

CONSULT21

BTwholesale

BRIEFING

21CN Migration: Migration Command & Control - Management Reporting to CPs

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IMPORTANT NOTE

This document is circulated for the purposes of consultation. As such, the contents are subject to change following such consultation.

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1 Migration Command & Control: Overview

The Migration Command and Control structure is being designed and implemented by BTW to manage the migration of all End Customer lines to 21CN. It is designed to supplement rather than replace business as usual structures and processes.

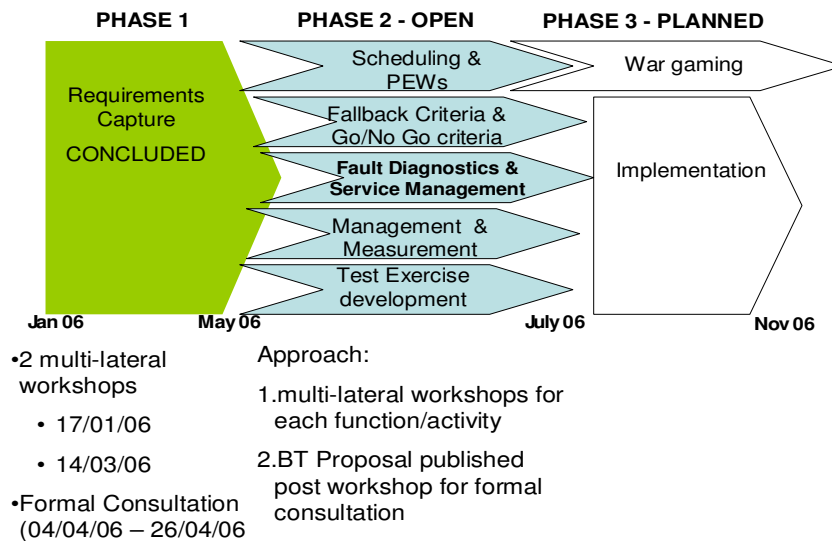
Through the requirement capture phase on Industry consultation, Communication Providers have provided BTW with statement of requirements that they anticipate the Migration Command & Control structure would fulfil.

Consultation on the Migration Command & Control Structure is owned and managed by the Implementation & Migration Working Group but delivered through the Migration Command & Control Experts Forum.

1.1 Consultation Status

The Migration Command & Control consultation comprises 3 phases (as illustrated in Fig 1)

Figure1 – Migration Command & Control Consultation Framework



BTW has recently concluded consultation on three of the five planned consultations within Phase 2 consultation.

Consultation (C21-IM-009) Design Considerations - Service Management & Go/No Go Criteria & Fallback Management concluded on 3rd July 2006. BTW received 2 responses to this consultation:

- a combined response from BT's Downstream businesses (BTR & BTGS)
- C&W

Consultation (C21-IM-008) Scheduling & PEWs concluded on 20th July 2006.

1.2 Purpose of this document

This document seeks to support the ongoing consultation process by providing further detail to Communication Providers on BTW's proposed design for Management reporting to Communication Providers during the Transfer Engineering process. For the avoidance of doubt this does not seek to articulate end customer experience metrics

1.3 Next Steps

1.3.1 Migration Command & Control Design Briefing

Following the closure of the two recent Migration Command & Control consultations, BTW will be publishing to Communication Providers in mid August 2006, a briefing outlining the functional design of the Migration Command & Control structure as it relates to BTW and Communication Provider interaction, namely:

- Service (including Fault) Management
- Scheduling & PEWs
- Fallback Management & Go/No Go decision making criteria
- Management Reporting (as also outlined within section 2 of this Briefing)

This Briefing will initially focus on the Migration Command & Control Structure to be implemented for Pathfinder Phase 1 but will be subsequently updated to reflect the remainder of the Pathfinder design.

1.3.2 Bring to a conclusion Phase 2 Consultation

Prior to the Pathfinder Phase 2/3 design being completed, BTW intends to:

1. As already anticipated under the previously communicated Phase 2 consultation programme, hold a further short period of industry consultation on Management Reporting for Pathfinder Phase 2/3 to identify:
 - any further requirements (and their rationale) from Communication Providers for consideration by BTW
 - whether any of the reporting suggested by BTW is not required by CPs
2. Publish a briefing providing an overview of the internal test exercise to be conducted by BTW demonstrate the MCC capability and support preparation Pathfinder migration
3. Hold a multi-lateral workshop to discuss and agree an appropriate Test Exercise to demonstrate the BTW and CP interfaces required to support the Migration Command & Control structure for Pathfinder Phase 1. This workshop will be scheduled for September 2006 following the release of BTW's Design Briefing in Mid August.

Consult21 has scheduled a further Migration Command and Control Experts Forum on 3rd August 2006 (details available via the Consult21 Planner) to facilitate a greater understanding of and CP feedback on:

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- BTW's current thoughts on Scheduling & PEWs following the conclusion of consultation on 20th July.
 - Management Reporting for Pathfinder Phase 1 including an opportunity for CPs to discuss with BTW any additional requirements for Pathfinder Phase 2/3 and their rationale

2 Migration Management Reporting – Pathfinder Phase 1

2.1 Summary

The purpose of this section is to outline for the Migration Command & Control structure (MCC);

- the measures that will be reported to the CP's during a migration from the MCC
- the channels that management communications will utilise

2.2 Measures

A variety of metric measures will be monitored, captured, assessed and reported by the MCC during a migration. The purpose of a measure is primarily to either monitor and track migration progress, or to monitor and track network health. Measures will be used to inform the MCC disciplines, and ensure a migration is progressing correctly, and that the network is in a stable, functional state. Consequently, the measures set that the MCC utilises is split by the business functions that it performs.

Where the MCC interfaces to the CP's, measures sets are used to inform Management Reports. Management reports are used to inform the CP community of events and status during a migration timeline.

It should be noted that the role of the MCC is to manage migrations only. Therefore, the MCC will only be reporting on migration specific metrics and criteria, it will *not* be monitoring and reporting on customer experience metrics, unless these are directly related to network stability and functionality, or migration progress.

The reports the MCC will publish are listed below (categorised by function);

2.2.1 Schedule Change Control

Communication	Frequency	Channel
The 'week of migration date' for all Migrations within a leading 9 month window	Real Time	DMT Web Interface linked through Consult 21 website
The 'night of migration date' for all Migrations within a leading 3 month window	Real Time	DMT Web Interface linked through Consult 21 website
The Number of Change Requests (CR's) received, per migration, per CP	Weekly	Consult 21 Website
The current status of CR's being progresses, per CP	Weekly	Consult 21 Website
All CR accept / reject notifications	Once, per CR	Email

2.2.2 Pre-Migration Management

(this covers the activities contained within the Prepare Network & Configure and Verify Phases as outlined in the BTW's Transfer Engineering Briefings)

Communication	Frequency	Channel
The number and name of migration sites within Pre-Migration	Weekly	Consult 21 Website
The number and name of sites currently within the Pre-Migration window	Weekly	Consult 21 Website
The number and name of sites post Quality Gateway 1 (Decision to Proceed to Legacy Grooming)	Weekly	Consult 21 Website
The number and name of sites post Quality Gateway 2 (Decision to proceed to the Customer Churn process)	Weekly	Consult 21 Website

2.2.3 Migration Management

Communication	Frequency	Channel
The number and name of migration sites post Quality Gateway 3 (On the Night Cutover)	Nightly, One per migration	Consult 21 Website
The number and name of migrations completing night of migration successfully	One per migration, at point of last migration activity	Consult 21 Website
The number and name of migrated sites being managed within the stability period	Daily	Consult 21 Website
The number and name of migrated sites post Quality Gateway 4 (Handover to Business As Usual)	Daily	Consult 21 Website

2.2.4 Fallback Management

Communication	Frequency	Channel
The number and name of migration sites within the fallback window	Daily, list updated per migration	Consult 21 Website
The number and name of sites post fallback period, passed successfully	Daily, list updated per handover	Consult 21 Website

Note: The contact type and frequency to CP's frequency during a fallback scenario depends upon the business impact and severity of a migration incident on the network.

The Fallback design (currently in authorship) will define, in detail, the communications undertaken pre, during and post a fallback scenario. These are currently in authorship and will be communicated at the end of the design phase.

The fallback design is taking into account the following principles during a fallback scenario, which informs the communications;

1. The purpose of fallback is to restore customer service as a priority
2. It is the duty of BT to inform all CP's of fallback at the earliest opportunity, relative to the incident
3. The MCC will keep CP's informed of the fallback status and progress
4. The existing Serious and Major Incident processes will be utilised wherever possible, avoiding a change to BAU. Communications inherent to these processes will be retained.

2.2.5 Fault Management

Communication	Frequency	Channel
The number of faults raised by CP's, relating to a migration number range, during a migration	Daily	TBC
The number of faults resolved, relating to a number range, during a migration	Daily	Consult 21 Website
The number of faults raised during a migration, relating to a migrated number range, resolved within SLA	Daily	Consult 21 Website
The number of faults raised during a migration, relating to a migrated number range, resolved outside SLA	Daily	Specific per failed fault, per CP, as per the BAU process
The number of faults raised due to migration activity, within a number range	Monthly	Consult 21 Website

End

For enquiries regarding this Briefing, please contact

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