



Edinburgh Network Technologies Ltd. and University of Stirling

Prog. No. 4132 – Local Management Committee Meeting (LMC 4)

Industrial Supervisor's Report for LMC 04

M.D. Kurt-Elli

The report will be presented to the LMC 04 meeting to take place at 3pm on *Monday 19th April 2004* at *edNET, 12 Dock Place, Leith.*

Circulation:

Mr. C. Cameron (Associate)
Dr. A. Kurt-Elli (Chair)
Mr. M.D. Kurt-Elli (Industrial Supervisor)
Prof. E. H. Magill (Lead Academic, Secretary)
Mr. A. J. Mitchell (TCS Consultant)
Prof. K. J. Turner (Second Academic)

Progress thus far from LMC03:

- Start of Phase 3 was much delayed due to Operational issues.
- Up 2 months of work lost due to the incorrect functionalities of Gateways and User Agents. We are finding the use of these devices by other companies to be simple POTS only. This is not acceptable from our point of view as we expect Supplementary Services to be mandatory for our IP_Centrex. The real issues have been either non-compliance of SIP protocols or peculiar implementation of it. Therefore each time we stumble over their inadequacies, we are obliged to make changes in our softswitch as well as go through the cycle of regression testing. All this is very time consuming. We are getting better at finding and fixing faults but this is no consolation for the time lost.
- Other main issue for us to focus on is that of full functional testing and real time capability. To overcome this, a separate development network has been setup to enable us to emulate the real network testing as close as possible before rollout of new features. This does not always mitigate the outcomes. We are still working on mirroring of all data between the development and the operational systems.
- Vocal stability vastly improved once we managed to upgrade to phase 2 – due to our own architectural changes.
- Active Standby configuration also went live giving us (hopefully) undisturbed fail-over between the 2 servers. As an indication of the resilience, this is the same architecture as our IN platform which has been running for 3 years without any loss of service.
- nPlusOne has defined network QoS for use by its customers (resellers) to ensure that their network operates to the defined / expected standards.
- Training for the associate on target and expect to see more positive contribution to the management of the project.

- We still have issues of differentiating development from operations – different view on tasks. This is a team issue but impacts and includes the associate.
- Second company review conducted satisfactorily.
- Expect to recover lost time during the next 6 months.
- AP regarding hardware expenditure not done and due to minimal impact on the budgets, decided not to include it.

Author: M.D. Kurt-Elli 19/04//2004