

**Oracle Utilities Network Management
System Integration to Oracle Field
Service**

Release Notes

Release 21C

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Oracle Utilities Network Management System Integration to Oracle Field Service Release Notes, Release 21C
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Preface

Welcome to the Oracle Utilities Network Management System Integration to Oracle Field Service Release Notes.

The preface includes the following:

- [Audience](#)
- [Documentation and Resources](#)
- [Documentation Accessibility](#)
- [Conventions](#)
- [Acronyms](#)

Audience

This document is intended for anyone implementing the Oracle Utilities Network Management System integration to Oracle Field Service.

Documentation and Resources

For more information regarding this integration, foundation technology and the edge applications, refer to the following documents:

Product Documentation

Topic	Location
Oracle Utilities Network Management System Integration to Oracle Field Service documentation	https://docs.oracle.com/en/industries/utilities/integrations-index.html
Oracle Utilities Network Management System documentation	https://docs.oracle.com/cd/E72219_01/documentation.html
Oracle Field Service documentation	https://docs.oracle.com/en/cloud/saas/field-service/21c/index.html

Additional Documentation

Resource	Location
Oracle Integration Cloud Service documentation	Refer to the OIC documentation at: https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html
Oracle Support	<p>Visit My Oracle Support at https://support.oracle.com regularly to stay informed about updates and patches.</p> <p>Refer to the <i>Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1)</i> on My Oracle Support to determine if support for newer versions of the listed products is included.</p> <p>For more information, refer to the Oracle Utilities Integrations page at http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm</p>
Oracle Technology Network (OTN) Latest versions of documents	http://www.oracle.com/technetwork/index.html
Oracle University for training opportunities	http://education.oracle.com/

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.

Acronyms

The following terms are used in this document:

Term	Expanded Form
OUNMS	Oracle Utilities Network Management System
OFS	Oracle Field Service
OIC	Oracle Integration Cloud

Release Notes

This release notes outline the information about the functionality in integrating Oracle Utilities Network Management System with Oracle Field Service. Each section includes a brief description of the feature, the steps to enable or start using the feature, and any tips or considerations.

The release notes focuses on the following:

- [Overview](#)
- [Supported Applications](#)
- [About Oracle Utilities Network Management System](#)
- [About Oracle Field Service](#)
- [About Oracle Integration Cloud](#)
- [New Features Summary](#)
- [Known Issues](#)

Overview

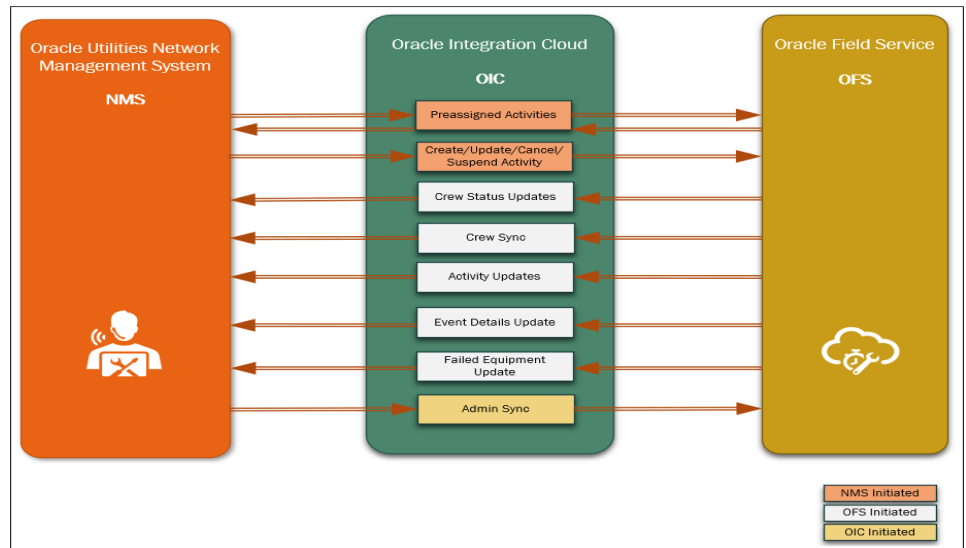
Oracle Utilities Network Management System Integration to Oracle Field Service helps to manage a fieldwork originated in Oracle Utilities Network Management System using Oracle Field Service. This pre-built integration represents significant business value for utilities that need to manage their field operations.

For more information about the functionality, refer to the *Oracle Utilities Network Management System Integration to Oracle Field Service Configuration Guide* included in this release.

The integration supports the following flows:

- Pre-assigned activities (bi-directional between Oracle Utilities Network Management System and Oracle Field Service initiated)
- Resource 'Crew' Sync (Oracle Field Service initiated)
- Resource 'Crew' Status Updates (Oracle Field Service initiated)
- Create/Update/Cancel/Suspend activity (Oracle Utilities Network Management System initiated)
- Admin Sync (Oracle Utilities Network Management System initiated)
- Activity Management (Oracle Field Service initiated)
- Activity Created (Pick Up Orders - Oracle Field Service initiated)
- Event Details Update (Oracle Field Service initiated)
- Failed Equipment Update (Oracle Field Service initiated)

The following diagram illustrates the business processes supported in this integration.



In this integration, Oracle Integration Cloud is used as a middleware to connect the applications. It uses SOAP and REST APIs to facilitate communication between these two applications.

Supported Applications

The supported application versions in this integration are:

- Oracle Integration Cloud (OIC): V21.2.3.0.0 or higher
- Oracle Utilities Network Management System: V2.5.0.1 or higher
- Oracle Field Service: 21C or higher

Refer to the *Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1)* on My Oracle Support to determine if support for newer versions of the listed products is included.

About Oracle Utilities Network Management System

Oracle Utilities Network Management System processes trouble calls from the customers and analyzes those to determine the probable outage locations. It generates Estimated Restoration Times (ERTs) that can be provided back to the customers. In addition, it keeps a history of all customer calls that were entered in the system, as well as a history of all events that were known to affect a customer even if the customer did not call in.

In addition to responding to unplanned outages and non-outage problems, Oracle Utilities Network Management System helps a utility plan maintenance work or new construction that may affect existing customers. When Oracle Utilities Network Management System generates detailed switching plans, customers are informed about planned outages that impact them.

About Oracle Field Service

Oracle Field Service is built on time-based, self-learning, and predictive technology, empowering to solve business problems while evolving the field service organization. It has various modules to choose, such as forecasting, routing, capacity, mobility, collaboration, core manage, smart location and customer communication. It leverages the performance pattern profiles to create optimal daily routes and schedules, and continues to learn as employee work patterns change over time.

About Oracle Integration Cloud

Oracle Integration Cloud is a unified platform to integrate the applications, automate processes and create applications.

Using integrations, connect the applications into a continuous business flow. The integrations can be quickly developed and activated between both the cloud and on-premises applications. The lookups help to match application-specific codes between the two applications. Oracle Integration Cloud provides graphical mapper where the user can map just by dragging and dropping between the applications.

New Features Summary

This integration includes the following features:

- [Activity Management](#)
- [Activity Created \(Pick Up Orders\)](#)
- [Event Details Updates](#)
- [Failed Equipment Updates](#)
- [Resources 'Crew' Sync](#)
- [Resources 'Crew' Status Updates](#)
- [Resources 'Crew' Route Updates](#)
- [Preassigned Activities](#)
- [Admin Sync](#)

Activity Management

Activity Management integration will send status updates from Oracle Field Service to Oracle Utilities Network Management System. The following activities updates are supported in this flow:

- Activity Updated
- Activity Moved
- Activity Started
- Activity Suspended
- Activity Not Done
- Activity Cancelled
- Activity Completed

Any activity changes in Oracle Field Service will be synchronized to Oracle Utilities Network Management System and the corresponding event details will be updated.

Activity Management integration includes the following activity updates from Oracle Utilities Network Management System to Oracle Field Service:

- Create/Update/Cancel activities

Note that the support for standard trouble activities (switching and damage assessment activities) is not included in this release.

Activity Created (Pick Up Orders)

The Activity Created process will send activity creation requests (Pick Up orders) from Oracle Field Service to Oracle Utilities Network Management System.

Event Details Updates

The Event Details Updates process will send event details form data from Oracle Field Service to Oracle Utilities Network Management System.

Failed Equipment Updates

The Failed Equipment Updates process retrieves the activity details information from Oracle Field Service and the parsed failed equipment data will be updated to Oracle Utilities Network Management System.

Resources 'Crew' Sync

This synchronization process ensures that both systems, Oracle Field Service and Oracle Utilities Network Management system are using the same resource data when communicating.

Resources 'Crew' Status Updates

For any resource creation - and update(s) - changes in Oracle Field Service, the Crew Sync process will send a synchronization request to the Oracle Utilities Network Management System to ensure data consistency.

Resources 'Crew' Route Updates

This integration process is used to receive resource activate or deactivated details from Oracle Field Service and update corresponding details to Oracle Utilities Network Management System.

Preassigned Activities

This integration process will pre-assign crews to specific activities in the Oracle Network Management System, then pass the assignment information to Oracle Field Service, which would in turn dynamically assign the Oracle Field Service crew to the new activity, without the need to dispatcher involvement.

Admin Sync

This integration process is used to sync the Oracle Utilities Network Management System admin data to Oracle Field Service. The sync will ensure that both systems are using the same data when communicating. At a high-level, this Admin Sync process runs through 10 sub-processes to sync the following Oracle Field Service data:

- PickList
- FailedEquipment
- Phases
- Manufacturers
- CrewTypes - WorkSkills

-
- ControlZones
 - WorkZones
 - PickListEnv
 - CustomerTypes

Known Issues

The issues known at the time of this integration release are:

Bug Number	Description
33275218	NMS-OFSC: IN ANDROID TAB AND IOS, ON CLICKING ACTIVITY LINK ACTIVITY BLOCKS, NO INFO TEXTBOXES LIKE SELECT TECHNICIAN ARE COMING AS IN CASE OF BROWSER