

Oracle Utilities Customer Cloud Service

Overview Guide

Release 18.2

F13939-01

January 2019

Oracle Utilities Customer Cloud Service Release 18.2 Overview Guide

Copyright © 2012, 2019 Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

Chapter 1

Oracle Utilities Customer Cloud Service Overview.....	1-1
Welcome to Oracle Utilities Customer Cloud Service.....	1-2
Oracle Utilities Customer Cloud Service Applications.....	1-3
Documentation.....	1-4
Supported Client Platforms and Browsers.....	1-5
Supported Integrations.....	1-6
Oracle Utilities Product Integrations.....	1-6
High-Level Roles and Responsibilities.....	1-7
Hardware, Storage, Technology, and Application Software.....	1-7
Security.....	1-7
Database.....	1-7
Implementation, Configuration, and Extensions.....	1-8
Patching and Upgrading.....	1-8
Batch Processing.....	1-8
Support.....	1-9
Integration.....	1-9
Performance Guidelines.....	1-10
User Interfaces.....	1-10
General Topics.....	1-10

Chapter 1

Oracle Utilities Customer Cloud Service Overview

This guide provides an overview of the Oracle Utilities Customer Cloud Service, including:

- [Welcome to Oracle Utilities Customer Cloud Service](#)
- [Oracle Utilities Customer Cloud Service Applications](#)
- [Documentation](#)
- [Supported Client Platforms and Browsers](#)
- [Supported Integrations](#)
- [High-Level Roles and Responsibilities](#)
- [Performance Guidelines](#)

Welcome to Oracle Utilities Customer Cloud Service

Oracle Utilities Customer Cloud Service is a customer care, service order, metering and billing solution for traditional scalar devices and billing processes. The solution is designed to cater for utilities of all sizes, supports one to many utility service types, and handles the complexities associated with a utility's processes.

Oracle Utilities Customer Cloud Service includes:

- Customer information and customer lifecycle processing including:
 - Sales and marketing management
 - Customer information management for various types of customers, starting & stopping service, and supporting inbound and outbound customer care interactions.
 - Financial management including rating, billing, payment, and collections activities.
- Meter data management functionality, including:
 - Device and measurement data management including validating, editing, and estimating incoming data for traditional scalar devices.
 - Usage management for calculating billable usage or billing determinants to support traditional scalar billing processes
- Service order management for orchestrating service order activities for traditional scalar devices
- Operational device management functionality, including:
 - Asset management, including location management and tracking of individual devices throughout their lifecycle, capturing device configurations and settings, and managing configuration between devices and components
- Oracle Utilities Cloud Service Foundation: tools used to orchestrate and automate infrastructure related processes and migrate data from legacy applications into the cloud service.

Oracle Utilities Customer Cloud Service Applications

Oracle Utilities Customer Cloud Service includes the following Oracle Utilities applications:

- Oracle Utilities Customer to Meter v2.7.0.0
- Oracle Utilities Cloud Service Foundation v18.2
- Oracle BI Publisher

Documentation

Configuration and use of Oracle Utilities Customer Cloud Service is described in the following documentation:

- [Oracle Utilities Customer to Meter Business User's Guide](#)
- [Oracle Utilities Customer to Meter Administrative User's Guide](#)
- [Oracle Utilities Customer Cloud Service Release Notes](#)

Supported Client Platforms and Browsers

Users access Oracle Utilities Customer Cloud Service via a supported web browser.

Oracle Utilities Customer Cloud Service supports the following operating system & web browser combinations:

Operating System	Web Browser
Windows 7 (64-bit)	Microsoft Internet Explorer 11 Firefox ESR 52, Google Chrome
Windows 8.1	Microsoft Internet Explorer 11 Firefox ESR 52, Google Chrome
Windows 10	Microsoft Internet Explorer 11 Firefox ESR 52, Google Chrome

Supported Integrations

Oracle Utilities Customer Cloud Service supports integration with a number of other products. See the following section for details:

- [Oracle Utilities Product Integrations](#)

Oracle Utilities Product Integrations

The table below lists Oracle Utilities products that can be integrated with Oracle Utilities Customer Cloud Service, and provides the product name, supported versions, and the integration products that enable the integration.

Oracle Utilities Product	Version(s)	Integration Product(s)
Oracle Utilities Customer Self Service	2.2.0	Oracle Utilities Customer Self Service*
Oracle Utilities Mobile Workforce Management	2.3.0.x 2.2.0.2+	Oracle Utilities Service Order Management Integration to Oracle Utilities Mobile Workforce Management 12.2*
Oracle Utilities Network Management System	2.3.0 1.12.0.3	Oracle Utilities Smart Grid Gateway Integration for Outage Operations Release 12.2*
Oracle Utilities Operational Device Management	2.1.1.x 2.2.0.x	Oracle Utilities Integration for Device Operations 12.1*

* The above integrations require separate licenses. In addition, the Business Process Execution Language (BPEL) composites used by Oracle Utilities Service Order Management integrations are not installed as part of Oracle Utilities Customer Cloud Service, and must be installed locally.

High-Level Roles and Responsibilities

This section outlines high-level roles and responsibilities involved in the deployment, configuration, and maintenance of Oracle Utilities cloud services, and the party responsible for each. The **Owner** column in the tables below indicates the party responsible for each role and responsibility.

Hardware, Storage, Technology, and Application Software

Role and Responsibility	Owner
Provide, deploy and monitor hardware and storage	Oracle
Provide, deploy, run and monitor all required technology (e.g containers, operating systems, databases, clustering, monitoring, tracing)	Oracle
Provide, deploy, run and monitor all Oracle Utilities base application software	Oracle

Security

Role and Responsibility	Owner
Monitor cloud service infrastructure security	Oracle
Administer Oracle network security	Oracle
Administer customer network security, including integrating with the Oracle networks	Customer
Configure & maintain cloud service users and access	Customer
Integrate with Oracle networks	Customer

Database

Role and Responsibility	Owner
Database administration services (monitoring, administration, etc)	Oracle
Backup and Restore	Oracle
Backup retention	Oracle
Data replication for Disaster Recovery (where applicable)	Oracle
Disaster Recovery database fail-over	Oracle
Refresh of TEST DB from PROD (upon request and within prescribed limits)	Oracle

Role and Responsibility	Owner
Information Lifecycle Management	Customer

Implementation, Configuration, and Extensions

Role and Responsibility	Owner
Plan and execute implementation project	Customer
Perform configuration of enterprise software features and functions	Customer
Execute functional, system, load and performance testing of configuration and extensions	Customer
Ensure operational readiness	Customer
Schedule all gate review services	Customer

Patching and Upgrading

Role and Responsibility	Owner
Patch and upgrade underlying infrastructure software	Oracle
Patch and upgrade Oracle Utilities base application software	Oracle
Decide the cloud service upgrade schedule (within prescribed limits)	Customer
Trigger environment upgrades (Development, Test and Production)	Customer
Perform regression testing of configuration and extensions after patching / upgrades	Customer

Batch Processing

Role and Responsibility	Owner
Monitor underlying batch infrastructure	Oracle
Provide infrastructure logs for batch incidents	Oracle
Resolve infrastructure batch issues	Oracle
Determine batch schedule	Customer
Monitor batch stream/job completion	Customer
Perform first level investigation of batch issues	Customer
Provide customer logs of batch incidents	Customer

Role and Responsibility	Owner
Resolve functional batch issues and stream/job restart	Customer
Resolve data issues	Customer

Support

Role and Responsibility	Owner
Triage, analyze, and resolve issues with the cloud service	Oracle
Triage, analyze, and resolve issues with configuration and extensions	Customer
Raise Service Requests via My Oracle Support and provide all requested information	Customer

Integration

Role and Responsibility	Owner
Provide productized integrations (where explicitly agreed)	Oracle
Integrate Oracle Utilities cloud services with all other services or applications	Customer

Performance Guidelines

This section provides a number of performance-related guidelines and recommendations to take into account when implementing Oracle Utilities Customer Cloud Service. This includes guidelines related to the following:

- [User Interfaces](#)
- [General Topics](#)

User Interfaces

- **Zones:** For better performance, user interface zones should be initially collapsed when not required for 90% or more of business processes. The initial state of zones (collapsed or not) can be controlled via the **Portal Preferences** tab on the **User** portal.
- **Number of Records:** The number of records returned to the user interface for a zone should be limited to 50 rows when building custom zones against large transactional tables.
- **Screen Troubleshooting:** To troubleshoot a screen in the user interface, click **Preferences** in the top right corner of the application and choose the **Portal Preferences** tab. Choose the appropriate portal and set all zones to "Initially Collapsed". Navigate back to the screen that has performance issues, expand the zones one by one, and measure the execution time of each zone. This should be an accurate step-by-step representation of the full screen execution.
- **Performance Optimization:** For optimal user interface performance, laptop users should ensure their computer is in high performance mode.

General Topics

- **Solution Updates:** Oracle should be consulted before significant solution changes are made. For example, configuration and solution extensions, adding a large number of customers, network changes, new integrations, etc.