Oracle Utilities Meter Data Management Release 2.0.1

Utility Reference Model

3.3.1.1 Manage Contacts

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Oracle Utilities Meter Data Management Utility Reference Model 3.3.1.1

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Chapter 1

Overview

This chapter provides a brief description of the Manage Contacts business process and associated process diagrams. This includes:

- **Brief Description**
  - **Actors/Roles**

Brief Description

Business Process: 3.3.1.1 MDM.Manage Contact

Process Type: Process

Parent Process: 3.3.1 MDM. Gather and Maintain Customer Information

Sibling Processes:

The process described in this document takes place if business identifies the needs to add, update or delete contact stored in Oracle Utilities Meter Data Management (MDM) application.

In most of the situations MDM stores contact information received from external source (Third Party CIS application). Usually synchronization process between Third Party application and MDM is fully automated process. However MDM Authorized User can create, update, and delete contact as well. If business requires, Authorized User also can connect contacts to the specific service point(s) and usage subscription.

Actors/Roles

The Gather and Maintain Customer Information business process involves the following actors and roles.

- **Third Party CIS Application:** The system that initiated the request to add or update a contact

- **MDM Authorized User:** An authorized user of the Meter Data Management application

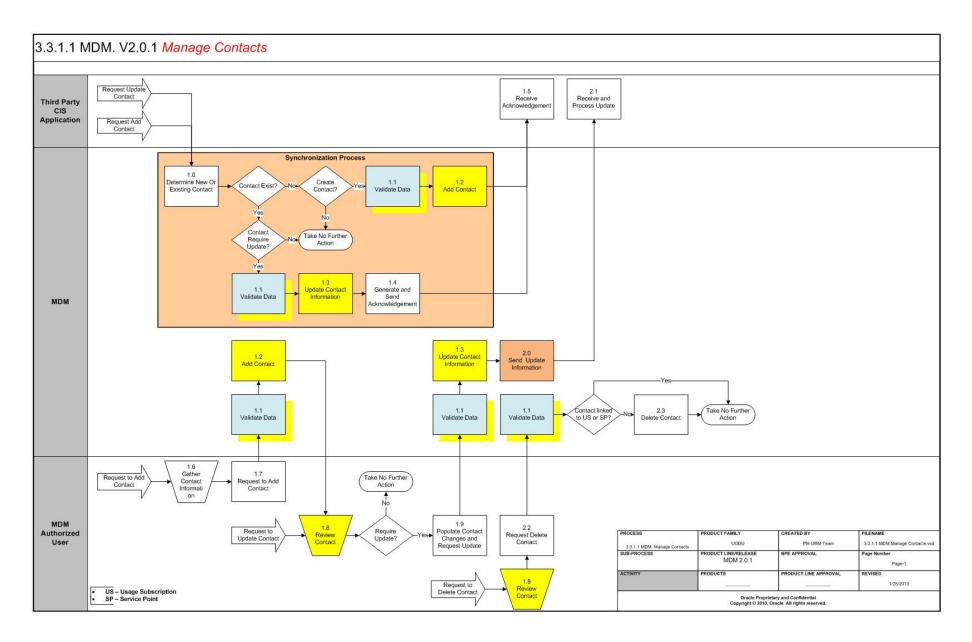- **MDM Application:** The Meter Data Management system

Chapter 2

Detailed Business Process Model Description

This chapter provides a detailed description of the Manage Contacts business process. This includes:

- **Business Process Diagrams**

    - **Manage Contacts**

- **Manage Contacts Description**

- **Related Training**

Business Process Diagrams

Manage Contacts

Manage Contacts Description

This section includes detailed descriptions of the steps involved in the Manage Contacts business process, including:

- **1.0 Determine New or Existing Contact**
- **1.1 Validate Data**
- **1.2 Add Contact**
- **1.3 Update Contact Information**
- **1.4 Generate and Send Acknowledgement**
- **1.5 Receive Acknowledgement**
- **1.6 Gather Contact Information**
- **1.7 Request to Add Contact**
- **1.8 Review Contact**
- **1.9 Populate Contact Changes and Request Update**
- **2.0 Send Update Information**
- **2.1 Receive and Process Update**
- **2.2 Request Delete Contact**
- **2.3 Delete Contact**

1.0 Determine New or Existing Contact

See **Manage Contacts** on page 2-2 for the business process diagram associated with this activity.

Group: Synchronization Process

Actor/Role: MDM

Description: Application determines if the contact received from third party CIS application exists or doesn't exists within MDM application

Customizable process: (Y) Synchronization process is a custom process

1.1 Validate Data

See **Manage Contacts** on page 2-2 for the business process diagram associated with this activity.

Group: Synchronization Process

Actor/Role: MDM

Description: Application validates that the required information is present and valid. It also transforms (if required) the contact information in preparation to save to MDM.

This task can be initiated manually and automatically.

Automated process: this task is recommended step in synchronization process.

Manual process: task is executed when user requests to add new contact or update existing one.

Entities to Configure

Contact Type

Business Object

D1-Person

D1-Business

Customizable process: (Y) Synchronization process is a custom process

1.2 Add Contact

See **Manage Contacts** on page 2-2 for the business process diagram associated with this activity.

Group: Synchronization Process

Actor/Role: MDM

Description: Application adds the new contact.

This task can be initiated manually and automatically.

Automated process: this task is a step in custom synchronization process

Manual process: task is executed when user requests to add new contact

Entities to Configure

Contact Type

Business Object

D1-Person

D1-Business

Customizable process: (Y) Synchronization process is a custom process

1.3 Update Contact Information

See **Manage Contacts** on page 2-2 for the business process diagram associated with this activity.

Group: Synchronization Process

Actor/Role: MDM

Description: MDM updates the contacts information with the new information.

Business Object
D1-Person
D1-Business

Customizable process: (Y) Synchronization process is a custom process

1.4 Generate and Send Acknowledgement

See **Manage Contacts** on page 2-2 for the business process diagram associated with this activity.

Group: Synchronization Process

Actor/Role: MDM

Description: MDM generates and sends Acknowledgement to the third party CIS application

Customizable process: (Y) Synchronization process is a custom process

1.5 Receive Acknowledgement

See **Manage Contacts** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: Third Party CIS Application

Description: The third party CIS receives the acknowledgement from MDM.

1.6 Gather Contact Information

See **Manage Contacts** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: MDM Authorized User

Description: MDM Authorized User gathers the customer's information when business rules require to add contact manually.

1.7 Request to Add Contact

See **Manage Contacts** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: MDM Authorized User

Description: MDM Authorized User populates required contact information and requests to adds Contact using Contact screen

Business Object
D1-Person
D1-Business

1.8 Review Contact

See **Manage Contacts** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: MDM Authorized User

Description: MDM Authorized User reviews contact information using the using Contact screen.

Business Object	Available Algorithms

Available Algorithms
D1-PERS-INFO

Business Object
D1-Person
D1-Business

1.9 Populate Contact Changes and Request Update

See **Manage Contacts** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: MDM Authorized User

Description: MDM Authorized User updates existing Contact information and requests update the data using Contact screen.

2.0 Send Update Information

See **Manage Contacts** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: MDM

Description: MDM sends update information to the third party CIS application.

2.1 Receive and Process Update

See **Manage Contacts** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: Third Party CIS Application

Description: The third party CIS application receives and processes the contact update.

2.2 Request Delete Contact

See **Manage Contacts** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: MDM Authorized User

Description: MDM Authorized User requests to delete the contact using Contact screen

2.3 Delete Contact

See **Manage Contacts** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: MDM

Description: As long as the Contact is not connected to any user subscription or service point(s) MDM deletes the contact.

Business Object
D1-Person
D1-Business

Related Training

The following User Productivity Kit (UPK) modules provide training related to this business process:

- Oracle Utilities UPK for Meter Data Management User Tasks