

**Oracle Utilities Customer Self Service
Release 2.1.0**

Utility Reference Model

5.5.3.1 OUCSS-NMS(OMS) Manage Outage

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Oracle Utilities Customer Self Service Release 2.1.0 Utility Reference Model 5.5.3.1 OUCSS-NMS(OMS)
Manage Outage

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5.5.3.1 OUCSS-NMS(OMS) Manage Outage

This section provides a brief description of the “OUCSS-NMS(OMS) Manage Outage” business process. This includes:

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1](#)
 - ♦ [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 2](#)
- ♦ [OUCSS-NMS\(OMS\) Manage Outage Detailed Process Model Description](#)

Brief Description

Business Process: 5.5.3.1 OUCSS-NMS(OMS).Manage Unplanned and Planned Outage

Process Type: Process

Sibling Processes: n/a

This process takes place when a customer views and reports outages via the self-service portal.

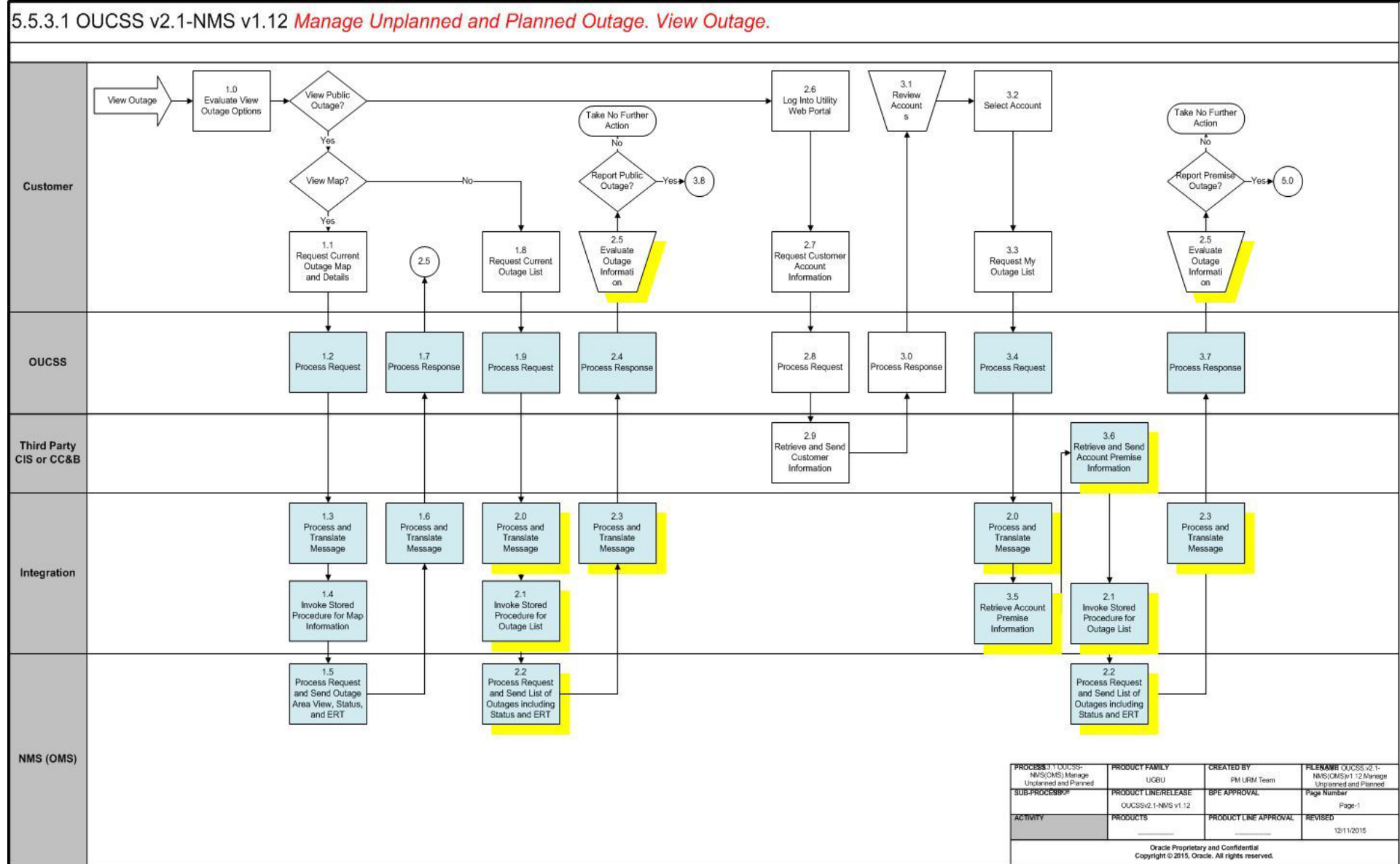
Actors/Roles

The OUCSS-NMS(OMS) Manage Outage 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.
- **NMS/OMS:** The Oracle Utilities Network Management System application. Also known as Outage Management System.

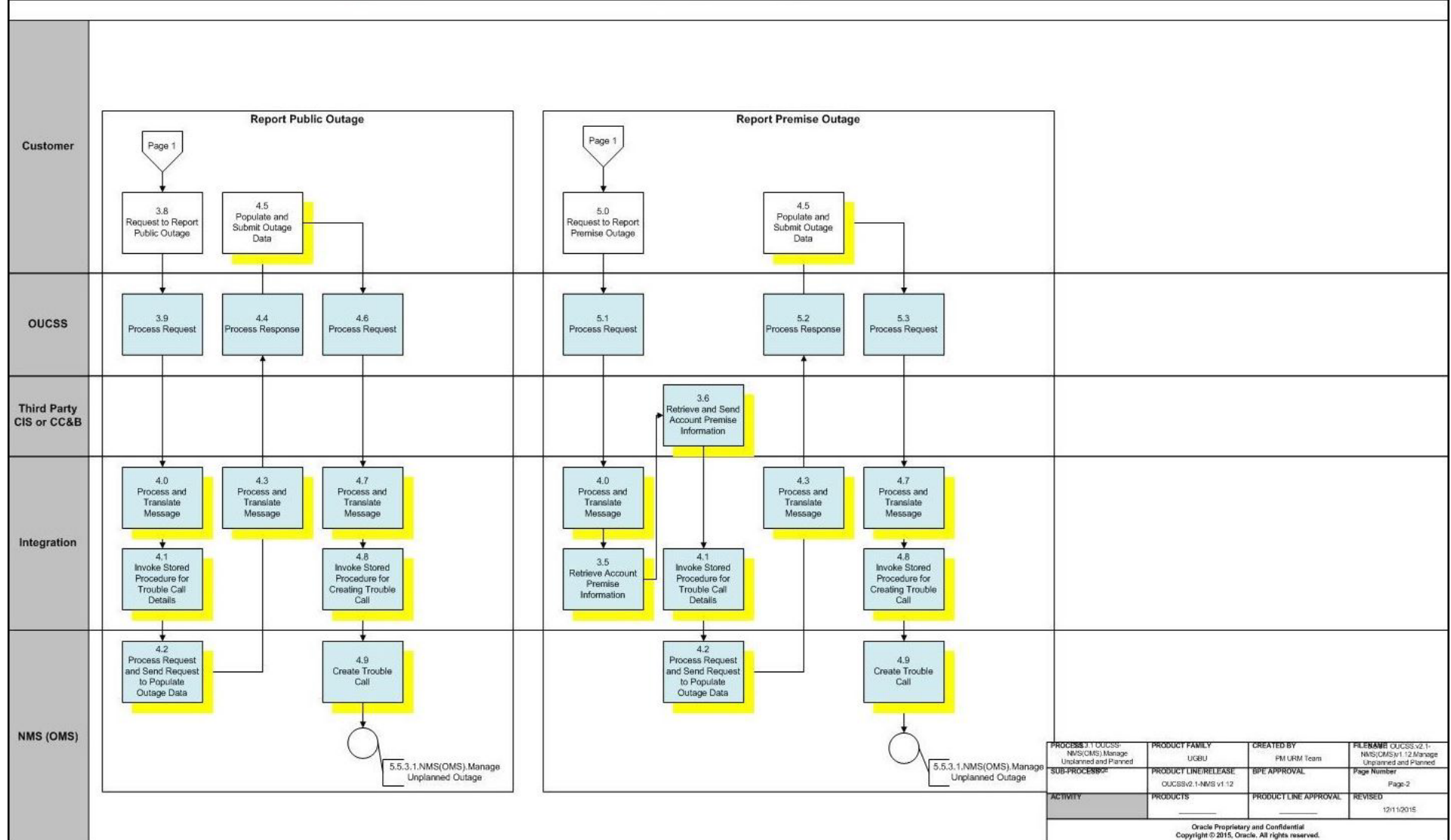
Business Process Diagrams

OUCSS-NMS(OMS) Manage Outage Process Model - Page 1



OUCSS-NMS(OMS) Manage Outage Process Model - Page 2

5.5.3.1 OUCSS v2.1-NMS v1.12 *Manage Unplanned and Planned Outage. Report Outage*



OUCSS-NMS(OMS) Manage Outage Detailed Process Model Description

This section provides a detailed description of the “OUCSS-NMS(OMS) Manage Outage” business process, including:

- ♦ 1.0 Evaluate View Outage Options
- ♦ 1.1 Request Current Outage Map
- ♦ 1.2 Process Request
- ♦ 1.3 Process and Translate Message
- ♦ 1.4 Invoke Stored Procedure for Map Information
- ♦ 1.5 Process Request and Send OutageAreaView, Status, and ERT
- ♦ 1.6 Process and Translate Message
- ♦ 1.7 Process Response
- ♦ 1.8 Request Current Outage List
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- ♦ 2.0 Process and Translate Message
- ♦ 2.1 Invoke Stored Procedure for Outage List
- ♦ 2.2 Process Request and Send List of Outages including Status and ERT
- ♦ 2.3 Process and Translate Message
- ♦ 2.4 Process Response
- ♦ 2.5 Evaluate Outage Information
- ♦ 2.6 Log Into Utility Web Portal
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- ♦ 3.9 Process Request
- ♦ 4.0 Process and Translate Message
- ♦ 4.1 Invoke Stored Procedure for Trouble Call Details
- ♦ 4.2 Process Request and Send Request to Populate Outage Data
- ♦ 4.3 Process and Translate Message
- ♦ 4.4 Process Response
- ♦ 4.5 Populate and Submit Outage Data
- ♦ 4.6 Process Request
- ♦ 4.7 Process and Translate Message
- ♦ 4.8 Invoke Stored Procedure for Creating Trouble Call
- ♦ 4.9 Create Trouble Call
- ♦ 5.0 Request to Report Premise Outage
- ♦ 5.1 Process Request
- ♦ 5.2 Process Response
- ♦ 5.3 Process Request

1.0 Evaluate View Outage Options

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer accesses the Utility web portal looking for outage information.

1.1 Request Current Outage Map

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer navigates to the public outage map on the Utility web portal.

1.2 Process Request

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes outage information request and starts retrieving the information from NMS/OMS.

Entities to Configure

- OUCSS: Public Outage Map Task Flow (MapViewer)

1.3 Process and Translate Message

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration processes the outage information request and translates it for NMS.

Entities to Configure

- BPEL: OUCSSOUNMSOutagePublicDetailEBF
- BPEL: OUCSSOUNMSOutageSummaryEBF

1.4 Invoke Stored Procedure for Map Information

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration invokes the NMS database service requesting outage information.

Entities to Configure

- BPEL: OUCSSOUNMSOutageSummaryEBF
- BPEL: OUCSSOUNMSOutagePublicDetailEBF

1.5 Process Request and Send OutageAreaView, Status, and ERT

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: NMS/OMS

Description: NMS processes the request and provides geographic outage information to OUCSS.

Entities to Configure

- DB Service: OUNMSOutagePublicDetailDBService
- DB Service: OUNMSOutageSummaryService

1.6 Process and Translate Message

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration processes the outage information response and translates it for OUCSS.

Entities to Configure

- BPEL: OUCSSOUNMSOutagePublicDetailEBF
- BPEL: OUCSSOUNMSOutageSummaryEBF

1.7 Process Response

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

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

Entities to Configure

- OUCSS: Public Outage Map Task Flow (MapViewer)

1.8 Request Current Outage List

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer navigates to the public outage summary list on the Utility web portal.

1.9 Process Request

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes outage information request and starts retrieving the information from NMS/OMS.

Entities to Configure

- OUCSS: Public Outage Summary Task Flow

2.0 Process and Translate Message

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration processes the outage information request and translates it for NMS.

Entities to Configure

- BPEL: OUCSSOUNMSOutageSummaryEBF

2.1 Invoke Stored Procedure for Outage List

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration invokes the NMS database service requesting outage information.

Entities to Configure

- BPEL: OUCSSOUNMSOutageSummaryEBF

2.2 Process Request and Send List of Outages including Status and ERT

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: NMS/OMS

Description: NMS processes the request and provides outage information to OUCSS.

Entities to Configure

- DB Service: OUNMSOutageSummaryService

2.3 Process and Translate Message

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration processes the outage information response and translates it for OUCSS.

Entities to Configure

- BPEL: OUCSSOUNMSOutageSummaryEBF

2.4 Process Response

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

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

Entities to Configure

- OUCSS: Public Outage Summary Task Flow

2.5 Evaluate Outage Information

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer reviews and evaluates outage information presented.

2.6 Log Into Utility Web Portal

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: User logs into self-service account on Utility web portal to access account specific information.

2.7 Request Customer Account Information

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: OUCSS requests account information from the CIS system (i.e. CC&B).

2.8 Process Request

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes account information request and starts retrieving the information from the CIS system (i.e. CC&B).

2.9 Retrieve and Send Customer Information

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Third Party CIS or CC&B

Description: CIS System provides account information to OUCSS to render and display to the user.

3.0 Process Response

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: Application processes information and displays account list to customer.

3.1 Review Accounts

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer reviews list of accounts enrolled for self-service access.

3.2 Select Account

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer selects the account for premise specific outage information.

3.3 Request My Outage List

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer navigates to the My Outage Summary list on the Utility web portal.

3.4 Process Request

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes outage information request and starts retrieving the information from NMS/OMS.

Entities to Configure

- OUCSS: My Outage Summary Task Flow

3.5 Retrieve Account Premise Information

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Integration

Description: When Account ID is provided, the BPEL process retrieves the Account Premise information from the CIS System (i.e. CC&B).

Entities to Configure

- BPEL: OUCSSOUNMSOutageSummaryEBF

3.6 Retrieve and Send Account Premise Information

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Third Party CIS or CC&B

Description: When Account ID is provided, the BPEL process retrieves the Account Premise information from the CIS System (i.e. CC&B).

Entities to Configure

- XAI Service: WXServiceDetails

3.7 Process Response

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes the account premise outage data and presents it to the end-user

Entities to Configure

- OUCSS: Premise Outage Summary Task Flow

3.8 Request to Report Public Outage

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer navigates to the report public outage page on the Utility web portal.

3.9 Process Request

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS retrieves necessary information for reporting a public outage from NMS/OMS.

Entities to Configure

- OUCSS: Report Public Outage Task Flow

4.0 Process and Translate Message

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration processes the outage report request and translates it for NMS.

Entities to Configure

- BPEL: OUCSSGetOutageScreenInfoEBF

4.1 Invoke Stored Procedure for Trouble Call Details

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration invokes the NMS database service requesting trouble call detail fields.

Entities to Configure

- BPEL: OUCSSGetOutageScreenInfoEBF

4.2 Process Request and Send Request to Populate Outage Data

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: NMS/OMS

Description: NMS processes the request and provides trouble call field details to OUCSS.

Entities to Configure

- DB Service: OUNMSGetTroubleCodes

4.3 Process and Translate Message

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration processes the trouble call details response and translates it for OUCSS.

Entities to Configure

- BPEL: OUCSSGetOutageScreenInfoEBF

4.4 Process Response

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes the trouble call details and presents it to the end-user.

Entities to Configure

- OUCSS: Report Public Outage Task Flow

4.5 Populate and Submit Outage Data

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer populates outage details and submits data through the web portal.

4.6 Process Request

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS captures and submits outage information.

Entities to Configure

- OUCSS: Report Public Outage Task Flow

4.7 Process and Translate Message

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration processes the outage report details and translates it for NMS.

Entities to Configure

- BPEL: OUCSSOUNMSTroubleCallInterfaceEBF

4.8 Invoke Stored Procedure for Creating Trouble Call

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: Integration

Description: Integration invokes the NMS database service reporting the trouble call.

Entities to Configure

- BPEL: OUCSSOUNMSTroubleCallInterfaceEBF

4.9 Create Trouble Call

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: NMS/OMS

Description: NMS processes the reported outage.

Entities to Configure

- DB Service: OUNMSSubmitCallStoredProcedure

5.0 Request to Report Premise Outage

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer navigates to the report my premise outage page on the Utility web portal.

5.1 Process Request

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS retrieves necessary information for reporting my premise outage from NMS/OMS.

Entities to Configure

- OUCSS: Report My Outage Task Flow

5.2 Process Response

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes the trouble call details and presents it to the end-user.

Entities to Configure

- OUCSS: Report My Outage Task Flow

5.3 Process Request

Reference: [OUCSS-NMS\(OMS\) Manage Outage Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS captures and submits outage information.

Entities to Configure

- OUCSS: Report My Outage Task Flow