

**Oracle Process Integration Pack for Oracle
Utilities Field Work**

Release Notes

Release 12.2

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Oracle Process Integration Pack for Oracle Utilities Field Work, Release 12.2 Release Notes

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Preface

This document is intended for anyone implementing the Oracle Process Integration Pack for Oracle Utilities Field Work.

Documentation and Resources

For more information regarding this integration, foundation technology and the edge applications, refer to the following documents:

Product Documentation

Topic	Description
Integration documentation:	
Oracle Process Integration Pack for Oracle Utilities Field Work Release Notes	
Oracle Process Integration Pack for Oracle Utilities Field Work Implementation Guide	
Oracle Process Integration Pack for Oracle Utilities Field Work Installation Guide	Refer to the Oracle Utilities applications documentation page: http://docs.oracle.com/cd/E72219_01/documentation.html
Edge application documentation:	
Oracle Utilities Operational Device Management	
Oracle Utilities Meter Data Management	

Additional Documentation

Resource	Location
SOA Suite 12c documentation	Refer to the SOA documentation at: http://www.oracle.com/technetwork/middleware/soasuite/documentation/index.html
Oracle Support	Visit My Oracle Support at https://support.oracle.com regularly to stay informed about updates and patches. Access the support site for the Edge Application Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1) or refer to the Oracle Utilities Integrations page at http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm
Oracle Technology Network (OTN) Latest versions of documents	http://www.oracle.com/technetwork/index.html
Oracle University for training opportunities	http://education.oracle.com/
Web Services Security	For more information about Web services security using Oracle Fusion Middleware 12c refer to https://docs.oracle.com/middleware/12211/cross/webservicetasks.htm .
Oracle Fusion Middleware 12c documentation	Refer to the Oracle applications documentation page: http://docs.oracle.com/en/middleware/
Oracle Fusion Middleware “What's New In Oracle WebLogic Server” Section: Standards Support, Supported Configurations and WebLogic Server Compatibility, Database Interoperability	http://docs.oracle.com/middleware/1221/wls/NOTES/toc.htm
For additional information on the type of database to use.	
Instructions on installing this integration on non-Windows/ Linux platforms	Refer to Oracle Support Knowledge Article ID 1349320.1.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers have access to electronic support for the hearing impaired. Visit: <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs>

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Abbreviations

The following terms and acronyms are used in documentation related to this media pack.

Applications

CC&B/CCB	Oracle Utilities Customer Care and Billing
MWM	Oracle Utilities Mobile Workforce Management
WAM	Oracle Utilities Work and Asset Management
ODM	Oracle Utilities Operational Device Management

Terms for Orders by Edge Application

Orders are referred to in different terms in each of the applications involved in this integrated product. In each of these systems, an order translates to:

Abbreviation	Order Name	Application
FA	Field Activity	CC&B and WAM/ODM v2.1.x
SR	Service Request	WAM v1.9.1.x
A	Activity	MWM

General Terms

ABCS	Application Business Connector Services
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AOL	Application Object Library
CM	Customer Modification
CSR	Customer Service Representative
DB	Database
DVM	Domain Value Map
EBM	Enterprise Business Messages - Packets of data which the Mediator accepts from requesters and routes to providers. They carry the pieces of data needed for the requests to be understood and serviced.
EBO	Enterprise Business Object
EBSL	Enterprise Business Service Library
Edge Application	The applications that are involved in the integration - CC&B, MWM, and WAM/ODM
EM	Enterprise Manager
EOL	Enterprise Object Library
ESL	Extension Service Library
FP	Foundation Pack
IWS	Inbound Web Service
JMS	Java Message Service - The JMS producers are responsible for posting the message to the Consumer JMS Queue for the corresponding target application.
MDS	Metadata Store
NDS	Notification Download Staging
Participating Application	One of the three applications involved this integration - CC&B, MWM, or WAM/ODM
PIP	Process Integration Pack
SA	CC&B Service Agreement
SCE	SOA Core Extensions
SOA	Service-Oriented Architecture - Software modules that are provided as services can be integrated or used by several applications using SOA, even if their respective architectures are substantially different. Rather than defining an API, SOA defines the interface in terms of protocols and functionality.
SOAP	Simple Object Access Protocol. It is a protocol specification for exchanging structured information in the implementation of Web Services in computer networks.
SP	CC&B Service Point
XAI	XML Application Integration
XSD	A schema definition file
XSL	Extensible Style Language

Data Mapping

Data mapping information for each integration point is provided in Excel spreadsheet format. Please refer to the .zip file included in the documentation package.

Release Notes

Process Integration Pack for Oracle Utilities Field Work provides Utilities enterprise integration to connect Oracle Utilities Customer Care and Billing (CC&B), Oracle Utilities Work and Asset Management (WAM)/ Oracle Utilities Operational Device Management (ODM), and Oracle Utilities Mobile Workforce Management (MWM) applications to ensure the seamless automated flow of field work through its entire life cycle.

The integration enables utilities to:

- Manage field work in an efficient, accurate, and timely manner
- Consolidate the scheduling, dispatching, and completion of work
- Reduce implementation complexity and cost

The integration processes supported by this integration product include:

- Installation/Creation of Field Work
- Scheduling and Dispatching
- Status and Scheduling Updates
- Completion of Work

Leveraging Oracle Application Integration Architecture, the solution provides what utilities need to implement sustainable, Services Oriented Architecture-based integrations. By utilizing best practices and best-in-class Oracle Fusion Middleware, Oracle delivers an adaptable end-to-end solution that improves the field work process.

Integration Processing

The Process Integration Pack for Oracle Utilities Field Work supports the creation and synchronization of field work records between:

- Oracle Utilities Customer Care and Billing (CC&B)
- Oracle Utilities Mobile Workforce Management (MWM)
- Oracle Utilities Work and Asset Management (WAM)/Oracle Utilities Operational Device Management (ODM)

As an order is initiated within one of the applications, it is propagated to one or both of the other two applications depending on the configured routing rules for the type of order. As the order life cycle progresses, the integration can manage:

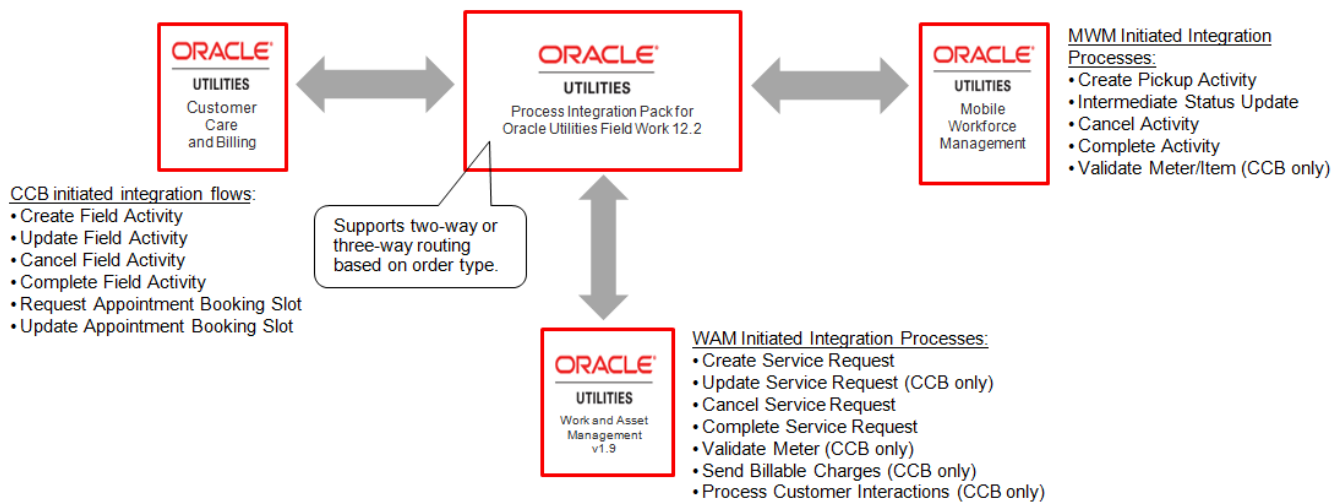
- Field Activity Creation
- Field Activity Update, Cancel or Completion
- Appointment Scheduling
- Meter and Item Validation
- Billing for Field Work
- Service Point Synchronization from CC&B to WAM/ODM
- Attachments with Field Work Completion
- Query of Service Points for Unrelated Pickup activities
- Display of Installed Assets Information in CC&B Service Point Portal
- Customer Information Updates
- Unbadged Assets

This integration supports two different implementation models in this release:

- Oracle Utilities Customer Care and Billing, Oracle Utilities Mobile Workforce Management and Oracle Utilities Work and Asset Management v1.9.x
- Oracle Utilities Customer Care and Billing, Oracle Utilities Mobile Workforce Management, Oracle Utilities Work and Asset Management/Oracle Utilities Operational Device Management v2.1.x

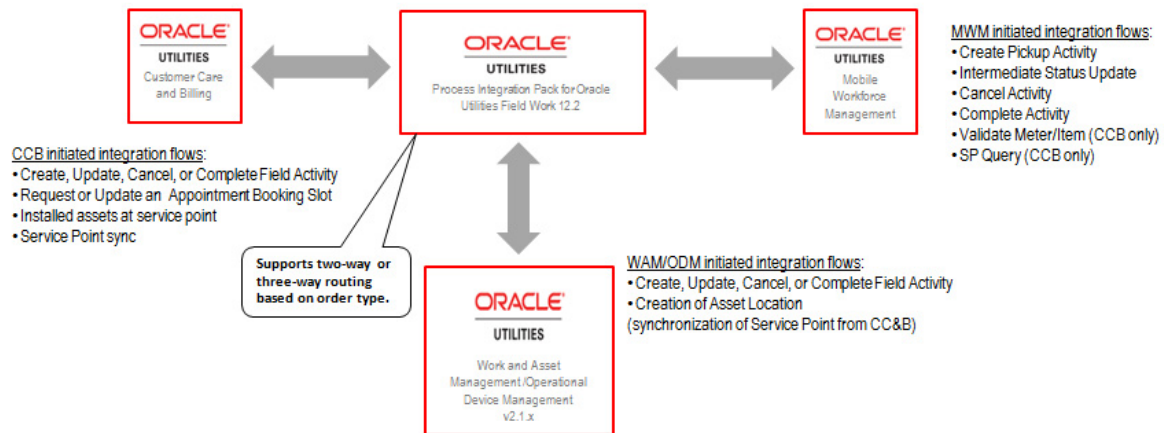
The integration points are slightly different for each of these implementation solutions.

The following diagram shows the process-driven integration flows included when Oracle Utilities Customer Care and Billing, Oracle Utilities Work and Asset Management v1.9.x, and/or Oracle Utilities Mobile Workforce Management are included in the implemented solution:



Integration Processes

The following figure shows the process-driven integration flows between Oracle Utilities Customer Care and Billing, Oracle Utilities Work and Asset Management/Oracle Utilities Operational Device Management v2.1.x and Oracle Utilities Mobile Workforce Management:



Integration Processes

For more details about each supported integration process and business processes, refer to the *Oracle Process Integration Pack for Oracle Utilities Field Work Implementation Guide*.

Key Features of this Release

The Process Integration Pack for Oracle Utilities Field Work 12.2 is focused on the following key areas:

- [Upgrade Technology to Oracle SOA Suite 12c](#)
- [Support Next Generation of WAM and ODM](#)
- [Certification on the Latest Application Releases](#)

Upgrade Technology to Oracle SOA Suite 12c

A key new feature of this Process Integration Pack for Oracle Utilities Field Work 12.2 release is a technology upgrade from Oracle SOA Suite 12.1.3 to Oracle SOA Suite 12.2.1.

Oracle SOA Suite is the foundational technology for all Oracle Application Integration Architecture (AIA) products such as the Process Integration Pack for Oracle Utilities Field Work. SOA Suite is a member of the Oracle Fusion Middleware family of products, offering a one-stop solution for building, deploying, and managing Services-Oriented Architectures. Oracle SOA Suite's components are hot-pluggable and can run in a variety of environments, allowing organizations to extend and evolve their existing environments instead of replacing them.

For more detailed information about the entire range of Oracle Fusion Middleware 12c and Oracle SOA Suite 12c functionality, please refer to the [Documentation and Resources](#) section in this document.

Support Next Generation of WAM and ODM

This integration release was enhanced to include support for the next generation of Oracle Utilities Work and Asset Management/Oracle Utilities Operational Device Management.

Oracle Utilities Work and Asset Management/Oracle Utilities Operational Device Management v2.1.x provides functionality to handle large volumes of assets and to manage the receipt, installation, inspection, maintenance, tracking and removal of those assets. The system also manages approval processing, tracks purchasing transactions, manages inventory and resources, and tracks costs, accounting and financial transactions.

Oracle Process Integration Pack for Utilities includes synchronization of service point information from Oracle Utilities Customer Care and Billing to Oracle Utilities Work and Asset Management/Oracle Utilities Operational Device Management and initiation of various field activities for assets/items from any of the participating applications and completion using field work systems (MWM or WAM/ODM). This integration pack supports a wide variety of field activities ranging from simple to complex work for both distributed and non-distributed asset types.

Certification on the Latest Application Releases

In order to enable your business to leverage the most current application versions and benefit from the latest innovations, Oracle has certified this integration with a minimum of the following application releases:

- Oracle Utilities Customer Care and Billing CCB v2.5.0.x, v2.4.0.x, or v2.3.1.x
- Oracle Utilities Mobile Workforce Management v2.2.0.x or v2.1.0.x
- Oracle Utilities Work and Asset Management v2.1.x or v1.9.1.x /Oracle Utilities Operational Device Management v2.1.x

There are some functional differences based on the particular versions used for your implementation. For version information refer to the product matrix referenced in the [Documentation and Resources](#) section.

Known Issues

The following issues are known in the integration at the time of the release. Single fixes for these issues may be released at a later date.

- Bug 24374724 - TRK: QUERY RELATED TO UPDATION OF METER DETAILS BY MOBILE WORKER
- Bug 24365117 - TRK: ERT PICKUP ACTIVITY IN THREE WAY IS NOT SUPPORTED
- If Oracle Utilities Customer Care and Billing, Oracle Utilities Mobile Workforce Management and Oracle Utilities Work and Asset Management/Oracle Utilities Operational Device Management are installed, Oracle Utilities Mobile Workforce Management-originated activities must have CCB service point id which will be fetched from service point lookup. This lookup is used by Oracle Utilities Mobile Workforce Management users for CCB Service point Id in case of unrelated pickups. In case of pickup for unbadged assets that do not exist in Oracle Utilities Customer Care and Billing, WAM/ODM id is used on the activity.