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RETAIL CLOUD

Service Administrator

Action List

Oracle® Retail Advanced Science Engine Cloud Services

Release 15.0.1

Services List

- Oracle Retail Advanced Clustering Cloud Service
- Oracle Retail Assortment and Space Optimization Cloud Service
- Oracle Retail Customer Decision Tree Science and Demand Transference Science Cloud Service

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Purpose

This article outlines the actions that need to be completed by the Service Administrator for your company within 60 days of receiving the environment access email.

Audience

This article is intended for the Service Administrator at your company.

- The Service Administrator has the primary responsibility for a successful implementation and ongoing use of your Cloud Service.
- Oracle will target important communications to the Service Administrator, who is the key person in your business that manages your Cloud Service(s).
- The Service Administrator communicates the status of the implementation and ongoing use of your Cloud Service to stakeholders within your business.

Important Timeline

Perform these critical tasks as soon as possible after receiving your environment access email. Your temporary password to log in to your environment expires in 60 calendar days.

Step 1

Follow all instructions in the "Action Required: Access and Administer Production/Stage/Test Environment…" email.

This environment access email contains critical details required for you to access and administer your Cloud Service. You will receive on email for each provisioned environment. **Save these emails.**

Log in to your Cloud Service. Use the Identity Management URL, username and temporary password provided in the environment access email to verify access to your service. At your first login attempt, create a new password and make note of it because at this point you are the only one with access!

You will receive a separate e-mail for each provisioned environment, and the password for each environment is maintained separately. Also, please note that you will not be able to access the Retail applications until you grant the appropriate application roles to your user.

Log in using a supported browser listed in the Release Notes located within the applicable library on the Oracle Technology Network (OTN), also known as docs.oracle.com:

http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html

The Cloud Service also provides a secure FTP (SFTP) integration feature. The environment access emails also contains details on how to access this SFTP account. Log in using a SFTP client and the connection details provided in the access email to validate you can connect successfully.

Step 2

Register your New Customer Support Identifier in My Oracle Support.

You should receive a separate email instructing you to register your new Customer Support Identifier (CSI) number with My Oracle Support (MOS). Follow the steps in the email or on the sign-in page (support.oracle.com) to create a new account.

If you already have a MOS account, remember to add your new CSI to your existing MOS account.

The first person to request access to a CSI must be checked by Oracle to ensure the domain of their email address matches the domain associated with the CSI. Once approved, they will be made the "administrator" of that CSI, and can approve others to user it. If someone else has already been made the administrator of that CSI, then the request will be emailed to him or her for approval.

Step 3

Select Backup Service Administrators.

Until you add backup administrators, you are the sole Service Administrator and the only person able to add accounts, grant roles, and reset passwords. You will also be the only person receiving Oracle notifications about upgrades, monthly updates, planned downtime, and maintenance periods.

Follow these steps:

1) Identify at least one other person in your organization who should have access to administrate accounts for your Cloud Service.

2) Log into the Oracle Identity Management (OIM) application using the Identity Management URL.

3) Under Administration, click Users.

4) Under Actions, click Create.

5) Enter the user information

6) Click Submit.

7) Submit an SR to Oracle Support requesting the newly created user(s) be made Service Administrators.

Step 4

Identify Key Contacts for Notifications.

Verify that the key personnel in your organization who should receive critical notifications about your Cloud

Service have been added as a user in the Identity Management application. This could include backup administrators, project managers, implementation partners and other project team members.

Once the users have been created, notify your Customer Success Manager with the list of users who should receive notifications about the Cloud Service.

Step 5

Leverage Oracle Support

Attend a session on Working Effectively with Support (WEWS) to learn about support policies and best practices when working with Oracle Support. Oracle Support representatives are ready 24/7 to answer questions and address issues about your service. Access the Oracle Support Contacts Global Directory to find the Oracle Support Hotline for your country, and explore the My Oracle Support site at support.oracle.com.

Step 6

Get Connected

Register for RGBU support communities:

- Use My Oracle Support Community to post technical questions and get resolution on technical issues.

  o See Getting Started to learn how to use the Support Community.

  o Use The RACK to view informative resources and participate in discussions around Retail Solutions.

Step 7

Create End User Accounts

Before end users can access the Cloud Service application it is necessary to provision each user access to the system, and assign roles to each user

to control what functionality will be available to them. The access provisioning is done using Oracle Identity Management (OIM). Instructions for end user account creation are documented in an Administration Guide, found in an online Documentation library at this location:

http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html

Step 8

Get Started with your Implementation

Review additional product-specific tools and resources that help you and your implementation team by referencing the Documentation libraries at this location:

http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html

Review Transfer of Information (TOI) and Product Overview educational materials for your product hosted through Release Readiness Transfer of Information (TOI) Recordings on My Oracle Support and run by Oracle University.

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