Migrations Programme Board (MPB) #28
Notes & Actions

11th February 2010
0930-1300hrs, Riverside

Attendees:-   Jim Reilly (Chair - OTA)
        Brian Storey (Zen)
        Steve Drain (BTR)
        Tony Birkbeck (OR)
        Steve Farleigh (Sky)
        Jo James (VM)
        Maureen Boylan (Orange)
        Terri Hamilton (SSE)
        Lee Turner (TTG)
        David Halliday (OTA)

The next Migrations Programme Board - MPB #29 will be 9.30-1pm, 4th May, 2010, Riverside.

- **Introductions**

- **Agenda**

    - Actions from last meeting

    - AOT & MAC – Mgtns Process Review Project - Update
            - Mini-workshop session

    - Erroneous WLTOs Project – Progress report
                - Mini-workshop session

    - Emergency Restoration Process – Proposal

    - Best Practice Guide (BPG)
            - BPG revision updates
            - BPG – CP compliance questionnaire
            - Combined WLR/SMPF Mgtns – SOR status
            - WLTO Development (MPF taking over WLR/MPF) - Status
            - NGA-Copper Mtgns – Current proposals
            - SOR-Number export with Line renumber - update
            - Number Porting – Problem statement

    - Erroneous Bulk Migrations (EBMs)
            - BTW Tool enhancements - update

    - AOB

- **Actions from Previous Notes**
    - Actions updated – Actions summary table refers

- **AOT & MAC – Mgtns Process Review Project**
  - Jim presented a progress report including an initial view of the CP feedback so far collected.
  - Jim asked CPs to provide more supporting evidence as this will help to quantify the relative importance of the weaknesses highlighted.
  - Jim is planning to conclude the initial review of weaknesses so the results can be shared with CPs at next OTA Exec. 25th Feb 2010.
  - The next step will be to engage CPs in developing an improvement plan to address the main weaknesses

- **Erroneous WLTOs - Action 24/1 update refers**
  - Jim presented an update….slide pack refers.
  - – Jim explained that the initial root cause analysis and findings were 'provisional' and subject to further internal review by CPs and their feedback is now required.
    Jim will be contacting CPs off-line to discuss their feedback and will update the analysis accordingly.

- **Emergency restoration process –** A strawman proposal is being developed by OR/OTA and will soon be shared with CPs for their review. Work in progress.

- **Combined WLR/SMPF Mgtns - SOR status** – Action 16/1 update refers
- The background to this action is summarised in the actions list.
- Tony Birkbeck provided the following update:-
  - Parallel ordering is different from the requirement detailed in SOR6938, however.
    - it allows CP(s) to place an SMPF transfer order whilst a WLR3 transfer is in flight (or vice versa).
    - parallel orders are not linked in Openreach systems but (more importantly ?) it does allow the CP(s) to manage the CCD date with the end user ('CP Managed Sims').
    - It allows the SMPF to be transferred with a shorter timescale than the WLR if required
    - Delivers a managed transfer of both services regardless of bundled or split CPs.
  - The SMPF transfer will require a MAC, the WLR will create an AoT
  - A previously Data Integrity issue has now been fixed.
  - Next steps as follows:-
  - Combined Copper PC & G group have revisited the requirement for SOR6398
  - View is Parallel Ordering delivers key requirements requested in SOR 6398
  - SOR will be de-scoped after final review at Copper PC&G 17th February.

  - Suspected design flaw
  - Brian Storrie (and Steve Farleigh) pointed out that it was currently possible for CPs to achieve a combined WLR/SMPF migration by using WLR transfer with Sim provide SMPF. General feeling (endorsed by Tony B) was that this transaction was invalid and should not be happening........suspected EMP design issue. Tony to investigate and confirm the correct position.

- **WLTO – MPF replacing WLR/MPF at target premises** – Tony Birkbeck confirmed that this development is progressing well and remains on track – R1300.
- Some confusion regarding when this capability will be launched and available for CPs to consume.

- **Action 28/1 - WLTO – MPF replacing WLR/MPF – Tony Birkbeck to clarify precisely when this capability will be available for CP consumption**

- **NGA/FTTC – Migrations requirements** – Action 22/3 update refers
- David Halliday provided a brief update (slide pack refers). The next industry workshop is planned for 26th Feb (1.30-5pm)

- **Erroneous Bulk Migrations (EBMs) - BTW Asset Data Reconciliation tools -** Action 16/2 update refers - Good news – BTW have now declared their intention to develop a 'asset data reconciliation tool' for CPs and it is planned for delivery in June 2010. (slide pack refers)
  CPs also asked for clarification regarding the proposed method of downloading – Bev to advise
  -

- **Number Porting – Problem statement** – Jim explained that Ofcom had asked OTA and Les Oliver (Number Porting commercial group, chairman) to ensure closer alignment between migrations processes and fixed line number porting processes as they continue to receive ad-hoc complaints from consumers which suggest the 2 processes are not entirely aligned.
- To this end, Jim is developing a problem statement which will provide a baseline position for any future process development needed.

- **Action 28/2 - Number Porting – Problem statement – MPB members to flag their concerns regarding fixed line number porting (in the context of migrations/homemovers)**

- **AOB**
  - **None**

- **Next Meetings**

DATE	MPB Meeting	TIME
4/5/2010	**MPB#29**	**9.30-1pm**
6/7/2010	**MPB#30**	**9.30-1pm**
5/10/2010	**MPB#31**	**9.30-1pm**
30/11/2010	**MPB#32**	**9.30-1pm**

Actions summary

Legend
Bold Text = updates from meeting
Regular Text = updates from previous meetings
White background = Old action still open
Grey background = Action Closed
Yellow background = New Action

Best Practice Guide	
Action 16/1 – Sim Provide to support EU migrations from CP1- WLR/SMPF to CP2-WLR/SMPF – **16/11 – Jim sent the following note to OR on 9th Nov:-** **-----------------------** As you know, we have previously been advised by Openreach that any CP looking to migrate a consumer from an existing WLR/SMPF-based service to their own bundled (WLR+SMPF based) service delivery can only do so by migrating each service (one at a time) sequentially….i.e. if the voice is migrated first, the BB migration cannot be launched until the Voice migration has completed………..creating a lead time experience of at least 20 days. This is the process currently contained withing the Best Practice Guide, albeit not a good consumer experience. It was this situation that led us toward the infamous SOR (attached) which sought to improve the Consumer experience but got embroiled in the AOT vs MAC debate. However, as we both discovered at last week's LLU Process Forum, it came as shock to be told by OR (Tim Dadd) in the context of a separate 'data integrity' issue, that **the original advice provided by OR was in fact wrong**…….in that……..there is nothing to stop a 'gaining CP' from raising both migration orders at the same time negating the need to wait for the 1st order to complete before launching the 2nd. If this is so, we have an opportunity, do we not, to re-visit the current advice to CPs such that they may launch both orders at the same time and materially improve the delivery lead-time and therefore the consumer experience.	

Can you please clarify OR's position as soon as possible.

Tony (OR) explained that the issue was still subject of intensive re-assessment internally and could not present a definitive position. Jim stressed that this situation is unsatisfactory as the current user experience is not good and the advice given in the 'Best Practice Guide' is now incorrect.

Jim urged Tony/OR to provide the definitive postion by 30th November, latest. This needs to come from the OR 'product' lead.

Jim also pointed out that this issue does not effect the related SOR which still stands.

Ongoing

11/2 – update from Tony Birkbeck as follows:-

- **OR Response sent 30th November to an action at the OTA led Industry Migrations Programme board (MPB) on 16th November 2009 to provide a definitive position as to what can be achieved today on Openreach systems by 30th November 2009**
- **Parallel ordering is different from the requirement detailed in SOR6938, however.**
  - **it allows CP(s) to place an SMPF transfer order whilst a WLR3 transfer is in flight (or vice versa).**
  - **parallel orders are not linked in Openreach systems but (more importantly ?) it does allow the CP(s) to manage the CCD date with the end user ('CP Managed Sims').**
  - **It allows the SMPF to be transferred with a shorter timescale than the WLR if required**
  - **Delivers a managed transfer of both services regardless of bundled or split CPs.**
- **The SMPF transfer will require a MAC, the WLR will create an AoT**
- **A previously Data Integrity issue has now been fixed.**

Next steps as follows:-

- **Combined Copper PC & G group have revisited the requirement for SOR6398**
- **View is Parallel Ordering delivers key requirements requested in SOR 6398**
- **SOR will be de-scoped after final review at Copper PC&G 17th February.**

**David Halliday
17/2/10**

Suspected design flaw **Brian Storrie (and Steve Farleigh) pointed out that it was currently possible for CPs to achieve a combined WLR/SMPF migration by using WLR transfer with Sim provide SMPF. General feeling (endorsed by Tony B) was that this transaction was invalid and should not be happening........suspected EMP design issue. Tony to investigate and confirm the correct position.** **Ongoing**	**Tony Birkbeck** **17/2/10**
Action 16/2 - Erroneous Bulk Migrations - CoP - **11/2 – Good news – BTW have now declared their intention to develop a 'asset data reconciliation tool' for CPs and it is planned for delivery in June 2010. (slide pack refers)** **CPs also asked for clarification regarding the proposed method of downloading – Bev to advise**	**Bev** **28/2/10**
Action 22/3 - NGA/FTTC – Migrations requirements – CPs to review slide pack and feedback comments to Jim ahead of next MPB (23rd March) – 23/3 – Ongoing – 2/6 – Workshop planned for 15th June, 14.30, Riverside – Ongoing – 27/7 – Jim advised that he will be developing the Best Practice Guide (annex A) to incorporate the additional migration/homemover scenarios arising from the introduction of GEA. Jim will need help from others to do this. – Ongoing – 21/9 – still work in progress – Industry workshop planned for w/b 19/10 – Ongoing 16/11 – Jim advised that collaboration work (OR/CPs/OTA) was ongoing (next workshop later this week, 10-2.30pm, 20th Nov, Riverside). Latest Workshop slideware attached. CPs urged to make sure they are represented at these workshops to help shape the decisions taken. Jim to provide update at next MPB. Ongoing **11/2 – David Halliday provided a brief update (slide pack refers). The next industry workshop is planned for 26th Feb (1.30-5pm)**	**CPs** **11/2/2010**
Action 23/2 – Ofcom advice on Tags – Jim to check scripts used by Ofcom Call centre agents – 2/6 – Jo James highlighted recent incidences of Ofcom referrals which suggest lack of understanding by Ofcom call centre agents – Jo to send some details to Jim so Jim can follow up with Ofcom – Ongoing – 27/7 – Jim updating the 'advice to consumers' section of the Ofcom web-site – Ongoing. – **16/11– still work in**	**Jim** **30/6/09**

progress - Ongoing	
Action 23/3 – MPF ID using DN as input – Strategic Solution needed – David/Ben/Jim have volunteered to produce a draft problem statement as the basis of an SOR) – 2/6 – Ongoing – 27/7 – Steve Farleigh advised that an SOR had been submitted to LLU PCG and is under review – Jim to follow up with David Halliday (PCG Chair) to ascertain status – Ongoing **– 21/9 – SOR still uner review at PCG - Ongoing**	**David H/Jim R 15/4/09**
• Action 24/1 – Erroneous WLTOs – Urgent Tactical solution required - **11/2 – Jim presented an update….slide pack refers. Erroneous WLTOs – Jim explained that the initial root cause analysis and findings were 'provisional' and subject to further internal review by CPs and their feedback is now required. Jim will be contacting CPs off-line to discuss their feedback and will update the analysis accordingly.** **Emergency restoration process – A strawman proposal is being developed by OR/OTA and will soon be shared with CPs for their review. Work in progress.**	**Jim/David/Matt Madden 28/2/10**
Action 24/4 - Best Practice Guide updated version - Questionnaire – CPs to complete questionnaire designed to capture the extent to which each CP is applying 'current best practice' and if not, why not. **–** 21/9 – no feedback received to date. Jim to follow up with each CP on a bilateral basis – Ongoing 16/11 – Jim advised that some CPs had responded but 1 or 2 were still outstanding. – Ongoing **11/2 – Ongoing – Jim to upload latest version to OR/OTA web-sites**	**Jim Reilly 28/2/10**
Action 28/1 - WLTO – MPF replacing WLR/MPF – Tony Birkbeck to clarify precisely when this capability will be available for CP consumption	**Tony Birkbeck 28/2/10**
Action 28/2 - Number Porting – Problem statement – MPB members to flag their concerns regarding fixed line number porting (in the context of migrations/homemovers)	**CPs 28/2/10**

Jim Reilly
Office of the Telecommunications Adjudicator