* 1. **Use Case MP21 – Add Service History to DEV LSE**
     1. **Description: Add Service History as a required field for DEV LSE for the TDSP when a CR is the submitting MP and the modify/reassign transition is executed by the TDSP.**

GUI:

New Field: Service History

Min/max length: 1/30

Type: text and start/ end date

Permitted Values & Defs alphanumeric

Default Value: blank

Screen Location: Immediately after “First Touched by TDSP” field

Read Only (Y,N): Y

Updateable – when, who: No

Automatically populated (Y,N): No, TDSPs selects “update approved” and this becomes a required field.

Proprietary – visible to who: TDSP and ERCOT only

Field Screen Title: “Service History:”

Transition(s) enabled: ”Update Approved”

Transition(s) displayed: ”Update Approved”

Workflow(s) involved:

DEV LSE > LSE in ERCOT system not MP

DEV LSE > LSE date change: start and stop

New Transitions: None

New Issue States: None

* API:
* Bulk Insert
  + No changes
    1. **Pre-Conditions:**
* MarkeTrak is available for processing of issues
  + 1. **Success Guarantee:**
* The “Service History” field should be populated with the CR DUNS and start/stop date.
  + 1. **Trigger:**
* After a TDSP hits the “Update approved” button for the issue
  + 1. **Main Success Scenario:** CR submits issue within“DEV LSE > LSE in ERCOT system not MP” subtype, ERCOT transitions issue to TDSP, TDSP uses “Update Approved” transition and enters required service history, ERCOT resolves issue
       - 1. CR selects “DEV LSE > LSE in ERCOT system not MP” from submit tree
         2. CR enters all required information and selects “OK”

No change from current process

* + - * 1. The issue is in a state of “New(ERCOT)” with ERCOT as Responsible MP
        2. ERCOT selects “Begin Working” and the issue is in a state of “In Progress(ERCOT)”
        3. ERCOT selects “Perform Analysis”
        4. Issue passes analysis
        5. Issue is in a “New(Pending Approval)” state with the TDSP as Responsible MP
        6. TDSP selects “Begin Working”
        7. Issue is in a state of “In Progress (Pending Approval)”
        8. TDSP selects “Update Approved”

TDSP enters required service history

* + - * 1. The issue is in a state of “New (ERCOT Resolve)” with ERCOT as Responsible MP
        2. ERCOT selects “Begin Working”
        3. Issue is in a state of “In Progress (ERCOT Resolve)”
        4. ERCOT selects “Complete”
        5. Issue is in a state of “Pending Complete” with the submitting CR as Responsible
        6. CR selects “Complete” and the issue is closed
    1. **Main Success Scenario:** CR submits issue within“DEV LSE > LSE date change: start and stop” subtype, ERCOT transitions issue to TDSP, TDSP uses “Update Approved” transition and enters required service history, ERCOT resolves issue
       - 1. CR selects “DEV LSE > LSE date change: start and stop” from submit tree
         2. CR enters all required information and selects “OK”

No change from current process

* + - * 1. The issue is in a state of “New(ERCOT)” with ERCOT as Responsible MP
        2. ERCOT selects “Begin Working” and the issue is in a state of “In Progress(ERCOT)”
        3. ERCOT selects “Perform Analysis”
        4. Issue passes analysis
        5. Issue is in a “New(Pending Approval)” state with the TDSP as Responsible MP
        6. TDSP selects “Begin Working”
        7. Issue is in a state of “In Progress (Pending Approval)”
        8. TDSP selects “Update Approved”

TDSP enters required service history

* + - * 1. The issue is in a state of “New (ERCOT Resolve)” with ERCOT as Responsible MP
        2. ERCOT selects “Begin Working”
        3. Issue is in a state of “In Progress (ERCOT Resolve)”
        4. ERCOT selects “Complete”
        5. Issue is in a state of “Pending Complete” with the submitting CR as Responsible
        6. CR selects “Complete” and the issue is closed
    1. **Extension Scenario:** CR submits issue within“DEV LSE > LSE date change: start and stop” subtype, ERCOT returns issue to TDSP using “Modify/Reassign” transition, TDSP selects “Modify/Reassign”, CR selects “Update Approved” to move issue toward resolution.
       - 1. CR selects “DEV LSE > LSE date change: start and stop” from submit tree
         2. CR enters all required information and selects “OK”

No change from current process

* + - * 1. The issue is in a state of “New(ERCOT)” with ERCOT as Responsible MP
        2. ERCOT selects “Begin Working” and the issue is in a state of “In Progress(ERCOT)”
        3. ERCOT selects “Perform Analysis”
        4. Issue passes analysis
        5. Issue is in a “New(Pending Approval)” state with the TDSP as Responsible MP
        6. TDSP selects “Begin Working”
        7. Issue is in a state of “In Progress (Pending Approval)”
        8. TDSP selects “Update Approved”

TDSP enters required service history

* + - * 1. The issue is in a state of “New (ERCOT Resolve)” with ERCOT as Responsible MP
        2. ERCOT selects “Begin Working”
        3. Issue is in a state of “In Progress (ERCOT Resolve)”
        4. ERCOT selects “Modify/Reassign”

Comments required

* + - * 1. Issue is in a state of “New(Pending Approval)” with the TDSP as Responsible MP
        2. TDSP selects “Begin Working”
        3. Issue is in a state of “In Progress(Pending Approval)” with the TDSP as Responsible MP
        4. TDSP selects “Modify/Reassign”
        5. Issue is in a state of “New” with the CR as Responsible MP
        6. CR selects “Begin Working”
        7. Issue is in a state of “In Progress(Pending Approval)” with the CR as Responsible MP
        8. CR selects “Update Approved”
        9. Issue is in a state of “New(ERCOT Resolve)” with ERCOT as Responsible MP
        10. ERCOT selects “Begin Working”
        11. Issue is in a state “In Progress (ERCOT Resolve)”
        12. ERCOT selects “Complete”
        13. Issue is in a state of “Pending Complete” with the submitting CR as Responsible
        14. CR selects “Complete” and the issue is closed
    1. CR submits issue within“DEV LSE > LSE in ERCOT system not MP”, ERCOT returns issue to TDSP using “Modify/Reassign” transition, TDSP selects “Modify/Reassign”, CR selects “Update Approved” to move issue toward resolution.
       - 1. CR selects “DEV LSE > LSE date change: start and stop” from submit tree
         2. (Workflow continues, as listed above…)