

CONSULT21

BTwholesale

BRIEFING

21CN Migration - Pathfinder Review: Interconnect Route Migration (DLE to NGS)

Briefing Number C21-IM-027 Issue 1:

Date: 9th August 2007

IMPORTANT NOTE

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

This document is supplied to you in confidence as part of the Consult21 Process. It should not be circulated outside the Consult21 Communications Providers.

CONTENTS

1	PATHFINDER REVIEW FOR INTERCONNECT	3
1.1	Objectives & Rationale.....	3
1.2	Industry Consultation.....	3
1.3	Purpose of this Briefing.....	4
2	APPROACH & TIMETABLE	5
2.1	Approach.....	5
2.2	Operational Review.....	5
2.2.1	Scope.....	5
2.2.2	Operational Review Structure.....	6
2.2.3	Review Meetings / management.....	7
2.2.4	Issues Management.....	7
2.3	Post Pathfinder Review.....	7
2.4	Interconnect Review Status & reporting.....	8
3	OPERATIONAL REVIEW – FINDINGS TO DATE	9
4	NEXT STEPS	10

1 Pathfinder Review for Interconnect

1.1 Objectives & Rationale

BTs implementation of 21CN includes:

- the migration of all voice end user lines and interconnect routes from its current DLE infrastructure and the subsequent closure of BTs existing DLE infrastructure (once any relevant product withdrawals have been completed)
- the migration of broadband IPstream ADSL end user lines to 21CN and the retention of IPstream SDSL and Datastream end user lines on its existing DSLAM infrastructure

BTs approach to its 21CN implementation includes an initial “Pathfinder” stage and the learning from this will confirm the robustness and scalability of the processes which will be applied during national migration. Therefore the “Pathfinder” stage aims to:

- Ensure that all of the processes, systems, and capabilities deployed are operable and refined to minimise risk as far as is practicable to BT’s Network, its Operations, its CP customers and all end customers
- Prove that the network and service solutions and the transfer engineering processes are suitably scalable and robust to support national migration

End customer experience is a key criteria for BT in achieving a successful national migration. Pathfinder is about ensuring that all reasonable actions have been taken to de-risk national migration and appropriate business continuity plans are in place across BT and its CP customers for implementation.

For the avoidance of doubt Interconnect route migration from DLE to NGS will operate as a separate and discrete phase of Pathfinder to end user migration.

1.2 Industry Consultation

Following an extensive period of industry consultation through the Interconnect and Portfolio Working Group and Implementation & Migration Working Group (Provision Experts), BT and its Communication Provider customers with direct DLE connections have:

- agreed enhancements to the existing Systems Alteration Notice (SAN) process to cover migrations of CP interconnect routes from the DLE to BTs Next Generation Switches (NGSs) over an extended timeframe.
- developed the Virtual Interconnect Circuit (VIC) to facilitate these migrations, retaining all the current obligatory products and features whilst enabling CPs to retain the benefit from LES rates and

BT and CPs have now:

- successfully completed the first “tranche” of DLE to NGS migrations for the Pathfinder DLEs – the nine DLEs within Cardiff and the surrounding area which will be subject to POTS end user migration between November 2006 and December 2007
- completed the first cycle of operational review through the Implementation & Migration Working Group (Interconnect Provision Experts) and identified what went well and where further improvement/demonstration is required

1.3 Purpose of this Briefing

This briefing:

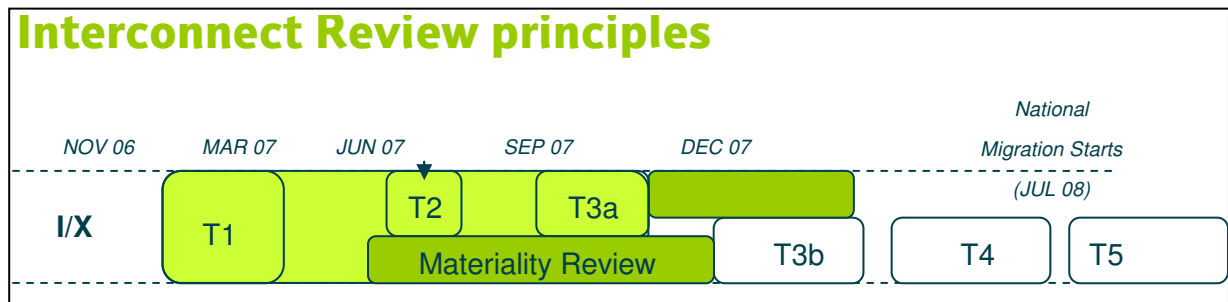
- formalises BT and CPs approach to Pathfinder Review for interconnect route migration following discussions at the IMWG and I&P WG. This approach is consistent with BTs overall approach to preparations for national migration outlined by BT in its Pathfinder Review briefing (C21-IM-011) [section 2.1 of this briefing]
- includes a timetable which has been developed collaboratively with CPs through the IMWGs Provision Experts and Billing Experts sub-groups. This timetable underpins the principles laid out by BT in section 3 of its 21CN Delivery Plan for Voice Interconnect (C21-MG-017 issued 25th May). [Section 2.2 of this briefing]
- summarises the key learning points from the first cycle of operational review

2 Approach & Timetable

2.1 Approach

As outlined in section 1.2, BT has collaborated with its CPs customers to finalise its approach to completion of the Interconnect Route migration element of Pathfinder Review. Figure 1 below shows the structure and relationship of the key activities.

Figure 1 – Pathfinder Interconnect Review - Approach



As illustrated in Figure 1, Pathfinder fixes, materiality and billing fixes will be primarily demonstrated through tranches 2 and 3a. This approach has been agreed at the Provision and Billing experts meetings as providing the best opportunity for proof of learning.

Changes to existing early tranches were kept to a minimum during the restatement of the migration plan. However, in order to maximise the number of CPs experiencing the fixes it was decided to split Tranche 3 over 6 months with 5 DLEs being migrated in the Sep-Dec 2007 period and a further 14 during Jan –Mar 2008.

2.2 Operational Review

The objective of this report is to summarise the learning points gained from the Interconnect route migration process and to share these with all DLE interconnected CPs to provide confidence ahead of the start of interconnect route migration at national migration scale and pace.

2.2.1 Scope

Initially, Interconnect Operational Review was scheduled to cover a single tranche of route migrations – tranche 1 which were originally programmed to be completed by March 07 but by mutual agreement this was extended through to June 07. A total of 9 CPs had I/C routes into these DLEs comprising a total of 63 routes with 377 actual circuits.

Table 1 – Tranche 1 DLEs

CARDIFF	C	CF/UC
CARDIFF	D	CF/UD
CARDIFF	G	CF/UG
CARDIFF	L	CF/UL
CARDIFF	E	CF/UE
CARDIFF	F	CF/UF

BRIDGEND	B	BNP/DA
CARDIFF	B	CF/TY
PONTYPRIDD	B	PN/DA

Two further cycles of operational review are proposed within the Pathfinder Interconnect Review process to further progress these activities and continue to build confidence:

- cycle 2 for tranche 2 which will include those CPs which are interconnected at Moorgate
- cycle 3a which has been designed to offer participation/validation opportunity to all CPs before Post Pathfinder Review as agreed through CP discussions at the Provision Experts meetings.

2.2.2 Operational Review Structure

Interconnect route migration is a long leadtime and complex process and therefore to aid in the identification and resolution of issues the Interconnect timeline was sub divided into the following phases and activities:

Table 2 - Phases and Activities

<u>Duration</u>	<u>Phase</u>	<u>Activity</u>	
5 months	Administration Phase	Datacleanse complete	
	Administration Phase	HLSAN	
	Administration Phase	DSAN (planning documents)	
	Administration Phase	SAN Side Letter agreed	
	Administration Phase	NGS Capacity Check (optional)	
	Administration Phase	Outline Plan	
	Administration Phase	SAN Quote received from CP	
	Administration Phase	SAN Quote agreed	
	7 months	Administration Phase	Detailed plan and ACO
		Preparation Phase	APPENDIX 22
Preparation Phase		Churn Management	
Preparation Phase		Routing Plans	
Preparation Phase		SRA/ TRIB Charts	
3 months	Preparation Phase	VCON INFO (added as part of the feedback loop from the Appendix 22 completion for T1)	
	Preparation Phase	Specific Day of Transfer agreed	
	Preparation Phase	RFTs	
	Transfer Phase	Physical Transfer (including ITO test)	
	Transfer Phase	Migration Completion Certification (Circuit)	
3 months	Transfer Phase	Migration Completion Notification (routing change)	
	Transfer Phase	Fall back	
	Post Transfer Phase (inc Billing)	Circuit billing	
	Post Transfer Phase (inc Billing)	Conveyance billing	
	Post Transfer Phase (inc Billing)	Overflow Billing	
3 months	Post Transfer Phase (inc Billing)	Capacity Report	
	Post Transfer Phase (inc Billing)	Operation of Right Sizing Process	

A key part of operational learning was to test and record the processes associated with each of the activities above. As lessons were learned and applied the processes were modified. A final set of processes are in course of being prepared.

2.2.3 Review Meetings / management

Throughout the pathfinder period the following meetings took place:

- Implementation & Migration Working Group (Monthly)
- Provision Experts Meeting (Monthly)
- Billing Experts Meeting (by agreement)
- Migration Progress Conference Calls (Weekly)

At all meetings opportunity was taken to raise and review issues. This provided a spirit of continual learning and development. So that lessons could be learned quickly and corrective actions applied as soon as practicable for future migrations.

These meetings will continue through out the duration of the Interconnect Operational Review. CPs are also able to request bi-lateral sessions in order to progress individual issues or concerns.

2.2.4 Issues Management

In January of 2007 a programme manager was bought in to act as a single point of contact for issues management and enable a single issues list to be created covering all interconnect review activities to support the operational review/learning process.

BTW then held internal issues management calls that drove the resolution of such issues. Solutions and proposed implementation dates were then discussed at the appropriate expert meetings and summarised at the IMWG

The approach is to define and agree solutions to each issue identified through the Provision or Billing Experts sessions as appropriate and then validate it through later migration activity by one or more CPs to provide the confidence that the issues are understood and learning successfully implemented.

2.3 Post Pathfinder Review

This activity (highlighted in dark green in figure 1) comprises:

- Materiality Review [which is further outlined in briefing C21-IP-013 – see link http://www.btwholesale.com/content/binaries/21_Century_Network_Community/c21_IP_013_Issue1_030806.doc]
- space for CPs to review billing cycle (circuit and usage/overflow) from tranche 3a
- final corrective action plan review including validation of fixes achieved.

Post Pathfinder review will conclude in February 2008 with a final multi-lateral review session as part of the Consult21 process. The final “closure” meeting will be operated jointly by the Interconnect and Portfolio and Implementation & Migration Working Groups.

It is acknowledged that in a learning based process, it is likely that not all fixes will have been implemented by the end of the Post Pathfinder Review period for interconnect, in particular as some of these will only be highlighted as a result of tranche 3a migrations. However this final period of reflection represents an opportunity for a collaborative assessment as to whether the developed processes are sufficient to enable planning for national migration to continue and agree any further actions that may need to be progressed in parallel.

2.4 Interconnect Review Status & reporting

BT and CPs have now completed T1 operational review (cycle 1)

- tracked through Interconnect RAG (which forms part of the IMWG RAGs and is visible to the Industry Steering Board)
- principles are designing corrective actions for validation in later tranches (T2/3)

A number of issues were identified in cycle 1 and these are outlined in section 3 with the key issue being capacity report generation. These will be taken forward into cycle 2 (tranche 2) and cycle 3 (tranche 3a) reviews

Interconnect Pathfinder has been successful in providing many opportunities to improve the process. Where possible lessons have been applied and these have been demonstrated during the early phases of Tranches 2 and 3. However it must be recognised that the billing fixes have needed considerable development time and they have not yet been adequately demonstrated.

BTW remain committed to learn lessons and improve processes as the opportunities occur.

3 Operational Review – Findings to date

Pathfinder provided many opportunities to learn lessons in the process, some of which were applied to all CPs and others that delivered bespoke solutions for individual CPs.

BT has now completed all the migration related to the Pathfinder geography (see section 2.2.1) and this cycle has identified the issue recorded in table 3 below:

Table 3 – Issues identified during cycle 1 of operational review

Process Phase	Issue	Forecast resolution/validation	Status
Administration phase	Size of ACO	T2-T3 +	awaiting validation in T2/3a
	MIME ACO format		
	Level of detail on Shadow ACO		
	Missing info On ACOs		
Preparation Phase	Availability of info via eCo	T2-T3 +	awaiting validation in T2/3a
	Accuracy of info on RPD		
	Merged ACO process		
	Orders raised in error		
	VCON report		
	Timeliness of SRA		
	Trib charts		
	Accuracy of SRA s		
	Quality and timeliness of RFTs		
	Bespoke ITO changeover processes		
	Appendix 22 process		
	Missing info on Appendix 22s		
	Multiple issues of SRAs		
	Insufficient instructions on SRA		
	SRAs despatched to wrong people.		
	Improved communications between Wolverhampton CTC teams		
	Provision of physical routes		
	Detail on RFTs		
VCON numbering protocols			
Accuracy of trib allocation and ports			
Transfer Phase	Route busying process queries	T2 , T3a, T3b +	Transfer methodology broadly accepted as fit for purpose.
	Transfer sequencing		
	RFT agreement audit		
	MIME contingency arrangements		
	MIME flexibility		
	Friaco Ceases		
	CTC attendance at meetings		
Fault conditions query			
Post Transfer Phase	Billing sequencing	T2 , T3a, T3b +	awaiting validation of capacity reports
	Billing inaccuracies		
	Target NGS inclusion on VCON report		
	Egress only on EBC		
	Info on DEDs		
	Cosmoss closure sequencing to trigger billing		

The vast majority of open issues refer to billing difficulties. BTW have been working with billing experts and billing system developers to apply and demonstrate the fixes. The billing team have

used an approach of implementing tactical fixes rapidly in the near term and then developing long term strategic fixes.

4 Next Steps

BTW intends to:

- retain its existing operational review process and its continual learning ethos and continue progression of the issues identified to date through this process (see section 3)
- Continue its collaborate with CPs throughout the duration of the interconnect review process including the currentb structure of meetings (see section 2.2.3)

Summary of anticipated forward timetable:

June – August 07	Completion of T2 operational review
Sept – Dec 07	Completion of T3a operational review
By Sept 07	Validation of Capacity Report generation
Jan 08	Completion of billing validation by CPs
Feb 08	Completion of Post Pathfinder Interconnect Review

End

For Enquiries relating to this Briefing please contact:

Dave Jackson

Customer Engagement

0121 230 2383 or 07850 789612