Oracle Utilities Cloud Services

Development Operations Guide

For 19C Releases

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Oracle Utilities Customer Cloud Services 19C Object Storage Setup Guide

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Development Operations Service Requests

This document provides details regarding service requests provided by Oracle Utilities Development Operations team for customers during implementation and operation of the following Oracle Utilities Cloud Services:

- Oracle Utilities Customer Cloud Service
- Oracle Utilities Meter Solution Cloud Service
- Oracle Utilities Work and Asset Cloud Service
- Oracle Utilities Operational Device Cloud Service

The service requests described in this document include:

- Requesting a Full Ad-Hoc Backup
- Restoring from a Full Ad-Hoc Backup
- Requesting a Database Restore Point
- Rolling Back Environment to Restore Point
- Whitelisting an IP Address
- Applying Data Correction Scripts
- Refreshing Data

Service request descriptions in this document include the following information:

- A brief description of the service to be performed
- **Service Level Objective** (SLO):
    - **Advanced Notice**: The amount of advanced notice (in days) the Development Operations team needs to perform the service request
    - **Execution Time**: The amount of time (in days) it will take to perform the service request

Note: Times provided in this document are based on the data center where the cloud service is deployed. For example, a reference to "8:00 AM" means 8:00 AM in the time zone of the data center, not necessarily the time zone of the customer.

Requesting a Full Ad-Hoc Backup

The customer or system integrator can request an ad-hoc full backup if they want to keep a copy of the database at a particular state so they can later restore the database back to that copy.

Service Level Objective

- **Advanced Notice**: 3 business days
- **Execution Time**: 1 business day

Restoring from a Full Ad-Hoc Backup

The customer or system integrator will request the rollback to a previously requested full backup by opening a Service Request with Oracle Support.

Service Level Objective

- **Advanced Notice**: 3 business days
- **Execution Time**: 1 business day

Requesting a Database Restore Point

A Restore Point is a snapshot of data that is saved at a specific point in time. The customer or system integrator will request a Restore Point by opening a Service Request with Oracle Support.

Service Level Objective

- **Advanced Notice**: 1 business day
- **Execution Time**: 1 business day

Rolling Back Environment to Restore Point

The customer or system integrator will request the rollback to a previously saved Restore Point by opening a Service Request with Oracle Support.

Service Level Objective

- **Advanced Notice**: 3 business days
- **Execution Time**: 1 business day

Whitelisting an IP Address

The customer or system integrator can request to whitelist an IP address for outbound interface communication. For Oracle Utilities cloud services, a customer or system integrator must request a whitelist to allow outbound communication to all external systems.

Service Level Objective

- **Advanced Notice**: 3 business days
- **Execution Time**: 1 business day

Applying Data Correction Scripts

If a situation should occur where customers and system integrators cannot clean up application data by creating a Plug In Driven batch process, they can request Development Operations to execute Data Correction scripts.

Service Level Objective

- **Advanced Notice**: 3 business days
- **Execution Time**: 1 business day

Refreshing Data

Customers can request a data refresh from their Production environment to Non-Production environments.

Service Level Objective

- **Advanced Notice**: 7 business days
- **Execution Time**: 1 business day