

NOTES & ACTIONS

Directory Solutions Industry Operational Forum 08
Thursday 7 June 2007, 10:00 - 16:00

Suite D Ground Floor, 5 Brindley Place, Broad Street, Birmingham B1 2BL

Attendees:

BT Wholesale Directory Solutions (BTWDS)	Tim Handley (TiHa) (Chair)	Ewen Watson (EwWa)	Lian Cole (LiCo) (Minutes)
	Kam Aujla (KaAu)	Paulette Moses (PaMo)	
BT Directories (BTD)	Spencer Dunham (SpDu)		
Kingston	Angela Jaques (AnJa)	Jackie Morgan(JaMo)	
Virginmedia	James Buckley (JaBu)	Lynne Ewington (LyEw)	
ntl:Telewest	Jeanette Clarke (JeCl)	Abigail Hall (AbHa)	
Thus	Thomas Richardson (ToRi)	David Russell (DaRu)	

Review of Outstanding Action Points

Date	Action	Owner	Status
AP 07 31/01/2006	BTWDS to contact Licensed Operators for dates and requirements for Audit File Master Schedule. <ul style="list-style-type: none"> • 28.03.06 – Ongoing • 26.05.06 – Dates still to be provided. • 03.08.06 – Ongoing • 03.11.06 – Awaiting dates from CPs, Internally BTWDS will look at working with smaller CPs. • 31.01.07 – Still waiting for some responses, so therefore a more formal request is to be sent to non-responders. Ongoing • 30.03.07 - Still awaiting some responses. • 07.06.07 - Lack or response from CPs. Discharged 	BTWDS	Discharged

AP 08 28/03/2006	<p>TiHa to find out what is the Non Geographical process for NPRs.</p> <ul style="list-style-type: none"> • 26.05.06 – Process under summary. Ongoing • 03.08.06 – No process at present. Ongoing • 03.11.06 - No process, on hold until present issues are resolved. Ongoing • 31.01.07 - Process to be determined once the Ofcom Final Determination has been received. Ongoing • 30.03.07 - On hold until the final Ofcom determination. • 07.06.07 - On hold until the final Ofcom determination, which was due out July 2006. Ongoing 	TiHa	Ongoing
AP 13 28/03/2006	<p>TiHa to find out if we could trial mixed groups and sub headers access on OSIS to all Los and find out what the implications would be?</p> <ul style="list-style-type: none"> • 23.05.06 –Mixed groups were introduced as part of a change on OSIS, if the LO does not own the listing it will be shown in red. To trial this a CRD will need to be raised for OSIS. • 26.05.06 – Ongoing • 03.08.06 – Awaiting Ofcom result draft determination due out 17 August 2006. Ongoing • 03.11.06 - On hold until final Ofcom determination. • 31.01.07 - On hold until final Ofcom determination. • 30.03.07 - Trial period of three months to be started. (Release 13 in 2000 stopped this. A CRD in needed to resume.) • 07.06.07 - CRD 577 raised and a business evaluation to be raised to assess the cost, if it looks likely to be expensive questions will be raised of who wants it and why. Ongoing 	TiHa	Ongoing
AP 06 03/11/2006	<p>MaHi to check the training pack sent out to CPs, to make sure it includes the candidates having directory knowledge.</p> <ul style="list-style-type: none"> • 31.01.07 - Ongoing • 30.03.07 - Ongoing • 07.06.07 - Ongoing 	MaHi	Ongoing
AP 08 03/11/2006	<p>KaAu to raise a CRD to expand the weekly activity statistics report to include other format types.</p> <ul style="list-style-type: none"> • 31.01.07 - Ongoing • 30.03.07 - Ongoing • 07.06.07 - CRD 575 has been raised, to be included in Quarter Two. Ongoing 	KaAu	Ongoing
AP 09 03/11/2006	<p>TiHa to arrange a conference call to discuss forced comments and go back to original complaint re Cease and Activates.</p> <ul style="list-style-type: none"> • 31.01.07 - Ongoing • 30.03.07 - Ongoing • 07.06.07 - Discharged 	TiHa	Discharged
AP 01 31/01/2007	<p>JaMo to find out how difficult and the implications of Kingston using the Dummy Postcode KK.</p> <ul style="list-style-type: none"> • 30.03.07 - Good feedback received so far just waiting for one main department to reply and then system work will need to be completed. Ongoing • 07.06.07 - Kingston IT department ready to implement change. Ongoing 	JaMo	Ongoing
AP 01 30/03/2007	<p>Chris Meakin to make sure that Porting and DQ contact lists are available on the BTWDS website.</p> <ul style="list-style-type: none"> • 07.06.07 - Lists added to website 01.06.07. Discharged 	ChMe	Discharged

AP 02 30/03/2007	TiHa to bring up internally in DS, the suggestion of an operational translation of any new or proposed CRDs. <ul style="list-style-type: none"> 07.06.07 - Discussions held decided that operational team would not attend ITF but Tim Handley will review and translate Differences Documents to once issued. Discharged 	LiCo	Discharged
AP 03 30/03/2007	NiWe to speak with Dave Shaw regarding any impact there may be downstream if using @ in the name field. <ul style="list-style-type: none"> 07.06.07 - DaSh checking impact with IT Team. SpDu informed that BT Retail could not search using the @symbol, so further development will be required by BT Retail. Ongoing 	NiWe	Ongoing
AP 04 30/03/2007	LiCo to send LiYa and ToRi a copy of the DS Training Pack. <ul style="list-style-type: none"> 07.06.07 - Copies sent. Discharged 	LiCo	Discharged

Welcome, Introductions, and Domestic

TiHa welcomed all to the meeting and introductions were made.

Data Quality

The DS Data Compilation and Data Management Teams got the year off to a good start hitting 96 per cent quality, with only one defect that would affect downstream products.

Data Cleanses

KaAu presented to the meeting results of the data cleanses that were run in April. These included,

- Invalid Number Length
- Invalid Initials/Invalid Name Field
- Residential Groups

The slides also showed results of all data cleanses ran last year. The total outstanding listings to date to be corrected stands at 74,674. It would appear that CPs have not been able to complete the cleanses due to time, money, resource, or day-to day issues. TiHa informed the meeting that maybe one solution is for ASG to develop programmes to correct some of the errors. TiHa offered assistance in clearing the backlog of data cleanses for a reasonable charge, which will cover the costs but with no profit to DS. Until the backlog is cleared, no further agreed proposed data cleanses will be run.

TiHa emphasised the importance of correcting the listings as incorrect data affects downstream searches. This then leads to unnecessary data queries being raised.

Database

DS is currently developing a database because since data queries have increased, it has become more difficult to manage them on spreadsheets. TiHa informed the meeting that the developer who was initially working on the database has now left the company. The new developer who has taken over the project has suggested a number of improvements and ideas, which are still being looked into, therefore the database is expected to be implemented in Quarter Two.

Data Queries

Slides were presented to the meeting showing the number of data queries received year to date. PaMo informed the meeting that 80 per cent of data queries are now completed within ten days. The slides showing the breakdown of data query codes still indicated that Number Unobtainable and Incorrect DE Status still produce the highest number of queries. TiHa said that most CPs mirrored the breakdown of codes and that once the Database has been implemented DQ14 would disappear. The slides showing the corrective action highlighted that many Number Unobtainable queries came back as ceased. PaMo mentioned that CPs receiving bulk data queries had questioned why listings that had been ceased were

still showing as live on OSIS, the CPs were informed by PaMo that this was something they had not completed at their end.

ToRi asked if the increasing number of re-sellers had affected the data queries. TiHa said that re-sellers do not have the background information that the CP has of the Telecommunications Industry or the impact of their actions. Slides showing the corrective action highlight the lack of response from Service Provider particularly for DQ06 - Incorrect DE Status. As openreach deals with everyone that is external to the BT Network, TiHa is hoping to resolve any problems with them.

EwWa said that he is currently dealing with the Fixed Line Association that deals with smaller SPs so hopefully within the next year we should see improvement to the problems.

TiHa reminded the meeting how in 2005 he wrote off all escalated data queries and that the number of outstanding queries to date is creeping back up. As data queries remove incorrect data from the system one of objectives in DS is to get them completed properly.

Directory Listing Portability Requests

The DLPR process has more successful timescales than the data query process, and the next step for DLPRs would be to manage them on the Database. CRD 528 - Changes to Porting Process - was raised to enable us to catch Out of Order Adopts, which would reduce the number of porting requests. The Data Management Team sends lists of all porting requests and offers assistance to do the work on behalf of all CPs.

BT Retail provided information regarding expected exports they are awaiting from CPs. Any CP wanting information regarding the exports that BT are expecting should contact PaMo.

System Admin

Slides showing system performance were presented to the meeting.

OPERATOR SERVICES INFORMATION SYSTEM (OSIS)

- April – No problems to report
- May – Bill Server has slow response 1 May due to memory space on the mainframe. No problems on Ben Server.

LICENSED OPERATOR REGISTRATION SYSTEM (LORS)

- April – No problems reported.
- May – CAR files 2 May did not contain any OSIS batch confirmations or rejects as there was a FTP failure sending the OSIS file from LORS to OSIS.

CONNECTIVITY TO BT FIREWALL

- One CP experienced problems connecting to the BT Firewall.

User Audit

BT Security announced that security would be stepped up regarding access to go through the BT firewall. It is known that sometimes people who are leaving companies are handing their User IDs to others, as this is not permissible, DS will now be running two audits a year to try to prevent this. Also if a user has not accessed the systems for a period of six months and no confirmation has been received from the CP then access will be removed, the CP will then need to contact System Admin if they need to have their account re-instated.

LORS/OSIS Development Cycle Two Update

Please see below for updates to the Development Cycle Two CRDs.

- CRD 420 – Expansion of online comments
Currently 250 characters but changing to 750 in the 21 July implementation.
- CRD 527 – Partial Postcode for Partial Address Listings
This CRD moved into CAT 23 May 2007, testing to commence 24 May 2007. As there have been a few small problems with this CRD, it will not make the June release, 21 July is the expected date.
- CRD 528 – Changes to Porting Process
DaNu sent out a presentation and flow chart with the last ITF minutes. A meeting was held with developers and the definitions document is now under review. An addition has been made to the process regarding the handling of Advance Adopts if the listing has been ceased. This is very straightforward process, which entails the sender of the Advance Adopt being notified by warning message about the cease of the listing.
- CRD 552 – OSIS Help
Dependent on CRD 527 and 528 and will work in the same way as the existing help, but will be in PDF format.
- CRD 557 – Management of matching Cease and Activate records
No Progress.
- CRD 560 – Retention of LONI Ref for ceased listings
No Progress.
- CRD 562 – Overdue Adopt Report
Completed went live 19 May. First reports should be received via e-mail shortly.
- CRD 563 – Reduction of OSIS CPU
Internal issue. To be completed by end of June.
- CRD 566 – To allow use of '@' symbol as part of Name field
Discussions held to the impact of up and down stream.
- CRD 571 – Data Integrity Reports
This CRD went live 19 May and reports were sent to those who had requested them.

TiHa informed the meeting that Change Requests are entered regularly but business benefits, development times, and cost all have to be considered before the CRDs are approved for implementation.

OSIS Training

Requests were made by various CPs for OSIS training, TiHa advised them to contact Mandy Hinchliffe to arrange course dates.

AOB

No items were raised.

Forum Slides



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IOF Slides 07.pdf

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