

ONE TOUCH SWITCH OPERATIONS FORUM MEETING #17 SUMMARY

DATE	16 January 2025
TIME	1400 - 1600
LOCATION	TEAMS online meeting
CHAIRPERSONS	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), Ben Greeves (TOTSCo), Deepak Awasthi (Vodafone), Hanna Kardash (CWP), Tom Merritt (TOTSCo and Co-Chair of Industry Process Group for OTS), Karthigeyan Balra (Vodafone), Sangeeta Roy (iconective), Ravikumar Balakrishnan (Vodafone)
MEMBERS ABSENT	Richard Warner (Co-chair/OTA) 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), John Leach (TalkTalk), Anthony McMahon (BT), Jonathon Davies (TalkTalk) Samantha McDaid (SKY), Vincent Owolawi (Lit Fibre),

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</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>3/13: RW/TM/JA to discuss more meaningful measures to be presented at the Ops Forum and beyond. CLOSED – SLA working group established and first meeting happened</p> <p>4/13: TM/JW to write proposal on monitoring operational behaviour ONGOING</p> <p>2/14: ALL to provide feedback the change pipeline ONGOING</p> <p>3/14: MS to provide change request form to MD CLOSED – form sent</p> <p>1/15: – Forum suggested a working group to review SLAs: MD, TF, ML, SR, JC CLOSED – first meeting held</p> <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 - CARRY FORWARD</p> <p>2/16: ALL to feedback on CP-CP Change Request ONGOING</p> <p>3/16: JW to invite members volunteered for SLA working group - CLOSED</p>

AGENDA ITEM	2. CP CURRENT MEASURES
DISCUSSION POINT	Trends are as expected. JW asked if all the data was useful and is anything missing – no comment from forum. JW invited members to contact herself or TM if they have any feedback. MB asked for a better understanding on what causes failures and how to reduce them. TM said process group are working on a document on the failure codes and guides on how to respond to them.
CONCLUSION/ RECOMMENDATION	
ACTION	

AGENDA ITEM	3. TOTSCo Operational Performance
DISCUSSION POINT	Investigating 4 th Jan latency anomaly. SLA working group are working on definition of availability.
CONCLUSION/ RECOMMENDATION	
ACTION	

AGENDA ITEM	4. OTS OPERATIONAL PROCESSES
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DISCUSSION POINT	<p>Shared change pipeline and asked for feedback. MD asked about message size validation change for business switching. JW said we don't anticipate it being too big but TM stated if needed we could have a different validation for GPLB.</p> <p>JW provided update on CP-CP Comms, she will answer questions that have come back from Tech M and asked forum if there is any more feedback she will share the CR with the group and they can take a look.</p> <p>Provided update on SLA working group and outcomes from first call.</p> <p>MS provided small change update and asked for suggestions for small changes.</p>
CONCLUSION/RECOMMENDATION	
ACTION	1/17 - JW to set up working group calls

AGENDA ITEM	5. REVIEW OF OTS OPS FORUM
DISCUSSION POINT	No update
CONCLUSION/RECOMMENDATION	
ACTION	

AGENDA ITEM	6. AOB
DISCUSSION POINT	<p>JW asked if group would be happy to move to monthly calls. No objections.</p> <p>ML asked for an update on multiple roles in account management. MS explained it was planned for the next small change sprint. JW also added increased access to document centre.</p>
CONCLUSION/RECOMMENDATION	
ACTION	2/17 – MS to check access for DA at Vodafone to be able to add outages, not just view.

Glossary

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