Problem/Issue Identification and Description

**Submittal Date** (12/11/2023): **PIM # 153**

**Company(s) Submitting Issue**: iconectiv

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**(NOTE: Submitting Company(s) is to complete this section of the form along with Sections 1, 2 and 3.)**

1. **Problem/Issue Statement:** (Brief statement outlining the problem/issue.)

Current and prospective NPAC users have a need for a list of vendors who offer services and systems related to NPAC such as LSMS systems, SOA systems and Service Bureaus. Currently there is no list of vendors that provide these services.

1. **Problem/Issue Description:** (Provide detailed description of problem/issue.)

A. Examples & Impacts of Problem/Issue:

The LNPA receives many inquiries from current users or prospective users concerning vendors or entities that can provide NPAC related services.  LNPA wants to direct those inquiring to a list of LSMS/SOA vendors and Service Bureaus.

B. Frequency of Occurrence:

Twice per month

1. NPAC Regions Impacted:

Mid Atlantic \_\_\_ Midwest\_\_\_ Northeast\_\_\_ Southeast\_\_\_ Southwest\_\_\_ Western\_\_\_

West Coast \_\_ ALL\_X\_

1. Rationale why existing process is deficient:

When users or prospective users want their own access to NPAC Data and porting services, they are challenged to find a vendor to whom they may outsource those services.  Since there is currently no list of vendors/entities, it is difficult to find companies that offer these services and may result in a delay in user onboarding.

E. Identify action taken in other committees / forums:

F. Any other descriptive items:

1. **Suggested Resolution:**

Allow eligible vendors, to provide information regarding their offerings along with contact information through the NPIF to the LNPA. This information would be complementary to the New Entrant Checklist that is currently on the NPIF site. Specific details could be worked by the NPIF. One suggestion would be to expand the NPIF Contact list to include this information.

1. **Final Resolution:**

**NPIF (only)**

PIM #: 153 Final Resolution Date:

Related Documents:

Issue Resolution Referred to:

Why Issue Referred: