

**Oracle Utilities Customer Care and Billing
Integration to Oracle Utilities Network
Management System**

Release Notes

Release 12.1

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Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Network Management System,
Release 12.1 Release Notes

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Primary Author: Oracle Corporation

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Preface

This document is intended for anyone implementing the Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Network Management System.

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 Utilities Customer Care and Billing Integration to Oracle Utilities Network Management System Release Notes	
Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Network Management System Implementation Guide	Refer to the Oracle Utilities applications documentation page: http://docs.oracle.com/cd/E72219_01/documentation.html
Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Network Management System Installation Guide	
Edge application documentation:	
Oracle Utilities Customer Care and Billing	
Oracle Utilities Network Management System	

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.

The following terms and acronyms are used throughout this guide.

Application Names

CC&B	Oracle Utilities Customer Care and Billing (CC&B)
NMS	Oracle Utilities Network Management System

General Terms

Term	Description
DVM	Domain Value Map
BPEL	Business Process Execution Language
MDS	Metadata Store
EBF	Enterprise Business Flow
JMS	Java Message Service
JMS Queue	A staging area that contains messages those have been sent and are waiting to be read. The JMS Queues are available on the Weblogic Application Server

Term	Description
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.
Edge applications	The applications that are involved in the integration - CC&B and NMS.
SOAP	Simple Object Access Protocol is a protocol specification for exchanging structured information in the implementation of Web Services in computer networks.
SA	CC&B Service Agreement
SP	CC&B Service Point
XAI	XML Application Integration. A CCB utility used to configure the system transfer information between CCB and external applications using XML. XAI exposes system business objects as a set of XML based web services. The service can be invoked via different methods (such as Hypertext Transfer Protocol (HTTP) or Java Message Service (JMS)). Consequently, any application or tool that can send and receive XML documents can now access the rich set of system business objects.
XSD	A schema definition file.
Fuzzy Calls	Trouble Calls that are not initially associated with a customer or device
UI	User Interface

Release Notes

This section provides an overview of Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Network Management System, Release 12.1.

This productized integration represents significant business value for utilities that need to manage their outage business process between their customer information system and outage management system.

Many utilities choose Oracle Utilities Network Management System as the foundation for Network and Outage Management. Many also 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.

This prepackaged integration between these leading applications ensures seamless automated flow of outage information. The integration also makes relevant outage information visible from a single application. Key business processes that are automated by this integration include synchronization of customer data and trouble calls from Oracle Utilities Customer Care and Billing to Oracle Utilities Network Management System. It also supports the ability to query job history, trouble call history, and planned outages from Oracle Utilities Customer Care and Billing.

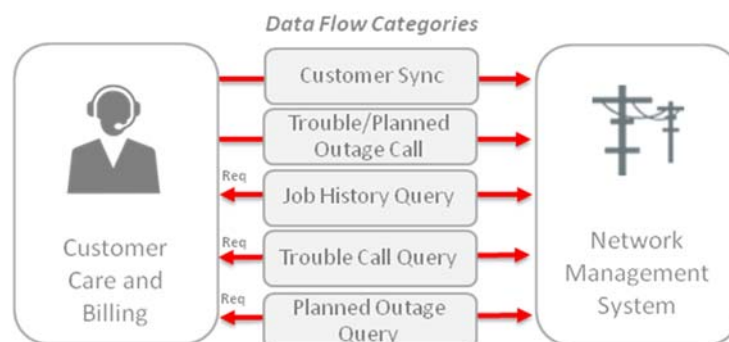
By leveraging this integration, project implementation costs, duration and risk can be lowered, reducing the need to define requirements, construct designs, and then build and test custom code. Further, productized integration ensures ongoing vendor responsibility for the update of integration, resulting in lower total cost of ownership.

Using 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 outage information.

This document describes the functionality in the 12.1 release of the Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Network Management System. Existing functionality from the prior release is not described. For more information on product functionality, refer to the Implementation Guide.

Integration Process

The following diagram shows the business processes that are supported in this integration product:



Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Network Management System

This is an AIA Direct Integration using Oracle SOA Suite. It does not require AIA Foundation Pack to be installed. The integration product includes Restricted Use Licenses for the required middleware components.

Oracle BPEL Process Manager, an Oracle Fusion middleware product, is used to coordinate the data flow and data mapping of the integration. Oracle BPEL Process Manager provides a comprehensive solution for creating, deploying, and managing cross-application business processes with both automated and manual workflow steps.

This is a bi-directional integration. Data is sent from Oracle Utilities Customer Care and Billing to Oracle Utilities Network Management System and vice versa to support trouble/fuzzy calls, job/call history and customer information synchronization.

Upgrading Technology to Oracle SOA Suite 12c

A key new feature of this integration is a technology upgrade from Oracle SOA Suite 11g to Oracle SOA Suite 12c to avail the new features that 12c has to offer.

Oracle SOA Suite is the technology used for the Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Network Management System Release 12.1 Media Pack. 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-plugable 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.