

Oracle Utilities Work and Asset Cloud Service

Overview Guide

Release 18.1

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Chapter 1

Oracle Utilities Work and Asset Cloud Service Overview

This guide provides an overview of the Oracle Utilities Work and Asset Cloud Service, including:

- [Welcome to Oracle Utilities Work and Asset Cloud Service](#)
- [Oracle Utilities Work and Asset Cloud Service Applications](#)
- [Documentation](#)
- [Supported Client Platforms and Browsers](#)
- [Supported Integrations](#)
- [High-Level Roles and Responsibilities](#)

Welcome to Oracle Utilities Work and Asset Cloud Service

Oracle Utilities Work and Asset Cloud Service is used to maintain information about assets and various features and functions around managing those assets. The solutions provides a means of recording asset acquisition, maintenance, procurement, installation and removal, and more.

Oracle Utilities Work and Asset Cloud Service provides functionality to manage the receipt, installation, maintenance, tracking and removal of assets. The application also manages approval processing, tracks purchasing transactions, manages inventory and resources, and tracks costs, accounting and financial transactions.

Oracle Utilities Work and Asset Cloud Service Applications

Oracle Utilities Work and Asset Cloud Service includes the following Oracle Utilities applications:

- Oracle Utilities Work and Asset Management Enterprise Edition v2.2.0.1
- Oracle Utilities Work and Asset Management Purchasing v2.2.0.1
- Oracle Utilities Work and Asset Management Connector for Enterprise Resource Planning v2.2.0.1
- Oracle Utilities Work and Asset Management Connector for Geospatial Information Systems v2.2.0.1
- Oracle Utilities Cloud Service Foundation v18.1
- Oracle BI Publisher

Documentation

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

- Oracle Utilities Work and Asset Management and Operational Device Management Business User Guide
- Oracle Utilities Work and Asset Management and Operational Device Management Administrative User Guide
- Oracle Utilities Work and Asset Cloud Service Release Notes

Supported Client Platforms and Browsers

Users access Oracle Utilities Work and Asset Cloud Service via a supported web browser.

Oracle Utilities Work and Asset 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
iPad2 iOS 10.x	Safari

Supported Integrations

Oracle Utilities Work and Asset Cloud Service requires integration with a host application which sends activities and other information. Oracle Utilities Work and Asset Cloud Service can also integrate to other non-Oracle utility applications, such as a Customer Information Management, Customer Relationship Management, Asset Management System, etc. via a custom integration.

Integrations include:

Oracle Utilities Product	Versions	Integration Products
Oracle Utilities Work and Asset Management Connector for Enterprise Resource Planning (WAM - ERP)	SOA 12.1	<ul style="list-style-type: none"> Oracle Utilities Work and Asset Management Enterprise Resource Planning
Oracle Utilities Work and Asset Management GIS Integration	Esri ArcGIS v10.4.1	<ul style="list-style-type: none"> Oracle Utilities Work and Asset Management Esri ArcGIS

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

Role and Responsibility	Owner
Refresh of TEST DB from PROD (upon request and within prescribed limits)	Oracle
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

Role and Responsibility	Owner
Monitor batch stream/job completion	Customer
Perform first level investigation of batch issues	Customer
Provide customer logs of batch incidents	Customer
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