

# **21CN migration portal overview**

## **Issue 1 as at 22<sup>nd</sup> October 2007**

### **What is the migration portal?**

BT has developed a web portal which will automate and store centrally the bulk of communications related to the migration, with users being able to obtain information depending on the individual's needs. Previously most of the information related to the migration is distributed manually via email and the sheer volume of these communications is not sustainable or practical.

The aim of the migration web portal is to ensure that BT and Communications Providers can manage the migration of customer lines to 21CN using an e-channel which will be a central data store for all information related to the migration.

It will enable BT to support and automate the eight main functions and processes of the team managing the migration:

- Migration portal access
- Schedule management
- Planned engineering works (PEW) management
- Migration management
- Fallback and stability management
- Fault management
- Other

### **Who is the migration portal suitable for?**

The migration portal is suitable for communication providers as well as manufacturing bodies and suppliers involved in the 21CN programme. It is not for end user consumers and businesses.

### **Why do I need to apply for access to the migration portal?**

By applying for access to the migration portal you are making available BT's migration related data to your business. You will therefore be able to plan and make ready your business operations, communications and resources to ensure that the migration is as effective as planned.

In addition, if you do not apply for access to the migrations portal you will not receive the proactive communications that have to date been emailed out to customers.

The distribution of these 'push' communications related to the migrations is therefore entirely dependant on having a user account with the migrations portal.

### **How can I gain access to the migration portal?**

- Whether you are a new user or an existing user wanting to amend your access, please complete the attached form below and return to your account manager who will then send the form to the email address on the form. Requests for access must be passed to the eContact team for security reasons. A copy of the user access request form can be found at [www.btwholesale.com/mcc](http://www.btwholesale.com/mcc).
- Each application for access will be allocated a username and password which will be sent to the user by separate emails. Both will be in lowercase.
- Each application should not take more than three days
- You may also require access to the migration portal web site which stores key information related to the migration. Instructions on how to do this can be found at [www.btwholesale.com/mcc](http://www.btwholesale.com/mcc)

## **How will the migration portal be released and when?**

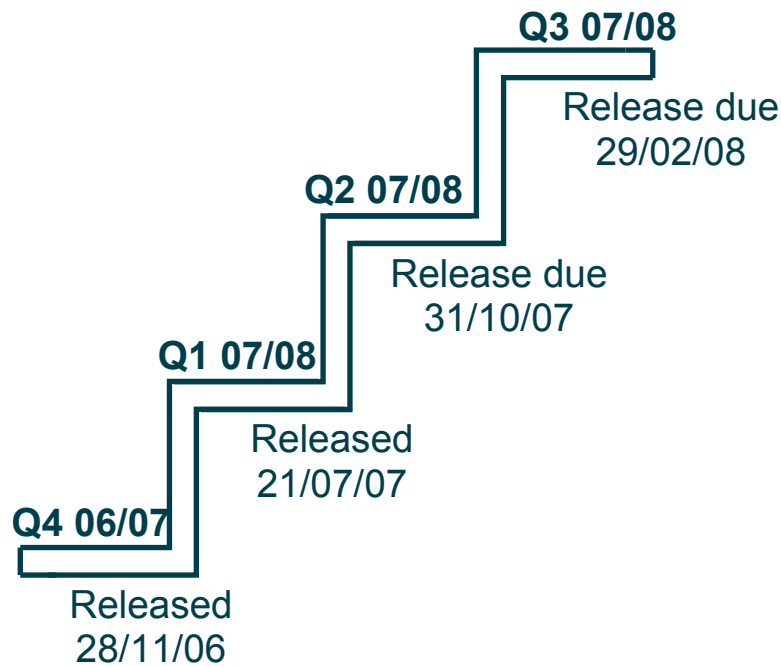
The migration portal will be deployed in five different capabilities - each marks a step improvement in capability of the migration portal. These are as follows:

- Q4 06/07 (Crawl capability)
- Q1 07/08 (Walk capability) [current working capability]
- Q2 07/08 (Run capability)
- Q3 07/08 (Sprint\* capability)
- Q4 07/08 (In-flight capability)

\*NB: This is not to be confused with Broadband Sprint. The terminology here is the same however MCC sprint capability and Broadband Sprint migrations are not linked.

Each capability will be released as shown below. Please note that the dates shown on this document are correct at the date by which this document was published.

Please note that this document will under go a regular review within BT so as to ensure that the information reflected here is accurate and up to date.



## What are the current functions and facilities in the migration portal?

### ***Q4 06/07 Delivery (CRAWL CAPABILITY) – Released 28/11/06***

#### **Access**

All information can only be accessed via the MCC web page.

- Web page accessed via [www.btwholesale.com/mcc](http://www.btwholesale.com/mcc)
- Instructions on how to apply for MCC Members Area (Secure web page)

#### **Schedule Management**

The National Migration Schedule is used by BT to communicate which site is migrating and when for all sites and technology types targeted for 21CN migration. CRAWL Capability ensures that this information is available securely and can be downloaded.

- Secure access/repository of the National Migration Schedule via [www.btwholesale.com/mcc](http://www.btwholesale.com/mcc)
- Download National Migration Schedule (xls format only)
- Change request form (for raising a change request against the National Migration Schedule) available for download
- Email notification of new change requests to registered participants
- Secure access / repository of change requests raised by CPs and BT against the National Migration Schedule

#### **Planned Engineering Works (PEW) Management**

Planned Engineering Works (PEWs) are used by BT to provide CPs a notification of a planned outage.

- PSTN – Global email notification of all PSTN migration related PEWs
- Broadband – Use of the business and usual IPStream PEW process (where PEWs are accessed via BBCR and a separate email notification is provided to affected CPs)

### **Migration Management**

Migration Management use Quality Gate Reports in order to communicate the progress and status of a migration; starting from a month before the night of migration and finishing on seven days after the night of migration.

- Secure access/repository of all migration quality gate reports (all migration progress reports are currently stored on a zip file and on a per site basis).
- Voice recorded Situation Reports providing up to date migration related information only during the night of migration. This is accessed via a 0800 free phone number.
- Email notification of all migration related reports (also referred to as quality gate reports) to affected CPs

### **Fallback & Stability Management**

Fallback & Stability Management will communicate all aspects of a Fallback, Abort or Line Reversion decision, its associated actions and will also signify their status ranging from the decision being made to the actual engineering procedure being completed.

- Secure access/repository of all exception based reports (Fallback, Abort and Line Reversion reports). All exception based reports are currently stored on a zip file and on a per site basis)
- Email notification of all migration exception based reports (Fallback, Abort and Line Reversion reports) to affected CPs
- Secure access/repository of the daily stability report (report detailing a clear list of sites which are currently in the stability monitoring period as well as a status of each site).

### **Fault Management**

The Fault Management function communicates an agreed set of reports related to faults which have occurred during and post a migration. These faults are base-lined to a non-migration affected period.

- Fault Management reports are provided via the Pathfinder Weekly report which can be accessed via the Consult21 secure members area
- The scope of the Fault Management reports will be PSTN only at this stage.

### **Other**

- Access to reference documentation
- Opportunity to email the MCC directly with your query

## ***Q1 07/08 Delivery (WALK CAPABILITY) – Released 21/07/07***

### **Access**

All information can be accessed via the MCC web page as per the CRAWL capability. Additional use of the web portal (accessed via BBCR) to search for migration related reports.

- Web page accessed via [www.btwholesale.com/mcc](http://www.btwholesale.com/mcc)
- Web Portal accessed via BBCR

- MCC Portal (BBCR) access request form and instructions on how to apply for access to the MCC web portal

### **Schedule Management**

No functionality change from CRAWL Capability.

- Secure access/repository of the National Migration Schedule via [www.btwholesale.com/mcc](http://www.btwholesale.com/mcc)
- Download National Migration Schedule (xls format only)
- Change request form (for raising a change request against the National Migration Schedule) available for download
- Email notification of new change requests to registered participants
- Secure access / repository of change requests raised by CPs and BT against the National Migration Schedule

### **PEW Management**

No functionality change from CRAWL Capability.

- PSTN – Global email notification of all PSTN migration related PEWs
- Broadband – Use of the business and usual IPStream PEW process (where PEWs are accessed via BBCR and a separate email notification is provided to affected CPs)

### **Migration Management**

WALK capability replicates the CRAWL capability; however it also ensures that the migration reports are available from the MCC Web Portal (BBCR) via a search facility.

- Secure access/repository of all migration quality gate reports (all migration progress reports are currently stored on a zip file and on a per site basis)
- Voice recorded Situation Reports providing up to date migration related information only during the night of migration. This is accessed via a 0800 free phone number.
- Email notification of all migration related reports (also referred to as quality gate reports) to affected CPs
- Search facility to access quality gate reports; search by Directory Number, Concentrator /DLE1141 code and by migration date(s)
- Download Migration quality gate reports via various formats (xls, doc, pdf, xml)

### **Fallback & Stability Management**

WALK capability replicates the CRAWL capability; however it also ensures that the exception reports are available from the MCC Web Portal (BBCR) via a search facility.

- Secure access/repository of all exception based reports (Fallback, Abort and Line Reversion reports). All exception based reports are currently stored on a zip file and on a per site basis)
- Email notification of all migration exception based reports (Fallback, Abort and Line Reversion reports) to affected CPs
- Secure access/repository of the daily stability report (report detailing a clear list of sites which are currently in the stability monitoring period as well as a status of each site).
- Search facility to access migration exception reports; search by Directory Number, Concentrator/DLE 1141 code and by migration date(s)
- Download Migration exception reports via various formats (xls, doc, pdf, xml)

### **Fault Management**

No functionality change from CRAWL Capability.

- Fault Management reports are provided via the Pathfinder Weekly report which can be accessed via the Consult21 secure members area
- The scope of the Fault Management reports will be PSTN only at this stage.

#### **Other**

- Access to reference documentation
- Opportunity to email the MCC directly with a query

### ***Q2 07/08 Delivery (RUN CAPABILITY) - Release due 31/10/07***

#### **Access**

All information can be accessed via the MCC web page as per the WALK capability. Additional use of the web portal (accessed via BBCR) to search for migration related reports and to search the National Migration Schedule

- Web page accessed via [www.btwholesale.com/mcc](http://www.btwholesale.com/mcc)
- Web Portal accessed via BBCR
- MCC Portal (BBCR) access request form and instructions on how to apply for access to the MCC web portal

#### **Schedule Management**

RUN capability ensures that searches via the MCC web portal can be made against the National Migration Schedule and for the National Migration Schedule to be accessed using xml automated interfaces.

- Secure access/repository of the National Migration Schedule via [www.btwholesale.com/mcc](http://www.btwholesale.com/mcc)
- Download National Migration Schedule (xls and xml formats)
- Change request form (for raising a change request against the National Migration Schedule) available for download
- Secure access/repository of change requests raised by CPs and BT against the National Migration Schedule
- Email notification of new change requests to registered participants
- Automated XML interfaces to access to the National Migration Schedule
- Search facility to access specific/preferred areas of the National Migration Schedule; search by Directory Number, Concentrator/DLE 1141 code, migration date(s), Platform (PSTN), Migration Reference and PEW Reference

#### **PEW Management**

No functionality change from WALK Capability.

- PSTN – Global email notification of all PSTN migration related PEWs
- Broadband – Use of the business and usual IPStream PEW process (where PEWs are accessed via BBCR and a separate email notification is provided to affected CPs)

#### **Migration Management**

RUN capability allows the automation of migration related data between the MCC and CP. It also provides the ability for a CP to opt out of receiving selected migration related reports.

- Secure access/repository of all migration quality gate reports (all migration progress reports will be stored on a zip file and on a per site basis).
- Electronic Situation Reports to replace the existing voice recorded versions. These will provide up to date migration related information only during the night of migration. This provides CPs with a status of the current migration and changes in colour (Red, Amber and Green) to reflect the successful completion of the

migration. This will be accessed via the web portal and will be provided as an automated xml data feed

- Email notification of all migration related reports (also referred to as quality gate reports) to **registered only** CPs, with the ability for a CP to opt out of some / all migration quality gate reports.
- The ability to select whether a report is pushed to the CP as embedded information (HTML) within the email or simply as a URL/link to a report on the migrations portal.
- Search facility to access quality gate reports, search by; search by Directory Number, Concentrator/DLE 1141 code, migration date(s), Platform (PSTN), Migration Reference and PEW Reference
- The ability to list all reports which have been issued by the MCC from a pre-defined window; Reports sent out in the last 7 days, Reports sent out in the last 14 days and Reports sent out today.
- Download Migration quality gate reports via various formats (xls, doc, pdf, xml)
- Automated XML interface to access migration quality gate reports

### **Fallback & Stability Management**

RUN capability allows the automation of migration related data between the MCC and CP. It also provides the ability for a CP to opt out of receiving selected migration exception reports.

- Secure access/repository of all exception based reports (Fallback, Abort and Line Reversion reports). All exception based reports will be stored on a zip file and on a per site basis)
- Voice Recorded Situation Reports which will provide up to date fallback related information for any given site fallback. This will be accessed via a 0800 free phone number.
- Email notification of all migration exception based reports (Fallback, Abort and Line Reversion reports) to **registered only** CPs, with the ability for a CP to opt out of some of the migration exception reports.
- The ability to select whether a report is pushed to the CP as embedded information within the email or simply as a URL.
- Automated XML interfaces to access the daily stability report (report detailing a clear list of sites which are currently in the stability monitoring period as well as a status of each site).
- Search facility to access migration exception reports, search by; search by Directory Number, Concentrator/DLE 1141 code, migration date(s), Platform (PSTN), Migration Reference and PEW Reference
- Download Migration exception reports via various formats (xls, doc, pdf, xml)
- Automated XML interface to access migration exception reports

### **Fault Management**

RUN capability ensures that all agreed fault reports are made available from the MCC portal via an automated xml interface and that the data can be accessed / downloaded via various formats.

- Automated XML interface to access Fault Management reports
- Scoped increased for BB related Fault Management reports
- Download Fault Reports via various formats

### **Other**

- Suggest improvements via web form to the MCC
- Report bugs via web form to the MCC

## How do I submit a request for a future development?

Please submit any suggestions for improvements to [21cn.mcc.general.enq@bt.com](mailto:21cn.mcc.general.enq@bt.com).

## When are migration portal development requirements reviewed?

The capability roadmap (see above) has been discussed and agreed at the Consult21 implementation and migration working group (IMWG) and the migration experts working group. Each capability under each targeted release is reviewed regularly within BT and if there are any changes to the capabilities / scope than these changes will be highlighted at the relevant migration experts meeting and the capability roadmap will be updated.

Before the launch of a major release, BT will host a live demonstration of the migrations portal with CPs. These live demonstrations will provide the opportunity to witness, first hand, the capabilities of the web portal.

Post the implementation of a phase release of the web portal, BT will conduct a test exercise / walk through to demonstrate the target release to CPs. CPs will have an opportunity at these working sessions to flag any changes / suggestions for improvements which may be beneficial.

CPs can also raise suggestions for improvements or raise any bugs to the MCC general enquiries email account. ([21cn.mcc.general.enq@bt.com](mailto:21cn.mcc.general.enq@bt.com))

## What to expect after a new release of the migrations portal?

**After each release has been implemented, BT will making the following information available:**

- A confirmed date for when the forthcoming test exercise will take place.
- The updated version of this document (if necessary).
- An updated version of the MCC User Guide.  
*This document is a user manual, detailing the 'how' against each of the capabilities identified within this document*
- An updated version of the Migrations Portal XML User Guide.  
*This document provides the XML interface specification for the target release version of the migrations portal and thus will enable CPs to automate the interface between BT and CP systems.*

## How will you communicate when new developments are added to the portal?

We will update this document and make this available in the Consult21 website and the portal itself. We will distribute this updated document through the weekly Consult21 update mailing, with minutes from the communications and



implementation and migration working group meetings. Finally we will schedule an information sharing webcall when any new developments go live.

## **What other sources of information are there?**

- Information and support for communication providers on the 21CN programme:  
<http://www.btwholesale.com/consult21>
- The independent public information website covering the process of migration:  
<http://www.switchedonuk.org>
- For general information about BT's 21CN programme go to:  
<http://www.btplc.com/21CN/>

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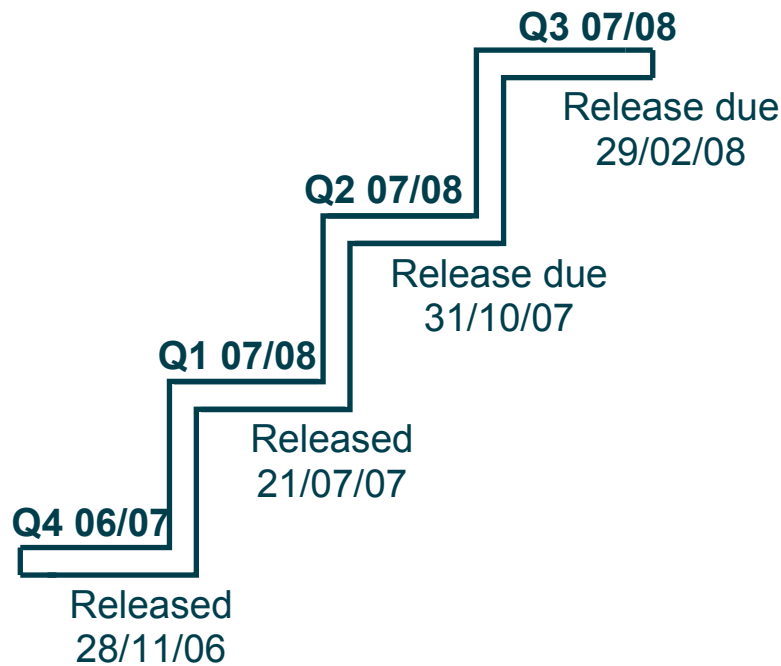
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- Secure access/repository of the daily stability report (report detailing a clear list of sites which are currently in the stability monitoring period as well as a status of each site).

### **Fault Management**

The Fault Management function communicates an agreed set of reports related to faults which have occurred during and post a migration. These faults are base-lined to a non-migration affected period.

- Fault Management reports are provided via the Pathfinder Weekly report which can be accessed via the Consult21 secure members area
- The scope of the Fault Management reports will be PSTN only at this stage.

### **Other**

- Access to reference documentation
- Opportunity to email the MCC directly with your query

## ***Q1 07/08 Delivery (WALK CAPABILITY) – Released 21/07/07***

### **Access**

All information can be accessed via the MCC web page as per the CRAWL capability. Additional use of the web portal (accessed via BBCR) to search for migration related reports.

- Web page accessed via [www.btwholesale.com/mcc](http://www.btwholesale.com/mcc)
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- Search facility to access quality gate reports; search by Directory Number, Concentrator /DLE1141 code and by migration date(s)
- Download Migration quality gate reports via various formats (xls, doc, pdf, xml)

### **Fallback & Stability Management**

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- The scope of the Fault Management reports will be PSTN only at this stage.

#### **Other**

- Access to reference documentation
- Opportunity to email the MCC directly with a query

### ***Q2 07/08 Delivery (RUN CAPABILITY) - Release due 31/10/07***

#### **Access**

All information can be accessed via the MCC web page as per the WALK capability. Additional use of the web portal (accessed via BBCR) to search for migration related reports and to search the National Migration Schedule

- Web page accessed via [www.btwholesale.com/mcc](http://www.btwholesale.com/mcc)
- Web Portal accessed via BBCR
- MCC Portal (BBCR) access request form and instructions on how to apply for access to the MCC web portal

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RUN capability ensures that searches via the MCC web portal can be made against the National Migration Schedule and for the National Migration Schedule to be accessed using xml automated interfaces.

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- Search facility to access specific/preferred areas of the National Migration Schedule; search by Directory Number, Concentrator/DLE 1141 code, migration date(s), Platform (PSTN), Migration Reference and PEW Reference

#### **PEW Management**

No functionality change from WALK Capability.

- PSTN – Global email notification of all PSTN migration related PEWs
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#### **Migration Management**

RUN capability allows the automation of migration related data between the MCC and CP. It also provides the ability for a CP to opt out of receiving selected migration related reports.

- Secure access/repository of all migration quality gate reports (all migration progress reports will be stored on a zip file and on a per site basis).
- Electronic Situation Reports to replace the existing voice recorded versions. These will provide up to date migration related information only during the night of migration. This provides CPs with a status of the current migration and changes in colour (Red, Amber and Green) to reflect the successful completion of the

migration. This will be accessed via the web portal and will be provided as an automated xml data feed

- Email notification of all migration related reports (also referred to as quality gate reports) to **registered only** CPs, with the ability for a CP to opt out of some / all migration quality gate reports.
- The ability to select whether a report is pushed to the CP as embedded information (HTML) within the email or simply as a URL/link to a report on the migrations portal.
- Search facility to access quality gate reports, search by; search by Directory Number, Concentrator/DLE 1141 code, migration date(s), Platform (PSTN), Migration Reference and PEW Reference
- The ability to list all reports which have been issued by the MCC from a pre-defined window; Reports sent out in the last 7 days, Reports sent out in the last 14 days and Reports sent out today.
- Download Migration quality gate reports via various formats (xls, doc, pdf, xml)
- Automated XML interface to access migration quality gate reports

### **Fallback & Stability Management**

RUN capability allows the automation of migration related data between the MCC and CP. It also provides the ability for a CP to opt out of receiving selected migration exception reports.

- Secure access/repository of all exception based reports (Fallback, Abort and Line Reversion reports). All exception based reports will be stored on a zip file and on a per site basis)
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- Download Migration exception reports via various formats (xls, doc, pdf, xml)
- Automated XML interface to access migration exception reports

### **Fault Management**

RUN capability ensures that all agreed fault reports are made available from the MCC portal via an automated xml interface and that the data can be accessed / downloaded via various formats.

- Automated XML interface to access Fault Management reports
- Scoped increased for BB related Fault Management reports
- Download Fault Reports via various formats

### **Other**

- Suggest improvements via web form to the MCC
- Report bugs via web form to the MCC



## How do I submit a request for a future development?

Please submit any suggestions for improvements to [21cn.mcc.general.enq@bt.com](mailto:21cn.mcc.general.enq@bt.com).

## When are migration portal development requirements reviewed?

The capability roadmap (see above) has been discussed and agreed at the Consult21 implementation and migration working group (IMWG) and the migration experts working group. Each capability under each targeted release is reviewed regularly within BT and if there are any changes to the capabilities / scope than these changes will be highlighted at the relevant migration experts meeting and the capability roadmap will be updated.

Before the launch of a major release, BT will host a live demonstration of the migrations portal with CPs. These live demonstrations will provide the opportunity to witness, first hand, the capabilities of the web portal.

Post the implementation of a phase release of the web portal, BT will conduct a test exercise / walk through to demonstrate the target release to CPs. CPs will have an opportunity at these working sessions to flag any changes / suggestions for improvements which may be beneficial.

CPs can also raise suggestions for improvements or raise any bugs to the MCC general enquiries email account. ([21cn.mcc.general.enq@bt.com](mailto:21cn.mcc.general.enq@bt.com))

## What to expect after a new release of the migrations portal?

**After each release has been implemented, BT will making the following information available:**

- A confirmed date for when the forthcoming test exercise will take place.
- The updated version of this document (if necessary).
- An updated version of the MCC User Guide.

*This document is a user manual, detailing the 'how' against each of the capabilities identified within this document*

- An updated version of the Migrations Portal XML User Guide.  
*This document provides the XML interface specification for the target release version of the migrations portal and thus will enable CPs to automate the interface between BT and CP systems.*

## How will you communicate when new developments are added to the portal?

We will update this document and make this available in the Consult21 website and the portal itself. We will distribute this updated document through the weekly Consult21 update mailing, with minutes from the communications and

implementation and migration working group meetings. Finally we will schedule an information sharing webcall when any new developments go live.

## **What other sources of information are there?**

- Information and support for communication providers on the 21CN programme:  
<http://www.btwholesale.com/consult21>
- The independent public information website covering the process of migration:  
<http://www.switchedonuk.org>
- For general information about BT's 21CN programme go to:  
<http://www.btplc.com/21CN/>