

**Oracle Utilities Network Management
System Integration to Oracle Utilities
Mobile Workforce Management**

Release Notes

Release 12.1

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Oracle Utilities Network Management System Integration to Oracle Utilities Mobile Workforce Management, Release 12.1 Release Notes

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Preface

This document is intended for anyone implementing the Oracle Utilities Network Management System Integration to Oracle Utilities Mobile Workforce Management.

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

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. |

Release Notes

This section provides an overview of Oracle Utilities Network Management System Integration to Oracle Utilities Mobile Workforce Management, Release 12.1.

This productized integration represents significant business value for utilities that need to manage their power outage. Utilities need to predict/respond to outages and dispatch crews to restore power quickly and efficiently. Managing the “outage restoration” business processes requires more than a single software application. Typically, outage management and crew management systems must interact with each other to complete this business processes. Seamless application integration is especially vital in the storm situations, when human operators are often overwhelmed by the volume of work.

Many utilities choose Oracle Utilities Network Management System for Outage Management to operate safely, securely and efficiently during outages. Oracle Utilities Network Management System provides a complete Strom Center environment that pin-points the size and location of outages, provides accurate estimated restoration times and identifies the required crew resources. Many also choose Oracle Utilities Mobile Workforce Management to optimize resource planning, scheduling, and field services. In real time, it helps to speed up emergency response, cuts down costs, enhances safety, and improves customer satisfaction.

This prepackaged integration between these leading applications ensures seamless data synchronization through the full outage restoration process. Key businesses processes that are automated by this integration include synchronization of data between Oracle Utilities Network Management System and Oracle Utilities Mobile Workforce Management and also to it automates how utilities create events, predict faulty devices, identify crews, create job assignments, dispatch assignments to crews, track crew locations, monitor work progress, update ERT and restoration information, and complete outages.

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, the product 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 Network Management System Integration to Oracle Utilities Mobile Workforce Management. Existing functionality from the prior release is not described. For more information on product functionality, refer the Implementation Guide.

Oracle Utilities Network Management System Integration to Oracle Utilities Mobile Workforce Management 12.1 is focused on the following key area:

- [Upgrading Technology to Oracle SOA Suite 12c](#)

Integration Process

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 work flow steps.

This is a bi-directional integration. Oracle Utilities Mobile Workforce Management is updated with trouble event creation/cancellation/update details, Notifications and Heart Beat Check information from Oracle Utilities Network Management System where as Network Management System application is updated with Status, Trouble Event Update/Completion/Cancellation Details, Crew Inquiry Request, Unrelated Damage Assessment.

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 use for the Oracle Utilities Integration for Device Operations 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, refer to the [Documentation and Resources](#) section in this document.