Oracle Process Integration Pack for Oracle Utilities Field Work

Release Notes

Release 12.1.0 Media Pack

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Oracle Process Integration Pack for Oracle Utilities Field Work Release Notes, Release 12.1.0

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Contents

Preface

These release notes provide an overview of the Oracle Process Integration Pack for Oracle Utilities Field Work and are intended for anyone installing, implementing or using the integration.

Audience

This guide is intended for anyone installing, implementing, or using the Oracle Process Integration Pack for Oracle Utilities Field Work.

Related Documents

For more information regarding this integration, foundation technology and the edge applications refer to the following documents:

Topic	Description
Oracle Process Integration Pack for Oracle Utilities Field Work 12.1 Installation Guide Oracle Process Integration Pack for Oracle Utilities Field Work 12.1 Implementation Guide Oracle Process Integration Pack for Oracle Utilities Field Work 12.1 Upgrade Guide Data Mapping Guides	Same folder as this document, with the distribution for this product or the OTN page: http://www.oracle.com/technetwork/apps-tech/utilities/documentation/index.html
Edge application documentation: Oracle Utilities Work and Asset Management v2.1.x or v1.9.1.x documentation Oracle Utilities Customer Care and Billing documentation Oracle Utilities Mobile Workforce Management documentation	Refer to the Oracle applications documentation page: http://www.oracle.com/technetwork/apps-tech/utilities/documentation/index.html

Topic	Description
SOA Suite 12c documentation	Refer to the SOA documentation at: http://www.oracle.com/technetwork/middleware/soasuite/documentation/index.html
Oracle Fusion Middleware 12c documentation	Refer to the Oracle applications documentation page: http://docs.oracle.com/en/middleware/
Oracle Support Visit regularly to stay up to date with the latest updates to this integration	https://support.oracle.com
Oracle University for training opportunities	http://education.oracle.com/

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.
italic	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.

Abbreviations and Terms

The following terms and acronyms are used in documentation related to this media pack.

Applications

CC&B/CCB	Oracle Utilities Customer Care and Billing
MWM	Oracle Utilities Mobile Workforce Management
WAM	Oracle Utilities Work and Asset Management

Terms for Orders by Edge Application

Orders are referred to in different terms in each of the applications involved in this integrated product. In each of these systems, an order translates to:

Abbreviation	Order Name	Application
FA	Field Activity	CC&B
SR	Service Request	WAM v1.9.1.x
A	Activity	MWM and WAM v2.1.x

General Terms

ABCS	Application Business Connector Services
AOL	Application Object Library
CM	Customer Modification
CSR	Customer Service Representative
DB	Database
DVM	Domain Value Map
EBM	Enterprise Business Messages - Packets of data which the Mediator accepts from requesters and routes to providers. They carry the pieces of data needed for the requests to be understood and serviced.
EBO	Enterprise Business Object
EBSL	Enterprise Business Service Library
Edge Application	The applications that are involved in the integration - CC&B, MWM, and WAM
EM	Enterprise Manager
EOL	Enterprise Object Library
ESL	Extension Service Library
FP	Foundation Pack
JMS	Java Message Service - The JMS producers are responsible for posting the message to the Consumer JMS Queue for the corresponding target application.
MDS	Metadata Service
NDS	Notification Download Staging
Participating Application	One of the three applications involved this integration - CC&B, MWM, or WAM
PIP	Process Integration Pack
SA	CC&B Service Agreement
SCE	SOA Core Extensions
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.
SOAP	Simple Object Access Protocol. It is a protocol specification for exchanging structured information in the implementation of Web Services in computer networks.
SP	CC&B Service Point

XAI	XML Application Integration. An Oracle Utilities Application Framework utility used to configure the system transfer information between CC&B/MWM/WAMv2.1.x and external applications using XML. XAI exposes system business objects as a set of XML based web services. The service can be invoked using different methods, for example, 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
XSL	Extensible Style Language

For more information on AIA terms and concepts please refer to the *Oracle® Fusion Middleware Developer's Guide for Oracle SOA Core Extensions.*

Release Notes

Process Integration Pack for Oracle Utilities Field Work provides enterprise integration to connect Oracle Utilities Customer Care and Billing (CC&B), Oracle Utilities Work and Asset Management (WAM), and Oracle Utilities Mobile Workforce Management (MWM) applications to ensure the seamless automated flow of field work through its entire life cycle.

The integration enables utilities to:

- Manage field work in an efficient, accurate, and timely manner
- Consolidate the scheduling, dispatching, and completion of work
- Reduce implementation complexity and cost

The integration processes supported by this integration product include:

- Installation/Creation of Field Work
- Scheduling and Dispatching
- Status and Scheduling Updates
- Completion of Work

Leveraging Oracle Application Integration Architecture, the solution provides what utilities need to implement sustainable, Services Oriented Architecture-based integrations. By utilizing best practices and best-in-class Oracle Fusion Middleware, Oracle delivers an adaptable end-to-end solution that improves the field work process.

Integration Processing

The Process Integration Pack for Oracle Utilities Field Work supports the creation and synchronization of field work records between:

- Oracle Utilities Customer Care and Billing (CC&B)
- Oracle Utilities Mobile Workforce Management (MWM)
- Oracle Utilities Work and Asset Management (WAM)

As an order is initiated within one of the applications, it is propagated to one or both of the other two applications depending on the established rules for the type of order. As the order life cycle progresses, the integration can manage:

- Order Creation

- Order Update, Cancel or Completion

- Appointments

- Meter and Item Validation

- Billing

- Customer Updates

This integration supports two different implementation models in this release:

- Oracle Utilities Customer Care and Billing, Oracle Utilities Work and Asset Management v1.9, and/or Oracle Utilities Mobile Workforce Management

- Oracle Utilities Work and Asset Management v2.1 and Oracle Utilities Mobile Workforce Management

The integration points are slightly different for each of these implementation solutions.

The following diagram shows the process-driven integration flows included when Oracle Utilities Customer Care and Billing, Oracle Utilities Work and Asset Management v1.9, and/or Oracle Utilities Mobile Workforce Management are included in the implemented solution:
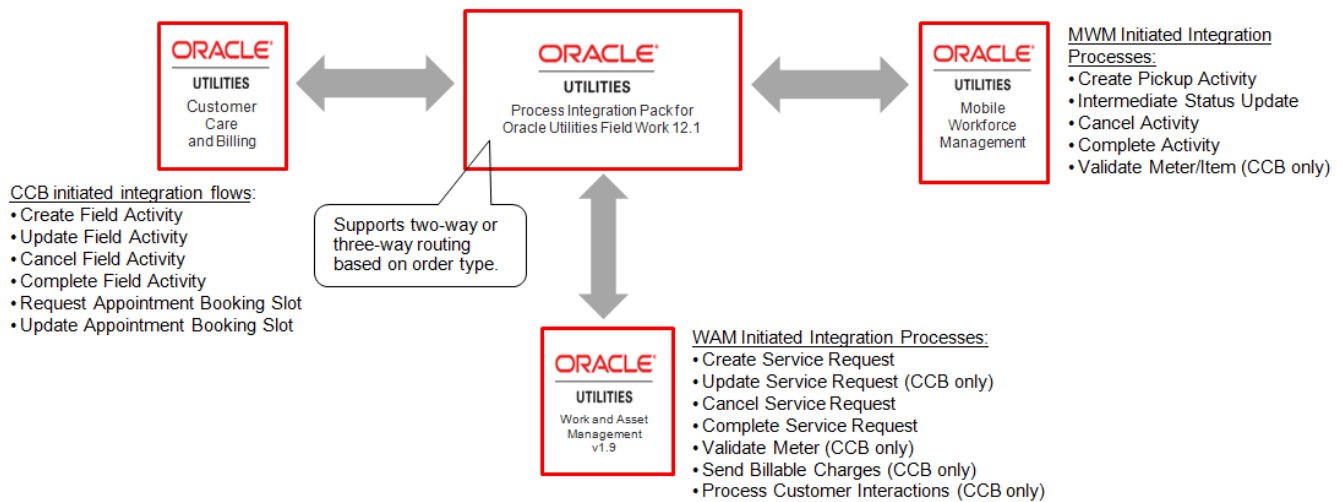
Integration Processes

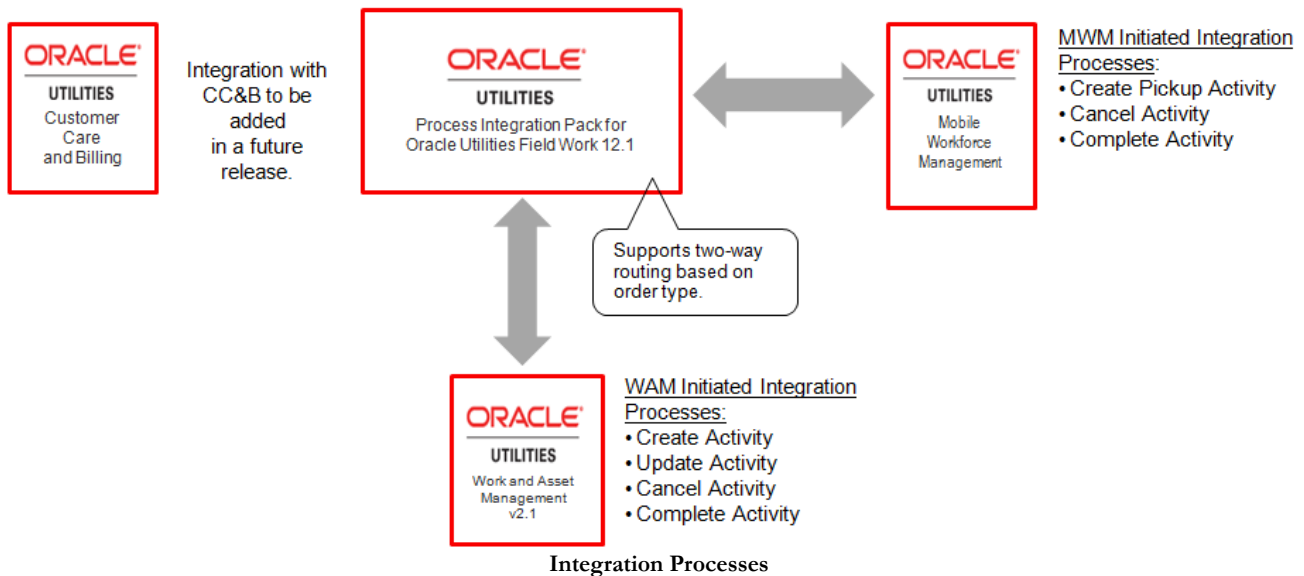The following figure shows the process-driven integration flows included when Oracle Utilities Work and Asset Management v2.1 and Oracle Utilities Mobile Workforce Management are included in the implemented solution:

Integration Processes

For more details about each supported integration process and business processes, refer to the *Oracle Process Integration Pack for Oracle Utilities Field Work Implementation Guide.*

Key Features of this Release

The Process Integration Pack for Oracle Utilities Field Work 12.1 is focused on the following key areas:

- Upgrade Technology to Oracle SOA Suite 12c

- Support Next Generation of Oracle Utilities Work and Asset Management

- Certification on the Latest Application Releases

Upgrade Technology to Oracle SOA Suite 12c

A key new feature of this Process Integration Pack for Oracle Utilities Field Work 12.1 release is a technology upgrade from Oracle SOA Suite 11g to Oracle SOA Suite 12c.

Oracle SOA Suite is the foundational technology for all Oracle Application Integration Architecture (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-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 Related Documents section in this document.

Support Next Generation of Oracle Utilities Work and Asset Management

This integration release was enhanced to include support for the next generation of Oracle Utilities Work and Asset Management.

Oracle Utilities Work and Asset Management v2.1.0 provides functionality to handle large volumes of assets and to manage the receipt, installation, inspection, maintenance, tracking and removal of those assets. The system also manages approval processing, tracks purchasing transactions, manages inventory and resources, and tracks costs, accounting and financial transactions.

There are some functional differences based on the particular versions used for your implementation. **For more information** refer to the Related Documents section in this document.

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 this integration with a minimum of the following application releases:

- Oracle Utilities Customer Care and Billing CCB v2.5.0.x, v2.4.0.x, or v2.3.1.x

- Oracle Utilities Mobile Workforce Management v2.2.0.x or v2.1.0.x

- Oracle Utilities Work and Asset Management v2.1.0.x0 or v1.9.1.x2.3

Refer to the *Oracle Process Integration Pack for Oracle Utilities Field Work Installation Guide* or specific edge application patch levels and other details.

End of Support Notices

This section describes items that are no longer supported for the Process Integration Pack for Oracle Utilities Field Work integration with this release:

- Oracle Utilities Customer Care and Billing v2.2.0.x

- Oracle Utilities Mobile Workforce Management v1.5.x

Known Issues

The following issues are known in the integration at the time of the release. Single fixes for these issues may be released at a later date.

Oracle Utilities Customer Care and Billing issues:

- Bug 21168352 - Invalid number found while trying to complete device verification.

Oracle Utilities Application Framework issues:

- Bug 21120971 - Premise ID does not populate on for field activity on the Appointment page.

Oracle Utilities Work and Asset Management Issues:

- Bug 21250047 - Cannot mix radio button, text, and check box within a single question.

- Bug 21250050 - Deactivated answers are sent in outbound message to Oracle Utilities Mobile Workforce Management.

Oracle Utilities Mobile Workforce Management issues:

- Bug 21238297 - After update, the meter remove activity in Oracle Utilities Mobile Workforce Management is not reading related details.