

# OTS Operations Forum:

## Meeting #17 – 17 January 2025

OTA2

TOTSCo

# AGENDA

Introduction and Welcome

Action Update

CP Current Measures

TOTSCo Hub and Service Performance

- Update and Data
- Additional OTS Performance Reporting
- TOTSCo Change pipeline

OTS Operational Processes

- CP to CP Comms
- SLA Working Group
- Small Change Sprint update

Review of OTS Ops Forum

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

3/9: JW - TOTSCo to publish full Change Pipeline. ONGOING

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

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

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

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

2/14: ALL to provide feedback the change pipeline ONGOING

3/14: MS to provide change request form to MD CLOSED – form sent

1/15: – Forum suggested a working group to review SLAs: MD, TF, ML, SR, JC CLOSED – first meeting held

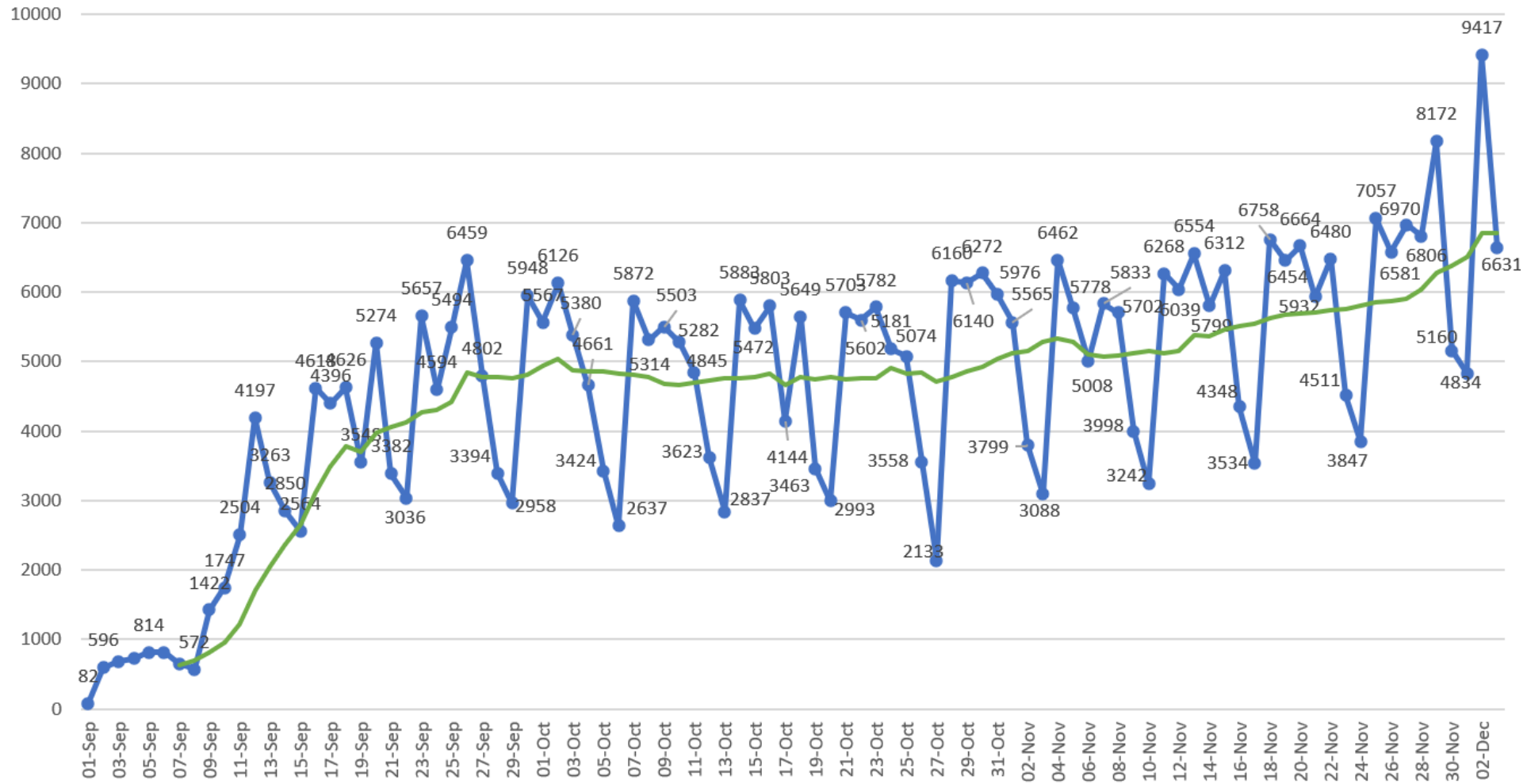
1/16: JW to suggest new column addition to David Norbury and consider rewording “environment” as this could be confused with pros/pre-prod/SIT - CARRY FORWARD

2/16: ALL to feedback on CP-CP Change Request ONGOING

3/16: JW to invite members volunteered for SLA working group - CLOSED

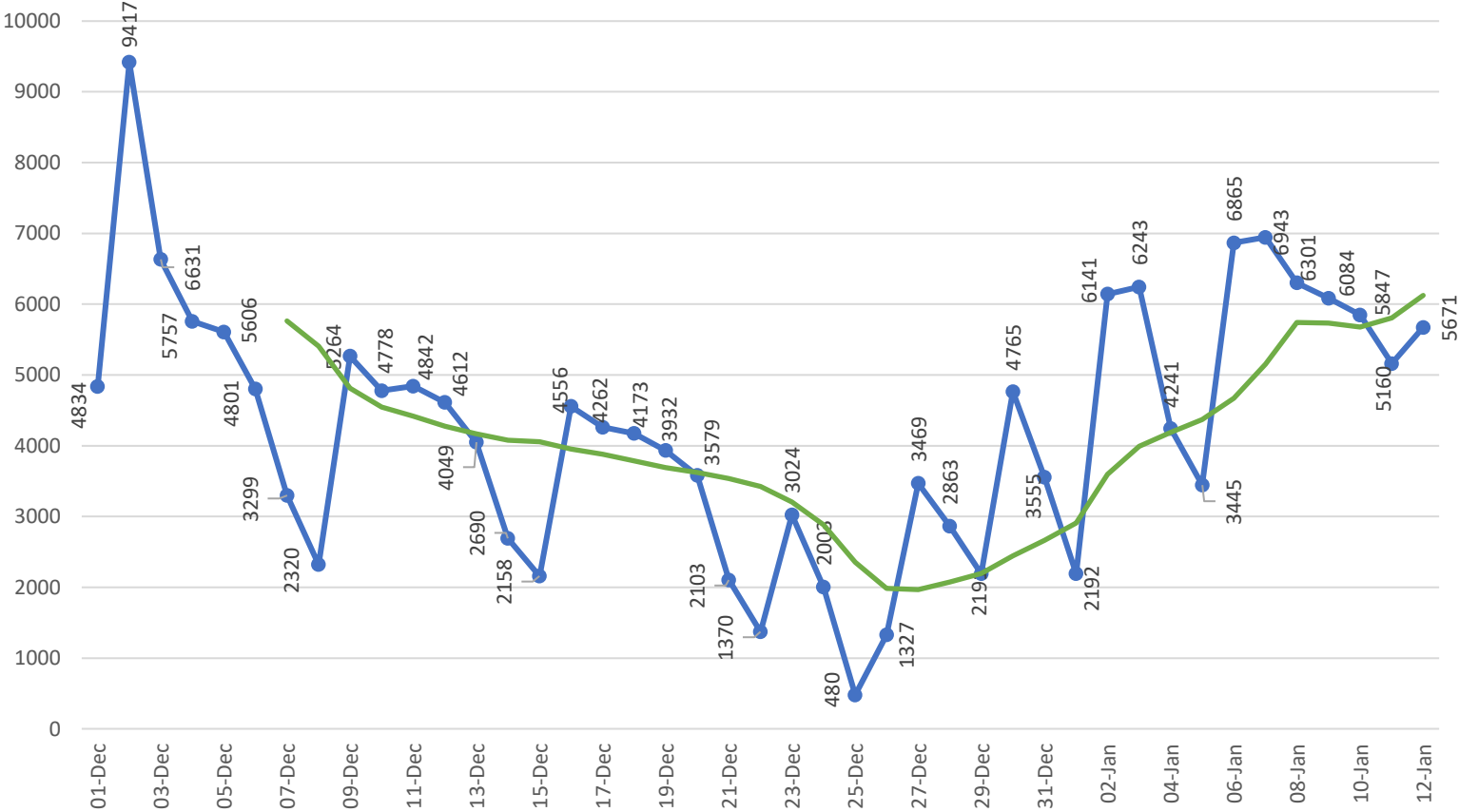
# CP Current Measures

# Switch Orders – Till Nov 2024



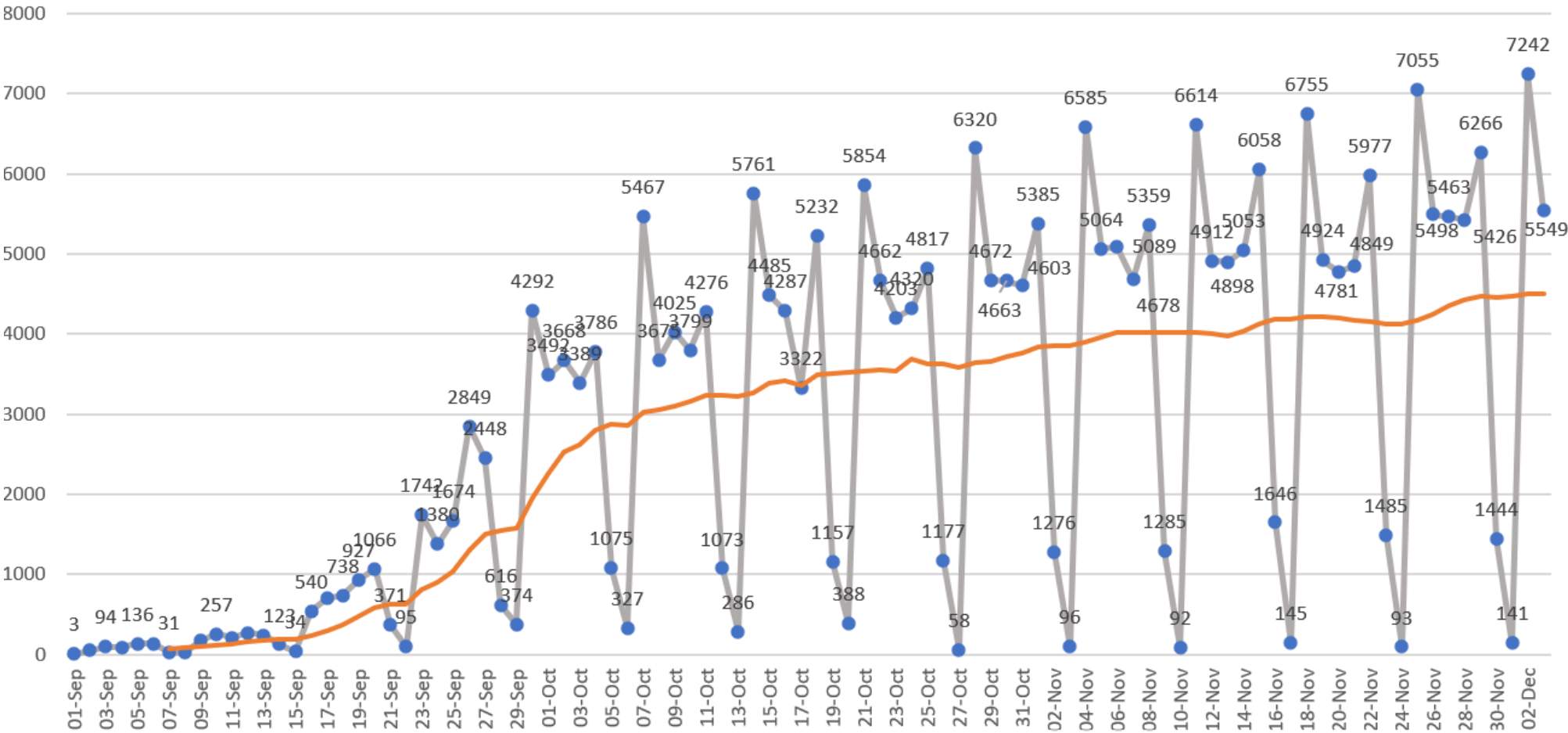
Switch Order Requests by day and 7 day moving average

# Switch Orders – Dec 2024 Onward



Switch Order Requests by day and 7 day moving average

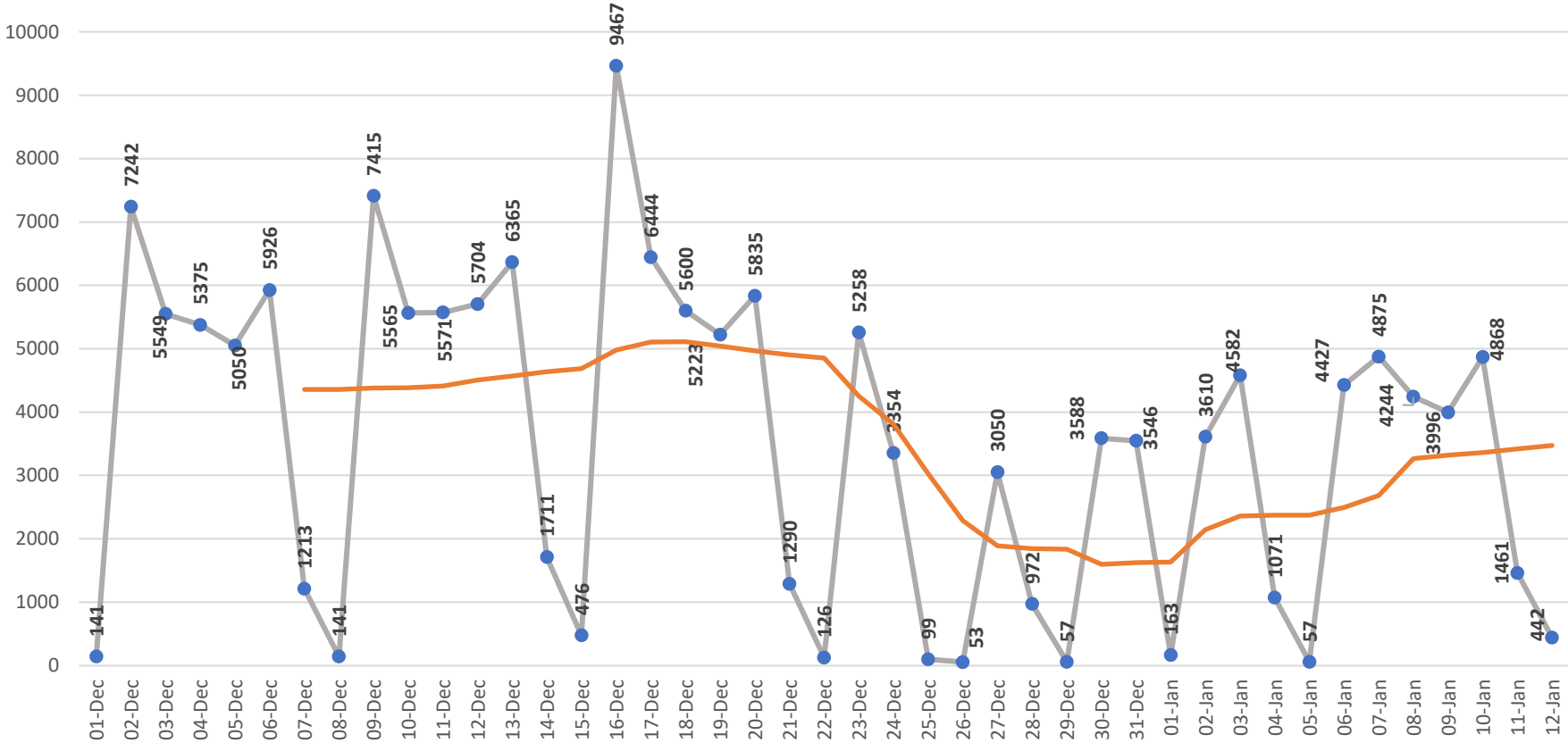
# Completed Switches – Till Nov 2024



Switch Order Trigger Confirmations by day and 7 day moving average

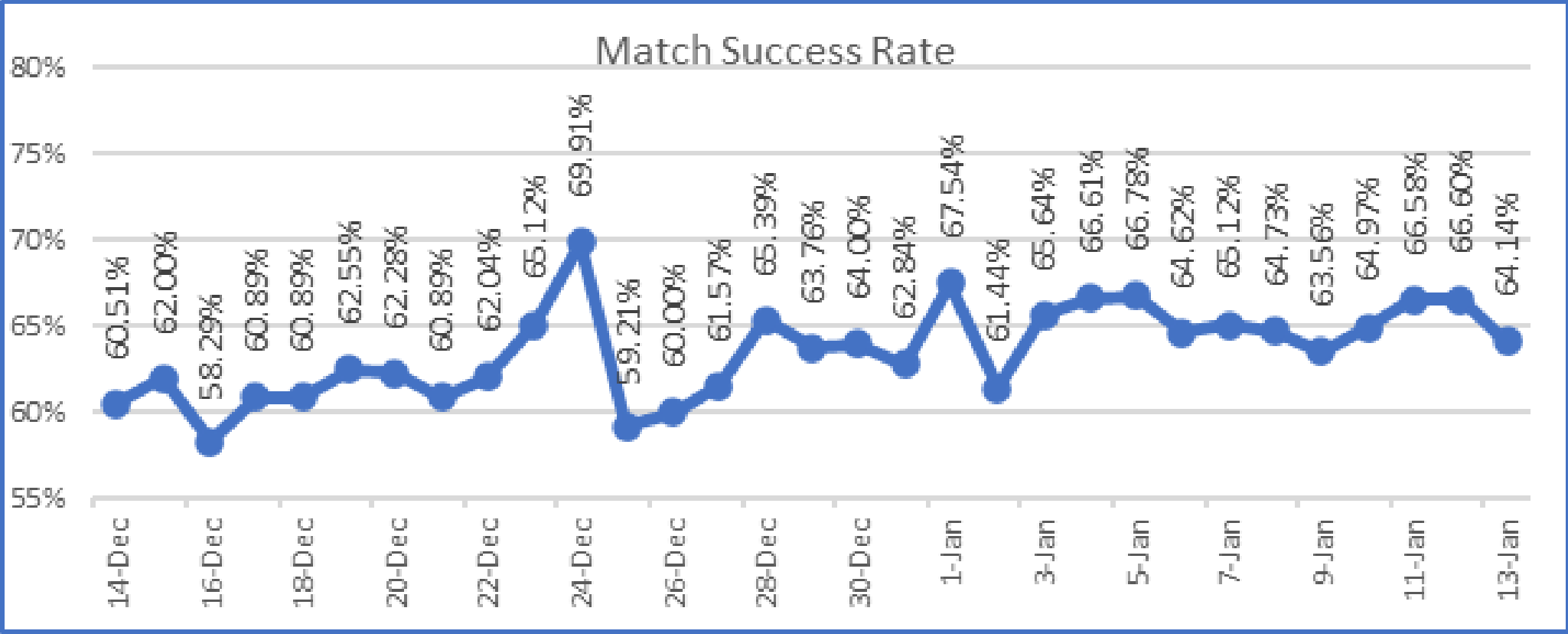


# Completed Switches - – Dec 2024 Onward



Switch Order Trigger Confirmations by day and 7 day moving average

# Switch Match Confirmation Rate



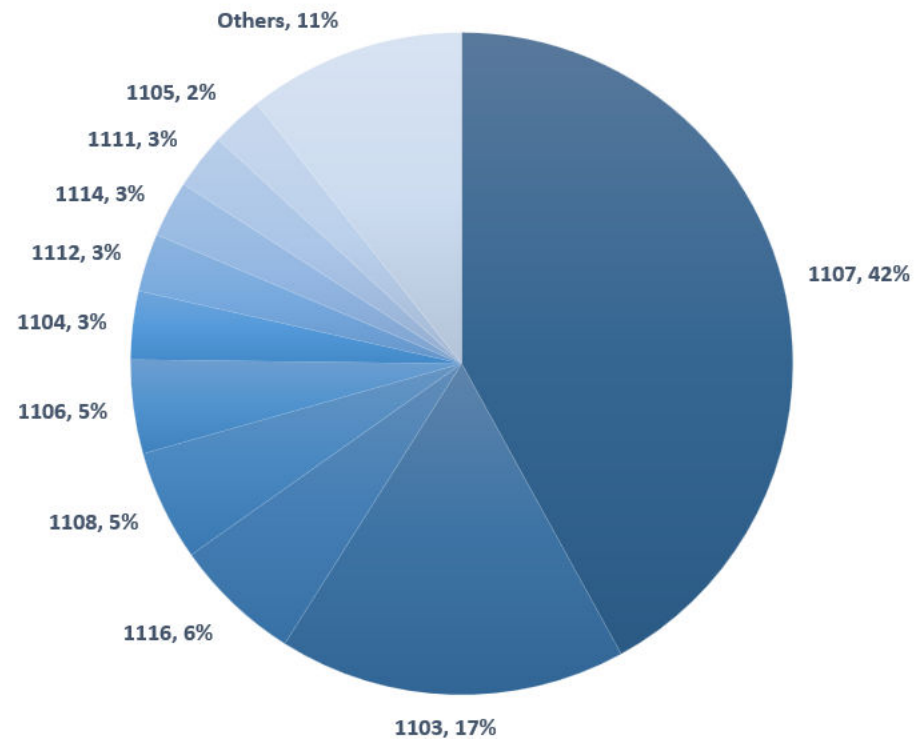
# Message count (Dec 2024)

Message Type	Delivered	Failed	Rejected	Total	%age	WRT prev month	Response %age
residentialSwitchMatchRequest	370,098	1,129	1,022	372,249	26.69%	↓ -3.68%	
residentialSwitchMatchConfirmation	228,509	4,164	4	232,677	16.48%	↓ -2.28%	62.51%
residentialSwitchMatchFailure	134,444	460	1	134,905	9.70%	↓ -1.04%	36.24%
residentialSwitchOrderRequest	118,675	31	3	118,709	8.56%	↓ -0.85%	
residentialSwitchOrderConfirmation	116,337	21		116,358	8.39%	↓ -0.88%	98.02%
residentialSwitchOrderFailure	1,836	22		1,858	0.13%	↑ 0.00%	1.57%
residentialSwitchOrderTriggerRequest	120,901	110	2	121,013	8.72%	↑ 1.67%	
residentialSwitchOrderTriggerConfirmation	117,379	27		117,406	8.47%	↑ 1.54%	97.02%
residentialSwitchOrderTriggerFailure	2,751	43	12	2,806	0.20%	↑ 0.12%	2.32%
residentialSwitchOrderUpdateRequest	67,011	5	3	67,019	4.83%	↑ 2.28%	
residentialSwitchOrderUpdateConfirmation	44,541	13		44,554	3.21%	↑ 0.99%	66.48%
residentialSwitchOrderUpdateFailure	22,034	48		22,082	1.59%	↑ 1.29%	32.95%
residentialSwitchOrderCancellationRequest	17,504	6		17,510	1.26%	↑ 0.16%	
residentialSwitchOrderCancellationConfirmation	16,601			16,601	1.20%	↑ 0.13%	94.81%
residentialSwitchOrderCancellationFailure	882			882	0.06%	↑ 0.03%	5.04%
<b>Grand Total</b>	<b>1,379,503</b>	<b>6,079</b>	<b>1,047</b>	<b>1,386,629</b>			

Delivered	The Hub successfully delivered the message from the source to the destination
Failed	The Hub accepted the message from the source, but was unable to deliver to the message to the destination. This could be because the message delivery policy timed out or because the destination returned a response such as 400. If the Hub fails to deliver a message, it will return a message delivery failure to the source of that message.
Rejected	The message failed the Hub's initial validation and the Hub rejected the message – e.g. the routingID was invalid or the destination RCPID was not recognised.

# Response codes by Failure Type (Dec 2024)

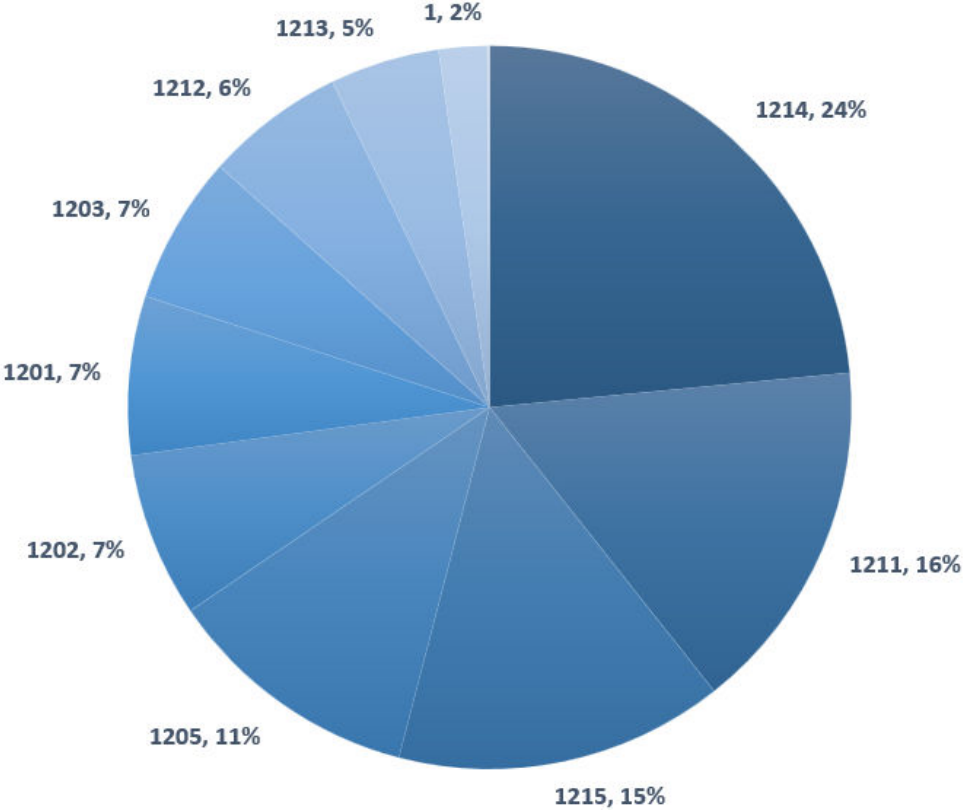
## ResidentialSwitchMatchFailure



FaultCode	FaultText	Count	%age
1107	No customers found with service at that location	56,665	42.00%
1103	Account not found	22,890	16.97%
1116	Service Identifier not found.	8,417	6.24%
1108	One or more customers found, but no match on surname	7,296	5.41%
1106	Address not found	6,177	4.58%
1104	Account found but is closed or historic	4,498	3.33%
1112	Data Integrity issue detected by LRCP.	3,824	2.83%
1114	Address does not match despite two other strong points of contact, one of which is account number	3,718	2.76%
1111	A switch is currently in progress	3,678	2.73%
1105	Account found but at least one serviceidentifier not found on the account.	3,408	2.53%
1122	Name does not match, address and service identifier match, but account number is not included	2,908	2.16%
1120	The requested service was not found against the matched customer / account / subscription	2,393	1.77%
1115	Address does not match and no account number is included despite two other strong points of contact	2,094	1.55%
1118	No DN included as service identifier for an NBICS 'port' or 'identify'	1,522	1.13%
1113	Account number format not valid for <residentialMatchRequest businessMatchRequest>	1,395	1.03%
1101	Missing or incomplete address	1,113	0.83%
1119	Account found, but no IAS or NBICS services were found under it	1,044	0.77%
1117	Services not included or invalid	814	0.60%
1109	Multiple customers found matching on surname	538	0.40%
1121	Name does not match and address is only a close match	269	0.20%
1110	Customer found, but they have multiple services at the same address.	134	0.10%
500	This is an incorrect fault code sent by a user	61	0.05%
1102	Name not provided	46	0.03%
1212	All services requested to be ceased are no longer active	3	0.00%
<b>Total</b>		<b>134,905</b>	<b>100.00%</b>

# Response codes by Failure Type (Dec 2024)

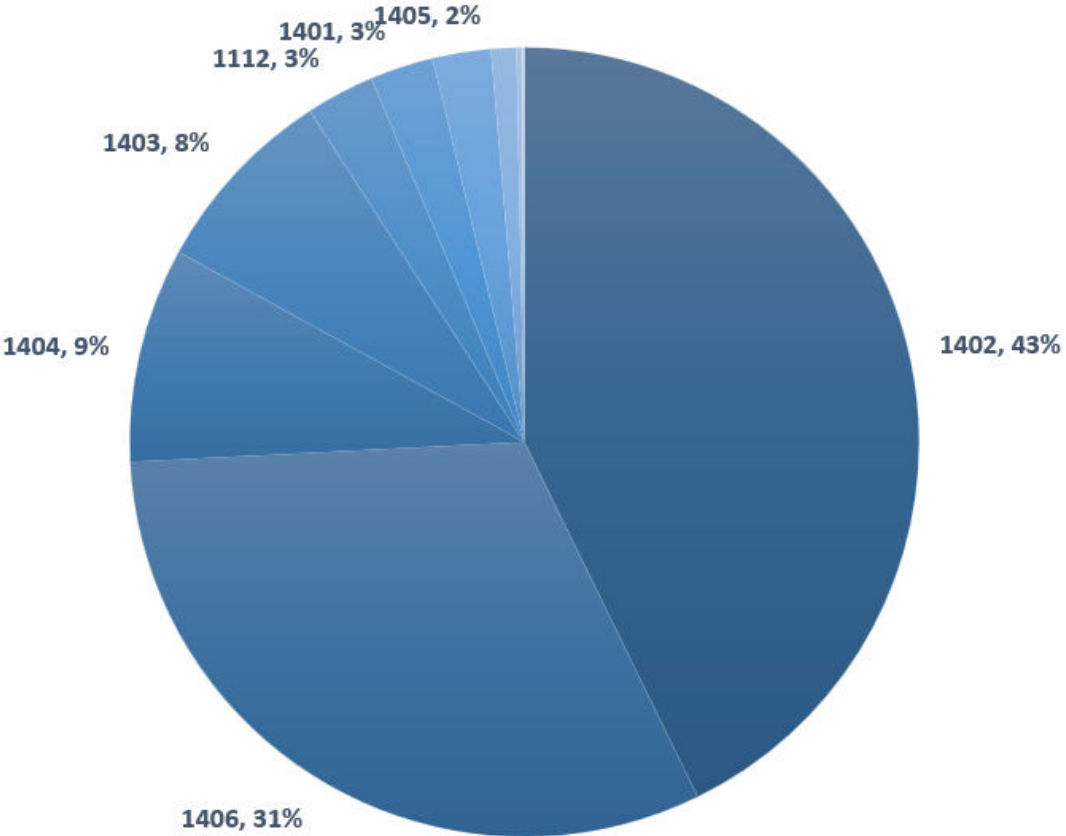
## ResidentialSwitchOrderFailure



FaultCode	FaultText	Count	%age
1214	There is an open cease order which is past point of no return and cannot be cancelled.	436	23.47%
1211	A switch is currently in progress	295	15.88%
1215	There is an open modify order which is past point of no return and cannot be cancelled.	273	14.69%
1205	Switch order has already been cancelled	213	11.46%
1202	Switch order reference has expired	137	7.37%
1201	Invalid or missing switch order reference	132	7.10%
1203	Invalid or missing planned switch date	123	6.62%
1212	All services requested to be ceased are no longer active	116	6.24%
1213	Switch Order Reference is already in use	91	4.90%
1	This is an incorrect fault code sent by a user	40	2.15%
1302	Switch order reference is no longer available	1	0.05%
1204	Switch order has already been completed	1	0.05%
<b>Total</b>		<b>1,858</b>	<b>100.00%</b>

# Response codes by Failure Type (Dec 2024)

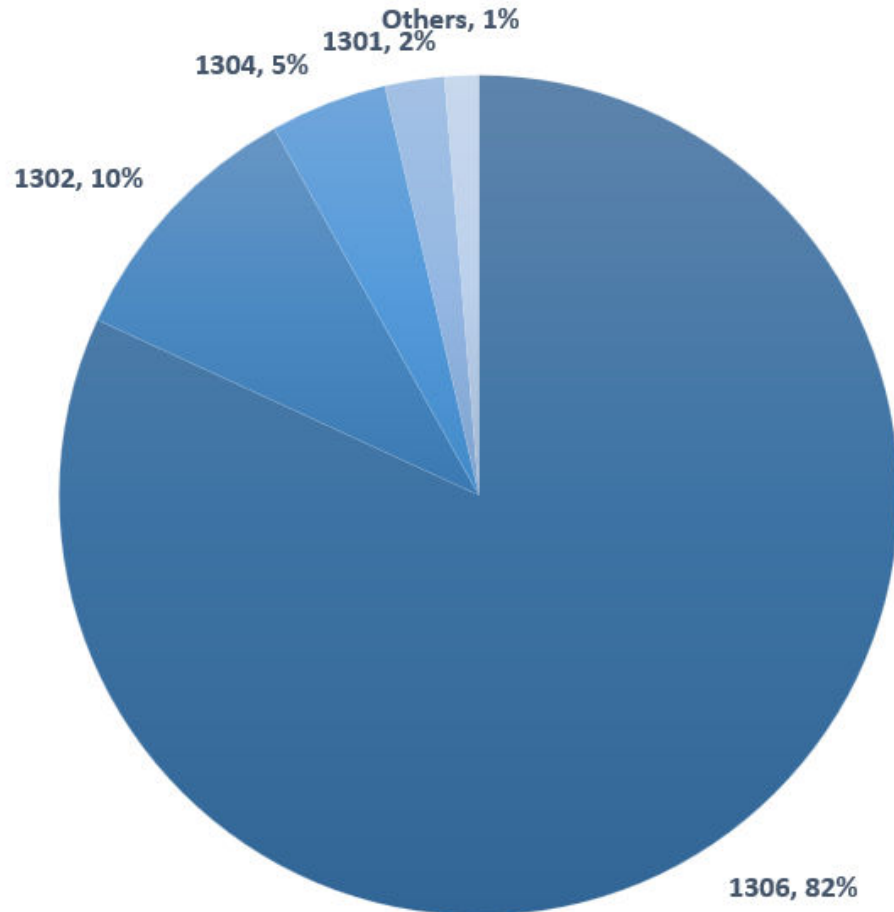
## ResidentialSwitchOrderTriggerFailure



FaultCode	FaultText	Count	%age
1402	Switch order reference is no longer available	1,200	42.77%
1406	Switch order was never raised	882	31.43%
1404	Switch order has already been completed	247	8.80%
1403	Invalid or missing activation date	220	7.84%
1112	Data Integrity issue detected by LRCP.	79	2.82%
1401	Invalid or missing switch order reference	73	2.60%
1405	Switch order has already been cancelled	67	2.39%
1410	This is an incorrect fault code sent by a user	29	1.03%
576	This is an incorrect fault code sent by a user	6	0.21%
1204	Switch order has already been completed	1	0.04%
1415	This is an incorrect fault code sent by a user	1	0.04%
1412	This is an incorrect fault code sent by a user	1	0.04%
<b>Total</b>		<b>2,806</b>	<b>100.00%</b>

# Response codes by Failure Type (Dec 2024)

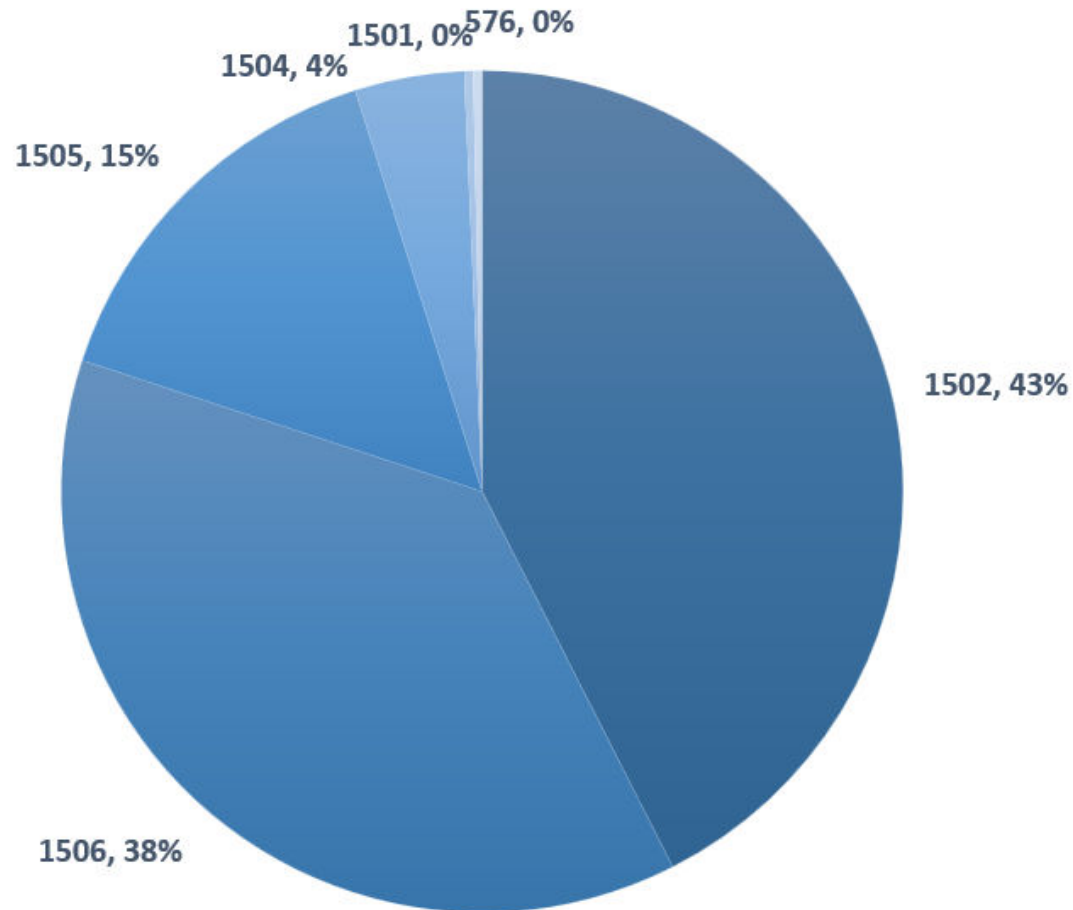
## ResidentialSwitchOrderUpdateFailure



FaultCode	FaultText	Count	%age
1306	Switch order was never raised	18,075	81.85%
1302	Switch order reference is no longer available	2,216	10.04%
1304	Switch order has already been completed	995	4.51%
1301	Invalid or missing switch order reference	506	2.29%
1305	Switch order has already been cancelled	188	0.85%
1303	Invalid or missing planned switch date	72	0.33%
1211	A switch is currently in progress	11	0.05%
576	This is an incorrect fault code sent by a user	8	0.04%
1502	Switch order reference is no longer available	4	0.02%
1314	This is an incorrect fault code sent by a user	3	0.01%
1214	There is an open cease order which is past point of no return and cannot be cancelled.	2	0.01%
1	This is an incorrect fault code sent by a user	2	0.01%
<b>Total</b>		<b>22,082</b>	<b>100.00%</b>

# Response codes by Failure Type (Dec 2024)

## ResidentialSwitchOrderCancellationFailure



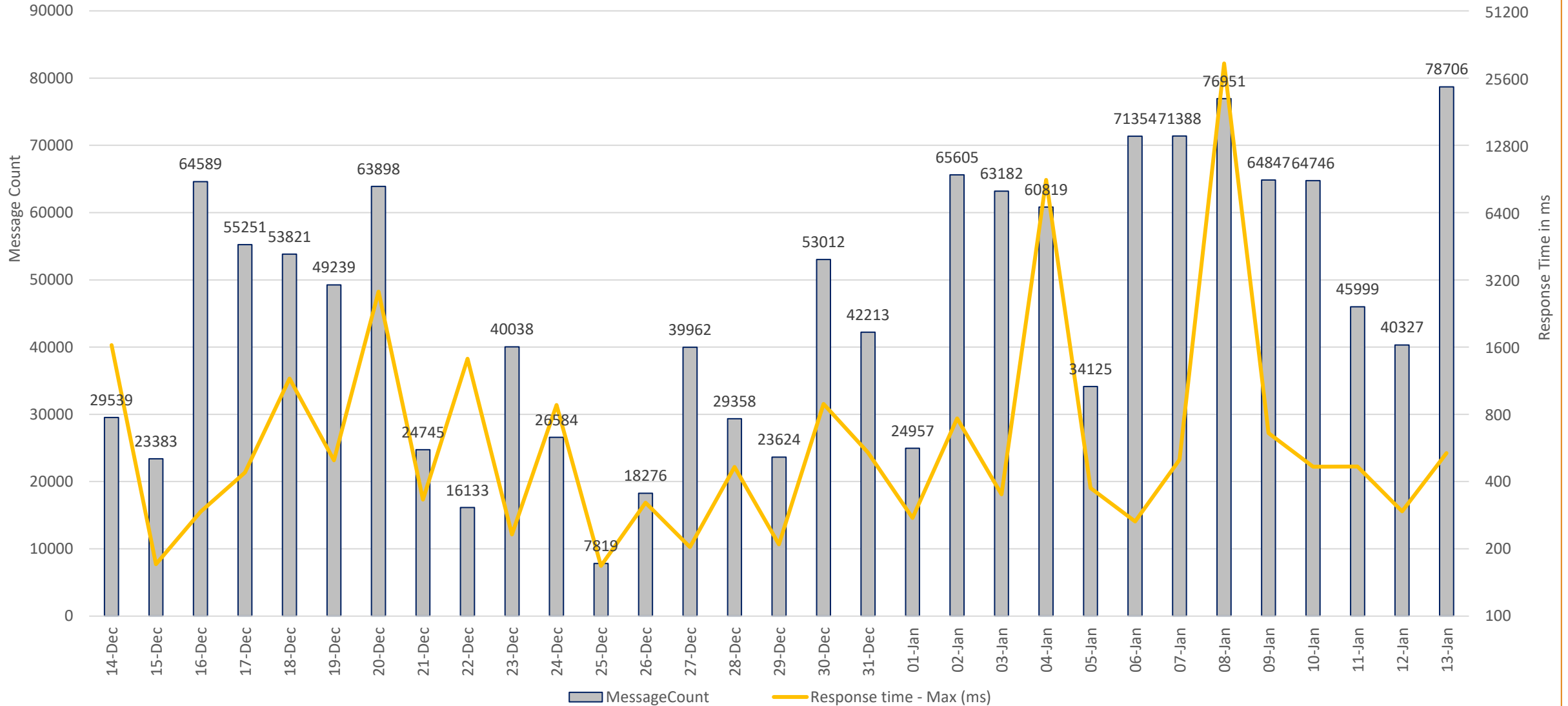
FaultCode	FaultText	Count	%age
1502	Switch order reference is no longer available	375	42.52%
1506	Switch order was never raised	331	37.53%
1505	Switch order has already been cancelled	133	15.08%
1504	Switch order has already been completed	37	4.20%
1501	Invalid or missing switch order reference	3	0.34%
576	This is an incorrect fault code sent by a user	3	0.34%
<b>Total</b>		<b>882</b>	<b>100.00%</b>



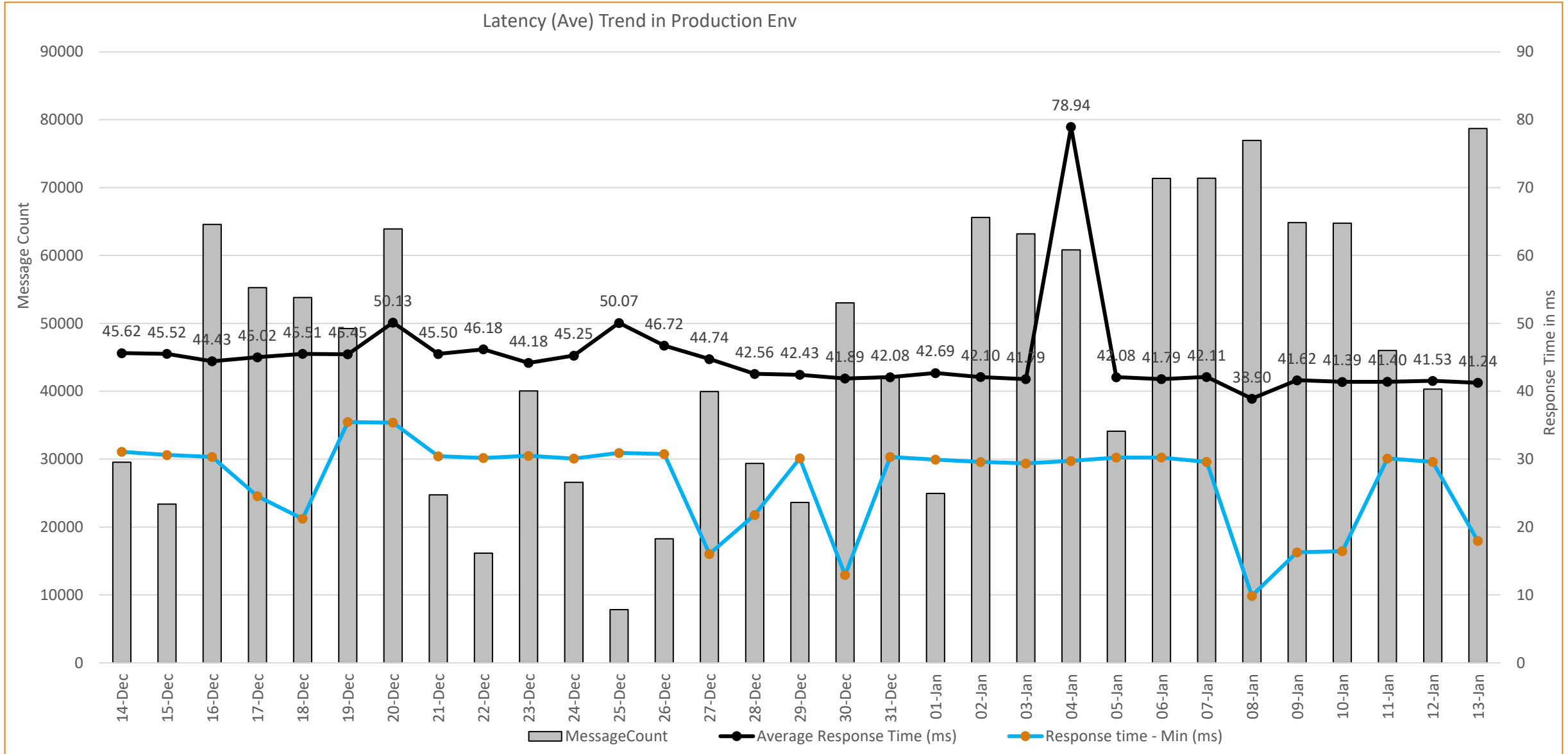
# TOTSCo Hub Performance

# Production Latency

Message and Latency (Max) Trend in Production Env



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

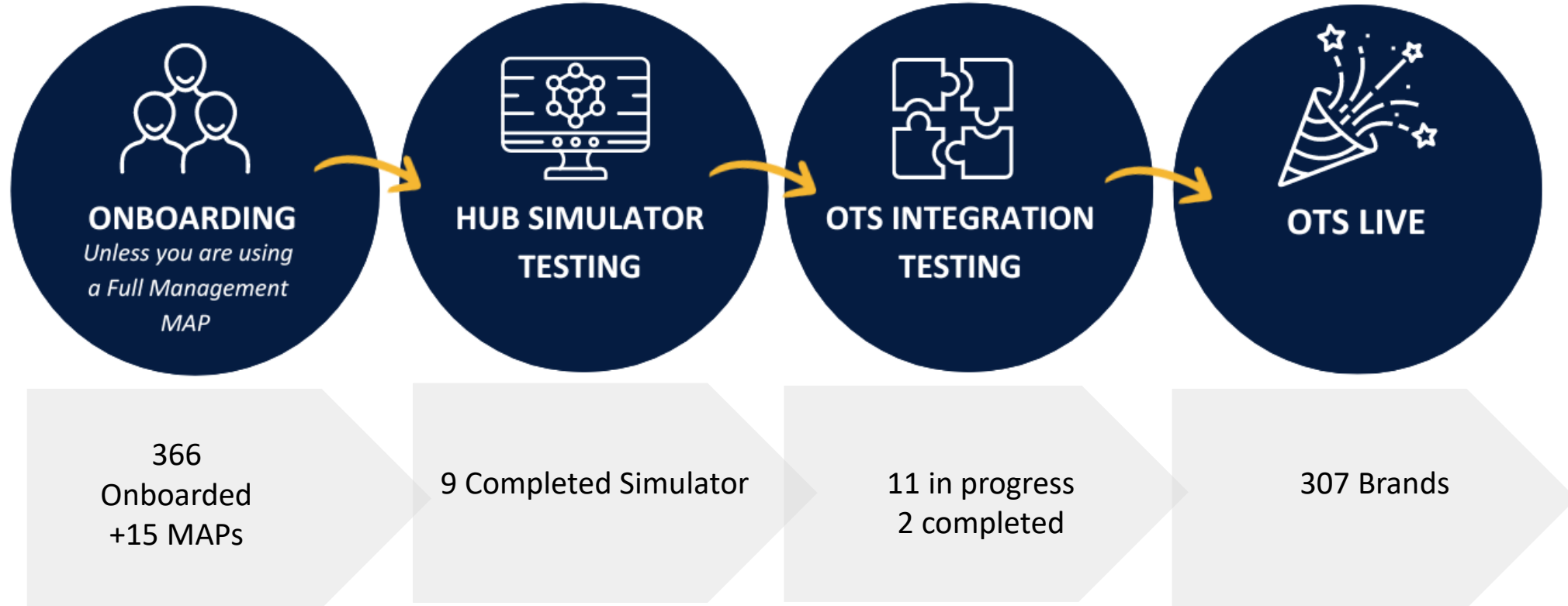


# Hub Availability

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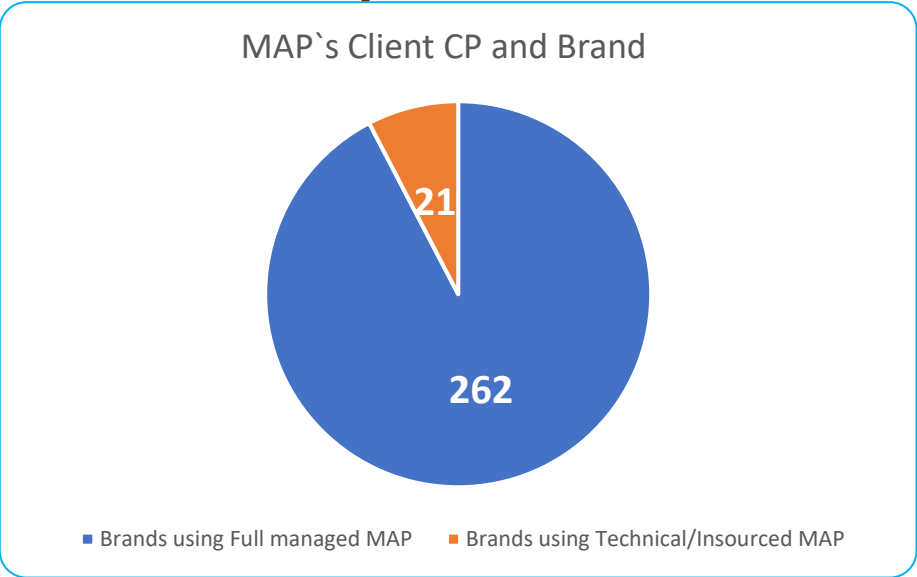
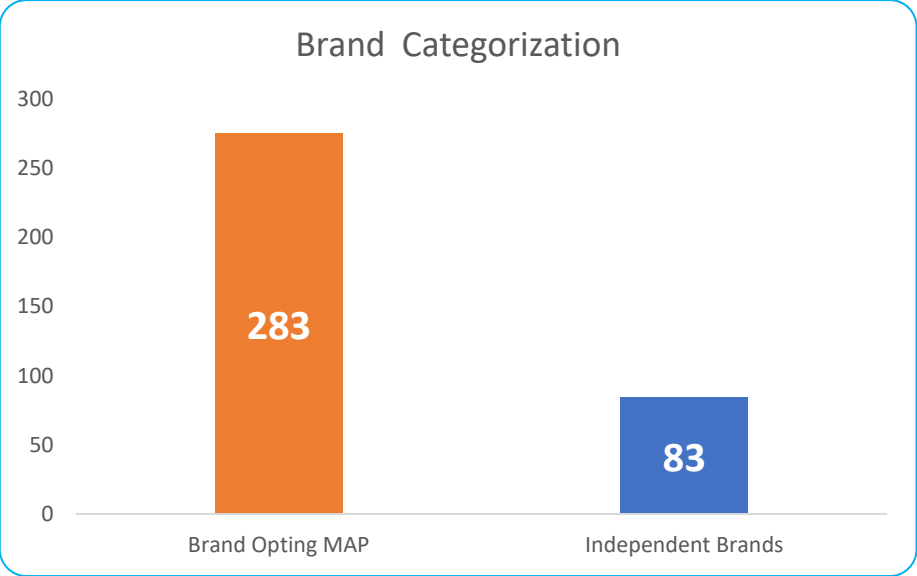
Period	Availability
September	100%
October	100%
November	100%
December	100%
January (to date)	100%

# 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 up to 13th Jan 2025

Month	P1	P2	P3	P4		Incidents Total	Service Requests
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		51	221
Nov		2	17	4		23	135
Dec			6	5		11	125
Jan25			1	0		1	19
<b>Grand Total</b>	<b>3</b>	<b>12</b>	<b>287</b>	<b>32</b>		<b>334</b>	<b>1224</b>

## Top Reasons for Contact:

- Testing Related Issues / Queries
- Message delivery related queries
- CP-to-CP tool registration / access
- Billing Queries
- Portal related queries
- Reporting Issues

# Change Pipeline as of 16-1-2025

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Change Reference	Change Title	Description of the change	Target Proposal Date	*Industry impact (small, medium, large)	Current status	Delivery Date
OTS109	<b>Reporting refactoring</b>	To improve the performance of reports	22-1-2025	Low	Assessment underway	TBD
OTS117	<b>Message size validation</b>	Maximum limit on messaging to protect users	15-1-2025	Low / none	Assessment underway	TBD
OTS116	<b>Enhancement to CP-to-CP Tool</b>	The CP-to-CP tool uptake is limited. The CR proposes additional functionality to improve the use of the tool by CPs.	TBD – subject to business analysis and assessment	High	In business analysis to document the use cases	TBD
OTS102	<b>TOTSCo GPLB Business Switching Solution</b>	Development of a GPLB Business Switching Solution	22-1-2025	High	Assessment underway	TBD
<b>Change Requests on hold</b>						



# OTS Operational Processes Best Practice

## CP to CP Comms Update

- Joan to arrange next meeting of working group
- Initial change request presented at CAB this week – deferred for more information

## SLA Working Group

First meeting took place on 10th January and scope agreed. Initial SLAs to be reviewed are:

- Latency
- Availability
- Enquiries (priorities, resolution times)
- Problems (internal)
- Change delivery (internal)

Joan will bring presentation on current measures for latency and availability and monitoring to next meeting

# Small Change Sprint Update

## Sprint 1 progress

- There has been a delay due to a security test which needed to take place
- UAT will start next week
- Please share any small changes which you think could be added to future sprints

# AOB

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Proposal to move meetings to first week of each month

# 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