

**Oracle Utilities Customer Self Service
Release 2.1.0**

Utility Reference Model

3.4.3.2 OUCSS-MDM Manage Usage Related
Queries

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Contents

3.4.3.2 OUCSS-MDM Manage Usage Related Queries

3.4.3.2 OUCSS-MDM Manage Usage Related Queries	1
Brief Description	2
Actors/Roles.....	2
Business Process Diagrams.....	3
OUCSS-MDM Manage Usage Related Queries Process Model - Page 1	3
OUCSS-MDM Manage Usage Related Queries Process Model - Page 2	4
OUCSS-MDM Manage Usage Related Queries Process Model - Page 3	5
OUCSS-MDM Manage Usage Related Queries Detailed Process Model Description	6
1.0 Log Into Utility Web Portal	7
1.1 Request Customer Account Information.....	7
1.2 Process Request	7
1.3 Retrieve and Send Customer Information.....	7
1.4 Process Response.....	7
1.5 Review Accounts	7
1.6 Select Account.....	7
1.7 Initiate Request for Interval Usage Data.....	8
1.8 Send Request for Specified Period.....	8
1.9 Process and Translate Message.....	8
2.0 Invoke Web Service.....	8
2.1 Validate Request and Identify Eligible Usage Subscriptions and Devices.....	8
2.2 Retrieve Measurements for Requested Period	9
2.3 Calculate Usage	9
2.4 Retrieve Temperature Data	9
2.5 Retrieve Previous Period Data.....	9
2.6 Send Data.....	10
2.7 Process and Translate Message.....	10
2.8 Process Response.....	10
2.9 Review Usage History	10
3.0 Send Request for Specified Period.....	10
3.1 Process and Translate Message.....	11
3.2 Invoke Web Service.....	11
3.3 Validate Request and Identify Eligible Usage Subscriptions and Devices.....	11
3.4 Retrieve Measurements for Requested Period	11
3.5 Calculate Usage	12
3.6 Send Data.....	12
3.7 Process and Translate Message.....	12
3.8 Process Response.....	12
3.9 Send Request for Specified Period.....	12
4.0 Process and Translate Message.....	13
4.1 Invoke Web Service.....	13
4.2 Validate Request and Identify Eligible Usage Subscriptions and Devices.....	13
4.3 Retrieve Usage for Requested Period	13
4.4 Send Scalar Summary Data	14

4.5 Process and Translate Message.....	14
4.6 Process Scalar Summary Response	14

3.4.3.2 OUCSS-MDM Manage Usage Related Queries

This section provides a brief description of the “OUCSS-MDM Manage Usage Related Queries” business process. This includes:

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1](#)
 - ♦ [OUCSS-MDM Manage Usage Related Queries Process Model - Page 2](#)
 - ♦ [OUCSS-MDM Manage Usage Related Queries Process Model - Page 3](#)
- ♦ [OUCSS-MDM Manage Usage Related Queries Detailed Process Model Description](#)

Brief Description

Business Process: 3.4.3.2 OUCSS-MDM Manage Usage Related Queries

Process Type: Sub-Process

Parent Process: 3.4.3 OUCSS-CC&B-MDM.Provide Customer Service

Sibling Processes: n/a

This process takes place when a customer reviews usage information via the self-service portal. The process allows understanding the relationship between the web-portal and usage information in MDM.

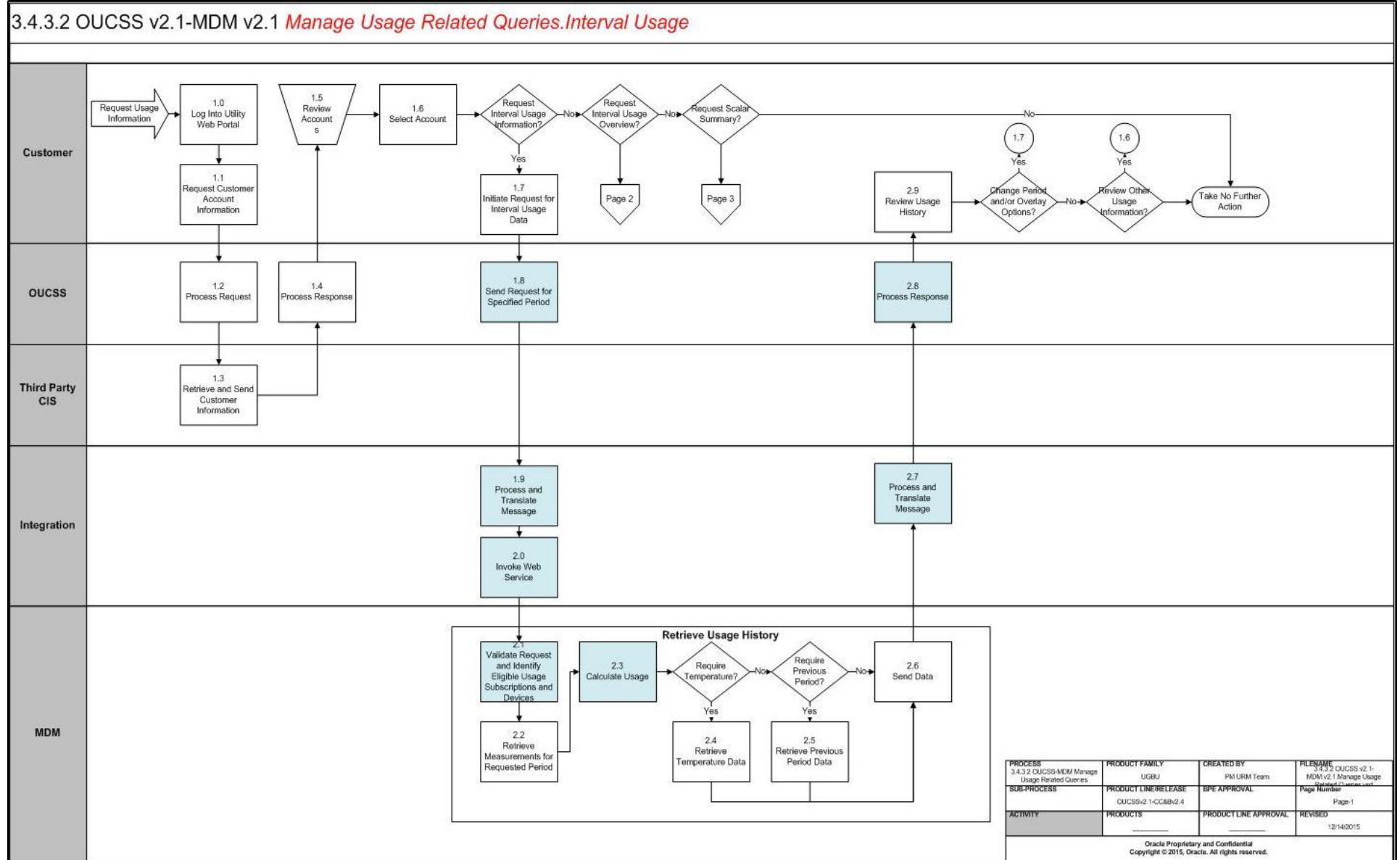
Actors/Roles

The OUCSS-MDM Manage Usage Related Queries business process involves the following actors and roles:

- **Customer:** The service customer.
- **Integration:** The interface that integrates two or more products.
- **OUCSS:** The Oracle Utilities Customer Self Service application.
- **MDM:** The Oracle Utilities Meter Data Management application.
- **Third Party CIS System:** The external Customer Information System application.

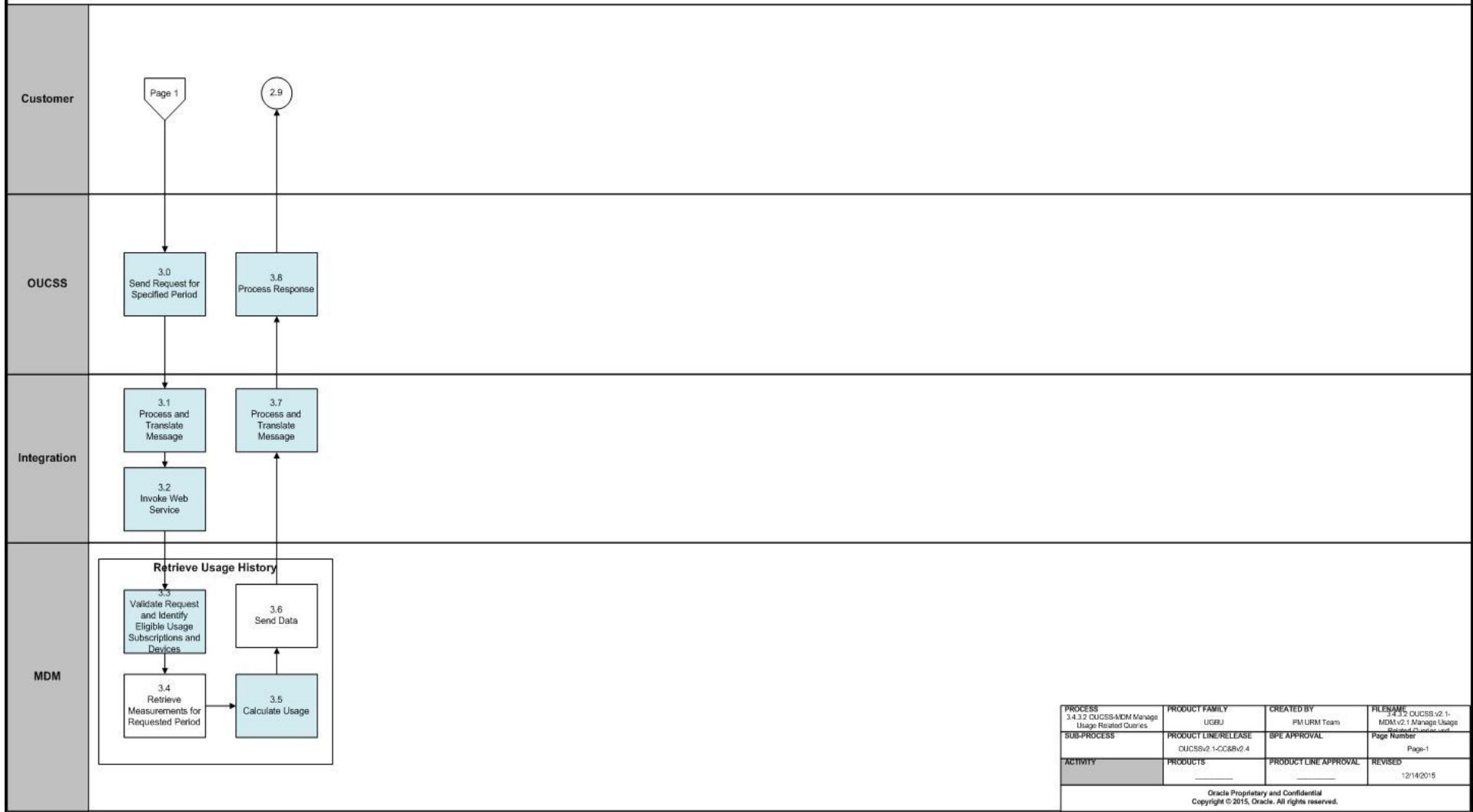
Business Process Diagrams

OUCSS-MDM Manage Usage Related Queries Process Model - Page 1



OUCSS-MDM Manage Usage Related Queries Process Model - Page 2

3.4.3.2 OUCSS v2.1-MDM v2.1 *Manage Usage Related Queries.Interval Overview*



OUCSS-MDM Manage Usage Related Queries Process Model - Page 3

3.4.3.2 OUCSS v2.1-MDM v2.1 *Manage Usage Related Queries.Scalar Summary*



PROCESS	3.4.3.2 OUCSS-MDM Manage Usage Related Queries	PRODUCT FAMILY	UGBU	CREATED BY	PA/URM Team	FILENAME	3.4.3.2 OUCSS v2.1-MDM v2.1 Manage Usage Related Queries.docx
SUB-PROCESS		PRODUCT LINE/RELEASE	OUCSS-v2.1-CCSB/v2.4	BPE APPROVAL		Page Number	Page-1
ACTIVITY		PRODUCTS		PRODUCT LINE APPROVAL		REVISED	12/14/2015

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OUCSS-MDM Manage Usage Related Queries Detailed Process Model Description

This section provides a detailed description of the “OUCSS-MDM Manage Usage Related Queries” business process, including:

- ♦ 1.0 Log Into Utility Web Portal
- ♦ 1.1 Request Customer Account Information
- ♦ 1.2 Process Request
- ♦ 1.3 Retrieve and Send Customer Information
- ♦ 1.4 Process Response
- ♦ 1.5 Review Accounts
- ♦ 1.6 Select Account
- ♦ 1.7 Initiate Request for Interval Usage Data
- ♦ 1.8 Send Request for Specified Period
- ♦ 1.9 Process and Translate Message
- ♦ 2.0 Invoke Web Service
- ♦ 2.1 Validate Request and Identify Eligible Usage Subscriptions and Devices
- ♦ 2.2 Retrieve Measurements for Requested Period
- ♦ 2.3 Calculate Usage
- ♦ 2.4 Retrieve Temperature Data
- ♦ 2.5 Retrieve Previous Period Data
- ♦ 2.6 Send Data
- ♦ 2.7 Process and Translate Message
- ♦ 2.8 Process Response
- ♦ 2.9 Review Usage History
- ♦ 3.0 Send Request for Specified Period
- ♦ 3.1 Process and Translate Message
- ♦ 3.2 Invoke Web Service
- ♦ 3.3 Validate Request and Identify Eligible Usage Subscriptions and Devices
- ♦ 3.4 Retrieve Measurements for Requested Period
- ♦ 3.5 Calculate Usage
- ♦ 3.6 Send Data
- ♦ 3.7 Process and Translate Message
- ♦ 3.8 Process Response
- ♦ 3.9 Send Request for Specified Period
- ♦ 4.0 Process and Translate Message
- ♦ 4.1 Invoke Web Service
- ♦ 4.2 Validate Request and Identify Eligible Usage Subscriptions and Devices
- ♦ 4.3 Retrieve Usage for Requested Period
- ♦ 4.4 Send Scalar Summary Data
- ♦ 4.5 Process and Translate Message
- ♦ 4.6 Process Scalar Summary Response

1.0 Log Into Utility Web Portal

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: User logs into self-service account to access Utility Web Portal.

1.1 Request Customer Account Information

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer requests account information.

1.2 Process Request

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes the customer's request for the Third-Party Customer Information System.

1.3 Retrieve and Send Customer Information

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Third Party CIS System

Description: Third Party Customer Information System reviews retrieves account information and sends it to OUCSS.

1.4 Process Response

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes account information and presents it to the customer.

1.5 Review Accounts

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer reviews list of account(s) enrolled for self-service.

1.6 Select Account

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer selects a single account for which they want to review usage information.

1.7 Initiate Request for Interval Usage Data

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer requests interval usage details for account.

1.8 Send Request for Specified Period

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS requests the usage details for the specified accounts and time period.

Entities to Configure

- OUCSS: Usage Details Chart

1.9 Process and Translate Message

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration processes the usage details request and translates it for MDM.

Entities to Configure

- BPEL: OUCSSOUMDM2DirectUsageDetailReqEBF

2.0 Invoke Web Service

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration invokes the MDM web service requesting usage details.

Entities to Configure

- BPEL: OUCSSOUMDM2DirectUsageDetailReqEBF

2.1 Validate Request and Identify Eligible Usage Subscriptions and Devices

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: MDM

Description: MDM retrieves usage for the specified accounts and time period. If only an Account ID is provided, it will retrieve the list of eligible usage subscriptions.

Available Algorithms

- Business Service: WX-RETWSSTOUMapping
- WX-DetUSSupportWSS
- D1-SSMCInfo
- D1-SPDCInfo
- D2-SSUSInfo

Entities to Configure

- XAI Service: WX-RETWSSTOUMappingService
- Master Configuration: Processing Scripts

2.2 Retrieve Measurements for Requested Period

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: MDM

Description: MDM retrieves measurements for the specified usage subscriptions and time period.

Available Algorithms

- Business Service: WX-RETWSSTOUMapping

Entities to Configure

- XAI Service: WX-RETWSSTOUMappingService

2.3 Calculate Usage

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: MDM

Description: MDM calculates usage for the specified usage subscriptions and time period.

Available Algorithms

- Business Service: WX-RETWSSTOUMapping

Entities to Configure

- XAI Service: WX-RETWSSTOUMappingService
- Master Configuration: Usage Calculation Supported Usage Groups

2.4 Retrieve Temperature Data

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: MDM

Description: MDM retrieves temperature data if requested as an overlay.

Available Algorithms

- Business Service: WX-RETWSSTOUMapping

Entities to Configure

- XAI Service: WX-RETWSSTOUMappingService
- Master Configuration: Main

2.5 Retrieve Previous Period Data

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: MDM

Description: MDM calculates the previous period data if requested as an overlay.

Available Algorithms

- Business Service: WX-RETWSSTOUMapping

Entities to Configure

- XAI Service: WX-RETWSSTOUMappingService

2.6 Send Data

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: MDM

Description: MDM sends the usage details for the specified accounts and time period to OUCSS.

2.7 Process and Translate Message

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration processes the usage details request and translates it for OUCSS.

Entities to Configure

- BPEL: OUCSSOUMDM2DirectUsageDetailReqEBF

2.8 Process Response

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes the usage data and presents it to the end-user.

Entities to Configure

- OUCSS: Usage Details Chart

2.9 Review Usage History

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer reviews the usage information.

3.0 Send Request for Specified Period

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS requests the usage overview for the specified accounts and time period.

Entities to Configure

- OUCSS: Usage Overview Chart

3.1 Process and Translate Message

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration processes the usage overview request and translates it for MDM.

Entities to Configure

- BPEL: OUCSSOUMDM2DirectUsageOverviewEBF

3.2 Invoke Web Service

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration invokes the MDM web service requesting usage overview.

Entities to Configure

- BPEL: OUCSSOUMDM2DirectUsageOverviewEBF

3.3 Validate Request and Identify Eligible Usage Subscriptions and Devices

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: MDM

Description: MDM retrieves usage for the specified accounts and time period. If only an Account ID is provided, it will retrieve the list of eligible usage subscriptions.

Available Algorithms

- Business Service: WX-GetUsgOVw
- WX-DetUSSupportWSS
- D1-SSMCInfo
- D1-SPDCInfo
- D2-SSUSInfo

Entities to Configure

- XAI Service: WX-GetUsageOverview
- Master Configuration: Processing Scripts

3.4 Retrieve Measurements for Requested Period

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: MDM

Description: MDM retrieves measurements for the specified usage subscriptions and time period.

Available Algorithms

- Business Service: WX-GetUsgOVw

Entities to Configure

- XAI Service: WX-GetUsageOverview

3.5 Calculate Usage

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: MDM

Description: MDM calculates usage for the specified usage subscriptions and time period.

Available Algorithms

- Business Service: WX-GetUsgOVw

Entities to Configure

- XAI Service: WX-GetUsageOverview
- Master Configuration: Usage Calculation Supported Usage Groups

3.6 Send Data

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: MDM

Description: MDM sends the usage details for the specified accounts and time period to OUCSS.

3.7 Process and Translate Message

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration processes the usage details request and translates it for OUCSS.

Entities to Configure

- BPEL: OUCSSOUMDM2DirectUsageOverviewEBF

3.8 Process Response

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes the usage data and presents it to the end-user.

Entities to Configure

- OUCSS: Usage Overview Chart

3.9 Send Request for Specified Period

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS requests the scalar usage summary for the specified accounts and time period.

Entities to Configure

- OUCSS: Scalar Summary Chart

4.0 Process and Translate Message

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration processes the scalar usage summary request and translates it for MDM.

Entities to Configure

- BPEL: OUCSSOUMDM2GetConsumptionSummaryEBF

4.1 Invoke Web Service

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration invokes the MDM web service requesting scalar usage summary.

Entities to Configure

- BPEL: OUCSSOUMDM2GetConsumptionSummaryEBF

4.2 Validate Request and Identify Eligible Usage Subscriptions and Devices

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: MDM

Description: MDM retrieves usage for the specified accounts and time period. If only an Account ID is provided, it will retrieve the list of eligible usage subscriptions.

Available Algorithms

- Business Service: WX-GetSCSum
- WX-DetUSSupportWSS
- D1-SSMCInfo
- D1-SPDCInfo
- D2-SSUSInfo

Entities to Configure

- XAI Service: WX-GetScalarConsumptionSummary
- Master Configuration: Processing Scripts

4.3 Retrieve Usage for Requested Period

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: MDM

Description: MDM retrieves scalar usage for the specified usage subscriptions and time period.

Available Algorithms

- Business Service: WX-GetSCSum

Entities to Configure

- XAI Service: WX-GetScalarConsumptionSummary

4.4 Send Scalar Summary Data

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: MDM

Description: MDM sends the scalar summary data for the specified accounts and time period to OUCSS.

4.5 Process and Translate Message

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration processes the usage details request and translates it for OUCSS.

Entities to Configure

- BPEL: OUCSSOUMDM2GetConsumptionSummaryEBF

4.6 Process Scalar Summary Response

Reference: [OUCSS-MDM Manage Usage Related Queries Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes the usage data and presents it to the end-user.

Entities to Configure

- OUCSS: Scalar Summary Chart