RMTTF MEETING

THURSDAY, DECEMBER 3, 2020

9:30 AM

MEETING HELD BY WEBEX ONLY.

MEETING NOTES

ANTITRUST:

SHERI CHAIRED THE MEETING AND BEGAN BY READING THE ANTITRUST STATEMENT.

INTRODUCTIONS:

SHERI WIEGAND TXU

JIM LEE AEP

DEBBIE MCKEEVER ONCOR

KATHY SCOTT CENTERPOINT

DIANA REHFELDT TNMP

ART DELLER ERCOT

TOMAS FERNANDEZ NRG

REVIEW OF AGENDA:

SHERI REVIEWED THE AGENDA. NO QUESTIONS WERE ASKED. NO CHANGES WERE MADE.

MEETING NOTES FROM PREVIOUS MEETING:

MEETING NOTES WERE REVIEWED. NO CHANGES SO NOTES ARE CONSIDERED FINAL.

LMS STATS:

ART PROVIDED THE FOLLOWING ERCOT LEARNING MANAGEMENT SYSTEM NUMBERS. NO QUESTIONS WERE ASKED.

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| **LMS WBT Stats** | In Progress | Complete | Total |
| MT YTD | 54 | 86 | 140 |
| MT All Time | 355 | 805 | 1160 |
| Retail 101 YTD | 174 | 113 | 287 |
| Retail 101 All Time | 755 | 358 | 1113 |

JANUARY TRAINING:

REGISTRATION NUMBERS FOR THE UPCOMING CLASSES SCHEDULED FOR JANUARY 2021

9 FOR RETAIL 101

8 FOR MARKETRAK

SHERI WILL SEND OUT A REMINDER TO SIGN UP ON JANUARY 6.

ART WILL NOTIFY SHERI IF ERCOT IS GOING TO SEND OUT A NOTICE ABOUT TRAINING. SHERI WILL TAG ONTO THAT IF INDEED THAT IS THE CASE.

ART NOTED THAT WE WILL BE DESIGNATED AS PANALYST/PRESENTERS AND NOT AS CLASS ATTENDEES FOR THE RETAIL 101 TRAINING. THIS WILL SUPPORT US BEING ABLE TO SPEAK AS NEEDED.

ART SAID WE WILL NOT NEED TO SIGN UP FOR THE CLASS. HE WILL SET US UP.

MASS TRANSITION ONLINE MODULE:

ART PROVIDED AN UPDATE. THE MODULE IS UP AND RUNNING. 4 HAVE TAKEN IT AND 2 OF THE 4 WERE ERCOT. LOW NUMBERS ARE EXPECTED AND ART NOTED THAT IT IS NOT GOING TO DRIVE A LARGE NUMBER UNTIL PEOPLE NEED IT.

WE EXPECT TO SEE A SPIKE IN PREP FOR THE 2021 MASS TRANSITION DRILL.

MARKETRAK – IAG PRESENTATION:

SHERI TO CREATE A SLIDE OR TWO FROM THE DATA THAT HAS BEEN PRODUCED BY TDTMS TO TOMAS. TOMAS TO ADD THAT INTO THE EXISTING PRESENTATION.

JIM NOTED THAT SOME OF THE SLIDES ARE ON THE OLD BACKGROUND AND SOME ON THE MORE RECENT. INADVERTENT GAIN IS ON THE NEW DECK AND THE OTHERS ARE MOSTLY ON THE OLD.

WE WILL ADD THIS TO THE AGENDA FOR OUR JANUARY MEETING.

WHEN WE LOOK AT THE ONLINE MODULES – CHALLENGE EXISTING INFO AGAINST EXPECTATIONS FOR THE MIS THAT ARE BEING MADE.

ASSIGNMENTS FOR MARKETRAK MODULES:

EACH ONLINE MARKETRAK MODULE WAS REVIEWED AS “HOMEWORK”. PART OF RMTTF’S MISSION INCLUDES ENSURE TRAINING DEVELOPED IS MAINTAINED.

NOTES BELOW REFLECT DISCUSSION MADE DURING THE MEETING TODAY.

MARKETRAK MODULE CONSENSUS FROM TODAY

|  |  |
| --- | --- |
| USAGE AND BILLING | ACCURATE, NO CHANGES NEEDED |
| IAG | POSSIBLE CHANGES COULD BE MADE WITH FRESH DATA THAT’S BEEN COLLECTED AT TDTWG. THIS WAS NOTED BY SHERI. |
| SWITCH HOLDS | ACCURATE, NO CHANGES NEEDED |
| DEVS | DATES ARE OLD BUT CONTENT IS ACCURATE. KATHY STATED THERE WAS CONFUSION ON SLIDE 11 OF 11. THIS WAS ON THE CHECKPOINT QUESTION. KATHY SAID SHE THINKS THE “NOT” SHOULD BE REMOVED. ALL IN ATTENDANCE TODAY AGREED THAT THE QUESTION SHOULD BE CHANGE TO SUPPORT THAT “ALL OF THE ABOVE” (LAST OPTION FOR ANSWERING) IS CORRECT. |
| BULK INSERT | ACCURATE, NO CHANGES NEEDED |
| DAY TO DAY SUBTYPES | NEEDS A MODIFICATION. WE WANT IT TO BE “ADDITIONAL DAY TO DAY SUBTYPES”. NEED BOTH CHANGE COURSE DESCRIPTION AND NAME CHANGED. “ADDITIONAL DAY TO DAY SUBTYPES”. DELETE THE 1ST PARAGRAPH AND KEEP THE 2ND PARAGRAPH.  POSSIBLY USE…”THE VARIETY OF TRANSITIONS, THE USER MAY SELECT THIS MODULE COVERS…MISSING ENROLLMENT, SIEBEL CHANGE, PROJECT AND OTHER”. ALL OF THE SUBTYPES ARE INCLUDED IN THE OBJECTIVES. “MAKE THE TWO DESCRIPTIONS MATCH”.  NOTE! TOMAS SENT VERBIAGE TO ART. ART CHANGED DURING THE MEETING. THIS ACTION ITEM HAS BEEN COMPLETED. |

TX SET MODULE:

SHERI BEGAN THE CONVERSATION TO SEE IF EVERYONE WAS IN AGREEMENT THAT THE TX SET MODULE COULD BE DEVELOPED TO BE SOLELY ONLINE.

NO ONE WAS OPPOSED.

ART SAID THAT HE HAD STARTED WORKING ON SOMETHING TO DEVELOP AN ONLINE MODULE FOR TX SET AND DID THIS LAST YEAR.

ART SUGGESTED THAT WE LOOK AT THE “EMERGENCY COMMUNICATIONS AND NOTIFICATIONS” MODULE AS A CONCEPT FOR HOW TX SET COULD BE DONE ONLINE. IT IS SOMEWHAT INTERACTIVE AND IS FOUND TO BE SUCCESSFUL.

ALSO ERCOT IS STRATEGIZING ON HOW TO MINIMIZE CLASSES TO A TIME PERIOD OF ABOUT 3 HOURS. IT IS BETTER TO BREAK IT UP THAN HAVE A FULL DAY. HAS RECEIVED VERY GOOD FEEDBACK FROM THOSE TAKING THE ADJUSTED LENGTH CLASSES. BELIEVES IT WORKS WELL. SPECIFICALLY MENTIONED SETTLEMENT.

CONCLUSION:

TO SUPPORT THE MOVE FOR THE TEXAS SET MODULE TO BE ONLINE INSTEAD OF INSTRUCTOR LED, THIS IS AN ACTION ITEM FOR ALL TEXAS SET PRESENTERS. PLEASE BE READY TO DISCUSS AT OUR FEBRUARY MEETING:

*EVERYONE WHO HAS A SECTION SHOULD GO LOOK AT THEIR TX SET TRAINING SECTIONS AND SEE WHAT THEY COULD DO TO SUPPORT WEB-BASED. NOTE ANY ISSUES THAT MAY BE EXPERIENCED. WE WILL NOT HAVE OUR PROPS SO THAT SHOULD BE TAKEN INTO CONSIDERATION.*

LIST OF SECTIONS WITH PRESENTERS IS BELOW. NOTE. SOME OF THESE MAY BE OUT OF ORDER.

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| SECTION | PRESENTER |
| INTRODUCTION | DEBBIE |
| GOVERNING DOCUMENTS | KATHY |
| TRANSACTIONS PART 1 | SHERI |
| TRANSACTION FLOWS, MVI AND SWITCH | JIM |
| TRANSACTION FLOWS, MVO AND DNP | TOMAS |
| MIS – FIND ESI AND FIND TRANSACTIONS | SHERI |
| MIS PORTAL FLOWS | SHERI |
| IMPLEMENTATION GUIDES AND FINAL EXAM | KATHY AND DEBBIE |
| TX SET WORKING GROUP (WAS MOVED UP) | DIANA |
| WRAP UP | TOMAS |

ART WILL BRING A BLUE PRINT OF HIS PLAN FOR MAKING THE TEXAS SET MODULE ONLINE.

MEETING DATES FOR 2021:

ALL RMTTF MEETING DATES FOR 2021 ARE NOW POSTED. IT WAS NOTED THAT MAY WAS CHANGED DUE TO A CONFLICT. THE MAY RMTTF MEETING WILL TAKE PLACE ON WEDNESDAY, DAY AFTER RMS.

GOALS AND ACCOMPLISHMENTS:

DUE TO TIME CONSTRAINTS TODAY THESE WILL BE COMPLETED AT THE NEXT MEETING. SHERI SAID SHE WILL SEND SOMETHING TO ART.

OTHER BUSINESS:

NEXT RMTTF MEETING WILL BE JANUARY 15TH

REMINDER OF TRAINING DATES:

RETAIL 101 – JANUARY 19

MARKETRAK – IAG - 23

SHERI AND DEBBIE WENT THROUGH THE AGENDA ITEMS FOR OUR NEXT MEETING AS NOTED BELOW.

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|  | AGENDA ITEMS FOR JANUARY:   1. LMS STATS 2. MASS TRANS MODULE-REVIEW SURVEYS IF ANY HAVE BEEN COMPLETED 3. CONTINUED FINDINGS ON MARKETRAK MODULES    1. CHANGE SLIDE BACKGROUND ON THE MARKETRAK MODULES SUCH THAT THEY ARE ALIKE.    2. PER KATHY - CHECK SLIDES FOR NEEDED MODIFICATIONS DUE TO MIS CHANGES (EX: LOGIN)    3. EMAIL AND NOTIFICATIONS – TOMAS    4. ADMINISTRATION – DEBBIE    5. REPORTS – DEBBIE    6. OVERVIEW – DEBBIE    7. OTHER D2D INCLUDING SIEBEL CHANGE INCLUDED IN OTHER) – DEBBIE AND KATHY 4. ART TO PROVIDE AN UPDATE ON WHETHER OR NOT ERCOT DECIDED TO “RE-PUBLISH”. 5. MARKETRAK IAG TRAINING 6. GOALS AND ACCOMPLISHMENTS 7. UPCOMING SCHEDULED TRAINING 8. OTHER BUSINESS   EVERYONE WISHED EACH OTHER A MERRY CHRISTMAS AND HAPPY NEW YEAR.  MEETING ADJOURNED AT 11:40. |  |