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TMOC's Method of Operation (MO): Overview, Successes, and Guidance/Learnings

Mike Fargano - TMOC Chair, michael.fargano@qwest.com

Ron Roman - TMOC Vice Chair, rroman@telcordia.com

TMOC: Telecom Management and Operations Committee (Formerly T1M1)

Background – TMOOC MO

(Formally Started in 3Q2003; See T1M1/2003-077)



TMOOC Method of Operation (MO) Summary:

- Forward the work with minimal Face-to-Face (F2F) regular TMOOC meetings (e.g., no quarterly F2F entire TMOOC meetings)
- Make more use of email lists, CCs (conf calls), VMs (virtual meetings), and (as needed) interim (subcommittee / task-force) F2F meetings
- Rapid processing of actions (letter ballots, liaisons, ...); via email – don't wait for TMOOC Plenary meetings
- Migration to new MO was organic (e.g., in 2003 with T1M1SEC, T1M1231, UOM work)

Motivation for New MO

(derived from T1M1/2003-077)



- ***Importance of OAM&P:*** OAM&P Standards are a critical part of operations efficiency
 - Members expect appropriate management of the OAM&P standards venue/body to adapt to the current and emerging telecom industry
- ***Effectiveness:*** Non F2F methods were **more** effective in the first 6 months in 2003 compared to F2F methods.
 - No sign that the situation was going to change soon
- ***Positive Tradeoffs:*** Pros out weigh the Cons
- ***Adoption Ease:*** Enablers out weigh the Barriers

Pros/Cons (derived from T1M1/2003-077)



- Pros:
 - Accommodates the new telecom environment
 - Maximizes participation in new environment
 - Minimizes wasted F2F meetings and costs where key participants can't be present
 - Increases member productivity and reduces costs
 - Increase work management flexibility
 - Manageable change – it was not too big – it was not new (in bounds of current procedures and consistent with internal member practices)
 - Preserves the viability of OAM&P Standards Venue
- Con (but can be mitigated):
 - Personal contact diminished (e.g., sidebars)
 - New participant intros and mentoring diminished

Enablers/Barriers (derived from T1M1/2003-077)



- Enablers:
 - Committee procedures and Chair authorities support proposal
 - Successful pilots: T1M1SEC, T1M1231, UOM
 - Participants were ready for reasonable change
 - Organic change – natural evolution
- Barrier:
 - Change can be difficult – even reasonable, necessary, and organic change



Success Indications/Measures

- *Quality Improvements*
- *Product Delivery - Number of Committee Actions*
- *Committee Action Response Time*
- *Cost Savings*
- *Committee Foundation Improvements*



Success Indications/Measures

- *Quality Improvements:*
 - Increased participation by requisite experts and personal liaisons yields increased quality (with a rapid response) – e.g., TOPS work quality and liaisons with INC, IETF, ACTA, OIF, etc.
- *Product Delivery - Number of Committee Actions:*
 - Number of Official TMOC Actions: At par or better than typical quarter with regular F2F meetings (~ 30 actions in per quarter – letter ballots, liaisons, publication requests...)



Success Indications/Measures

- *Committee Action Response Time:*
 - Significant TMOC response time improvements (TOPS work requests, liaisons, contribution responses, letter ballots, new work responses, etc.)
- *Cost Savings:*
 - TMOC Member travel saving (e.g., \$4K-5K savings per participant per year)
 - ATIS meeting host savings (\$20K-40K per year)
- *Committee Foundation Improvements:*
 - Improvements in Transparency and Openness *without* sacrificing Due Process



Guidance and Learnings

- Consolidated/Rolled-up View:
 - Needed because of the large number of relatively short virtual meetings (decomposition of work)
 - Consolidated posted TMO calendar
 - Consolidated meeting reports for subcommittees/TFs
 - Consolidated Issue (work) management
- Chair Moderated Email Approval Process
 - Works well – especially for non contentious issues
 - If a contentious issue is expected or occurs; it is best to remand to subcommittee/TF or hold a Special TMO Plenary virtual meeting
 - Chair Action Log and Management required
 - Significant Chair Report to Plenary (for example: see *document T1M1/2005-231*)



Conclusion

- TMOC MO transition well positioned & managed (with early successes planned and accomplished) – 4Q2003
- TMOC is on a sustainable success path
- The MO needs active management and leadership, and active engagement by members – because the Committee is always in session (effectively)