**MTTF Final Recommendations**

* **Short Term:** 
  + Develop one page reference sheet to define MarkeTrak (MT) SubTypes
  + Spring/Fall Face-To-Face (F2F) MT Detailed SME trainings
    - Spring Training: Inadvertent/Billing and Usage SubTypes
      * Group the most utilized MT SubTypes for Spring training
      * ERCOT mock up data for visual MT tool interface
    - Fall Training: **Comprehensive** MT Detailed 101 Training
      * ERCOT mock up data for visual MT tool interface
  + Q2 RMS IAG training – Repeating? Kathy Scott work with Bill Kettlewell to coordinate on-going MT and IAG training(s). For longterm **MT Detailed 101 Online training**, MTTF will work with ERCOT (B.Kettlewell) to develop specifics.
  + Recommend to RMS that MT on-going training be required for new Market Participants in conjunction with Flight testing.
  + Recommend to RMS revisions are needed via the **ERCOT** **Retail 101** training to be consistent with the current Retail Market Guide (RMG)
  + Mid review of API/GUI SLO metrics
    - To determine if revisions are necessary to reflect actual API/GUI performance
* **Long Term:** 
  + Work with TDTWG to ensure that the new Retail testing environment can accommodate MT training and testing functionality
  + Recommend further analysis of ‘Submission Timelines’ for Customer Rescission (Currently 25 days – RMG 7.3.5(2))