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**Consult21
Implementation & Migration Working Group:
Migration Command & Control Experts
Fault Diagnostics & Service Management (during
migration) Workshop**

This meeting is intended for those in operational and customer service management roles within Communication Providers who are tasked with managing End Customer service migration for Cardiff & generically.

DATE/TIME: 24th May 2006, 2pm – 4pm

LOCATION: Hatton House

The aims of this session are to:

- facilitate open discussion on how faults will be diagnosed and managed during migration of End Customers and
- identify and discuss any additional considerations that BT and CPs will need to consider in terms of service management during migration

This will support the development of a BT proposal which will be subject to formal consultation with Communication Providers following this workshop

AGENDA

Item	Time	
1	14:00	Welcome & Introductions
2	14:05	Fault Management & Diagnostics – Open forum discussion
	15:05	Break
3	15:20	Identification of any additional service management considerations during migration
4	15:55	Review & Next Steps
	16:00	Close

Coffee will be available from 09:30am and lunch will be available at 13:00 in the reception area

Please register your attendance by email no later than 22/05/2006 to:
consult21@bt.com

Please note it is imperative that you register your attendance. Non registration may mean that you will not be admitted on the day, if the numbers exceed Health & Safety requirements nor receive any pre-information to enable you to take an active and effective role on the day

Notes and slides from previous meetings are available at the Consult21 website:
www.btwholesale.com/consult21