Oracle Utilities Customer Cloud Service

Overview Guide

Release 18.1

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Contents

Chapter 1

Chapter 1

Oracle Utilities Customer Cloud Service Overview

This guide provides an overview of the Oracle Utilities Customer Cloud Service, including:

- Welcome to Oracle Utilities Customer Cloud Service

- Oracle Utilities Customer Cloud Service Applications

- Documentation

- Supported Client Platforms and Browsers

- Supported Integrations

- High-Level Roles and Responsibilities

- Performance Guidelines

Welcome to Oracle Utilities Customer Cloud Service

Oracle Utilities Customer Cloud Service is a customer care, service order, metering and billing solution for traditional scalar devices and billing processes. The solution is designed to cater for utilities of all sizes, supports one to many utility service types, and handles the complexities associated with a utility's processes.

Oracle Utilities Customer Cloud Service includes:

- Customer information and customer lifecycle processing including:

  - Sales and marketing management

  - Customer information management for various types of customers, starting & stopping service, and supporting inbound and outbound customer care interactions.

  - Financial management including rating, billing, payment, and collections activities.

- Meter data management functionality, including:

  - Device and measurement data management including validating, editing, and estimating incoming data for traditional scalar devices.

  - Usage management for calculating billable usage or billing determinants to support traditional scalar billing processes

- Service order management for orchestrating service order activities for traditional scalar devices

- Oracle Utilities Cloud Service Foundation: tools used to orchestrate and automate infrastructure related processes and migrate data from legacy applications into the cloud service.

Oracle Utilities Customer Cloud Service Applications

Oracle Utilities Customer Cloud Service includes the following Oracle Utilities applications:

- Oracle Utilities Customer to Meter v2.6.0.1

- Oracle Utilities Cloud Service Foundation v18.1

- Oracle BI Publisher

Documentation

Configuration and use of Oracle Utilities Customer Cloud Service is described in the following documentation:

- Oracle Utilities Customer to Meter Business User's Guide

- Oracle Utilities Customer to Meter Administrative User's Guide

- Oracle Utilities Customer Cloud Service Release Notes

Supported Client Platforms and Browsers

Users access Oracle Utilities Customer Cloud Service via a supoprted web browser.

Oracle Utilities Customer Cloud Service supports the following operating system & web browser combinations:

Operating System	Web Browser
Windows 7 (32-bit or 64-bit)	Microsoft Internet Explorer 11 Firefox ESR 52
Windows 8.1	Microsoft Internet Explorer 11 Firefox ESR 52
Windows 10	Microsoft Internet Explorer 11 Firefox ESR 52

Supported Integrations

Oracle Utilities Customer Cloud Service supports integration with a number of other products. See the following section for details:

- Oracle Utilities Product Integrations

Oracle Utilities Product Integrations

The table below lists Oracle Utilities products that can be integrated with Oracle Utilities Customer Cloud Service, and provides the product name, supported versions, and the integration products that enable the integration.

Oracle Utilities Product	Version(s)	Integration Product(s)
Oracle Utilities Customer Self Service	2.2.0	Oracle Utilities Customer Self Service*
Oracle Utilities Mobile Workforce Management	2.3.0.x 2.2.0.2+	Oracle Utilities Service Order Management Integration to Oracle Utilities Mobile Workforce Management 12.2*
Oracle Utilities Network Management System	2.3.0 1.12.0.3	Oracle Utilities Smart Grid Gateway Integration for Outage Operations Release 12.2*
Oracle Utilities Operational Device Management	2.1.x 2.2.0.x	Oracle Utilities Integration for Device Operations 12.1*

* The above integrations require separate licenses. In addition, the Business Process Execution Language (BPEL) composites used by Oracle Utilities Service Order Management integrations are not installed as part of Oracle Utilities Customer Cloud Service, and must be installed locally.

High-Level Roles and Responsibilities

This section outlines high-level roles and responsibilities involved in the deployment, configuration, and maintenance of Oracle Utilities cloud services, and the party responsible for each. The **Owner** column in the tables below indicates the party responsible for each role and responsibility.

Hardware, Storage, Technology, and Application Software

Role and Responsibility	Owner
Provide, deploy and monitor hardware and storage	Oracle
Provide, deploy, run and monitor all required technology (e.g containers, operating systems, databases, clustering, monitoring, tracing)	Oracle
Provide, deploy, run and monitor all Oracle Utilities base application software	Oracle

Security

Role and Responsibility	Owner
Monitor cloud service infrastructure security	Oracle
Administer Oracle network security	Oracle
Administer customer network security, including integrating with the Oracle networks	Customer
Configure & maintain cloud service users and access	Customer
Integrate with Oracle networks	Customer

Database

Role and Responsibility	Owner
Database administration services (monitoring, administration, etc)	Oracle
Backup and Restore	Oracle
Backup retention	Oracle
Data replication for Disaster Recovery (where applicable)	Oracle
Disaster Recovery database fail-over	Oracle
Refresh of TEST DB from PROD (upon request and within prescribed limits)	Oracle

Role and Responsibility	Owner
Information Lifecycle Management	Customer

Implementation, Configuration, and Extensions

Role and Responsibility	Owner
Plan and execute implementation project	Customer
Perform configuration of enterprise software features and functions	Customer
Execute functional, system, load and performance testing of configuration and extensions	Customer
Ensure operational readiness	Customer
Schedule all gate review services	Customer

Patching and Upgrading

Role and Responsibility	Owner
Patch and upgrade underlying infrastructure software	Oracle
Patch and upgrade Oracle Utilities base application software	Oracle
Decide the cloud service upgrade schedule (within prescribed limits)	Customer
Trigger environment upgrades (Development, Test and Production)	Customer
Perform regression testing of configuration and extensions after patching / upgrades	Customer

Batch Processing

Role and Responsibility	Owner
Monitor underlying batch infrastructure	Oracle
Provide infrastructure logs for batch incidents	Oracle
Resolve infrastructure batch issues	Oracle
Determine batch schedule	Customer
Monitor batch stream/job completion	Customer
Perform first level investigation of batch issues	Customer
Provide customer logs of batch incidents	Customer

Role and Responsibility	Owner
Resolve functional batch issues and stream/job restart	Customer
Resolve data issues	Customer

Support

Role and Responsibility	Owner
Triage, analyze, and resolve issues with the cloud service	Oracle
Triage, analyze, and resolve issues with configuration and extensions	Customer
Raise Service Requests via My Oracle Support and provide all requested information	Customer

Integration

Role and Responsibility	Owner
Provide productized integrations (where explicitly agreed)	Oracle
Integrate Oracle Utilities cloud services with all other services or applications	Customer