedback on CP-CP Change Request</p> <p>3/16: JW to invite members volunteered for SLA working group</p>

AGENDA ITEM **5. REVIEW OF OTS OPS FORUM**

DISCUSSION POINT	No update
CONCLUSION/ RECOMMENDATION	
ACTION	

AGENDA ITEM **6. AOB**

DISCUSSION POINT	JW asked if group would like to see updates on business switching process which received support. JA provided link in chat to current GPLB site which has updates. Meeting closed at 14:54
CONCLUSION/ RECOMMENDATION	
ACTION	

Glossary

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