

ITF



July

Meeting: ITF
Venue: Business Showcase, Brindley Place,
Birmingham
Date: 12th July 2005
Time: 10.30am

Attendees:

Liam Brown	ntl
Lynne Ewington	Telewest
Tony Crampton	Telewest
Carole Payton	Telewest
Jonathan Cocker	Telewest
Jenny Maclean	Bulldog
Andy Walton	Metamorphix
Brian Mudd	GB Group
Dave Shaw	BT Retail
Shaun Wilson	BT Retail
Kathy Peatroy	BT Retail
Mona Nolan	Conduit
John Lacey	Conduit
Steve Mackelden	BT Contact
Mark Johns	BT Contact
Peter Morgan	BT Contact

Minutes: Martha Cheesewright BT Contact

1. Introductions

BTC welcomed all to the meeting and asked whether attendees wished to add any items for discussion to the agenda.

Conduit asked whether there was any further information on pricing and BTC replied that they would ask their Account Manager to contact Conduit and update them on this.

AP 01 12/07/05- BTC to ask that the account manager for Conduit updates them on pricing.

BT Contact reminded all those in attendance that Ofcom would be running a meeting on the KPN judgement at BT Centre on Friday 15th July.

2. Action Point Review



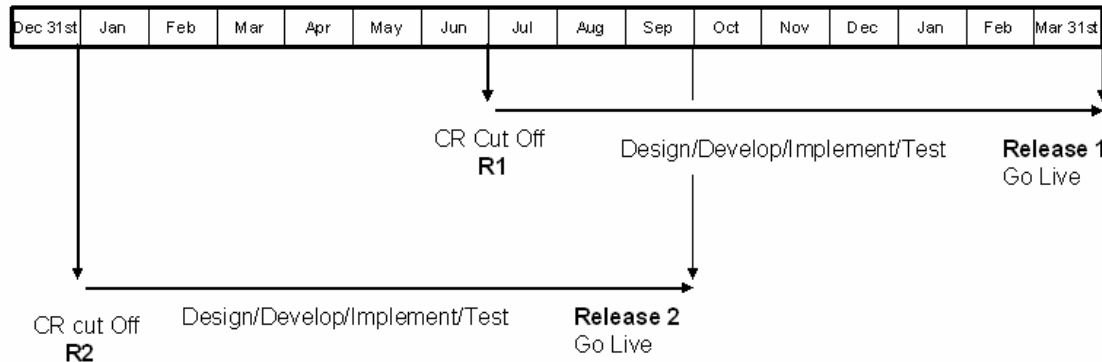
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3. OSIS Development

BTC stated that they had reviewed old OSIS CRDs and changes that industry had requested due to the suspension of ORS. BTC considered the following in the review: whether the changes were must dos, regulatory changes, changes identified by Industry as the major benefits of ORS and the timescales to achieve these. BTC said they had now compiled a list of changes to be included in the next two OSIS Releases.

BTC stated that the proposal was to have two releases a year at six monthly intervals. There would be a cut off point of nine months before the Go Live date for the submission of new CRDs

to allow for requirements, design, development, testing and implementation to take place. BTC said that they also needed to do a piece of work to align this with the change management cycle.



OSIS Development Timeline Diagram

Attendees viewed an OSIS development document that BTC had produced. Requests received from industry were reviewed and Telewest said that they would provide further information about the known OSIS bugs they had asked BTC to fix as part of the OSIS updates, as not enough information had been included.

AP 02 12/07/05- Telewest to email MaJ more information on the known OSIS bugs they wanted fixed as part of changes to OSIS.

GB Group mentioned that there were sometimes anomalies in the daily update files. For example, they sometimes got deletes for listings they did not hold. BTC asked that GB Group send them examples of this as soon as possible after it occurred, as delay to this would mean that BTC would not still hold the relevant files and would not be able to check and identify the cause of the problem. BTR said that they could provide evidence too.

GB Group said that they would like to participate in some way of checking the data they held against OSIS data and also suggested that BTC could send out a sample refresh file so a comparison could be made.

BTC advised that as they were still working through requirements and design documentation, adding that dates were still tentative at this stage and there was still a possibility that the proposed schedule might change.

BTC said that Industry should continue to raise any changes they would like to see made to OSIS or LORS.

AP 03 12/07/05- Industry to review the suggested changes to OSIS and raise any further changes that they want by 31/07/05.

BTC talked people through the OSIS Development document.

Update on Requests received from Industry.

Request	BTC Comments
Sunday working – Online access to OSIS at least 1 Sunday a month.	Proposed for the first OSIS release or before.
Extended working hours for OSIS, possible up until 10pm.	Unable to do with current batch process although a web portal solution may give improved access.
Monthly report to be produced to all LOs on number of inserts, ceases, amends etc.	Proposed for the first OSIS release.
If the updates and the mfcs shared the same run number sequencing then we would just process all the updates in straight run number sequence without any reference to BT and no requirement for a control file.	Would need all Customers to agree through Change Management process.
Number portability. Including allowing out of order Requests and removing the requirement for temp LO NI Refs.	Out of order adopts proposed for the first OSIS release.
Relaxation of SFF vets. General across fields identified as part of the ORS implementation.	Proposed for the first OSIS release.
Web based access.	Under investigation, potentially some functionality by end 2005, but too early to give any firm dates.
Work queues / escalation queues	Proposed for the second OSIS release. (Porting & Error queues)
Trouble Ticketing	Under investigation, potentially by end 2005 early 2006 via a web portal but too early to give firm dates.
Known OSIS Bugs, for example, Entries being added as chargeable in error. A more comprehensive list can be provided.	More information required.
Semi automated captioning.	Under investigation for later release.
Improved Listing History.	Proposed for the second OSIS release.
Auto LONI on Groups.	Under investigation for later release.
National Group View.	Potentially via a web portal solution.
Security and access. The ability to maintain the user IDs etc. and configuration, removing the need for the Key fob.	Potentially via a web portal solution.

OSIS Release 23 - Possible Date: March 2006

Proposed Release Contents

CRD TBA	Sunday working on OSIS Online. ITF Update - Hopefully this will be available from August.
CRD 517	Dummy Postcodes - Dummy Postcode for use when postcode has not been allocated by the Royal Mail. ITF Update - BTC said that they wanted to introduce a tight vet so that rather than leaving the incode section of a postcode blank if it was unknown, people would have to enter KK. Any postcodes with KK in them could then be easily identified via a report which BTC would send to Suppliers to update the postcode when known. This would standardise the way of inputting dummy postcodes.
CRD 524	Removal of abbreviations - Removal of NSEW Auto Abbreviation from LORS2. ITF Update - BTC said that the document on this had been issued to industry and that they were hoping this would be agreed without them having to go through the formal change management process. No objections to the change had been received.
CRD 525	Number Range owners - Relaxation of LORS2 Number Range Vet. ITF Update -BTC said that at present number ranges were allocated according to owning Suppliers, but as this causes problems with the porting process, they were proposing to alter this so that number ranges would not be specific to one supplier anymore.
CRD 527	Partial Postcodes. To allow a partial postcode when listing flagged as a Partial Address listing. ITF Update - BTC said that this was an old OSIS CR and would have to go through the change management process.
CRD 528	Porting – Changes to be made to LORS2 and/or OSIS as required in order to enable Suppliers to lodge out of order adopt requests (i.e. request adoption of listing(s) that have not yet been Exported by the losing franchise), either online or via batch updates. ITF Update - BTC said that this would need to go through the change management process. BTC said that as porting was such a specific area it might be necessary to have an industry representative working alongside BTC to ensure that the level of detail and content of any porting CRD was sufficient. Telewest suggested that a workshop on porting would be useful.
CRD 530	Relaxation/changes of Vets – To apply those Vets that were part of ORS Design to the LORS2 and/or OSIS systems. To then look at the options for removal of vetting from one of the two systems, thus removing unnecessary duplication. ITF Update - BTC said that this would need to go through the change management process.
CRD 535	Additional Data Integrity and statistical reports. ITF Update - BTC advised attendees to make them aware of any requests for reports and said that they would see if these were possible.
CRD 468	DQ Mapping. ITF Update - BTC said that there was an exercise taking place reviewing the DQ to postcode table. Once complete any listings on the wrong DQ would be

	identified and moved to the correct DQ.
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OSIS Release 24 - Possible Date: September 2006

Proposed Release Contents

CRD 526	Online reject handling queues – To allow Suppliers the option to use online access to correct, and resubmit, batch update records that have failed vetting.
CRD 531	Standard Extract for a single LOPID - To allow the creation of Standard Extract files that contain data that is LOPID specific i.e. all data within such a file refers to listings 'owned' by a single LOPID.
CRD TBA	Cleanse of Address NSEW abbreviation in thoroughfare field.
CRD 494	Data transfer to be in encrypted format - LORS2 and OSIS output file security
CRD 492	Upgrade LORS & OSIS to allow for the storage of Mobile listings.
CRD 529	Porting Queues - To allow Suppliers online access to work queues, in order to further streamline the Porting process.
CRD 420	Retention of Comments – To increase the size of the comments field on OSIS to maximum number of characters possible.
CRD 532	Viewable transaction History – Creation of Listing History, providing details of every change made to an individual listing.

AP 04 12/07/05 - BTC to organise a porting workshop with industry.

The ITF attendees agreed with the proposed release plan and it was stated that this would have to go through the change management process, so Suppliers and Licensees not at the ITF would have an opportunity to comment. The OSIS Development document could then be updated and used to advise Industry of the changes along with the CRDs. This would eventually evolve into an OSIS Release Document.

AP 05 12/07/05-BTC to work all changes to OSIS through the change management process.

BTC went on to explain that they were investigating the possibility of a web portal, stating that they were considering adding a web front end on to LORS or re-using some of the ORS code. BTC explained that this would be independent of OSIS and would not result in any changes to existing system functionality. Rather than updating the OSIS database in real time, SFF files would be produced and sent to LORS for processing. BTC said that they were also exploring using a web portal for Trouble Ticketing. BTC said that they were looking to have something in place by the end of the year, although it might only be the ability to search and retrieve listings. It was said that industry could be involved in testing at the appropriate time and that more information would be given at the next ITF

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BTR asked whether there would be the facility to send batch trouble ticket files and BTC replied that it was too early to say. Trouble Tickets would be worked via a queue on the portal.

BTR enquired how the web portal would be funded and BTC said that they intended to fund this internally.

AP 06 12/07/05 - BTC to present on the web portal proposal at the next ITF.

4. AOB

Telewest asked whether it would be possible for them to have train the trainer training, as they had been going to have on ORS. BTC took an action to consult their training team on this matter.

AP 07 12/07/05- BTC to ask the training team whether it would be possible to train trainers so that OSIS training can be delivered in house.

Telewest enquired about locality field and an action was taken following discussion of this.

AP 08 12/07/05-Telewest to send MaJ an email with details of the rejects that they are getting because the locality field is blank. MaJ to look in to whether locality field will remain optional as it is in SFF9 and if it will, what standard value will go in.

It was agreed that the August ITF would be cancelled and there was discussion of whether ITFs could take place every 6 weeks instead of every month. BTR suggested that any OSIS development workshops should take place after ITFs as afternoon sessions.

AP 09 12/07/05-BTC to investigate whether it would be possible to hold ITF meetings every 6 weeks.

5. Summary of Open Actions



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