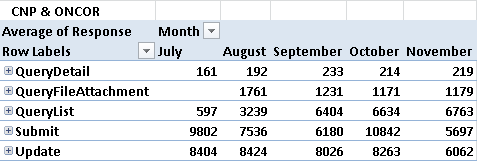
**MTTF Final Recommendations**

* **Short Term:** 
  + Develop one page reference sheet to define MarkeTrak (MT) SubTypes
  + Spring/Fall Face-To-Face (F2F) MT Detailed SME trainings
  + Tentative RMS IAG Training Dates:
    - Austin- May 12, 2015
    - Houston- May 15, 2015
    - Dallas- June 12, 2015
      * SME RMS training decks need to be prepared for April 28, 2015 meeting
      * Prepare Survey questions to send to Ted H. and Dave M. (first to mid-April) to address specific market needs
    - 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
      * Fall 2015 Training will be coordinated via TDTWG and will include SMEs as well similar to the 2014 MT Detailed training.
    - MT trainings for 2016 and going forward will be coordinated via the RMS Retail Training TaskForce
  + 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 and posting of documents.
  + 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
      * Dave P. to send CNP/ONCOR new API metrics from July 2014 to January 2015 ~ by February 27, 2015. ERCOT’s methodology for the current SLO and the use of ‘test case’ response time (From the time the user logs on, executes the query, response time and logging off)
    - The data collected for the proposed metric (below in milliseconds) is a simple average of the actual response times as recorded in ERCOT’s integration system for the query performed. The response time measures from API to API and back – eliminating the log on and log off time. This methodology should be more representative of the response times experienced by users today
    - 
    - The Submit query times can range significantly depending on the amount of ‘look-ups’ in Siebel. A current SLO does not exist for this query type since CenterPoint Energy just added code to Submit issues via API with PR010\_03 in 2014.
      * CNP/ONCOR work with ERCOT on comparisons from actual data transactions via API. The old SLO metrics were actually ‘test data scenarios’ which was not the best method to report market API metrics.
* **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))