

Operational Metrics Review Project Update

OPSG_30_0303_10a

Agenda



1. Progress Update
2. Findings and Recommendations
3. Plan for next period

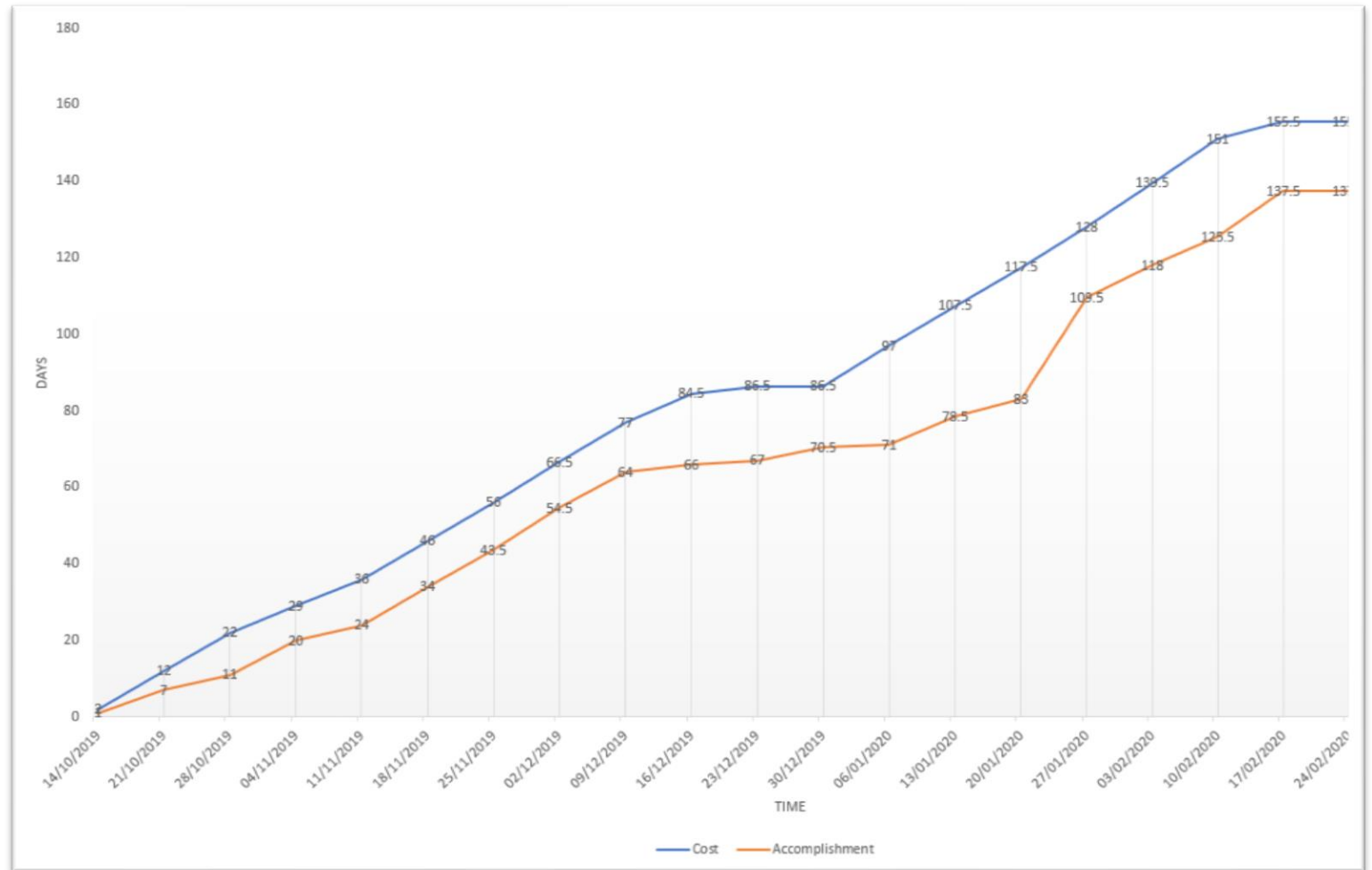
1. Progress



1. Evaluated Workshop 2 Outcomes
2. Completed Evaluation and Metric Definitions
3. Drafted Recommendations
4. Circulated First Draft of Report to OPSG Members

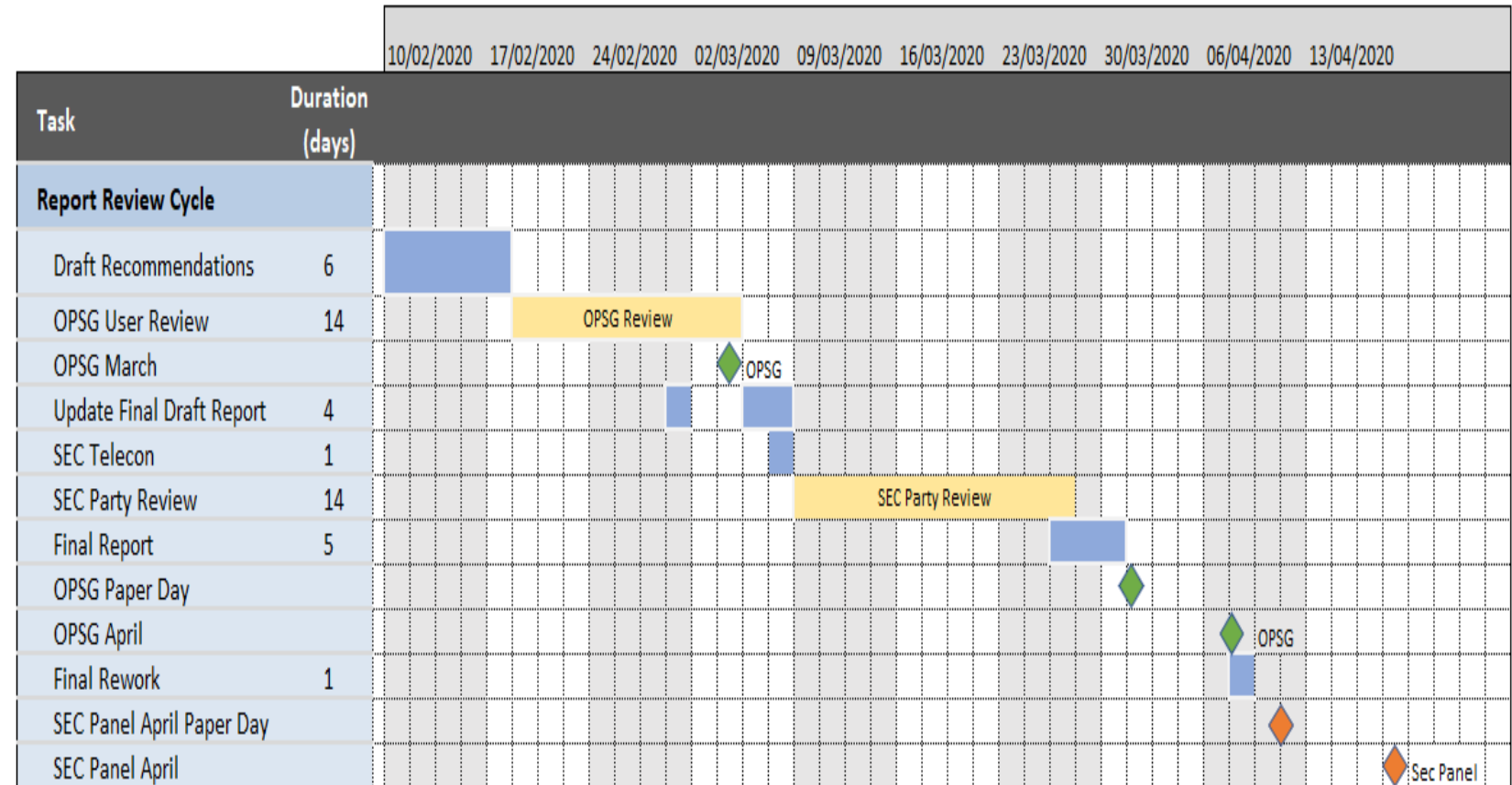
1. Progress – Cost vs Accomplishment

- Gap closed as outstanding tasks completed
- Estimate 14 days for remaining tasks
- Approximate £13K budget remaining



1. Progress – Timeline and Key Dates

- ✓ Draft report to OPSG – 18 Feb
- Report to SEC Parties – 6 March
- Final Report to OPSG – 7 April
- Final Report to SEC Panel – 17 April



2. Findings and Recommendations



- Performance Measurement Methodology Review
 - Exceptions List (PMEL) Governance Forum
 - Concern over DSP TRT and CSP Test Messages
- Outcome Based Measures
 - Rate, Speed, Volume, Payload
 - Monthly Summary by business process
 - I&C, CoS, Billing, Pre-Payment, Firmware and Alerts
- Additional Findings and Measures
 - PMR Issues Log, Incident Management, OMS Logistics
 - Estate Health, Capacity Management and User Realtime View

3. Plan for Next Period



- Collate Feedback and Update Report
- Circulate Report for SEC Party Review
- Prepare Final Report for SEC Panel



Any Questions?

Thank you for listening