

# OTS Operations Forum:

Meeting #15 – 05 December 2024

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OTA2

TOTSCo

# AGENDA

Introduction and Welcome

Action Update - All

CP Current Measures - All

TOTSCo Hub and Service Performance – Joan

- Update and Data
- Hub availability and incident priority definitions – Joan, Michael and Sangeeta
- Additional OTS Performance Reporting - Tom

OTS Operational Processes

- CP to CP Comms - update
- Small Change Sprint update

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	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)

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**3/9: JW** - TOTSCo to publish full Change Pipeline. **ONGOING** – brought examples to share at Ops Forum #14

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

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

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

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

**4/13: TM/JW** to write policy on monitoring operational behaviour **ONGOING**

# Action Update (2 of 2)

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**NEW ACTION 4/14: JW/MS** to provide update on current small changes

**NEW ACTION 1/14:** MD to circulate example scenarios of SLAs and statements that are open to interpretation for discussion

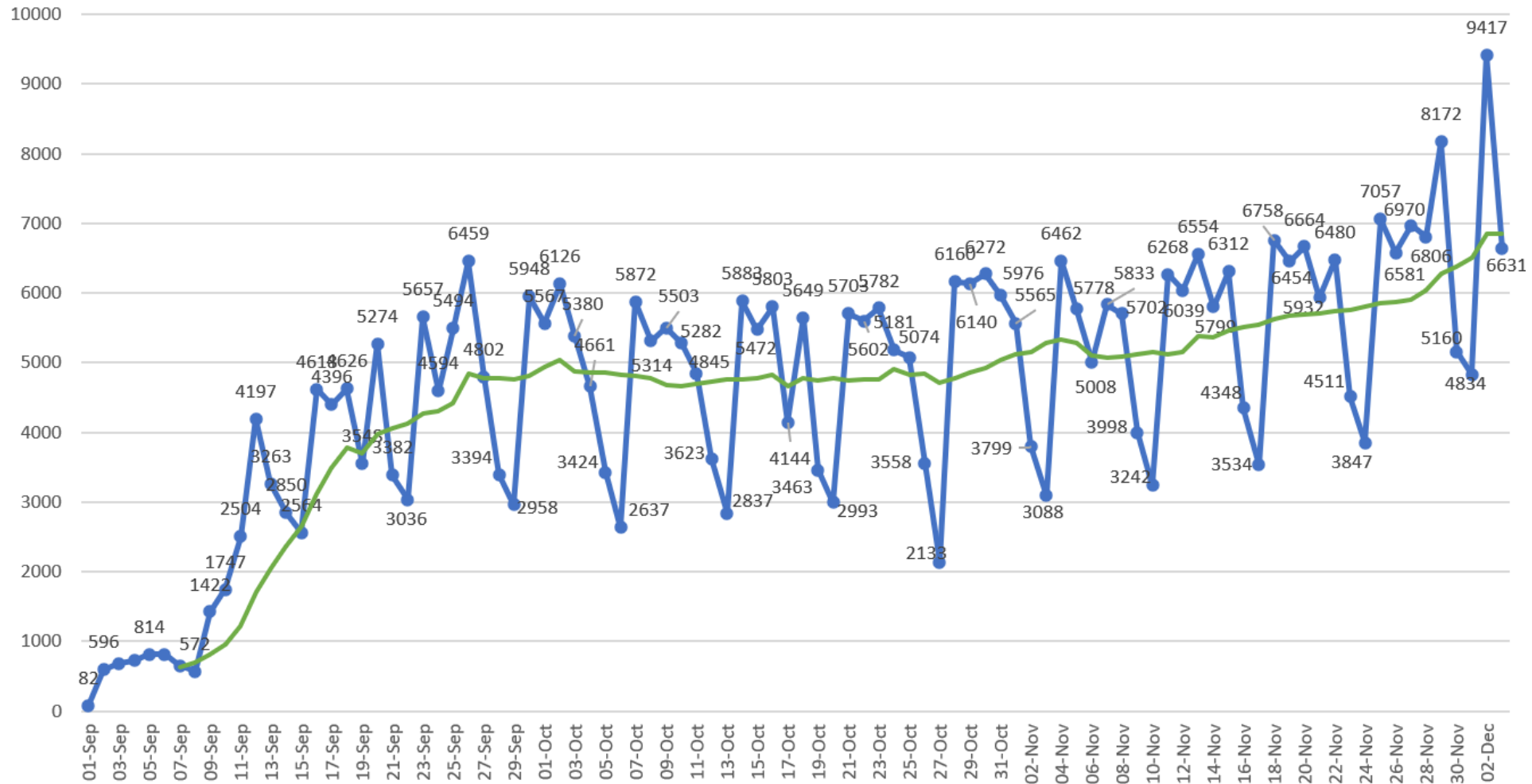
**NEW ACTION 2/14: ALL** to provide feedback the change pipeline

**NEW ACTION 3/14: ALL** to respond to MDs email on test environment dated 5/11/24, 10:55

OTS EARLY LIFE

## CP Current Measures

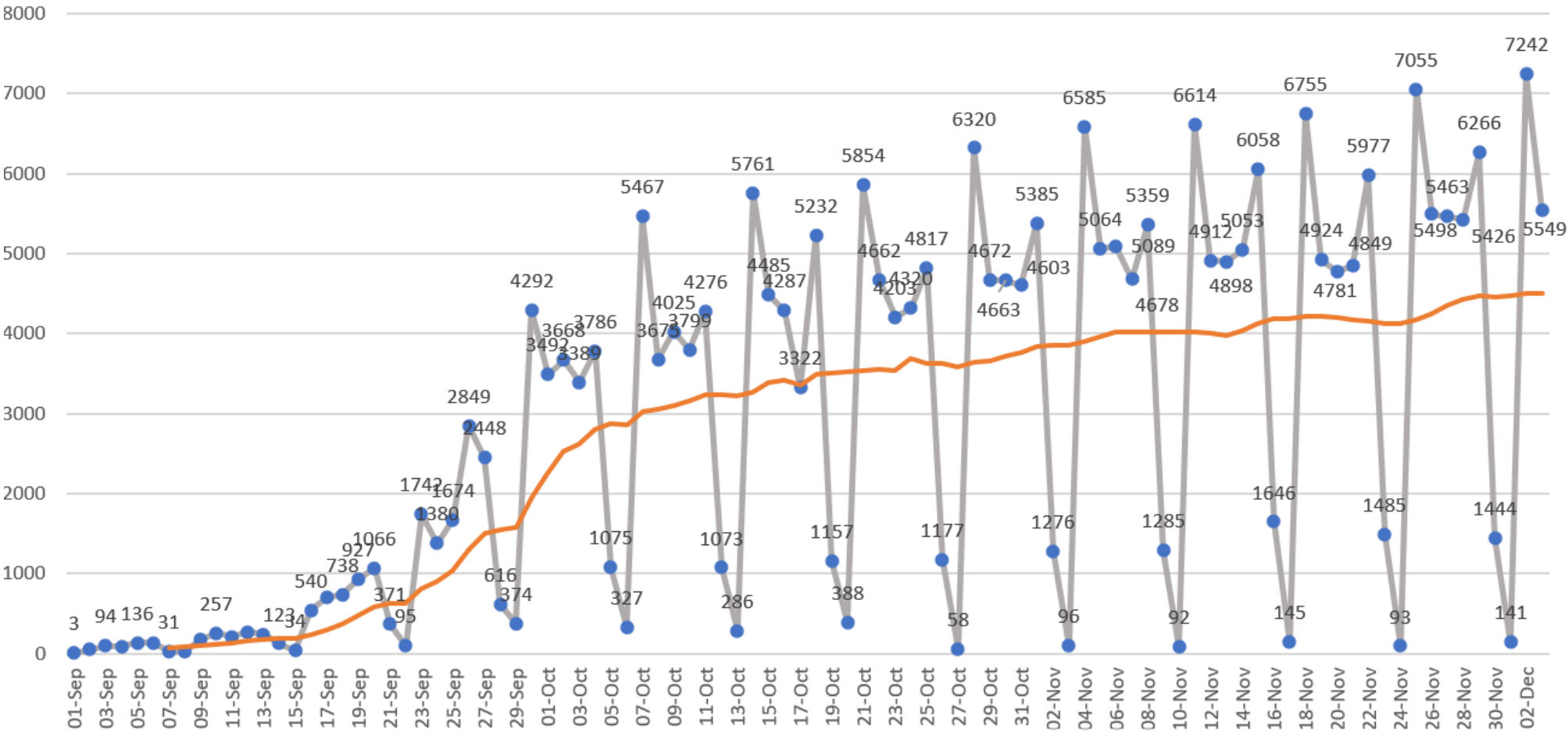
# Switch Orders



Switch Order Requests by day and 7 day moving average

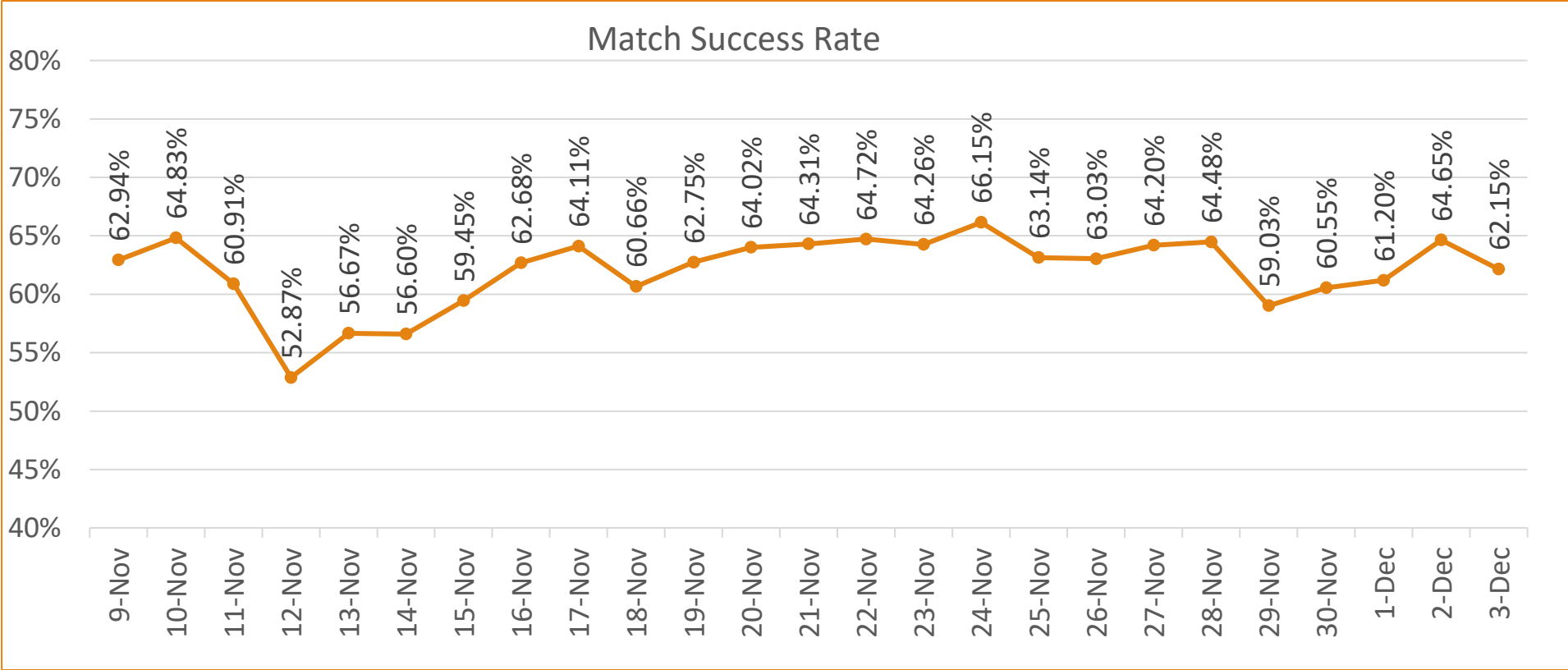


# Completed Switches



Switch Order Trigger Confirmations by day and 7 day moving average

# Switch Match Confirmation Rate



# Message count (Nov 2024)

Message Type	Delivered	Failed	Rejected	Posted	failureFailed	Nov Total	Nov %age
residentialSwitchMatchRequest	538,859	1,842	3,908	1,519	328	546,456	30.23%
residentialSwitchMatchConfirmation	326,846	9,484	4	7,141	2,346	345,821	19.13%
residentialSwitchMatchFailure	189,946	2,535	18	1,333	1,202	195,034	10.79%
residentialSwitchOrderRequest	168,688	22	4	22		168,736	9.34%
residentialSwitchOrderConfirmation	166,094	160		150	10	166,414	9.21%
residentialSwitchOrderFailure	2,284	37		36	1	2,358	0.13%
residentialSwitchOrderTriggerRequest	126,265	72		71	1	126,409	6.99%
residentialSwitchOrderTriggerConfirmation	124,213	33		27	6	124,279	6.88%
residentialSwitchOrderTriggerFailure	1,414	8		8		1,430	0.08%
residentialSwitchOrderUpdateRequest	45,683	10	3	10		45,706	2.53%
residentialSwitchOrderUpdateConfirmation	39,874	14		7	7	39,902	2.21%
residentialSwitchOrderUpdateFailure	5,352	13		13		5,378	0.30%
residentialSwitchOrderCancellationRequest	19,769	4		4		19,777	1.09%
residentialSwitchOrderCancellationConfirmation	19,146	2		2		19,150	1.06%
residentialSwitchOrderCancellationFailure	596					596	0.03%
<b>Grand Total</b>	<b>1,775,029</b>	<b>14,236</b>	<b>3,938</b>	<b>10,343</b>	<b>3,901</b>	<b>1,807,447</b>	

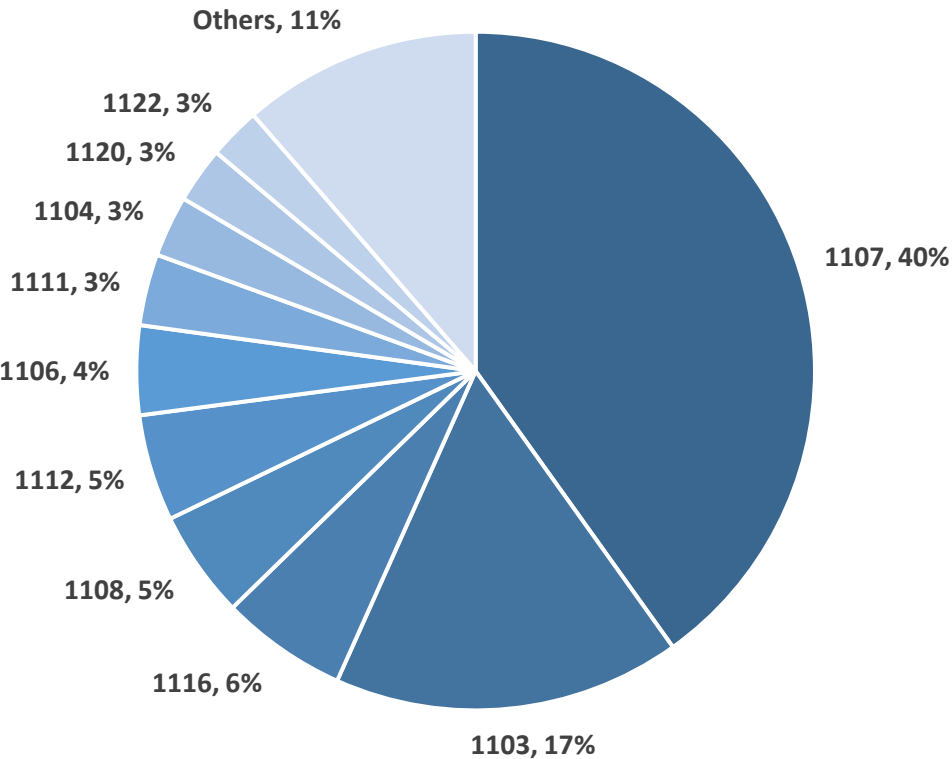
Status Description
Rejected = If business validation fails then OTS Hub rejected the request
Delivered = CP sent back the 202 ie)CP accepted the request,
Failed = If CP sent back 400,401,403,404,429,500,501,502,504,511 then Failed status is updated in tables
Posted = Source CP sent back 202.
failureFailed = If Source CP sent 400,401,403,404 then failureFailed status is updated in tables.

# Message Counts (Nov 24 compared to Oct 24)

Message Type	Delivered	Failed	Rejected	Posted	failureFailed	Nov Total	Change:Oct to Nov	Nov %age	Change:Oct to Nov
residentialSwitchMatchRequest	538,859	1,842	3,908	1,519	328	546,456	↑ 5.23%	30.23%	↓ -1.35%
residentialSwitchMatchConfirmation	326,846	9,484	4	7,141	2,346	345,821	↑ 9.17%	19.13%	↑ 2.87%
residentialSwitchMatchFailure	189,946	2,535	18	1,333	1,202	195,034	↑ 5.52%	10.79%	↓ -1.04%
residentialSwitchOrderRequest	168,688	22	4	22		168,736	↑ 9.88%	9.34%	↑ 3.63%
residentialSwitchOrderConfirmation	166,094	160		150	10	166,414	↑ 9.86%	9.21%	↑ 3.61%
residentialSwitchOrderFailure	2,284	37		36	1	2,358	↑ 11.32%	0.13%	↑ 5.17%
residentialSwitchOrderTriggerRequest	126,265	72		71	1	126,409	↑ 4.21%	6.99%	↓ -2.44%
residentialSwitchOrderTriggerConfirmation	124,213	33		27	6	124,279	↑ 12.84%	6.88%	↑ 6.79%
residentialSwitchOrderTriggerFailure	1,414	8		8		1,430	↓ -667.20%	0.08%	↓ -720.44%
residentialSwitchOrderUpdateRequest	45,683	10	3	10		45,706	↓ -4.06%	2.53%	↓ -11.28%
residentialSwitchOrderUpdateConfirmation	39,874	14		7	7	39,902	↑ 0.32%	2.21%	↓ -6.60%
residentialSwitchOrderUpdateFailure	5,352	13		13		5,378	↓ -32.15%	0.30%	↓ -41.32%
residentialSwitchOrderCancellationRequest	19,769	4		4		19,777	↑ 11.70%	1.09%	↑ 5.57%
residentialSwitchOrderCancellationConfirmation	19,146	2		2		19,150	↑ 11.89%	1.06%	↑ 5.78%
residentialSwitchOrderCancellationFailure	596					596	↑ 3.52%	0.03%	↓ -3.17%
<b>Grand Total</b>	<b>1,775,029</b>	<b>14,236</b>	<b>3,938</b>	<b>10,343</b>	<b>3,901</b>	<b>1,807,447</b>	<b>↑ 6.49%</b>		

# Response codes by Failure Type (Nov 2024)

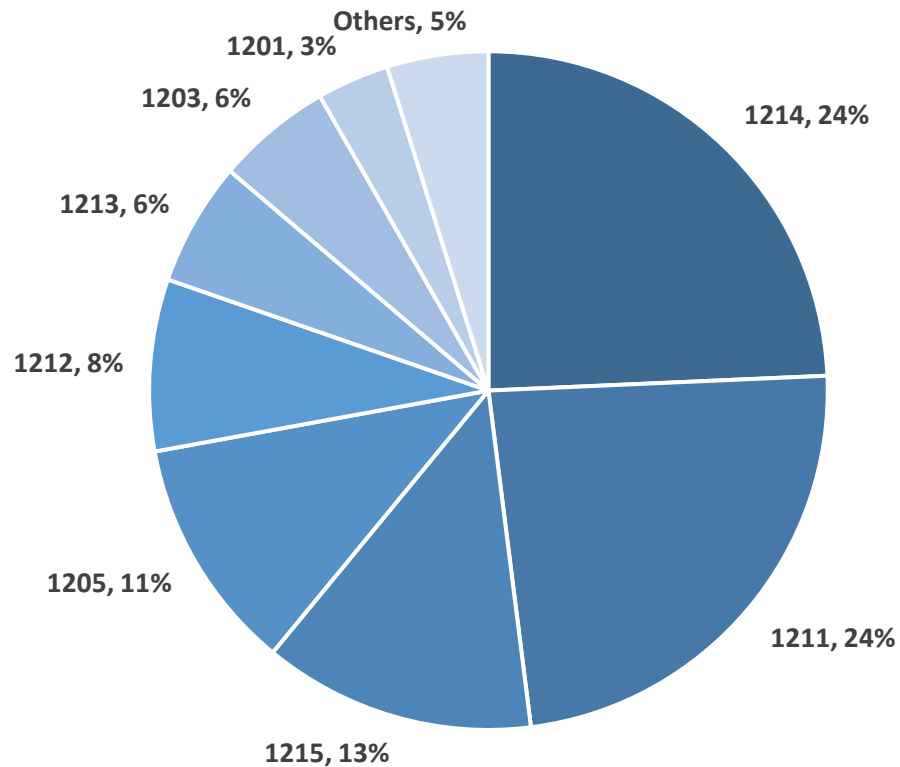
## ResidentialSwitchMatchFailure



FaultCode	FaultText	Count	%age
1107	No customers found with service at that location	77,237	40.12%
1103	Account not found	31,900	16.57%
1116	Service Identifier not found.	11,589	6.02%
1108	One or more customers found, but no match on surname	9,854	5.12%
1112	Data Integrity issue detected by LRCP.	9,776	5.08%
1106	Address not found	8,195	4.26%
1111	A switch is currently in progress	6,547	3.40%
1104	Account found but is closed or historic	5,614	2.92%
1120	The requested service was not found against the matched customer / account / subscription	5,122	2.66%
1122	Name does not match, address and service identifier match, but account number is not included	4,758	2.47%
1105	Account found but at least one serviceIdentifier not found on the account.	4,607	2.39%
1114	Address does not match despite two other strong points of contact, one of which is account number	4,538	2.36%
1113	Account number format not valid for <residentialMatchRequest businessMatchRequest>	3,000	1.56%
1115	Address does not match and no account number is included despite two other strong points of contact	2,994	1.56%
1118	No DN included as service identifier for an NBICS 'port' or 'identify'	2,228	1.16%
1119	Account found, but no IAS or NBICS services were found under it	1,200	0.62%
1101	Missing or incomplete address	1,013	0.53%
1117	Services not included or invalid	873	0.45%
1109	Multiple customers found matching on surname	673	0.35%
1110	Customer found, but they have multiple services at the same address.	330	0.17%
1121	Name does not match and address is only a close match	287	0.15%
500		112	0.06%
1102	Name not provided	35	0.02%
1214		13	0.01%
1212	All services requested to be ceased are no longer active	4	0.00%
		<b>192,499</b>	<b>100.00%</b>

# Response codes by Failure Type (Nov 2024)

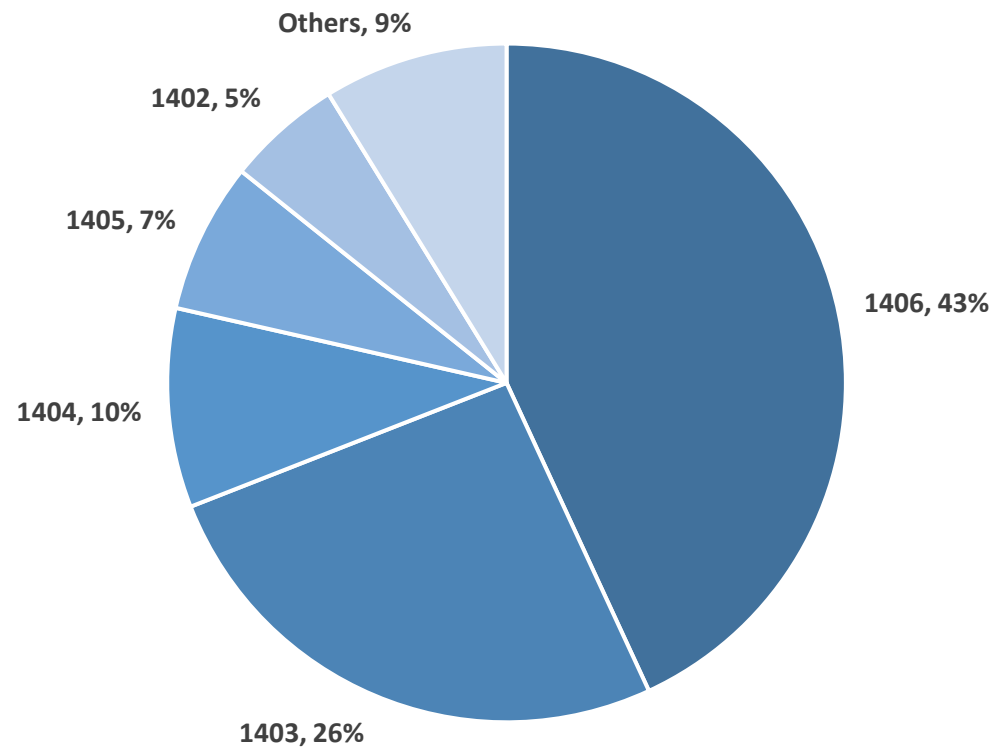
## ResidentialSwitchOrderFailure



FaultCode	FaultText	Count	%age
1214	There is an open cease order which is past point of no return and cannot be cancelled.	564	24.30%
1211	A switch is currently in progress	550	23.70%
1215	There is an open modify order which is past point of no return and cannot be cancelled.	301	12.97%
1205	Switch order has already been cancelled	259	11.16%
1212	All services requested to be ceased are no longer active	190	8.19%
1213	Switch Order Reference is already in use	137	5.90%
1203	Invalid or missing planned switch date	128	5.51%
1201	Invalid or missing switch order reference	80	3.45%
1		56	2.41%
1202	Switch order reference has expired	45	1.94%
1204	Switch order has already been completed	7	0.30%
576		4	0.17%
		<b>2,321</b>	<b>100.00%</b>

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

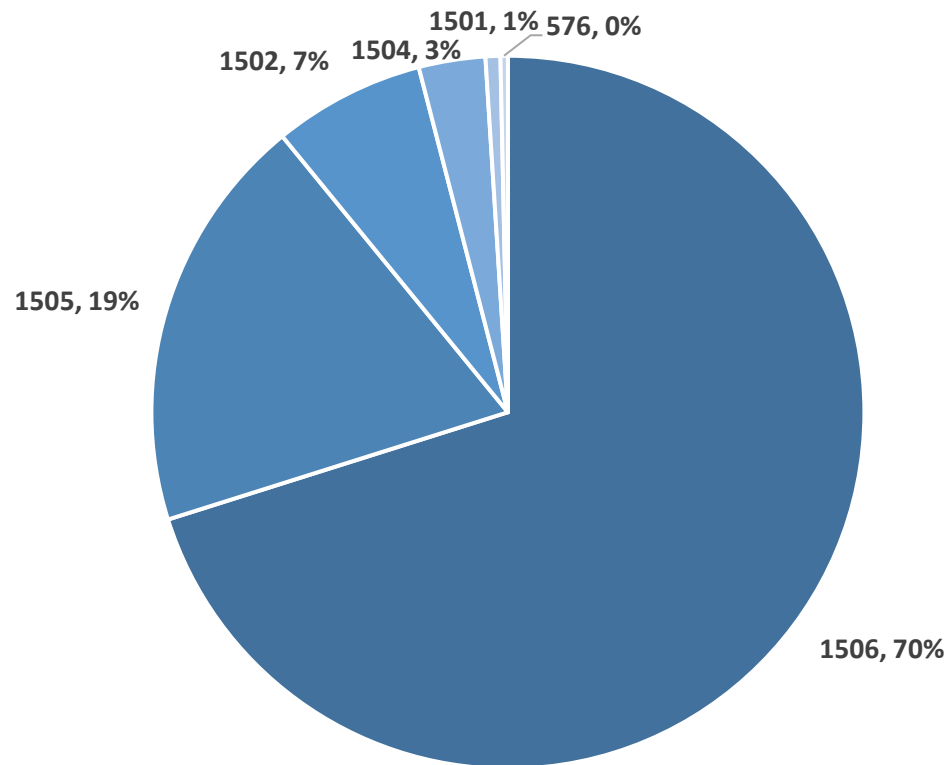
## ResidentialSwitchOrderTriggerFailure



FaultCode	FaultText	Count	%age
1406	Switch order was never raised	613	43.11%
1403	Invalid or missing activation date	369	25.95%
1404	Switch order has already been completed	135	9.49%
1405	Switch order has already been cancelled	102	7.17%
1402	Switch order reference is no longer available	78	5.49%
1412		63	4.43%
1410		34	2.39%
1401	Invalid or missing switch order reference	16	1.13%
576		11	0.77%
1414		1	0.07%
		<b>1,422</b>	<b>100.00%</b>

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

## ResidentialSwitchOrderCancellationFailure

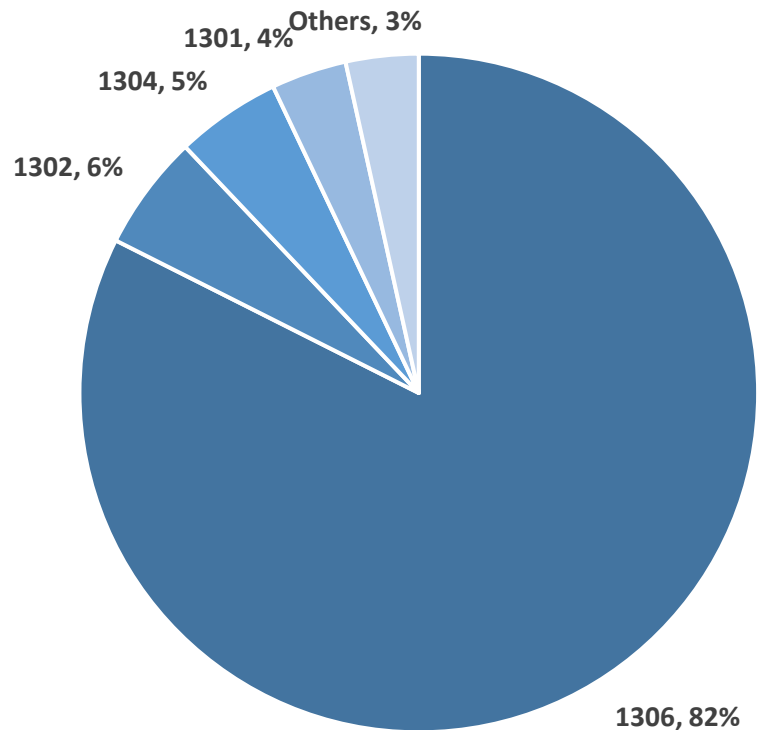


FaultCode	FaultText	Count	%age
1506	Switch order was never raised	418	70.13%
1505	Switch order has already been cancelled	113	18.96%
1502	Switch order reference is no longer available	41	6.88%
1504	Switch order has already been completed	18	3.02%
1501	Invalid or missing switch order reference	4	0.67%
576		2	0.34%
		<b>596</b>	<b>100.00%</b>



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

## ResidentialSwitchOrderUpdateFailure



FaultCode	FaultText	Count	%age
<b>1306</b>	Switch order was never raised	4,422	82.42%
<b>1302</b>	Switch order reference is no longer available	295	5.50%
<b>1304</b>	Switch order has already been completed	269	5.01%
<b>1301</b>	Invalid or missing switch order reference	193	3.60%
<b>1303</b>	Invalid or missing planned switch date	88	1.64%
<b>1305</b>	Switch order has already been cancelled	83	1.55%
<b>576</b>		6	0.11%
<b>1211A</b>	A switch is currently in progress	5	0.09%
<b>1502</b>	Switch order reference is no longer available	2	0.04%
<b>1</b>		2	0.04%
		<b>5,365</b>	<b>100.00%</b>

# Hub availability and incident priority definitions

Joan to position current justification for SLAs and incident definitions in Schedule D

Discussion on suggestions provided by Michael and Sangeeta

- Incident definitions based on:

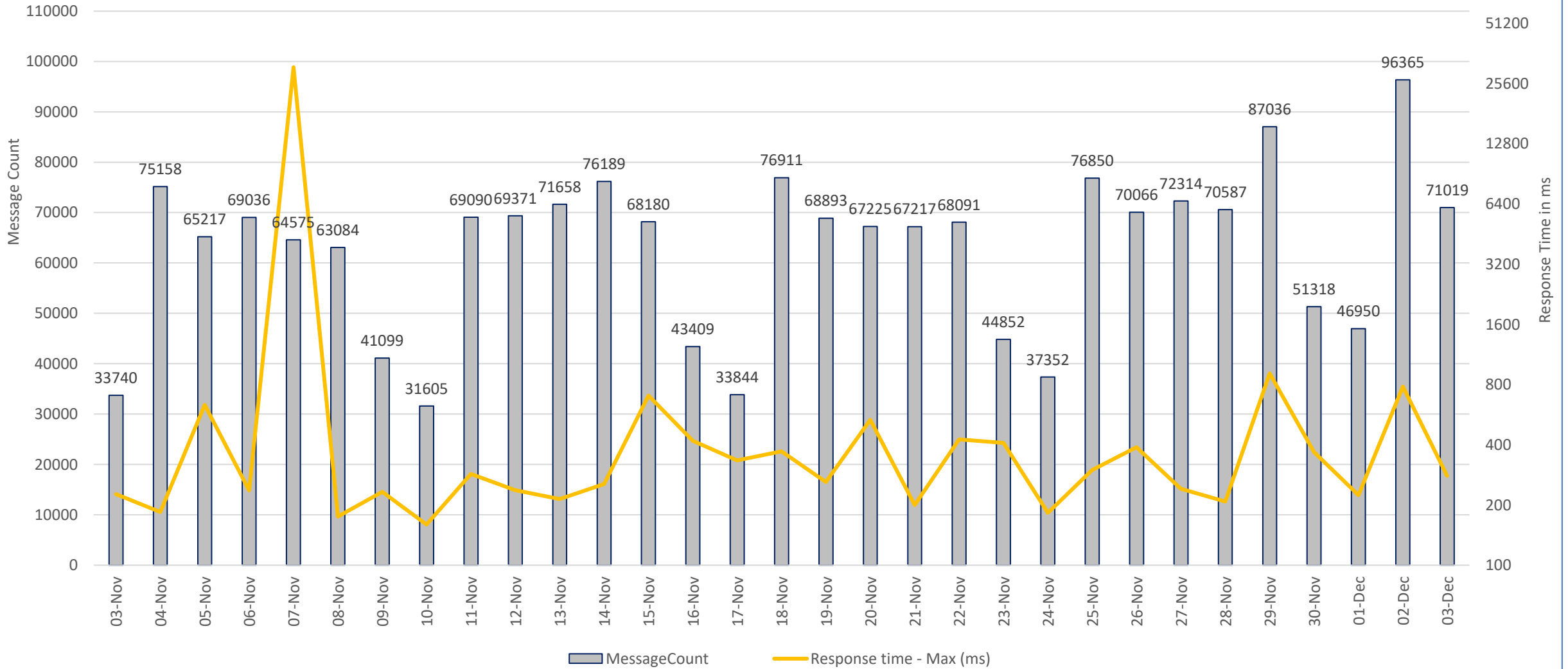
- Disruption of Services
- Transactions Delays
- Limited User Access
- Performance Degradation
- Intermittent Failures
- Regulatory or SLA Impact Risk

- RCP Service Experience

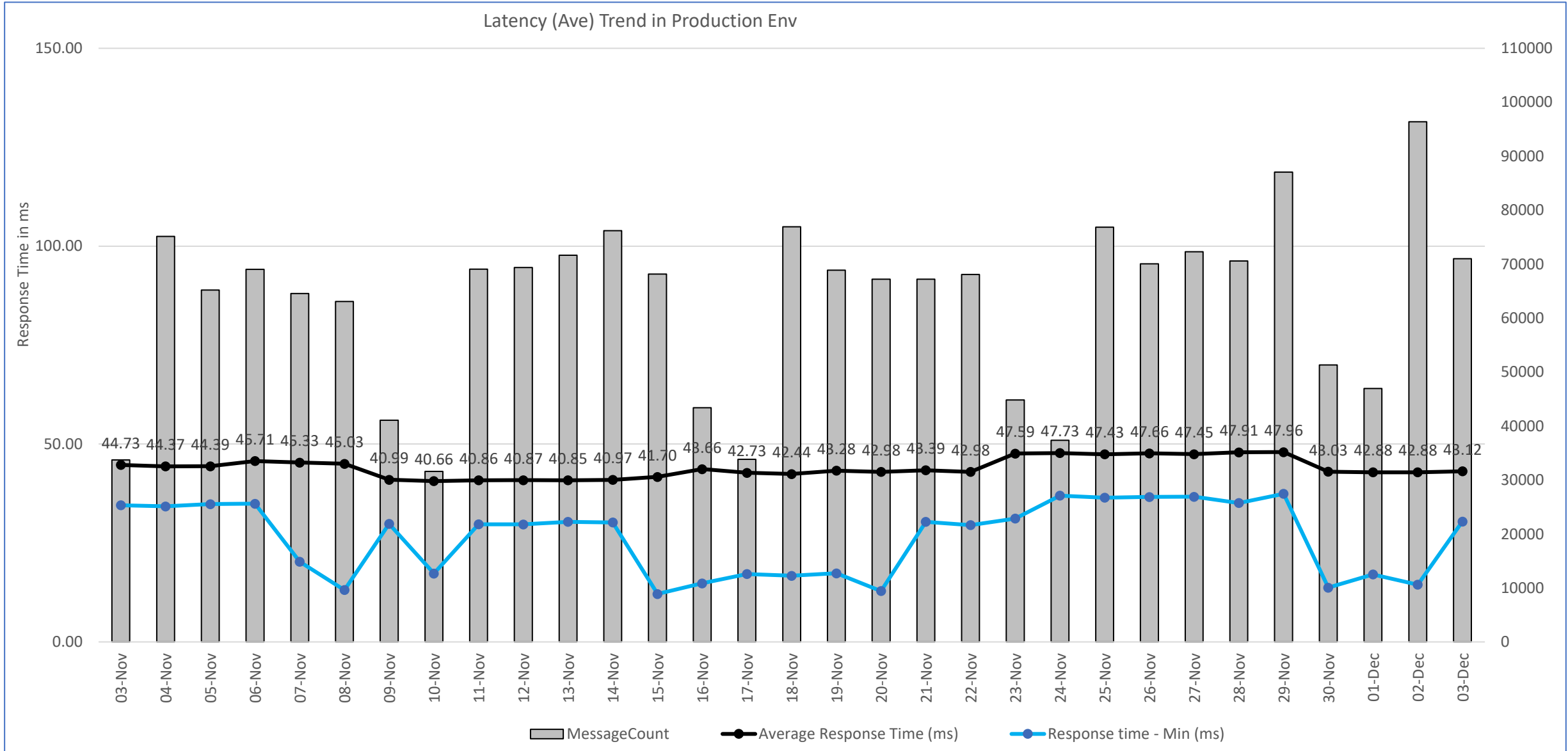
# TOTSCo Hub Performance

# Production Latency

Message and Latency (Max) Trend in Production Env



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

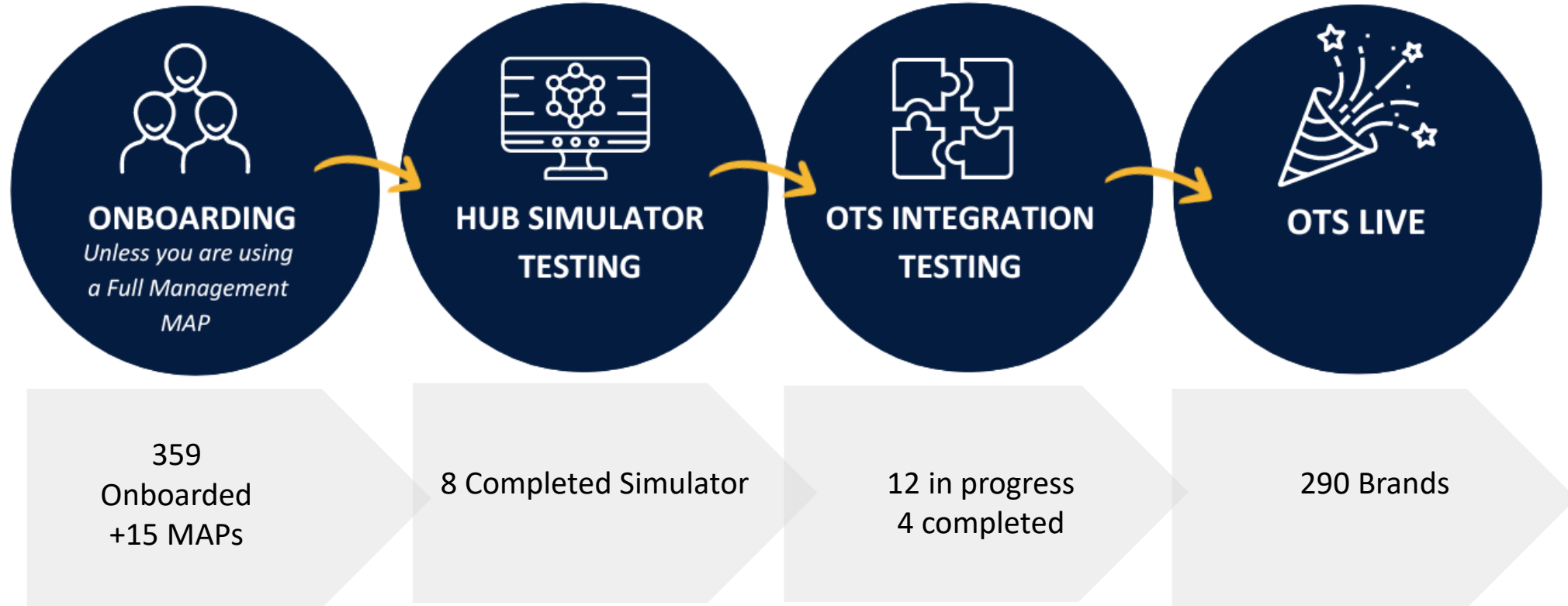


# Hub Availability

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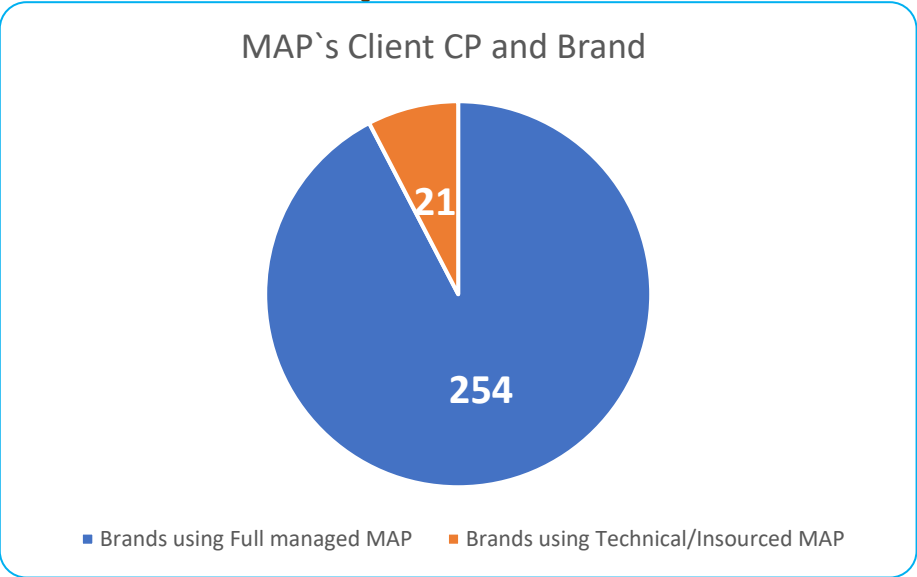
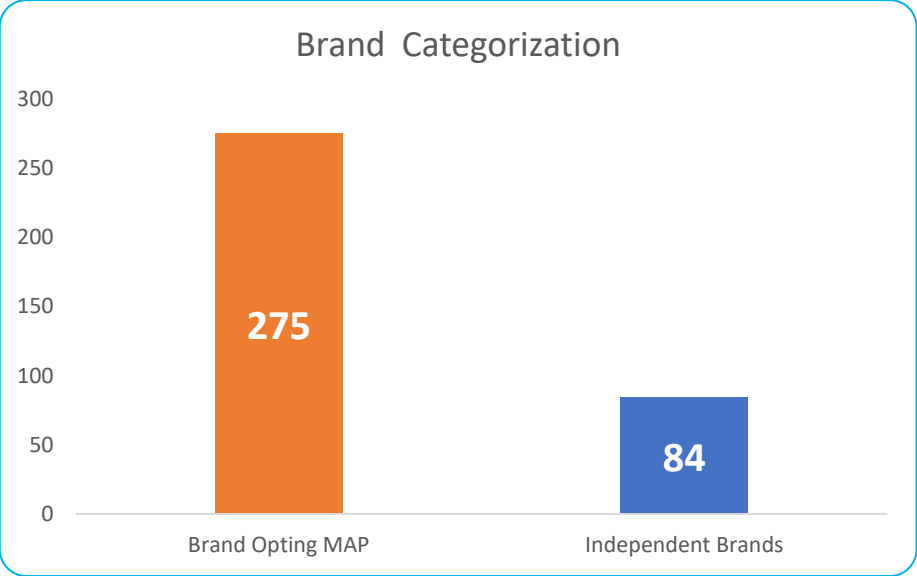
Period	Availability
September	100%
October	100%
November (to date)	100%

# Path to One Touch Switch Go-Live



As of 9<sup>th</sup> October 2024

# Brands that decided to opt MAP (as of 28/11)





# 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		2	15	1	18	106
<b>Grand Total</b>	<b>3</b>	<b>13</b>	<b>278</b>	<b>23</b>	<b>317</b>	<b>1049</b>

# OTS Operational Processes Best Practice

## CP to CP Comms Update

We are taking a 2-stage approach:

1. Improvements to the current tool
2. Considering a full strategic solution which would involve extensive functionality development

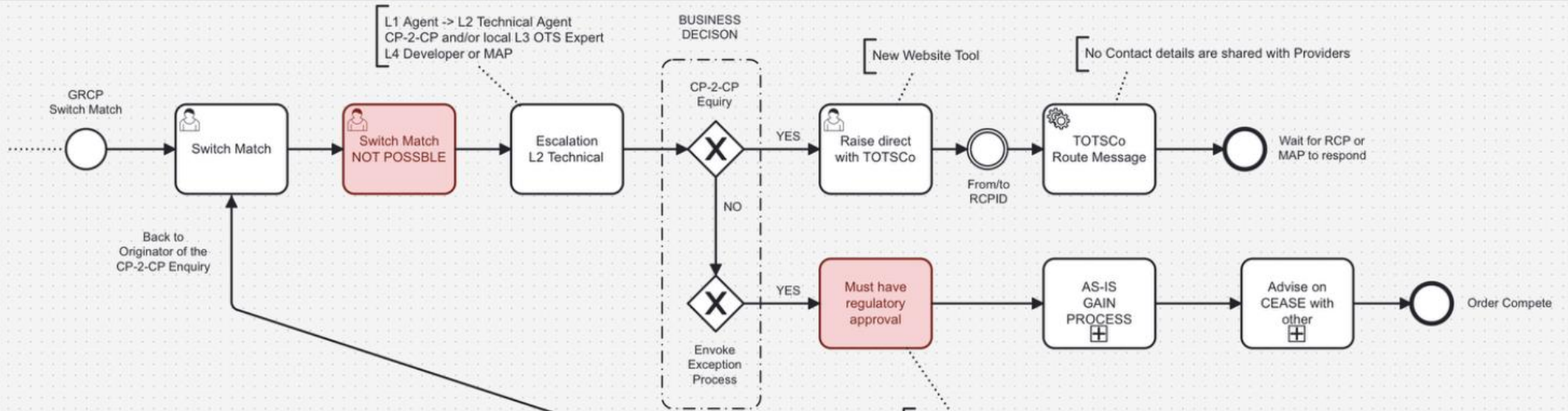
## Changes to the current tool: CP Perspective

- Revise the user cases
- Allow senders to select a destination by user case, with multiple email options dependent on role
- Develop reporting to include response times
- Make a decision on the inclusion of references, not personal data

# Changes to the current tool: MAP Perspective

- As above, plus:
- API link enabling MAP CPs to engage directly with the tool
- Diagram on next slide

GAINING RCPs BRANDS  
(customers of MAP)  
Operate at this level as they are in charge of all Gains and have direct access to CRM and their Prospects.



L1 Agent -> L2 Technical Agent  
CP-2-CP and/or local L3 OTS Expert  
L4 Developer or MAP

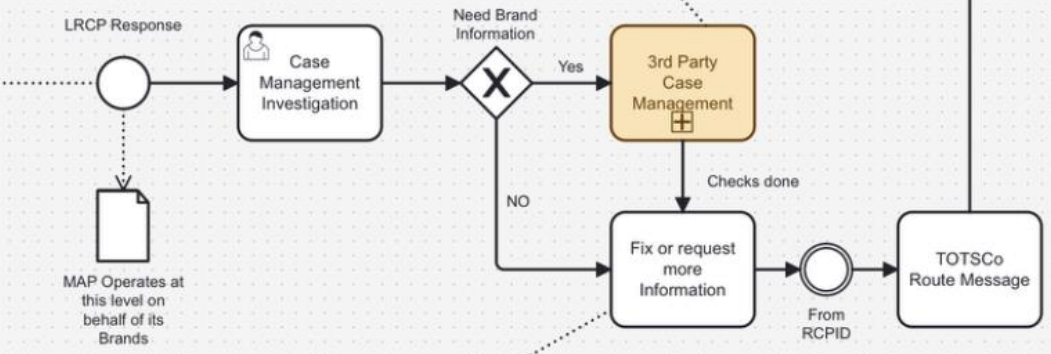
BUSINESS DECISION

New Website Tool

No Contact details are shared with Providers

Back to Originator of the CP-2-CP Enquiry

LOSING RCP & MAP Providers  
Operates at this level to support their BRAND with requests from TOTSCo



May need more information to resolve or address a data issue  
Typically MAP/LRCP would check the PDF invoice to ensure GRCP has supplied the correct address, Surname and Account details in the message and any other references IAS/DN shown in the LRCP URL

MAP Operates at this level on behalf of its Brands

Proactive Monitoring of system behaviour and automatic fixes if required

Many Risks with this approach - See Best Practice  
Risk1: RCP has not tried all options to resolve first  
Risk2: Prospect does not get ETC/SI, and this could be costly  
Risk3: Prospect needs to cease their existing services

# Strategic Solution

- TOTSCo to provide APIs to CPs if they choose to can integrate tickets into their own systems (Marcel's requirement).
- Ticket types, i.e. description (should we revisit what currently exists, i.e. other?)
- Each ticket would require a reference number
- Functionality would include ability to raise, update, resolve, reopen tickets, including adding attachments and to search/look at history.
- Ability to add users for tickets to be assigned and that users can have multiple views, i.e. ticket management and reporting (as we are doing for TOTSCo tickets). Also ability for 1st line teams to reassign tickets to other users.
- Built in a view of ticket ageing to enable CPs to identify and manage no responses/unreasonable delays.
- Ability for CPs to assign a priority to the ticket, i.e. unable to match all customers with a particular CP should be treated as high priority.
- Include RCPID brand name (difficult to identify from ID alone, must check directory)

# Small Change Sprint Update

- Conditional dropdown for CPs who state they are using a MAP to ask what kind of MAP provision they will be using (full management, technical, insourced)
- Provide contacts when onboarding – admin, technical, security (anyone who would receive outgoing comms)
- Single contacts able to have multiple roles on the hub (reporting, ticketing, technical, security)
- Brand names and TCP names should be able to be the same
- Companies house number for full management MAP CPs, this should be provided when the CPs are onboarded
- We would like to explore if there is a way MAPs can upload their user contracts and policies to the portal
- Add note to ticketing that outages need to be on the outage calendar
- Billing contacts should be able to add customer numbers
- CPs and MAPs to be made aware of outage descriptions without having to access the outage calendar

# AOB

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- Testing in pre-prod post go live



# End

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# Supporting Material

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# Behavioural Code of Conduct

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- 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

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## 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

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- **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

# Generic reporting proposal – Operational performance

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## 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

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## 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)

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- **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.