OTS Operations Forum:

Meeting #14 – 21 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 - Joan
- Change process - Joan
- Additional OTS Performance Reporting - Tom

OTS Operational Processes

- CP to CP Comms - update
- CP Incident/CP Outage Management and Outage Calendar - update

Review of OTS Ops Forum - update

AOB

Introduction

o 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	Senior Business Analyst
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

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.

1/10: **JW** 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**

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

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

9/12: JW to check on wording of Outages notifications **DONE** – outage notifications have been amended for clarity with further improvements being deployed shortly.

Action Update (2 of 2)

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.

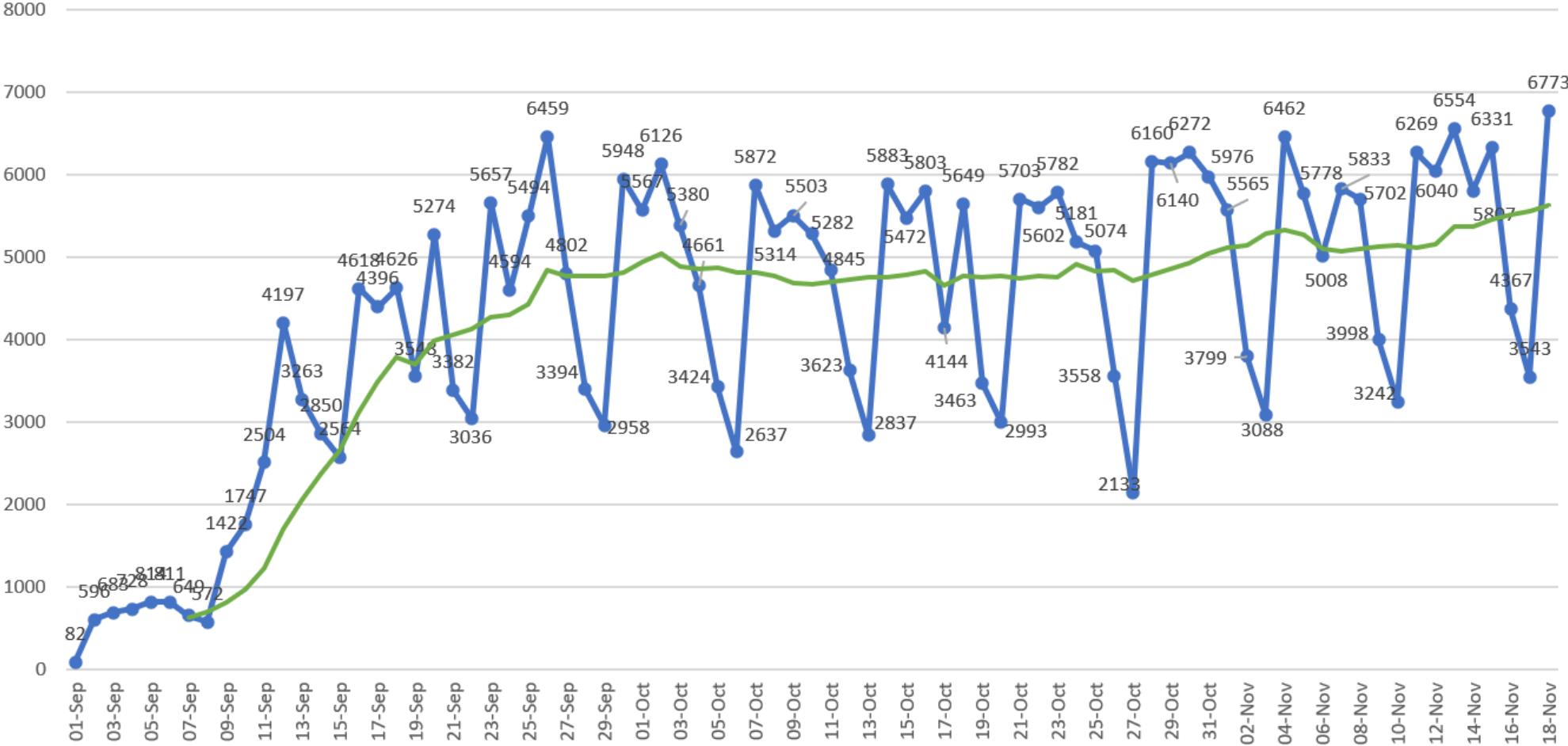**2/13: TM** To change the Title of the Switch Match table slide.

3/13: RW/TM/JA to discuss more meaningful measures to be presented at the Ops Forum and beyond.

4/13: TM to write policy on monitoring operational behaviour.
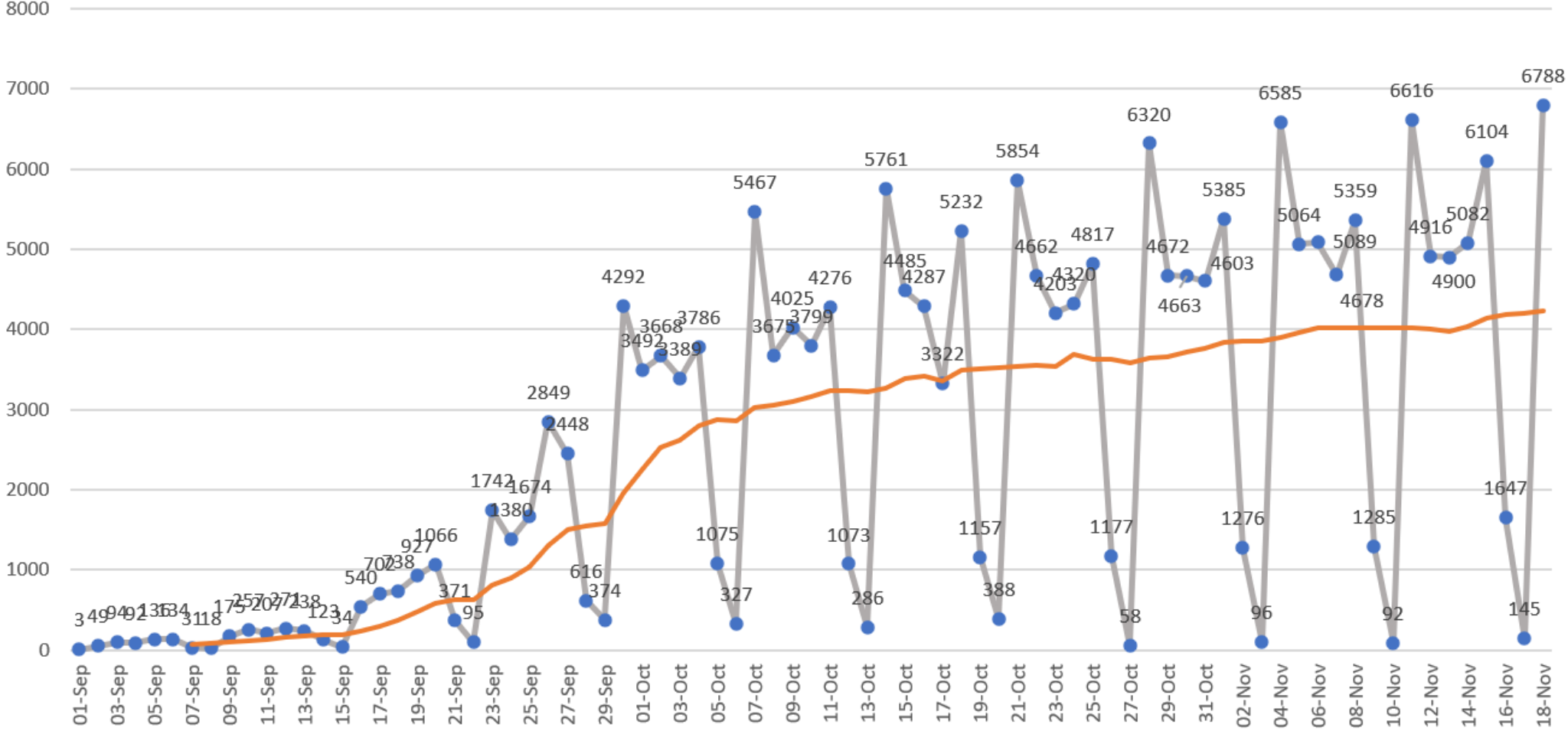
OTS EARLY LIFE

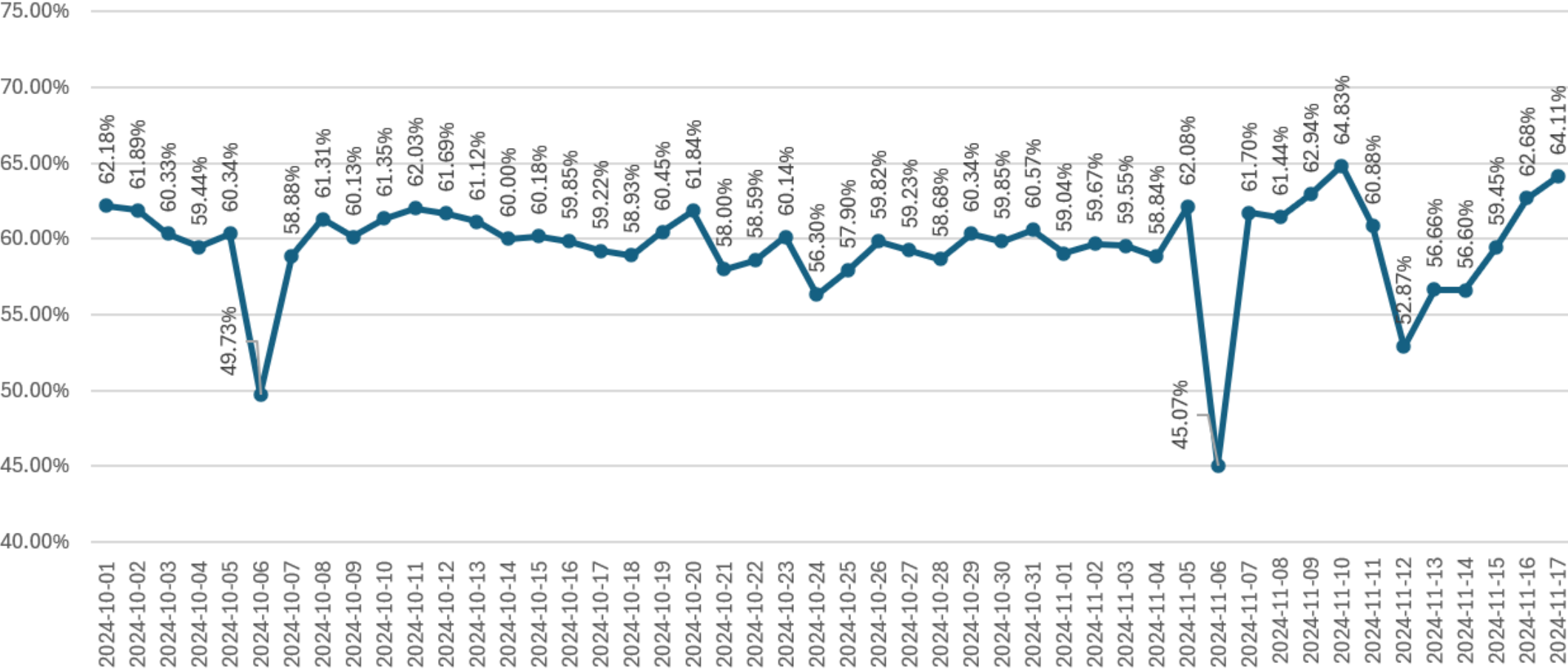## CP Current Measures

Switch Orders

Switch Order Requests by day and 7 day moving average
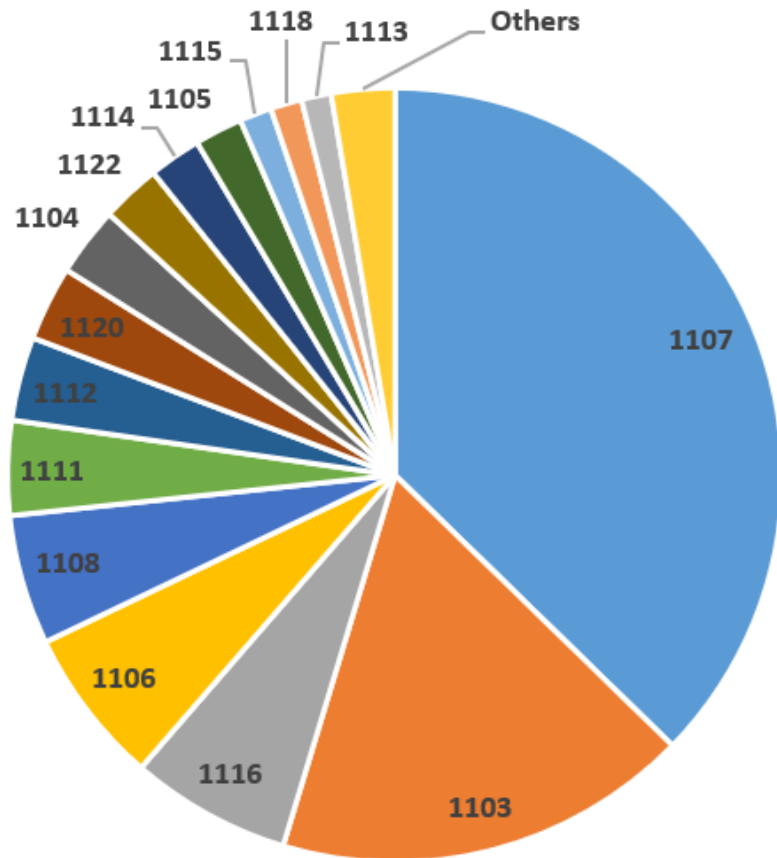
Completed Switches

Switch Order Trigger Confirmations by day and 7 day moving average

Switch Match Success Rate (as of 17ᵗʰ November)

Response codes by Failure Type (Oct – 17 Nov 2024)

ResidentialSwitchMatchFailure

Value	FaultText	Count	Percentage
1107	No customers found with service at that location	108402	37.30%
1103	Account not found	50474	17.37%
1116	Service Identifier not found. <optional text to explain which service identifier(s) were not found>	19493	6.71%
1106	Address not found	18989	6.53%
1108	One or more customers found, but no match on surname	15753	5.42%
1111	A switch is currently in progress	11464	3.94%
1112	Data Integrity issue detected by LRCP. <optional detail on the DI issue>	10161	3.50%
1120	The requested service was not found against the matched customer / account / subscription	9067	3.12%
1104	Account found but is closed or historic	8394	2.89%
1122	Name does not match, address and service identifier match, but account number is not included	7242	2.49%
1114	Address does not match despite two other strong points of contact, one of which is account number	6349	2.18%
1105	Account found but at least one serviceIdentifier not found on the account. <optional text to explain which service identifier(s) were not found>	5817	2.00%
1115	Address does not match and no account number is included despite two other strong points of contact	3909	1.35%
1118	No DN included as service identifier for an NBICS 'port' or 'identify'	3811	1.31%
1113	Account number format not valid for <residentialMatchRequest|businessMatchRequest>	3599	1.24%
1101	Missing or incomplete address	2077	0.71%
1109	Multiple customers found matching on surname	1414	0.49%
1110	Customer found, but they have multiple services at the same address.	1227	0.42%
1119	Account found, but no IAS or NBICS services were found under it	1179	0.41%
1117	Services not included or invalid	1093	0.38%
1121	Name does not match and address is only a close match	480	0.17%
500		167	0.06%
1102	Name not provided	45	0.02%
1214	Switch Order Reference is already in use	3	0.00%
Total		**290610**	100.00%

Response codes by Failure Type (Oct – 17 Nov 2024)

ResidentialSwitchOrderFailure
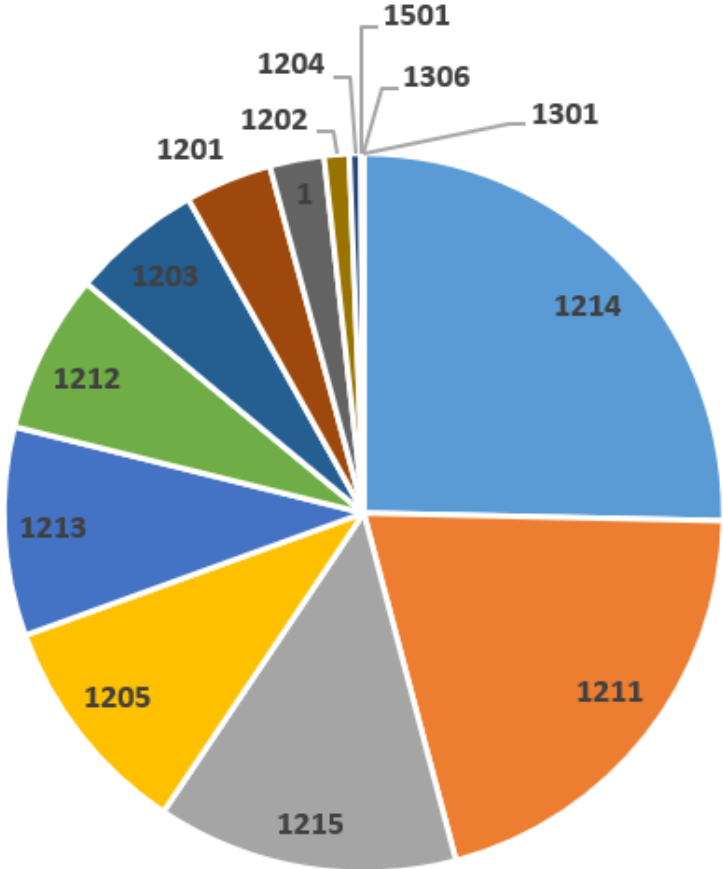
Value	FaultText	Count	Percentage
1214	Switch Order Reference is already in use	832	25.34%
1211	A switch is currently in progress	674	20.53%
1215	Switch Order Reference is already in use	444	13.52%
1205	Switch order has already been cancelled	331	10.08%
1213	Switch Order Reference is already in use	308	9.38%
1212	All services requested to be ceased are no longer active	235	7.16%
1203	Invalid or missing planned switch date	193	5.88%
1201	Invalid or missing switch order reference	128	3.90%
1	(blank)	80	2.44%
1202	Switch order reference has expired	37	1.13%
1204	Switch order has already been completed	17	0.52%
1501	Invalid or missing switch order reference	2	0.06%
1306	Switch order was never raised	1	0.03%
1301	Invalid or missing switch order reference	1	0.03%
Total		**3283**	**100.00%**

Response codes by Failure Type (Oct – 17 Nov 2024)

ResidentialSwitchOrderTriggerFailure
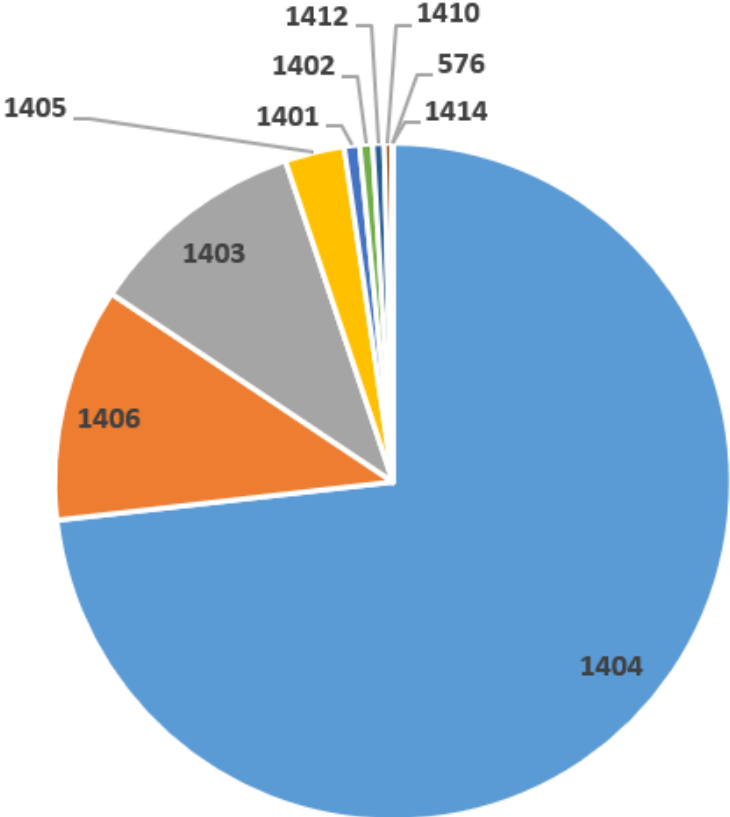
Value	FaultText	Count	Percentage
1404	Switch order has already been completed	8551	73.20%
1406	Switch order was never raised	1305	11.17%
1403	Invalid or missing activation date	1224	10.48%
1405	Switch order has already been cancelled	332	2.84%
1401	Invalid or missing switch order reference	86	0.74%
1402	Switch order reference is no longer available	72	0.62%
1412	Switch order was never raised	63	0.54%
1410	Switch order was never raised	44	0.38%
576	(blank)	4	0.03%
1414	Switch order was never raised	1	0.01%
Total		**11682**	**100.00%**

Response codes by Failure Type (Oct – 17 Nov 2024)

ResidentialSwitchOrderCancellationFailure
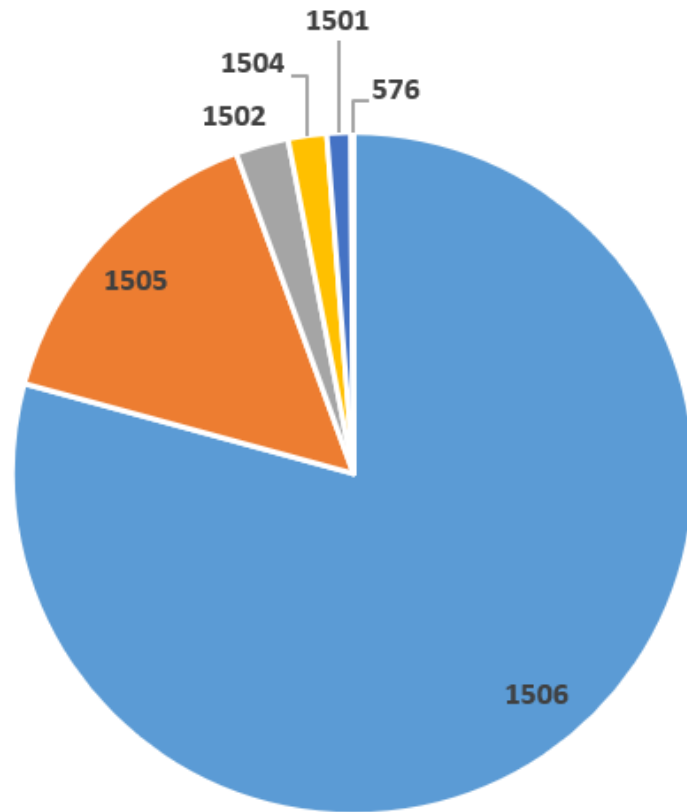
Value	FaultText	Count	Percentage
1506	Switch order was never raised	695	79.25%
1505	Switch order has already been cancelled	133	15.17%
1502	Switch order reference is no longer available	22	2.51%
1504	Switch order has already been completed	16	1.82%
1501	Invalid or missing switch order reference	10	1.14%
576	(blank)	1	0.11%
Total		**877**	**100.00%**

Response codes by Failure Type (Oct – 17 Nov 2024)

ResidentialSwitchOrderUpdateFailure
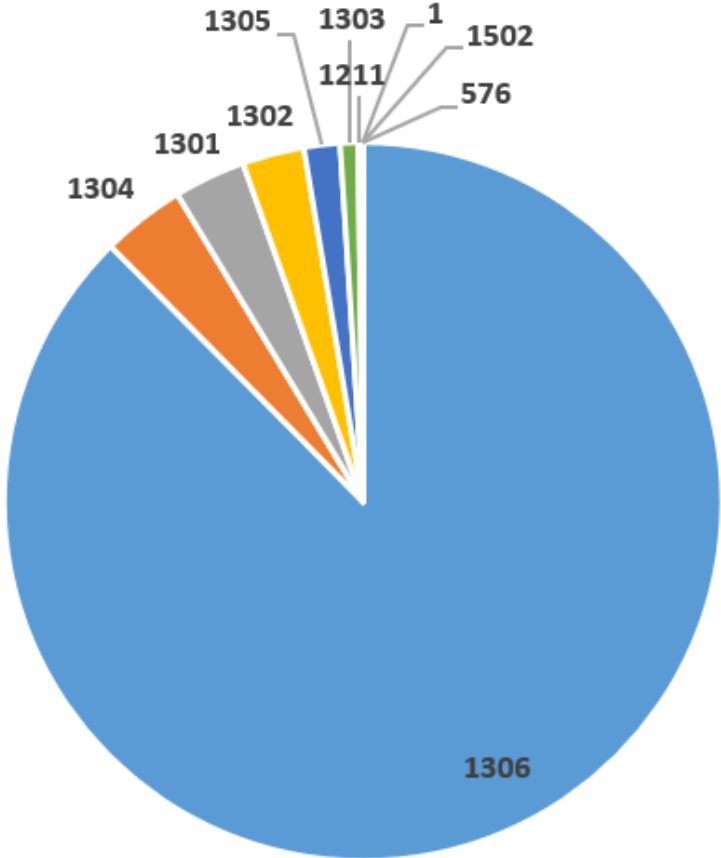
Value	FaultText	Count	Percentage
1306	Switch order was never raised	9561	87.59%
1304	Switch order has already been completed	410	3.76%
1301	Invalid or missing switch order reference	352	3.22%
1302	Switch order reference is no longer available	304	2.78%
1305	Switch order has already been cancelled	177	1.62%
1303	Invalid or missing planned switch date	88	0.81%
1211	A switch is currently in progress	14	0.13%
1	(blank)	7	0.06%
1502	Switch order reference is no longer available	2	0.02%
576	(blank)	1	0.01%
Total		**10916**	**100.00%**

Error Codes for Failed deliveries (Oct 2024)

Count Status Code	ErrorCode 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**

SLAs and Targets

Service Level Agreements

Production message exchange platform **availability**

o The Production MXP availability will exceed 99.95% in each calendar year.

o We will monitor the Production MXP availability using its system logs and other monitoring tools.

o Our records will be the basis for all service level calculations and determinations.

o Each month, we will provide a monthly report detailing the Production MXP availability during the previous month.

Switching message delivery time across Production MXP - **Latency**

o The switching message delivery time across the Production MXP will not exceed 1 second, subject to a maximum throughput of 250 messages per second.

o We will continuously monitor switching message delivery time. If we identify in any month that average switching message delivery time is (or is likely to be) greater than 1 second that will be treated as a service incident. In case of any service incidents, we will take immediate action to investigate and rectify the issue. You will be notified of the incident and kept informed about the progress of remedial actions.

o We will provide regular reports to you detailing the switching message delivery times across the Production Hub, material incidents affecting switching message delivery times, and the actions taken to resolve them.

SLAs and Targets

Priority Levels

P1 - Critical (Service outages): A complete business down situation or single critical system down with high impact. The Hub and/or supporting services are unable to operate.

- o **Response Time:** 30 minutes
- o **Target Service Restoration/Issue Resolution Time:** 4 hours

P2 - High (Major impact): A major component of the Hub's or supporting services' ability to operate is affected. Some aspects of the business can continue but it is a major problem.

- o **Response Time:** 55 Minutes
- o **Target Service Restoration/Issue Resolution Time:** 8 hours

P3 - Medium (Moderate impact): The Hub's core function is unaffected, but the issue is affecting efficient operation by one or more Hub Users.

- o **Response Time:** 70 minutes
- o **Target Service Restoration/Issue Resolution Time:** 4 Business days

P4 - Low (Minor issues): The issue is an inconvenience but there are clear workarounds or alternative processes.

- o **Response Time:** 80 minutes
- o **Target Service Restoration/Issue Resolution Time:** 8 Business days

Other Targets

- **There are other targets managed by TOTSCo that are outside of the formal SLA within the User Agreement**

- **Repeat contacts**

- **Telephone measures – PCA/Abandoned calls**

- **Message flow – Watchdog process**

- **Change success rates**

- **Problem clearance times**

- **Contact rates by segment**

Change Management

- **Presentation on planned and emergency change**

Business Change Process

Accept change requests from a number of internal and external sources – If raised by a CP industry support forms part of the assessment

All change requests are presented to the Formal Change Board

If approved, requests are sent to our partner Tech Mahindra for impact assessment and commercial evaluation

Proposed change will then be referred back to the change board for consideration

If approved, change will then enter the scheduled change delivery process as defined on the next slides

Scheduled Change Process – from Jan

- There is an impact assessment to fully understand the impact of the proposed change for the CP or consumer, also the impact on the delivery of the live service and associated risks

- There are three categories of change:

    - High impact: a change to the core Hub functionality, security or message set, anything consumer impacting.

    - Medium impact: A change to the manage my account area, reporting or billing presentation

    - Low impact: changes in wording or terminology in the manage my account area

- The appropriate delivery process is then applied

	High Impact	Medium Impact	Low Impact
Notice period	90+ days	60 days	30 days
Feedback window	10/15 days	10 days	5 days

Regardless of category:

- All parties notified of proposed change
- Change window date allocated
- Schedule of reminders
- Change delivered on the schedule date subject to go/no go, sign off
- Reviewed once delivered
- Communication to confirm delivery
- Updates will be delivered to technical contact/ primary contact
- Change calendar in the secure document area of portal

Communication Document

There will be a standard document to notify change, which will include the following:

- A description of the change with the categorisations

- The systems and environments affected by the change

- A list of items to either tick or reject for impact, such as messages, hub, CRM, directory

- The delivery date

- The delivery time/window

Change windows

- There will be 12 agreed release windows during the first year as there may still be some additional changes based on the learning during this time

- We will move to quarterly windows in year two

- We may not use all the planned windows, and the calendar will reflect planned deliveries

Proposed Change Pipeline

CR ID	Description	Requested By	Status	Lifecycle Stage	Area impacted	Owner TOTSCo	Impact Level	Risk Level	Delivery date	Comments
1	[Brief change description]	[Team/Person]	Approved	30-Day Implementation	Manage my account		High	High	Plan A	Notes
2	[Brief change description]	[Team/Person]	Approved	CAB	Hub		Medium	Low	Plan B	Notes
3	[Brief change description]	[Team/Person]	Rejected	Rejected	Directory		Low	Medium	Plan C	Reason
4	[Brief change description]	[Team/Person]	In Progress	90-Day Implementation	Reporting		High	Medium	Plan D	Notes
5	[Brief change description]	[Team/Person]	Assessed	Pre-CAB	Outage Calander		Medium	Low	Plan E	Notes
6	[Brief change description]	[Team/Person]	Submitted for IA	Consultation						
7	[Brief change description]	[Team/Person]	Backlog	Impact assessment						

OTS Operational Processes
Best Practice

CP to CP Comms and other operational tools

Sub Group set up to evaluate requirements

CP Planned Outage Management

CP Change Management and Disaster Recovery

1. 1. Next steps to be discussed

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

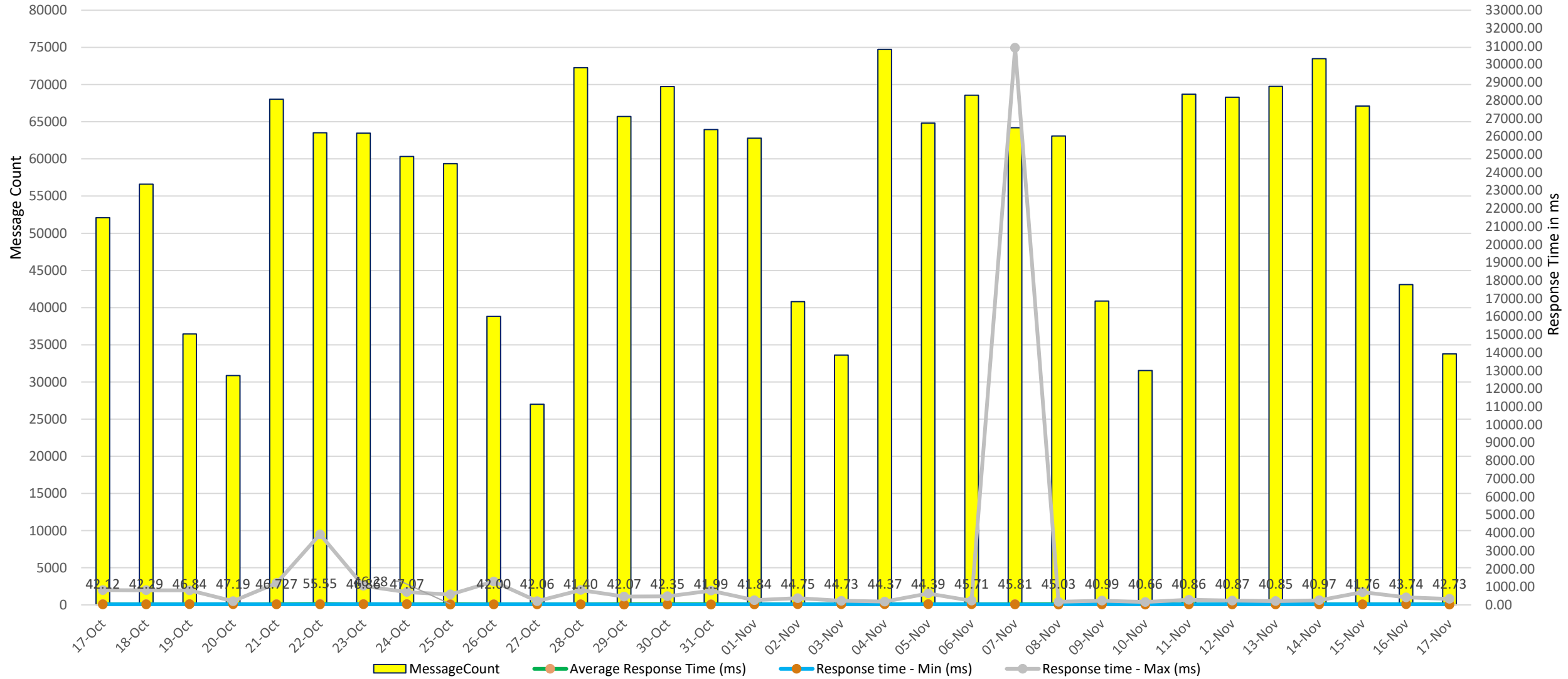◦ Include Business implementation Forums for review

Representation

◦ Consider the part played by the attendees and consider a consultation to gather industry input on the Forum
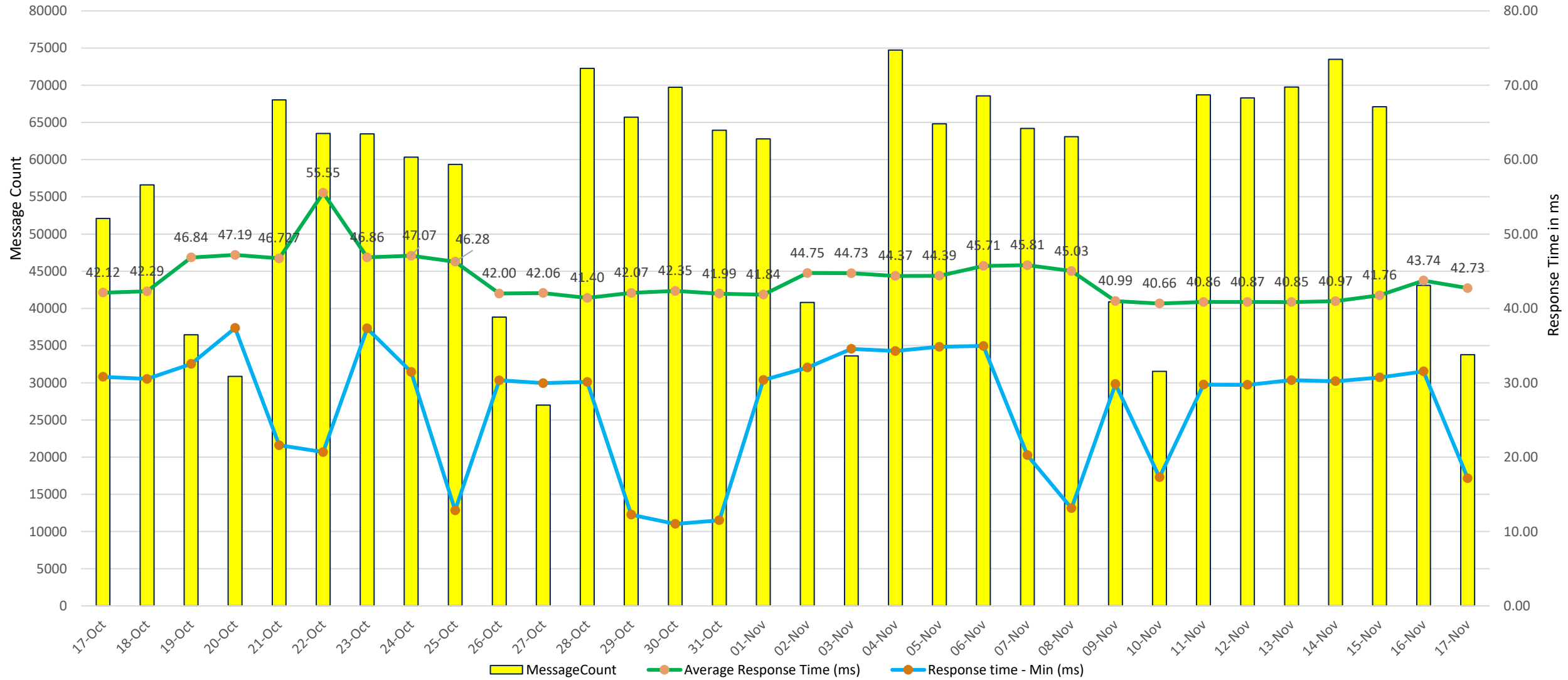
TOTSCo Hub Performance

Production Latency

Hub Message Latency in Production Env (target 1000ms)

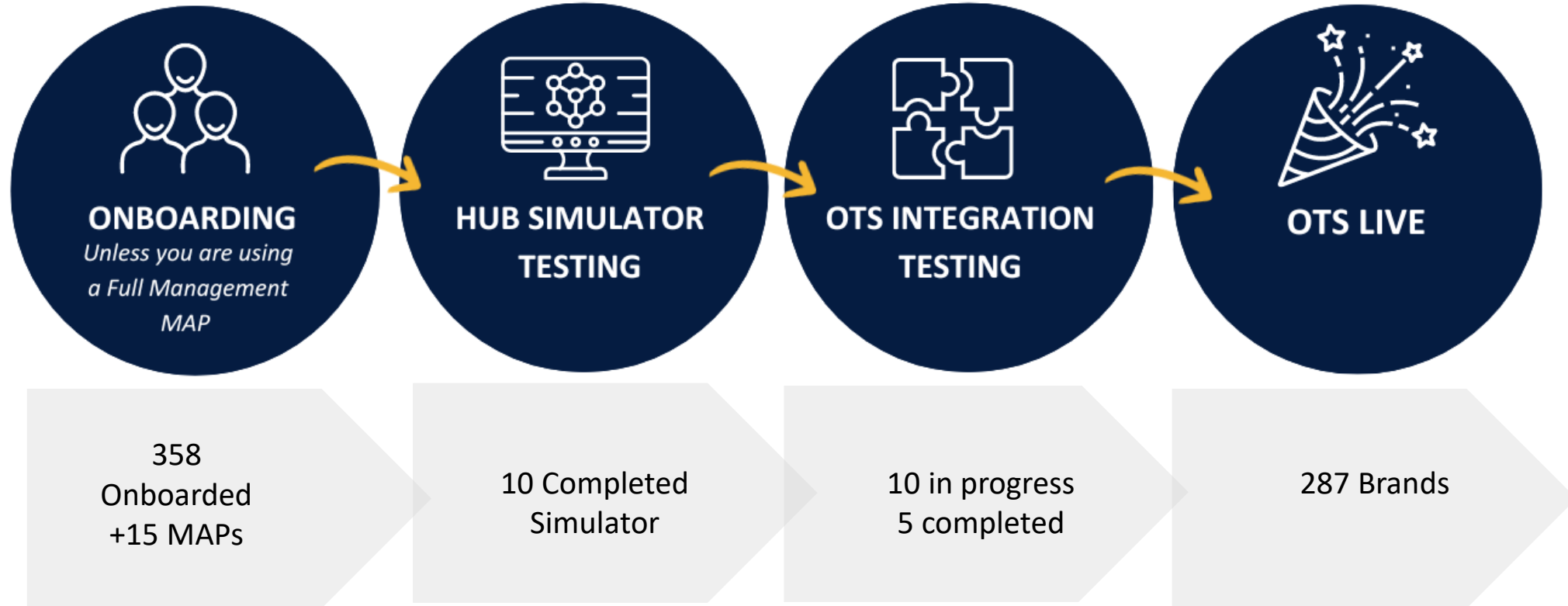# Production Latency (adjusted scales for average and minimum plots)

Hub Message Latency in Production Env (target 1000ms)

Hub Availability

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

Path to One Touch Switch Go-Live

ONBOARDING
Unless you are using a Full Management MAP

HUB SIMULATOR TESTING

OTS INTEGRATION TESTING

OTS LIVE

358
Onboarded
+15 MAPs

10 Completed
Simulator

10 in progress
5 completed

287 Brands

As of 17th November 2024

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

Category	Volume
Brands opting MAP	264
Independent Brands	84
Total	348
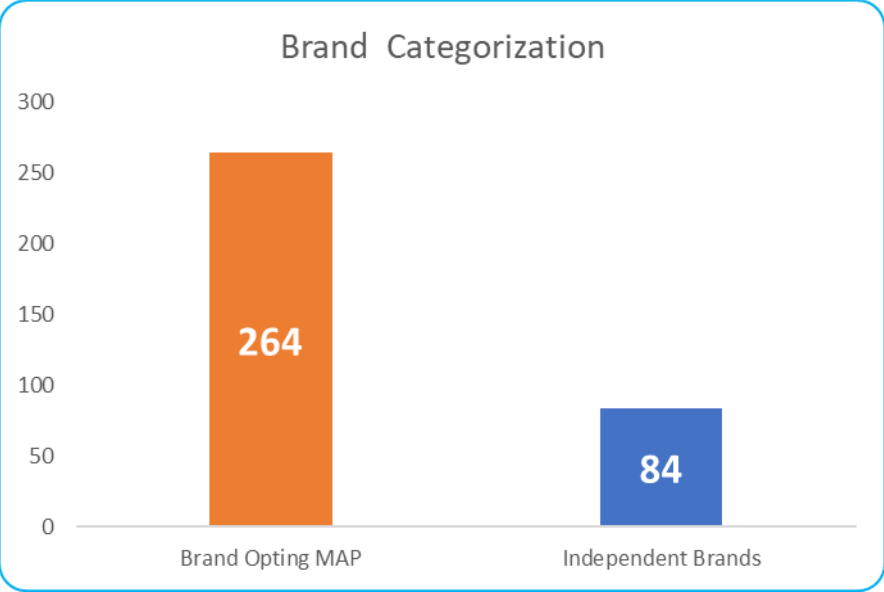
Category	Volume
Brands using Full managed MAP	243
Brands using Technical/Insourced MAP	21
Total	264

Brand Categorization

MAP`s Client CP and Brand

■ Brands using Full managed MAP   ■ Brands using Technical/Insourced MAP
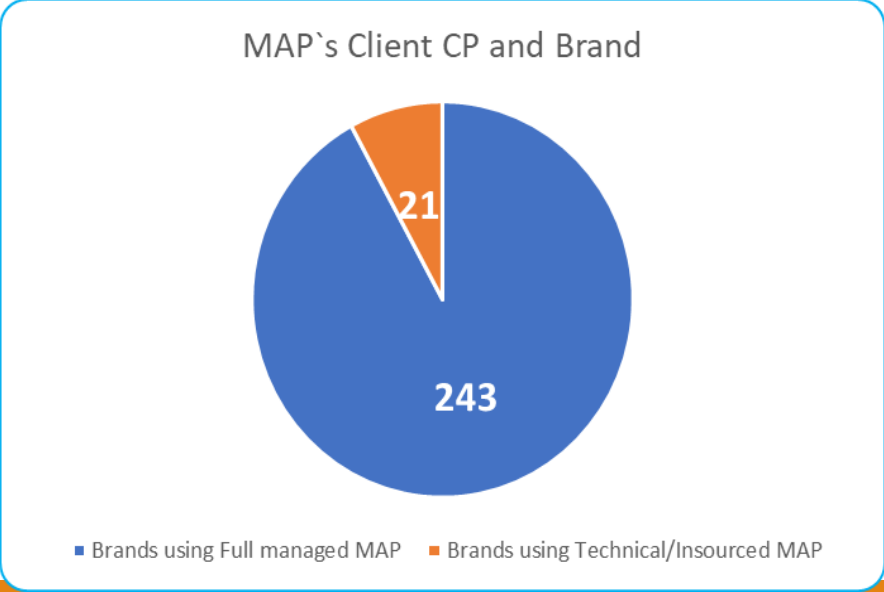
Customer Onboarding and Contacts

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	224
Oct		1	44	6	48	221
Nov		1	12	1	14	59
Grand Total	3	12	273	23	310	1002

These numbers exclude CP defects being raised as part of Ramp/Early Live

Note P2 Message access failed SLA and moved to problem

Top 3 Reasons for contact

Testing related
Directory Download
CP-2-CP tool registration / access

AOB

End

Supporting Material

Behavioural Code of Conduct

o   Respect all contributions

o   Present your views in a clear and concise way

o   Please don't talk over people and listen to their input then add yours

o   Avoid disruptive behaviour and side conversations

o   Respect the meeting agenda and avoid deviating into unrelated topics

o   Never denigrate other businesses or people

o   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.

SLAs and Targets

SLAs in User Agreement

After the OTS go-live date, we may vary this agreement and/or the schedules by:

- ◦ i) publishing our proposed changes to impacted hub users for a consultation period of not less than 21 days;
- ◦ ii) duly considering any representations made by impacted hub users in response to our consultation;
- ◦ iii) obtaining the approval of our board for proposed changes (including any modifications made in light of consultation representations); and
- ◦ iv) providing you with at least 90 days' notice of the changes approved by our board.

Acting reasonably, proportionately and providing as much notice (which may be none) as possible in the circumstances, we may make emergency changes to this agreement, the schedules, the Services and/or the hub on shorter notice if:

- ◦ i) directed to do so by Ofcom, ICO or other government regulator or agency with legal authority; and/or
- ◦ ii) required to prevent a substantial risk of consumer harm.

Provided that the change has no adverse impact on you or your use of our hub and Services, we may:

- ◦ i) maintain and patch our hub;
- ◦ ii) make improvements to our Services and/or hub on 30 days' notice.