

User Group 1 "January Price Change/Full Service Performance Metric /UG 1 FY 2015 Accomplishments/Issues List"

Minutes

November 12, 2015

January 2016 Price Change

Place holder for any new information. No new information to provide to the group.

Full Service Performance Metric

A review of system performance was reviewed with the group

UG 1 FY 2015 Accomplishments

A snapshot of all of the issues resolved during FY 2015 was given. A review of the number of defects that remain open and which defects have been closed was mentioned. As of 11/12/2015 there were a total of 363 items closed in FY 2015. Some items were fixed and others may have been closed as they may have been overcome by events.

Defects opened on 1/1/2015 – 191

Defects opened as of 11/1/2015 – 49

Defects closed in 2015 – 363

There were:

- 43 Critical
- 144 High
- 91 Medium
- 24 Low

There is industry concern with the process how items are issued a specific status. Also industry members are not being apprised of CAT testing as they have in the past. Specific members would like to be made aware (as in the past) and have the ability to participate in CAT testing. There have been no notices sent to industry on CAT Changes or updates. Industry has requested they are informed when there are CAT Changes and Updates as they have been in the past. This stopped several months ago.

Concerns still remain with what processes have been learned in FY 2015 to avoid those in FY 2016. Josephina will complete an analysis to compare.

Industry would also like to know about the issues that impact internal users as those may impact External as well. There have been several internal issues identified that have had impacts to external users not listed. In addition, comments were made to track CR requests and add to the issues list.

An extensive review of the entire Issues List will be done periodically to UG 1.

External Issues List

A review of the current external issues list was performed with the group.

NEXT UG 1 call will be scheduled for December 3, 2015 at the normal call time.

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MTAC Issues Tracking System (MITS)

- To see the previous postings of minutes and other user group documents, the steps are:
 1. Business Customer Gateway
 2. National Customer Support Center - RIBBS (listed under "Customer Support")
 3. MTAC (next to the last tab on left menu) MTAC Issues Tracking System Login (listed under "Important Links")
<http://ribbs.usps.gov/index.cfm?page=mtac>
 4. Sign on with user name UG 1
 5. Send an email to MTAC_UG1@usps.gov to obtain a password.
 6. Click on User Group
 7. Search on User Group Issue Number 1
 8. Click on View Minutes

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