

Customer briefing

LLU – Data Migration of Tactical Service Assets

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This briefing is for Communications Providers (CPs) operations and systems teams and relates to the data migration of LLU service assets from tactical to strategic format.

LLU Tactical Service Assets – Data Migration.

Openreach would like to inform customers of a data migration project operating now that EMP Release 800 was deployed on 28th April 2008. The data migration is scheduled to complete in July 2008 and further communications will confirm closure.

This data migration is undertaken to convert service assets from tactical LLU format to strategic LLU format in Openreach systems only. This change will be transparent to CPs.

Tactical LLU service assets are those services which were provided using eCo LLU and/or LiSA systems.

Openreach is changing the format of these service assets in support of future product operations across all LLU services.

The data migration does not change CP processes, asset visibility or other functions, nor does it affect End User service (i.e. there is no break in service caused).

During the data migration, each service asset will have an internal change order applied to it. The data migration order takes only around a minute to complete, and there is therefore a very small chance (less than 1% probability) that a CP EMP order on one of these services might be issued on a service at the same time as an open data migration order.

Where a CP EMP order encounters a service with an existing open data migration order, the CP order is not rejected and the CP will receive normal messages on the portal or business to business gateway for that service.

The internal order will not be visible on CP systems and will not result in a charge via billing.

Further information

CPs experiencing business as usual problems with orders should follow the business as usual procedure and contact the Openreach SMC in the first instance. Problem reports concerning other issues not related to orders or faults (e.g. system faults) should be raised with the Openreach Helpdesk.

Full details of order and fault transactions, product processes, interface specifications and response codes are available from the following address

<http://www.openreach.co.uk/orpg/products/llu/mpfsmpf/msmpf.do>

Contact points for your SMC and the Openreach Helpdesk can be found in your customer service plan.

If you wish to discuss the information contained within this brief, please contact your Customer Business Manager.

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