Technical Specification Group Services and System Aspects*TSGS#18(02)0836*
Meeting #18, New Orleans, USA, 9 -12 June 2002

Source:	MCC (Adrian Scrase)
Title:	Report of Support Team activities
Document for:	Information
Agenda Item:	10

1 Introduction

This report covers the period between TSG#17 and TSG#18 and contains detailed information concerning the implementation of TSG#17 results.

2 The Support Team

2.1 Departures and arrivals

There have been no changes in the composition of the Support Team since TSG#17.

The planned departures of Shinobu Ikeda and Hans Van der Veen have been completed. Sang-Ui Yoon (KT ICOM) is now in post as reported to TSG#17.

2.2 Organization of MCC

The figure given below shows the allocation of resources to each entity within 3GPP and is a snapshot taken on 1 October 2002. As reported to TSG#17 Sang-Ui Yoon has now been allocated to support SA2, enabling Alain Sultan to concentrate more on the management of the 3GPP Project Plan.

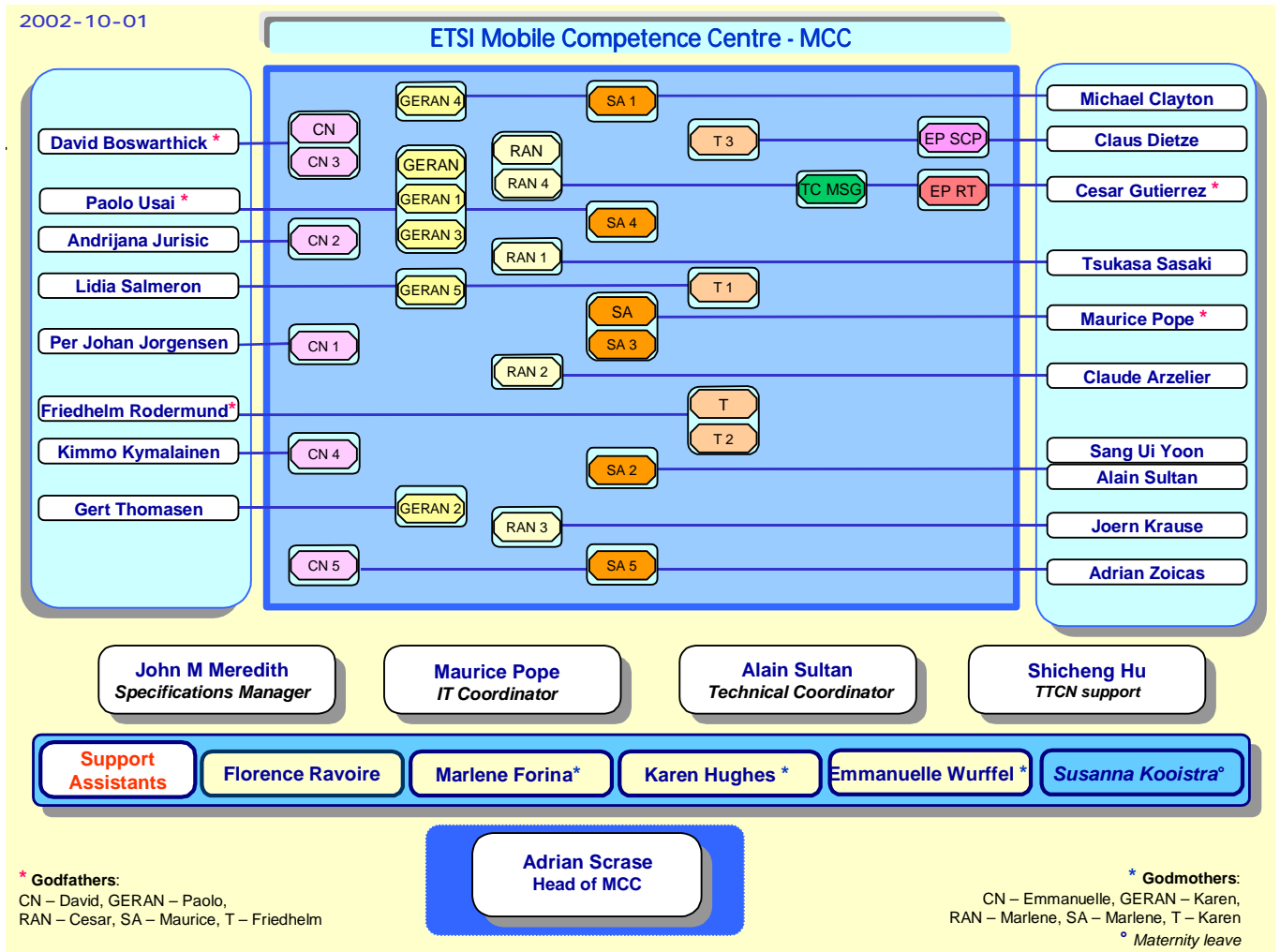This chart is regularly maintained and the latest version may always be obtained from the 3GPP website at http://www.3gpp.org/

ETSI Mobile Competence Centre - MCC

CN / CN 3 — David Boswarthick *
CN 2 — Paolo Usai *
Andrijana Jurisic
Lidia Salmeron
CN 1 — Per Johan Jorgensen
Friedhelm Rodermund*
CN 4 — Kimmo Kymalainen
Gert Thomasen
CN 5

GERAN 4 / GERAN / GERAN 1 / GERAN 3 / GERAN 5 / GERAN 2
RAN / RAN 4 / RAN 1 / RAN 2 / RAN 3
SA 1 / SA 4 / SA / SA 3 / SA 2 / SA 5
T 3 / T 1 / T / T 2
TC MSG
EP SCP / EP RT

Michael Clayton
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Cesar Gutierrez *
Tsukasa Sasaki
Maurice Pope *
Claude Arzelier
Sang Ui Yoon
Alain Sultan
Joern Krause
Adrian Zoicas

John M Meredith *Specifications Manager*

Maurice Pope *IT Coordinator*

Alain Sultan *Technical Coordinator*

Shicheng Hu *TTCN support*

Support Assistants | Florence Ravoire | Marlene Forina* | Karen Hughes * | Emmanuelle Wurffel * | *Susanna Kooistra°*

Adrian Scrase **Head of MCC**

* **Godfathers**:
CN – David, GERAN – Paolo,
RAN – Cesar, SA – Maurice, T – Friedhelm

* **Godmothers**:
CN – Emmanuelle, GERAN – Karen,
RAN – Marlene, SA – Marlene, T – Karen
° *Maternity leave*

Figure 1: MCC Organizational Chart

3 Statistics and targets

3.1 Interesting statistics

At the start of TSG#18, MCC were managing **2537** active specifications. The distribution of those specifications looks as follows:

CLASSIFICATION	NUMBER OF ACTIVE SPECS
Phase 2	182
Release 96	200
Release 97	218
Release 98	280
Release 99	444
Release 4	521
Release 5	581
Release 6	111
TOTAL SPECIFICATIONS	**2537**

It is expected that approximately 350 new versions of specifications will result from TSG#18.

The table below shows the number of approved change requests for these specifications across the different 3GPP Releases as at the start of TSG#18.

CLASSIFICATION	CRs in 1999	CRs in 2000	CRs in 2001	CRs in 2002	TOTAL
Rel 99 Specifications	1408	4400	2266	843	**8917**
Rel-4 Specifications		374	2807	1654	**4835**
Rel-5 Specifications		27	620	2301	**2948**
Rel 6 Specifications				64	**64**
TOTAL	1408	4801	5693	4862	16764

It is expected that approximately **1500 CRs** will have been approved during the TSG#18 session (including the results of TSG GERAN#12).

3.2   MCC performance

MCC continues to monitor the time taken for the implementation of change requests following each TSG session and measures that performance against defined targets. The performance is reported to every TSG SA meeting.

The chart below shows the results obtained in the delivery of specifications following TSG#17. It can be seen that a total of 492 specifications were delivered following the TSG session and that 381 of them (77%) were delivered within two weeks of the close of TSG SA. A further 85 specifications (95%) were delivered within the third week. 26 specifications (5%) were not delivered within the deadline.

The chart implies that MCC performance has tailed off slightly. This is probably due to the number of new arrivals in the team that have yet to reach peak efficiency or, perhaps, to some level of complacency within the team. Whatever the reason, efforts will be made to lift performance to the levels experienced previously.

Christmas follows close on the heels of TSG#18 and, as in the past, the deadlines for implementation of Change Requests have been extended by one week.
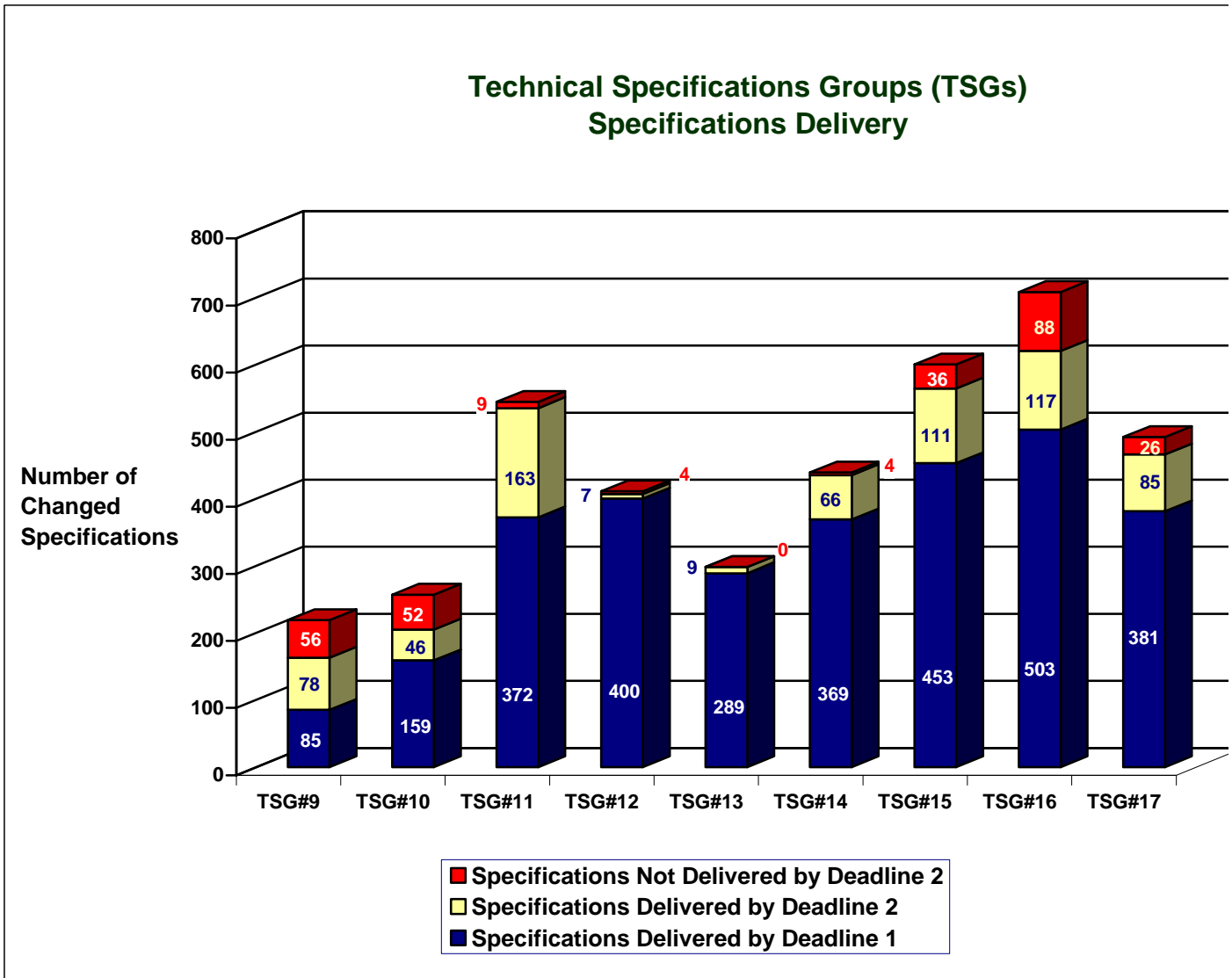
**Technical Specifications Groups (TSGs)
Specifications Delivery**

Figure legend:
- Specifications Not Delivered by Deadline 2
- Specifications Delivered by Deadline 2
- Specifications Delivered by Deadline 1

Data values by TSG:
- TSG#9: 85, 78, 56
- TSG#10: 159, 46, 52
- TSG#11: 372, 163, 9
- TSG#12: 400, 7
- TSG#13: 289, 9, 0
- TSG#14: 369, 66, 4
- TSG#15: 453, 111, 36, 4
- TSG#16: 503, 117, 88
- TSG#17: 381, 85, 26

Figure 2:   MCC Performance

The implementation of change requests is measured not just in terms of quantity but also in terms of accuracy.

From the start of monitoring (TSG#14) until the start of TSG#18, 6249 change requests had been implemented by MCC. 26 implementation errors have been detected representing an approximate error rate of 0,4%, **or 4 errors** in **1000 implementations**.

4   MCC Workload

At previous TSG SA meetings a detailed analysis of Change Request trends has been reported in order to determine the workload of MCC. The same data can also be used to determine the stability of each Release and it is now clear that Release '99 and Release '4 are "stable" in so much as the number of Change Requests to those Releases has fallen considerably.

The chart below shows the rolling average of the number of Change Requests per Release and a pattern can be seen that repeats itself after the functional freezing of each Release. It is expected that future Releases will follow the same pattern, at least as long as our working practices remain the same. This of course does confirm that the workload of MCC is following a gradually increasing trend with time.

6-month rolling average of CRs by Release
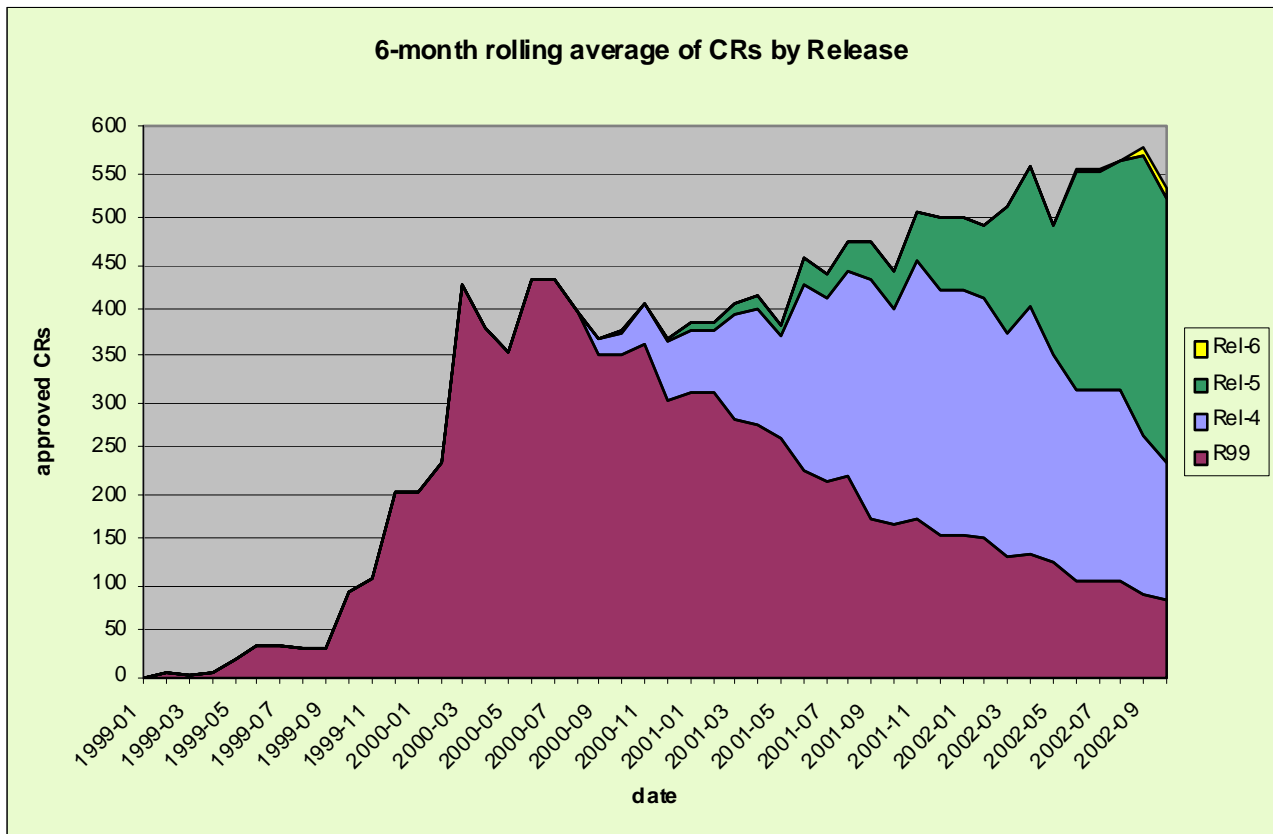
5   Working methods

TSG#17 confirmed that there was no longer a need for CD ROMs to be produced since all delegates now have access to the meeting server. It was predicted that this may enable the TSG session to be supported by just one Assistant which would represent a considerable cost saving. The TSG#18 session has been supported by just one Assistant (Karen Hughes), and whilst the amount of work to be performed is high it has been possible to cope with this reduced resource. It is hoped that TSG delegates have continued to experience the sort of service to which they are accustomed despite this reduction.

6   Budget restrictions

The 3GPP Partners have now agreed an outline budget for 2003 which will enable MCC to continue its work. However, the Partners are under increasing pressure from their members to reduce costs and this is represented in the budget. It is not yet clear whether there is sufficient budget for the current team to continue as it is or whether it will be necessary to reduce manpower.

TSG#17 requested members to look for areas where savings could be made, both in terms of rationalising the number of Working Groups and the frequency of their meetings. A similar message was also passed to the TSG Chairmen during the recent meeting of the PCG. This is of course not an easy task since it is important to retain an efficient working structure, but a reduction in the support budget could precipitate such changes.

7   Chairmen's Satisfaction Survey

MCC will be conducting a Satisfaction Survey in early 2003. The purpose is to obtain feedback from the Chairmen on the services they receive from MCC and to enable them to comment on areas where improvements can be made. Previous surveys have led to a number of improvements actions.

The survey will be web-based and lightweight and should take no longer than a few moments to complete. I would urge ALL Chairmen to please respond to the survey when it is launched. The feedback is important if MCC is to retain its customer focus.

8   Concluding remarks.

2002 has been a year of high productivity for 3GPP. MCC has been fully engaged in servicing 3GPP's needs and the community as a whole has a lot to be proud of.

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