

# **Oracle Utilities Operational Device Cloud Service**

Overview Guide

Release 18.1

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Oracle Utilities Operational Device Cloud Service Release 18.1 Overview Guide

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# Chapter 1

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## Oracle Utilities Operational Device Cloud Service Overview

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

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

# Welcome to Oracle Utilities Operational Device Cloud Service

Oracle Utilities Operational Device 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 Operational Device Cloud Service provides functionality to manage the receipt, installation, maintenance, tracking and removal of assets.

# Oracle Utilities Operational Device Cloud Service Applications

Oracle Utilities Operational Device Cloud Service includes the following Oracle Utilities applications:

- Oracle Utilities Operational Device Management vRelease 2.2.0.1
- Oracle Utilities Integration for Device Operations vRelease 2.2.0.1
- Oracle Utilities Cloud Service Foundation v18.1
- Oracle BI Publisher

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# Documentation

Configuration and use of Oracle Utilities Operational Device 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 Operational Device Cloud Service Release Notes

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# Supported Client Platforms and Browsers

Users access Oracle Utilities Operational Device Cloud Service via a supported web browser.

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

| <b>Operating System</b>      | <b>Web Browser</b>                               |
|------------------------------|--|
| Windows 7 (32-bit or 64-bit) | Microsoft Internet Explorer 11<br>Firefox ESR 52 |
| Windows 8.1                  | Microsoft Internet Explorer 11<br>Firefox ESR 52 |
| Windows 10                   | Microsoft Internet Explorer 11<br>Firefox ESR 52 |
| iPad2 iOS 10.x               | Safari   |



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## Supported Integrations

Oracle Utilities Operational Device Cloud Service requires integration with a host application which sends activities and other information. Oracle Utilities Operational Device 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 Integration for Device Operations | SOA 12.1 | <ul style="list-style-type: none"><li>• Oracle Utilities Operational Device Management</li><li>• Oracle Utilities Meter Data Management</li></ul> |

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# 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 |

| <b>Role and Responsibility</b>   | <b>Owner</b> |
|----------------------------------|--------------|
| Information Lifecycle Management | Customer     |

## Implementation, Configuration, and Extensions

| <b>Role and Responsibility</b>   | <b>Owner</b> |
|--|--------------|
| 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

| <b>Role and Responsibility</b>   | <b>Owner</b> |
|--|--------------|
| 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

| <b>Role and Responsibility</b>                    | <b>Owner</b> |
|---|--------------|
| 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     |

| <b>Role and Responsibility</b>                         | <b>Owner</b> |
|--|--------------|
| Resolve functional batch issues and stream/job restart | Customer     |
| Resolve data issues                                    | Customer     |

## Support

| <b>Role and Responsibility</b>   | <b>Owner</b> |
|--|--------------|
| 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

| <b>Role and Responsibility</b>  | <b>Owner</b> |
|---|--------------|
| Provide productized integrations (where explicitly agreed)                        | Oracle       |
| Integrate Oracle Utilities cloud services with all other services or applications | Customer     |