Use Case- Subtype for removal of switch hold between two CRs and TDSP (Four hour process)

1. Description:

* Background:
  + To meet requirements for the switch hold removal process described in PUCT Subst. Rule 25.126(h)(5), the Meter Tampering Task Force developed an interim process within MarkeTrak using the *Other* subtype.
  + Effective June 1, 2011, use of the switch hold process will expand to include ESIIDs of customers who have entered into deferred payment plans, with the REP of Record becoming the party who initiates the switch hold. The number of MarkeTrak issues which will need to be filed for switch hold removal could increase significantly.
  + A new subtype specifically for this purpose would feature improvements in several areas, when compared to the current workflow.
* Problems with Current Workflow/Process
  + The *Other* workflow requires the submitting CR (who is requesting the switch hold removal) to continuously monitor the issue and assign parties for the issue’s entire duration.
    - Failure to do so by the submitting CR means that one or more MPs may not receive the proper time to review the issue as required by the RMG.
  + Without certain transitions, issues often rely on comments, leading to delayed resolution.
    - This also prevents effective reporting of some statistics.
  + Accidental use of the “Return to Submitter” transition can prevent issues from being worked to completion.
  + One hour (two separate 30 minute periods) of the total four hours is set aside for the Requesting CR to use the Re-Assign transition.
* New Functionality
  + Upon creation of the issue, it would transition directly from the submitting CR to TDSP to REP of Record (except when unexecuted by the TDSP). For the interim process, one half-hour of the total four hours is used for the submitting CR to re-assign the issue to the REP of Record. This time can now be used elsewhere.
  + Following agreement or disagreement by the REP of Record, the issue is transitioned directly to the TDSP. For the interim process, one half-hour of the total four hours is used for the submitting CR to re-assign the issue to the TDSP after this step. This time can now be used elsewhere.
  + There will be a new state (“In Progress (TDSP) - Final Review”) to reflect the TDSP’s final evaluation of the switch hold removal request.
  + There will be new dropdowns added for TDSP Unexecutable reasons upon first review.

1. New Fields:

* GUI:
  + Required fields upon “Submit” transition
    - ESIID
    - Assignee
    - Add file
      * User must attach supporting documents
      * Ability to limit file types?
        + .doc, .docx, .xls, .xls, jpg, pdf
    - Comments
      * General text
  + New dropdown for “Unexecutable” reason if chosen during first TDSP review
    - Min/max length – character count of selected option
    - Type- List
    - Permitted Values & Defs
      * Documentation Invalid/Incomplete
      * No Switch Hold Pending on this ESIID
      * Customer Associated with Current Occupant
      * Issue Should not be Submitted by REP of Record
    - Default Value- Blank
    - Screen Location- Issue
    - Read Only (Y,N)- No
    - Updateable- Yes, by TDSP (during first review only)
    - Automatically Populated (Y,N)- No
    - Proprietary- visible to all MPs
    - Field Screen Title- TDSP Reject Reason
    - Transition(s) enabled: Unexecutable (only by TSDP, only during first review)
    - Workflow(s) Involved: Switch Hold Removal
  + New Transitions
    - “Agree”
      * Available during “In Progress (Assignee)” state
    - “Disagree”
      * Available during “In Progress (Assignee)” state
    - “Send to REP of Record”
      * Available during “In Progress (TDSP)” state
    - “Switch Hold Removed”
      * Available during “In Progress (TDSP)- Final Review” state
    - “Switch Hold Not Removed”
      * Available during “In Progress (TDSP)- Final Review” state
    - “Time Limit Exceeded”
      * Available during “New” and “In Progress (Assignee)”
      * This transition is only available to the Submitting CR
  + New Issue States
    - “New (TDSP)- Final Review”
      * The issue is in this state when the TDSP becomes Responsible MP for a second time during an issue, directly following the REP of Record transitioning the issue.
    - “In Progress (TDSP)- Final Review”
      * The issue is in this state when the TDSP clicks “Begin Working” while the issue is in the “New (TDSP)- Final Review” state
* Mass Update
  + “Agree”
  + “Disagree”
  + “Send to REP of Record”
  + “Switch Hold Removed”
  + “Switch Hold Not Removed”
  + “Time Limit Exceeded”
  + “Unexecutable”
    - TDSP upon first review
* Bulk Insert
  + No changes to the Bulk spreadsheet should be added for this subtype. The attachment of files to individual issues prior to submission is required for an issue to be valid, and the Bulk feature cannot accommodate this.
* API
  + Need further input

1. Preconditions:

* MarkeTrak system is available, processing issues, and able to accept file attachments.

1. Success Guarantee:

* Issue is successfully created and able to be transitioned to a resolution.

1. Non-Automated Scenarios
   1. Main Success Scenario: Requesting CR submits issue, TDSP does initial evaluation, REP of Record agrees to release switch hold, TDSP evaluates information and confirms removal of switch hold
2. Requesting CR selects “Switch Hold Removal” from Submit Tree
3. Requesting CR enters all required information, attaches all necessary documentation and chooses the “Submit” transition
4. The issue is now in the state of “New (TDSP)” with the TDSP as Responsible MP
5. TDSP clicks “Begin Working”
6. The issue is now in a state of “In Progress (TDSP)
7. TDSP clicks “Send to REP of Record”
   1. Enters DUNS/company name via dropdown
8. The issue is now in a state of “New” with the REP of Record as Responsible MP
9. REP of Record clicks “Begin Working”
10. Issue is now in a state of “In Progress (Assignee)”
11. REP of Record clicks “Agree”
12. Issue is now in a state of “New (TDSP) - Final Review” with the TDSP as Responsible MP
13. TDSP clicks “Begin Working”
14. Issue is now in a state of “In Progress (TDSP)- Final Review” with the TDSP as Responsible MP
15. TDSP clicks the “Switch Hold Removed” transition
16. Issue is now in a state of “Pending Complete” with Requesting CR as Responsible MP
17. Requesting CR selects “Complete”, and issue is closed.
    1. Main Success Scenario: Requesting CR submits issue, TDSP confirms no REP of Record and removes switch hold
18. Requesting CR selects “Switch Hold Removal” from Submit Tree
19. Requesting CR enters all required information, attaches all necessary documentation and chooses the “Submit” transition
20. The issue is now in the state of “New (TDSP)” with the TDSP as Responsible MP
21. TDSP clicks “Begin Working”
22. The issue is now in a state of “In Progress (TDSP)”
23. TDSP clicks “No REP of Record”
24. Issue is now in a state of “In Progress (TDSP)- Final Review” with the TDSP as Responsible MP
25. TDSP clicks the “Switch Hold Removed” transition
26. Issue is now in a state of “Pending Complete” with Requesting CR as Responsible MP
27. Requesting CR selects “Complete”, and issue is closed.
    1. Extension Scenario: Requesting CR submits issue, TDSP does initial evaluation, REP of Record disagrees with release of switch hold, TDSP does final evaluation and confirms removal of switch hold
28. Requesting CR selects “Switch Hold Removal” from Submit Tree
29. Requesting CR enters all required information, attaches all necessary documentation and chooses the “Submit” transition
30. The issue is now in the state of “New (TDSP)” with the TDSP as Responsible MP
31. TDSP clicks “Begin Working”
32. The issue is now in a state of “In Progress (TDSP)
33. TDSP clicks “Send to REP of Record”
    1. Enters DUNS/company name via dropdown
34. The issue is now in a state of “New” with the REP of Record as Responsible MP
35. REP of Record clicks “Begin Working”
36. Issue is now in a state of “In Progress (Assignee)”
37. REP of Record clicks “Disagree”
    1. Comments required
38. Issue is now in a state of “New (TDSP) - Final Review” with the TDSP as Responsible MP
39. TDSP clicks “Begin Working”
40. Issue is now in a state of “In Progress (TDSP)- Final Review” with the TDSP as Responsible MP
41. TDSP clicks the “Switch Hold Removed” transition
42. Issue is now in a state of “Pending Complete” with Requesting CR as Responsible MP
43. Requesting CR selects “Complete”, and issue is closed.
    1. Extension Scenario: Requesting CR submits issue, TDSP does initial evaluation, REP of Record disagrees with release of switch hold, TDSP does final evaluation and denies removal of switch hold
44. Requesting CR selects “Switch Hold Removal” from Submit Tree
45. Requesting CR enters all required information, attaches all necessary documentation and chooses the “Submit” transition
46. The issue is now in the state of “New (TDSP)” with the TDSP as Responsible MP
47. TDSP clicks “Begin Working”
48. The issue is now in a state of “In Progress (TDSP)
49. TDSP clicks “Send to REP of Record”
    1. Enters DUNS/company name via dropdown
50. The issue is now in a state of “New” with the REP of Record as Responsible MP
51. REP of Record clicks “Begin Working”
52. Issue is now in a state of “In Progress (Assignee)”
53. REP of Record clicks “Disagree”
    1. Comments required
54. Issue is now in a state of “New (TDSP) - Final Review” with the TDSP as Responsible MP
55. TDSP clicks “Begin Working”
56. Issue is now in a state of “In Progress (TDSP)- Final Review” with the TDSP as Responsible MP
57. TDSP clicks the “Switch Hold Not Removed” transition
    1. Comments required
58. Issue is now in a state of “Unexecutable (PC)” with Requesting CR as Responsible MP
59. Requesting CR clicks “Accept” and issue is closed
    1. Extension Scenario: Requesting CR submits issue, TDSP does initial evaluation, unexecutes issue for reason of incomplete or incorrect documentation
60. Requesting CR selects “Switch Hold Removal” from Submit Tree
61. Requesting CR attaches all necessary documentation and chooses the “Submit” transition
62. The issue is now in the state of “New (TDSP)” with the TDSP as Responsible MP
63. TDSP clicks “Begin Working”
64. The issue is now in a state of “In Progress (TDSP)
65. TDSP selects “Unexecutable”, and is prompted to choose Unexecutable reason from dropdown (comments required)
    1. Documentation Invalid/Incomplete
    2. No Switch Hold Pending on this ESIID
    3. Customer Associated with Current Occupant
    4. Issue Should not be Submitted by REP of Record
66. Issue is in a state of “Unexecutable (PC)” with Requesting CR as Responsible MP
67. Requesting CR clicks “Accept” and issue is closed
    1. Extension Scenario: Requesting CR submits issue, TDSP does initial evaluation, REP of Record does not “Begin Working” and exceeds time limit, Requesting CR notifies TDSP, TDSP removes switch hold
68. Requesting CR selects “Switch Hold Removal” from Submit Tree
69. Requesting CR attaches all necessary documentation and chooses the “Submit” transition
70. The issue is now in the state of “New (TDSP)” with the TDSP as Responsible MP
71. TDSP clicks “Begin Working”
72. The issue is now in a state of “In Progress (TDSP)
73. TDSP clicks “Send to REP of Record
74. The issue is now in a state of “New” with the REP of Record as Responsible MP
75. Requesting CR chooses “Time Limit Exceeded” transition
76. Issue is now in a state of “New (TDSP) - Final Review” with the TDSP as Responsible MP
77. TDSP clicks “Begin Working”
78. Issue is now in a state of “In Progress (TDSP)- Final Review” with the TDSP as Responsible MP
79. TDSP clicks the “Switch Hold Removed” transition
80. Issue is now in a state of “Pending Complete” with Requesting CR as Responsible MP
81. Requesting CR selects “Complete”, and issue is closed.
    1. Extension Scenario: Requesting CR submits issue, TDSP does initial evaluation, REP of Record chooses “Begin Working”, but does not transition issue and exceeds time limit, Requesting CR notifies TDSP, TDSP removes switch hold
82. Requesting CR selects “Switch Hold Removal” from Submit Tree
83. Requesting CR attaches all necessary documentation and chooses the “Submit” transition
84. The issue is now in the state of “New (TDSP)” with the TDSP as Responsible MP
85. TDSP clicks “Begin Working”
86. The issue is now in a state of “In Progress (TDSP)
87. TDSP clicks “Send to REP of Record
88. The issue is now in a state of “New” with the REP of Record as Responsible MP
89. REP of Record selects “Begin Working”
90. Issue is in a state of “In Progress (Assignee)”
91. Requesting CR chooses “Time Limit Exceeded” transition
92. Issue is now in a state of “New (TDSP) - Final Review” with the TDSP as Responsible MP
93. TDSP clicks “Begin Working”
94. Issue is now in a state of “In Progress (TDSP)- Final Review” with the TDSP as Responsible MP
95. TDSP clicks the “Switch Hold Removed” transition
96. Issue is now in a state of “Pending Complete” with Requesting CR as Responsible MP
97. Requesting CR selects “Complete”, and issue is closed.
    1. Extension Scenario: Requesting CR submits issue, TDSP does initial evaluation, REP of Record does not “Begin Working” and exceeds time limit, Requesting CR notifies TDSP using “Time Limit Exceeded” transition, TDSP returns issue to REP of Record due to early use of “Time Limit Exceeded” transition, “Time Limit Exceeded” transition is used correctly, TDSP removes switch hold
98. Requesting CR selects “Switch Hold Removal” from Submit Tree
99. Requesting CR attaches all necessary documentation and chooses the “Submit” transition
100. The issue is now in the state of “New (TDSP)” with the TDSP as Responsible MP
101. TDSP clicks “Begin Working”
102. The issue is now in a state of “In Progress (TDSP)
103. TDSP clicks “Send to REP of Record
104. The issue is now in a state of “New” with the REP of Record as Responsible MP
105. Requesting CR chooses “Time Limit Exceeded” transition
106. Issue is now in a state of “New (TDSP) - Final Review” with the TDSP as Responsible MP
107. TDSP clicks “Begin Working”
108. Issue is now in a state of “In Progress (TDSP)- Final Review” with the TDSP as Responsible MP
109. TDSP chooses “Return to REP of Record” transition
110. The issue is now in a state of “New” with the REP of Record as Responsible MP
111. Requesting CR chooses “Time Limit Exceeded” transition
112. Issue is now in a state of “New (TDSP) - Final Review” with the TDSP as Responsible MP
113. TDSP clicks “Begin Working”
114. Issue is now in a state of “In Progress (TDSP)- Final Review” with the TDSP as Responsible MP
115. TDSP clicks the “Switch Hold Removed” transition
116. Issue is now in a state of “Pending Complete” with Requesting CR as Responsible MP
117. Requesting CR selects “Complete”, and issue is closed.
     1. Extension Scenario: Requesting CR submits issue, TDSP does initial evaluation, REP of Record does not “Begin Working” and exceeds time limit, Requesting CR notifies TDSP, TDSP still does not remove switch hold
118. Requesting CR selects “Switch Hold Removal” from Submit Tree
119. Requesting CR attaches all necessary documentation and chooses the “Submit” transition
120. The issue is now in the state of “New (TDSP)” with the TDSP as Responsible MP
121. TDSP clicks “Begin Working”
122. The issue is now in a state of “In Progress (TDSP)
123. TDSP clicks “Send to REP of Record
124. The issue is now in a state of “New” with the REP of Record as Responsible MP
125. Requesting CR chooses “Time Limit Exceeded” transition
126. Issue is now in a state of “New (TDSP) - Final Review” with the TDSP as Responsible MP
127. TDSP clicks “Begin Working”
128. Issue is now in a state of “In Progress (TDSP)- Final Review” with the TDSP as Responsible MP
129. TDSP clicks the “Switch Hold Not Removed” transition
130. Issue is now in a state of “Unexecutable (PC)” with Requesting CR as Responsible MP Requesting CR selects “Complete”, and issue is closed.