**PCEA Software Training Observations**

Tariff Administration – Now known as Competition and Tariff Done\*\*\*

1. Change Tariff Administration to Competition and Tariff
2. Enable the Operators to add additional documents to the Tariff Form when requested by NCC
3. Enable add button for other documents to be uploaded
4. Done \*\*\* In the memo template, change HTA (Head Tariff Administration) to HCT (Head Competition & Tariff)
5. Allow memo to be saved to a local drive (Word and PDF) so that it can be uploaded from the drive later.
6. Under Section B of the form, the description should be changed to Business Rules. Done \*\*\*
7. Email notification should be activated for desk officers in a group when submissions are made. Staff should be notified when tasks are assigned to them.
8. There should be a reminder for requests left on a team member’s queue after a determined SLA.
9. Section C was repeated. Done \*\*\*
10. There should be a dialogue box informing the operator that the submission was successful
11. Enable comments/remarks within the workflow to be visible on the datasheet or form.
12. When a task is assigned, the assigned staff should be able to see the comments
13. These are the Tariff request categories – VAS, ISP, PNL, BUNDLE (VOICE & DATA)
14. Enable the desk Officers deny an application without the need to upload a denial letter. Rejection or approval letter still stand for the secretary based on EVC’s feedback. Conflicting with number 15. Should desk officers be allowed to approve or reject an application or not?
15. Restrict access to approve/reject applications to only selected group. Desk Officers should not be able to approve or reject an application. Conflicting with number 14. Should desk officers be allowed to approve or reject an application or not?
16. On approval by the EVC, a notification should be sent to the HOD, HOU and desk Officer that worked on the task.
17. The link, click here to approve/reject button does not upload anything.
18. Nothing happens when the finalize button is clicked.
19. Include Anti-competition complaints in the dropdown of ‘list of requests’ in the ‘other services’ page.
20. Enquiries and complaints under other requests, has no workflow. Workflow should be included like the Tariff workflow.
21. Confirmation of Reasonableness has no workflow. Workflow should be included like the Tariff Workflow.
22. There should be an option to upload invoice between Operator and Vendor, under confirmation of reasonableness.
23. Change Product concept to product description. Done \*\*\*
24. Payment details – Change NB from Promotion … to revalidation
25. Replace promotion with renewal Done \*\*\*
26. Delete payment option for new tariff.
27. Tariff report should be filtered by the Operator

Economic Analysis

Operator view-

1. The form is not user-friendly. The view should be separated into sections with the option to save and continue or save only, before moving to the next section page. E.g like Visa application forms.
2. Fixed wireless form should have Total Active Subscribers by State included
3. The form should be able to automatically calculate total figures after every individual entry. E.g Total per state
4. The form should be able to automatically calculate the region after the entries per state
5. Records from the previous year should be automatically populated by the system. It will help curb discrepancies.
6. Make the figure fields have comma
7. Total should be included in all the financials
8. For the fixed wireless ISP form, there is no unit indicated. MBPS should be for speed. GBPS for capacity.
9. When validation is clicked, there should be an acknowledgement that it has been validated.
10. The total number of Internet per state should be computed and included in the form.

NCC View.

1. Questionnaire data should be changed to Statistical data
2. List of survey responses should be displayed from the most recent following.
3. In the drop-down of list of survey responses, replace new with year-end. A list of all form names will be provided for the operator view and NCC list
4. When the form is submitted to NCC, what criteria does the system use to choose the desk Officer to send to. Bear in mind that workflow is from operator to desk officers.
5. Check the speed of processing. It takes time for the filled forms to load.
6. The survey form does not open from the workflow manager page
7. The Save survey template button is not responding.
8. Let the Supervisors and Desk Officers be the ones to approve a form after their submission has been validated by NCC
9. Mobile forms should be monthly and annual
10. There is need to have a document template where all the charts, tables, and records required for a final report will be collated for final review and submission to the HOU, HOD and EVC. These persons are not expected to search through the system for relevant results per period. E.g Like the generate memo template in tariff module.