**Oracle® Process Integration Pack for Oracle®
Utilities Field Work 3.1 - Release Notes**

Release 3.1

Part No. E20585-02

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Value Proposition for Process Integration Pack for Oracle Utilities Field Work 3.1

The Process Integration Pack for Oracle Utilities Field Work represents tremendous business value for utilities that must orchestrate complex field work business processes across multiple operational applications, including customer care, mobile workforce, and asset management systems.

Many utilities choose Oracle Utilities Customer Care and Billing to address changing regulatory and market conditions and to meet the complex needs of residential, commercial, and industrial customers. Many of these same utilities also choose Oracle Utilities Mobile Workforce Management for field crew scheduling, as well as Oracle Utilities Work and Asset Management for work planning and costing.

The prebuilt integration between these three applications ensures the seamless automated flow of field work through its entire life cycle. There is no duplication of effort or unnecessary delay in information distribution. For most users, there is no indication that data arrives from "outside" their primary application, nor is there any need for users to change their work routines to accommodate the "other" application. The integration is designed to be configurable to fit with the existing business processes of the utility.

Leveraging Oracle Application Integration Architecture (AIA), this integration provides what utilities need to implement sustainable, Services Oriented Architecture-based integrations between the participating applications. By utilizing best practices and best-in-class Oracle Fusion Middleware, Oracle delivers an adaptable end-to-end solution that improves enterprise control and visibility of field work.

This document describes new or enhanced functionality in the 3.1 release of the Process Integration Pack for Oracle Utilities Field Work. Existing functionality from the prior release is not described. Please consult the Implementation Guide for a comprehensive description of product functionality.

Process Integration Pack for Oracle Utilities Field Work 3.1 is focused on the following key areas:

- Upgrade Technology to SOA Suite 11g

- Support Next Generation of Oracle Utilities Mobile Workforce Management

- Enhance Product to Improve Information Sharing

Upgrade Technology to SOA Suite 11g

The first major new feature of the 3.1 release of the Process Integration Pack for Oracle Utilities Field Work is a technology upgrade from Oracle SOA Suite 10g to Oracle SOA Suite 11g.

Oracle SOA Suite is the foundational technology for all 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.

Oracle SOA Suite 11g was a landmark release for Oracle. Oracle has taken radical steps to simplify SOA, without losing sight of the core principles of SOA or compromising on capabilities. Oracle SOA Suite 11g is the industry's first complete Service Infrastructure. This Service Infrastructure offers a simple development experience and delivers extreme performance and scalability that reconciles eventing and services, along with a unified management and monitoring console. This Service Infrastructure provides the foundation for Business Process Management spanning across systems, people, and documents. Existing Oracle SOA Suite 10g customers can uptake this new platform through a fully automated upgrade path.

The upgrade of SOA Suite from 10g to 11g was the culmination of many years of design efforts and represents hundreds of enhancements that can help our customers to lower costs, improve efficiency, and increase visibility.

For more detailed information about the entire range of Oracle SOA Suite functionality, please refer to the product documentation and Oracle University courses for Oracle SOA Suite 11g.

Support Next Generation of Oracle Utilities Mobile Workforce Management

The second major new feature of the 3.1 release of the Process Integration Pack for Oracle Utilities Fieldwork is support for the next generation of Oracle Utilities Mobile Workforce Management.

Oracle Utilities Mobile Workforce Management helps utilities to optimize resource planning and scheduling in order to control costs, improve response times, promote reliable services and safety. Oracle Utilities Mobile Workforce Management is one of the few product offerings that help utilities address all aspects of the utility value proposition.

Much like the improvements delivered by the most recent version of SOA Suite 11g, the latest generation of Oracle Utilities Mobile Workforce Management represents a significant advance by Oracle for our utility customers.

In the past, applications that planned and scheduled utility fieldwork could handle only a limited amount of data. This forced utilities to divide large territories into arbitrary geographic subsets and limited a manager's ability to schedule more than a few weeks into the future.

Oracle Utilities Mobile Workforce Management v2.x eliminates these limitations. It treats a utility's entire territory—no matter how large—as a single unit, and it permits managers to schedule as far into the future as they wish. The technical structure that underlies this break-through is the computational grid, which permits utilities to distribute the field optimization task across multiple servers and arrive at schedules and assignments that maximize efficiency.

Business benefits for utilities include:

- Faster emergency response
- More efficient use of personnel
- Lower fuel costs and less vehicular wear and tear
- Longer scheduling horizons
- Better use of hardware
- Lower costs

Oracle Utilities Mobile Workforce Management v2.x is a localizable and translatable product that allows mobile resources to work concurrently in different languages. This scalable, robust enterprise solution operates on a wide variety of hardware, servers, and low cost mobile devices engineered to reduce total cost of ownership.

The solution is built on the same technical stack as Oracle Utilities Customer Care and Billing, making multi-product implementations intuitive and providing resource agility via shared skills. Lastly, putting these two applications on the same technical stack improves our ability to enhance this productized integration over time.

In addition to supporting Oracle Utilities Mobile Workforce Management v2.x, the 3.1 release of the Process Integration Pack for Oracle Utilities Field Work continues support for Oracle Utilities Mobile Workforce Management 1.5.x, as was the case with the 2.5 release of the integration product. See the following "Certification on the Latest Application Releases" section for more details.

Enhance Product to Improve Information Sharing

The third major new feature of the 3.1 release of the Process Integration Pack for Oracle Utilities Field Work is the improvement of the quality and quantity of information that is shared between the edge applications, thereby enhancing the main business flows that are automated by the integration product. Nine functional enhancements and three mapping changes were made in response to customer feedback.

The enhancements and mapping changes are described in the following sub-section.

Product Enhancements for Process Integration Pack for Oracle Utilities Field Work 3.1

This section discusses new enhancements to the Process Integration Pack for Oracle Utilities Field Work. These enhancements fall into two areas:

- Certification on the Latest Application Releases
- Product Enhancements and Mapping Changes

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 the Process Integration Pack for Oracle Utilities Field Work on these application releases:

- Oracle Utilities Work and Asset Management 1.9.0.1

- Oracle Utilities Customer Care and Billing 2.3.1

- Oracle Utilities Mobile Workforce Management 2.0.1.3 or 1.5.0.11

- Oracle Utilities Real Time Scheduler Planner 10.3.14

    – Required for MWM 1.5.0.11 only

- Oracle Utilities Resource Manager 4.2.21

    – Required for MWM 1.5.0.11 only

Please refer to the Installation Guide for specific edge application patch levels and other details.

As noted, in addition to supporting Oracle Utilities Mobile Workforce Management v2.0.1.3, the 3.1 release of the Process Integration Pack for Oracle Utilities Field Work continues support for an older version of MWM, version 1.5.0.11. Some functional differences exist, depending on which version of MWM customers choose to interact with the Process Integration Pack.

***Time Entry*, *Direct Charges,* and *Materials Used* are not supported between Oracle Utilities Mobile Workforce Management v2.0.1.3 and Oracle Utilities Work and Asset Management with the 3.1 release of the integration. This functionality will be included in a future release of the Process Integration Pack for Oracle Utilities Field Work.** Other functional differences pertaining to the product enhancements will be described in the following "Product Enhancements and Mapping Changes" sub-section.

Product Enhancements and Mapping Changes

The following functional enhancements were added to v3.1 of the Process Integration Pack for Oracle Utilities Field Work:

1. **Priority Code sent from CC&B to MWM**

   The Oracle Utilities Customer Care and Billing Customer Service Representative has the option to select a higher priority code than the default associated with the Field Activity Type. The desired priority code can be captured during the initial creation of the Field Activity or subsequent update of the Field Activity within Oracle Utilities Customer Care and Billing. The selected priority code should be sent to Oracle Utilities Mobile Workforce Management to be worked appropriately.

   The priority code on the Oracle Utilities Customer Care and Billing Field Activity is not captured on the Service Request in Oracle Utilities Work and Asset Management.

   This functionality is supported with Oracle Utilities Mobile Workforce Management v1.x and Oracle Utilities Mobile Workforce Management v2.x.

2. **MWM Standard Remarks Code is captured as Field Activity Remarks in CC&B**

   When a field worker completes a Field Order or activity in Oracle Utilities Mobile Workforce Management and selects "Standard Remarks Code" as appropriate, the Oracle Utilities Mobile Workforce Management Standard Remarks Code is sent to Oracle Utilities Customer Care and Billing and is captured as Field Activity Remarks on the Field Activity.

   The Standard Remarks Code on the Oracle Utilities Mobile Workforce Management Field Order or Activity is not captured on the Service Request in Oracle Utilities Work and Asset Management.

   This functionality is supported with Oracle Utilities Mobile Workforce Management v1.x with only a single Standard Remarks Code. It is supported in Oracle Utilities Mobile Workforce Management v2.x with multiple Standard Remarks Codes.

3. **Appointment Booking Slot Group is based on user selection in CC&B**

   The Appointment Booking slot group was defined in the AIA Configuration File in v2.5; therefore, the Oracle Utilities Customer Care and Billing Customer Service Representative could not filter by Appointment Booking Slot (Morning only, Afternoon only, etc) based on customer preference. A new drop-down was added on the Appointment Booking screen in Oracle Utilities Customer Care and Billing to allow the Customer Service Representative in Oracle Utilities Customer Care and Billing to select the desired value and pass it to Oracle Utilities Mobile Workforce Management.

   The values used for slot group in Oracle Utilities Customer Care and Billing are specific to the implementation and are defined based on the Oracle Utilities Mobile Workforce Management/Oracle Real-Time Scheduling setup.

   This functionality is supported with Utilities Mobile Workforce Management v1.x and Utilities Mobile Workforce Management v2.x.

4. **WAM Service Request remarks are passed to CC&B when Service Request moved to "Finished" status**

   In v2.5, Oracle Utilities Work and Asset Management Service Request Remarks were not sent to Oracle Utilities Customer Care and Billing when the Service Request moved to "Finished" status. In v3.1, Oracle Utilities Work and Asset Management sends these remarks when the Service Request moves to "Finished" Status. Remarks are stored as Field Activity Remarks in Oracle Utilities Customer Care and Billing.

In v2.5, the remarks are entered as free-form text in Oracle Utilities Work and Asset Management. In v3.1, remarks are validated codes rather than free form. Oracle Utilities Work and Asset Management has been modified to support a code field instead of a free-form entry field.

Oracle Utilities Work and Asset Management supports multiple Service Request Standard Remarks Codes.

5. **External System Name is included in the CC&B Field Activity Log on acknowledgements**

When a Field Activity is created, updated, or cancelled in Oracle Utilities Customer Care and Billing and passed to Oracle Utilities Work and Asset Management and Oracle Utilities Mobile Workforce Management, the acknowledgement returned to Oracle Utilities Customer Care and Billing creates entries on the Field Activity Log. In v2.5, the external system name was not identified; however, it has been added to the log with v3.1.

6. **Timesheet supports regular and premium hours in a single transaction from MWM to WAM**

In v2.5, only premium hours were received when Oracle Utilities Mobile Workforce Management sent timesheets with both regular and premium hours to Oracle Utilities Work and Asset Management.

Version 3.1 supports passing timesheet data with both regular and premium hours in a single transaction.

This functionality is supported with Oracle Utilities Mobile Workforce Management v1.x only. The support for this functionality by Oracle Utilities Mobile Workforce Management v2.x will be implemented in a future release.

7. **MWM sends Service Point ID for Installed Product Meter Validation on related Pickup Orders**

In v2.5, Oracle Utilities Mobile Workforce Management sends an Order ID and Badge Number to validate meters. Oracle Utilities Customer Care and Billing gets the Service Point ID from the Field Activity and verifies if the meter can be installed. However, if the Field Activity does not yet exist in Oracle Utilities Customer Care and Billing, the validation fails. A patch for v2.5 was later introduced to prevent such validation failures.

In v3.1, Service Point ID was added to the validate meter message sent from Oracle Utilities Mobile Workforce Management to Oracle Utilities Customer Care and Billing so that the validation can succeed in this scenario. This approach provides a superior technical solution than the initial release and subsequent patch.

This functionality is supported by Oracle Utilities Mobile Workforce Management v1.x and Oracle Utilities Mobile Workforce Management v2.x.

8. **UseOnBill Indicator for Meter Read data can be set during Field Activity completion from MWM or WAM based on Field Activity Type**

In v2.5, the UseOnBill Indicator is always set to "TRUE"' in the middleware for meter reads coming in from an external system to Oracle Utilities Customer Care and Billing. This setting sometimes results in unwanted reads used in billing calculations and/or displayed on the bill. The UseOnBill Indicator for meter reads is NOT controlled/exposed in the Oracle Utilities Work and Asset Management or Oracle Utilities Mobile Workforce Management user interface and is not part of completion information that is sent by those systems.

In v3.1, the integration provides the ability to configure whether a particular meter read should be used in billing by setting the UseOnBill Indicator during Field Activity Completion via DVM based configuration tied to the particular Field Activity Type.

9. Service Point GEO Code and FA Step Information added to FA Extract Service

The FA Extract service used by Oracle Utilities Customer Care and Billing was enhanced to include two new collections of data – Service Point GEO Code Type/Value and Field Activity Steps.

The Service Point GEO Code Type/Value is sent to Oracle Utilities Mobile Workforce Management v2.x. It is not used by Oracle Utilities Work and Asset Management or Oracle Utilities Mobile Workforce Management v1.x.

The Field Activity Step information was mapped to the WorkOrder Enterprise Business Object (EBO); however, it was not mapped to Oracle Utilities Work and Asset Management or Oracle Utilities Mobile Workforce Management.

The following data mapping changes were made since the 2.5 release of the Process Integration Pack for Oracle Utilities Field Work:

1. Billable Charge Indicator Mapping to Enterprise Business Object

In v2.5, the Billable Charge Indicator is mapped to the WorkOrderLine>FurtherActionCode element in the WorkOrder EBO

In v3.1, a new attribute was added at the WorkOrderLine level of the WorkOrder EBO and the field was remapped accordingly.

This functionality is supported with Oracle Utilities Mobile Workforce Management v1.x only. The support for this functionality by Oracle Utilities Mobile Workforce Management v2.x will be implemented in a future release.

This mapping change only impacts the integration layer and does not impact how the data is stored in the participating applications.

2. Life Support Code & Description Mapping to Enterprise Business Object

In v2.5, the Life Support Code and Description were mapped to the WorkOrderLine>WorkOrderLineRemarks structure in the WorkOrder EBO.

In v3.1, new elements were added at the WorkOrderLine level of the WorkOrder EBO and these fields were remapped accordingly.

This functionality is supported by Oracle Utilities Mobile Workforce Management v1.x and Oracle Utilities Mobile Workforce Management v2.x.

This mapping change only impacts the integration layer and does not impact how the data is stored in the participating applications.

3. MWM Completion Comments to WAM

In v2.5, completion comments entered on order completion from Oracle Utilities Mobile Workforce Management were passed from Oracle Utilities Mobile Workforce Management to Oracle Utilities Work and Asset Management, but the comments overrode the Problem Description information on the Service Request in Oracle Utilities Work and Asset Management.

In v3.1, a change has been made to store completion comments in the Close Out Information field in Oracle Utilities Work and Asset Management.

The mapping changes for completion comments should be reviewed by customers migrating from v2.5 to v3.1 to determine how they wish to handle the required data conversion for their implementation.

This functionality is supported by Oracle Utilities Mobile Workforce Management v1.x and Oracle Utilities Mobile Workforce Management v2.x.

Additional Resources

There are additional resources that can help your organization learn more about this release.

Resource	Navigation
Process Integration Pack Implementation Guides	Oracle Technology Network: http://www.oracle.com/technetwork/index.html
Foundation Pack Guides	Oracle Technology Network: http://www.oracle.com/technetwork/index.html
Installation and Upgrade Guide	Oracle Technology Network: http://www.oracle.com/technetwork/index.html

Visit the My Oracle Support website frequently to keep apprised of ongoing changes.

For other sources of documentation, visit Oracle Technology Network: Oracle Documentation.

For training opportunities, visit Oracle University.