Oracle Utilities Cloud Services

Development Operations Guide

For 20A Releases

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ORACLE®

Oracle Utilities Customer Cloud Services 20A Development Operations Guide

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Chapter 1

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Development Operations Service Requests

This document provides details regarding service requests (SR) provided by the 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
- Refreshing Data (Cloning)

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, starting from the first full business day after the service request was created.

      A future dated request for performing any of the above mentioned activities on end of business day, Friday will be executed in the next week on the first working day. For example, if the service request states to take a back up on April 10th 2020 after 6PM PST, it will be executed in the week of April 13th 2020 on the first working day, during agreed maintenance hours.

      Service requests will not be executed on weekend days since weekends are reserved for scheduled planned maintenance activities like upgrades.
    - **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.

Request Specifications

- The request backs up the database, not object storage files or application code.

Customer Obligations

- The customer needs to utilize the backup within 60 days from the date the backup has been taken or the backup will be lost.

- When creating the service request, the customer needs to specify the source environment, the target environment, and the date and time (specifying the time zone) when back up is needed.

- The customer should note the version of code in the backup, as it will only be able to be restored to a target environment on the same code version.

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.

Request Specifications

- The backup must be of same environment, or an environment that is same or smaller in size of the target environment to be used for a restore.

- The backup must be the same version of code as the target environment to be used for a restore.

- The restore impacts the database, not object storage files or application code.

- The production environment may not be restored to a backup unless the environment is not yet used for production purposes.

Customer Obligations

- The customer needs to utilize the backup within 60 days or else the backup will be lost.

- When creating the service request, the customer needs to specify details related to the source environment, the source environment backup date, the target

environment, and the date and time (including time zone) the restoration has to be performed.

- The customer should note the version of code in the backup, as it will only be able to be restored to a target environment on the same code line.

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.

Request Specifications

- The restore point must be of same environment, or an environment that is same or smaller size of the target environment to be used for a restore.

- The restore point impacts the database, not object storage files or application code.

- The restore point must be the same version of code as the target environment.

- The restore point may not be restored to a backup unless the environment is not yet used for production purposes.

Customer Obligations

- The customer needs to utilize the restore within 7 days or else the restore will be lost.

- When creating the service request, the customer needs to specify details related to the source environment, the source environment backup date, the target environment, and the date and time (including time zone) the restoration has to be performed.

- The customer should note the version of code in the backup, as it will only be able to be restored to a target environment on the same code line.

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.

Request Specifications

- The restore point must be of the same environment, or an environment that is same or smaller size of the target environment to be used for a restore.

- The restore point impacts the database, not object storage files or application code.

- The restore point must be the same version of code as the target environment.

- The restore point may not be restored to a backup unless environment is not yet used for production purposes.

Customer Obligations

- The customer needs to utilize the restore within 7 days since when the restore point was taken or else the restore will be lost.

- When creating the service request, the customer needs to specify details related to the source environment, the source environment backup date, the target environment, and the date and time (including time zone) the restoration has to be performed.

- The customer should note the version of code in the backup, as it will only be able to be restored to a target environment on the same code line.

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 their named 'Domain Name Server' or DNS 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.

Request Specification:

- A single request to whitelist a named DNS will whitelist the same DNS in all customer environments.

Customer Obligations

- The customer must provide the named DNS along with the justification for whitelisting.

- The SSL port 443 must be used.

- The endpoint being whitlisted must use a CA issued SSL certificate.

Service Level Objective

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

Refreshing Data (Cloning)

The customer or system integrator can request to refresh data from one environment to another environment(s) belonging to the customer. Note that the source environment data can only be restored to the same version and build number that it was in the target environment, for example, CCS 19c, 20A, 20B, etc.

Request Specifications

- The customer can request a data refresh from their Production environment to Non-Production environments, or from one non-production environments to other non-production environments.

- The source environment can't be larger than target environment.

- The source environment and target environment should be on the same build version.

  Note: There is a limit to number of data refresh (cloning) requests that a customer can make during the implementation phase and after go-live. Refer to the **Usage Limits** section in Utilities Global Business Unit Service Descriptions and Metrics.

Customer Obligations

- The customer needs to understand and follow post cloning procedure to complete the clone.

- The customer needs to request if cloning needs to be taken as soon as possible or at a specific date and time (specifying time zone).

Service Level Objective

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