

AMWG Change Request Form

Change Control Number: 2013-005
Implementation Version: Future

This Section Is Completed by Submitter of Change Request Only:

Submitter Name: Jennifer Frederick on behalf of AMWG	Submitting Company Name: AMWG	Phone Number: 512-320-7912
Date of Submission: 5/23/2013	Affected Business Process: Reports for AMWG Data Monitoring Requirements	Submitter's E-Mail Address: jennifer.frederick@directenergy.com
AMWG Issue cross-reference number: 001	Requirement 6	Market Guide or other Market Impact (Y/N): N
Detailed Description and Reason for Proposed Change(s):		
<p>Report on number of help desk tickets created by the SMT Help Desk.</p> <p>- Modify the current JDOA report to be a market facing report. (current report attached below)</p> <p>Reported Monthly by Ticket Type. As Ticket Types are modified the report should reflect those changes.</p>		
<p>NOTE: Requester must complete above fields and include a redlined example of modifications to each impacted implementation guide. This must be included at the time the request form is submitted.</p> <p>Please submit this completed form via e-mail to AMWG Leadership and RMS Chair.</p>		

For AMWG Leadership Use Only:

AMWG Recommendation: Approve	Recommendation for Emergency (Y/N): N	Date of AMWG Recommendation: 05/29/2013
Detailed Description and Reason for Revision:		
Provides insight into the types of calls coming into the SMT Call Center.		
RMS Decision:	Emergency (Y/N):	Date of RMS Decision:
Summary of RMS Discussion:		

Insert Applicable Documentation Here:



Help Desk Ticket
Report.xls