Oracle Financial Services Revenue Management and Billing Cloud Service, Premium Edition

OR

Oracle Insurance Revenue Management and Billing Cloud Service, Premium Edition

Version 7.0.0.0.0

Frequently Asked Questions (FAQ) Guide

Revision 3.0

G15799-01

November 2024

ORACLE

Oracle Financial Services Revenue Management and Billing Cloud Service, Premium Edition/Oracle Insurance Revenue Management and Billing Cloud Service, Premium Edition Version 7.0.0.0.0 Frequently Asked Questions Guide

Note: To improve the content readability, the above two products are collectively referred to as Oracle Revenue Management and Billing Cloud Service, Premium Edition throughout this document.

G15799-01

Hazardous Applications Notice

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.

Trademark Notice

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

Intel and Intel Inside 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, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

Third-Party Content, Products, and Services Disclaimer

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.

Preface

About This Document

This document lists various frequently asked questions (FAQs) regarding the implementation and operations of Oracle Revenue Management and Billing Cloud Services.

Intended Audience

This document is intended for the following audience:

- End-Users
- System Administrators
- Consulting Team
- Implementation Team

Organization of the Document

The information in this document is organized into the following sections:

Section No.	Section Name	Description
Section 1	Commonly Asked Questions	Lists the questions which are asked frequently during the implementation and operation of Oracle Revenue Management and Billing Cloud Service.
Section 2	Product-Specific Asked Questions	Lists some of the frequently asked questions that are specific to cloud services.

Conventions

The following conventions are used across this document:

Convention	Meaning
boldface	Boldface indicates graphical user interface elements associated with an action, or terms defined in the text.
italic	Italic indicates a document or book title.
`monospace`	Monospace indicates commands within a paragraph, URLs, code in examples, text that appears on the screen or entered in the application.

Acronyms

The following acronyms are used in this document:

Acronym	Meaning
AD	Availability Domains
CMA	Configuration Content Migration Assistant
SDM	Service Delivery Management
DDL	Data Definition Language
DevOps	Development Operations
DR	Disaster Recovery
EOL	End of Life
FAQs	Frequently Asked Questions
GA	General Availability
IaaS	Infrastructure as a Service
IAM	Oracle Identity and Access Management
ICFR	Internal Controls Related to Financial Reporting
MOS	My Oracle Support
MP	Maintenance Pack
OCI	Oracle Cloud Infrastructure
ORDS	Oracle Rest Data Services
ORMB	Oracle Revenue Management and Billing
OUAF	Oracle Utilities Application Framework
PaaS	Platform as a Service
PDB	Pluggable Database
PDF	Portable Document Format
RTO	Recovery Time Objective
SaaS	Software as a Service
SR	Service Request
VNC	Virtual Network Computing
XSL	Extensible Stylesheet Language

Related Documents

You can see the following documents for more information:

Document Name	Description
Oracle Revenue Management and Billing Cloud Service, Premium Edition Overview Guide	Lists different features which are offered when you acquire a license for: • Oracle Financial Services Revenue Management and Billing Cloud Services • Oracle Insurance Revenue Management and Billing Cloud Services It also provides the licensing information for the third-party products and components which are included in these cloud services.
Oracle Revenue Management and Billing Cloud Service, Premium Edition Administration Guide	Explains how to manage the user accounts and their access for Oracle Revenue Management and Billing Cloud Services (ORMBCS) using Identity and Access Management with or without identity domains on Oracle Cloud Infrastructure (OCI).
Oracle Revenue Management and Billing Cloud Service, Premium Edition Implementation Guide	Provides information on how to implement the Oracle Revenue Management and Billing Cloud Service.
Oracle Revenue Management and Billing Cloud Service, Premium Edition Operations Guide	Provides information regarding different types of service requests (SRs) customers can submit to the Oracle Revenue Management and Billing Cloud Operations team during implementation and operations of the Oracle Revenue Management and Billing Cloud Services.
Oracle Revenue Management and Billing Cloud Service, Premium Edition Live Operations Guide	Provides guidelines regarding live operations of Oracle Revenue Management and Billing Cloud Services.
Oracle Revenue Management and Billing Chatbot Configuration Guide	Explains how to integrate Oracle Digital Assistant (ODA) with the ORMB Cloud Service.
Oracle Revenue Management and Billing Chatbot User Guide	Explains how to use the menu based Chatbot introduced in the ORMB Cloud Service.
Oracle Revenue Management and Billing ML Integration Guide	Explains how to integrate Machine Learning (ML) with the ORMB Cloud Service for anomaly detection.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Contents

1. Commonly Asked Questions

The commonly asked questions are classified into the following two categories:

- General Questions
- Technical Questions

1.1 General Questions

This section lists some of the frequently asked general questions with respect to Oracle Revenue Management and Billing Cloud Services.

1.1.1 What are Oracle Revenue Management and Billing Cloud Services?

Oracle Revenue Management and Billing Cloud Services are Oracle Utilities Application Framework (OUAF) based applications now being offered as cloud (Software-as-a-service) services. These services are built with a high availability architecture and include Disaster Recovery. The services are deployed on Oracle Cloud Infrastructure (OCI), generation 2.

1.1.2 How are Oracle Revenue Management and Billing Cloud Services different from the On-premises applications?

The Oracle Revenue Management and Billing Cloud Services are different from the on-premises applications in a few ways:

1. As cloud-based “Software as a Service” (SaaS) applications, Oracle runs the infrastructure, and the customer operates the application. That means the customer cannot get direct access to the hardware to add resources, change server settings, and so on. Oracle handles updates & patching, backups, and disaster recovery, however unless granted by the customer, Oracle does not have access to any unencrypted customer data (including via the user interface, directly in the database, or via direct access to the underlying data files/backups). You can find an exhaustive list of roles and responsibilities in the *Oracle Revenue Management and Billing Cloud Service, Premium Edition Overview Guide*.
2. A cloud service subscription includes the use of Oracle Cloud Infrastructure Identity and Access Management (IAM) with Identity Domains for user/password management and authentication.
3. In general, if you could do something with an on-premises application through the browser, then you can still do it in the cloud service. A few things that aren't allowed in cloud: no new Java programs (Groovy scripting with plug-in batch as alternative), no XSL uploads (use Managed Content for XSL), no direct database connectivity (Analytics Publisher is included with cloud services for reporting and queries, and with Oracle Database Actions too).
4. Patching (core system maintenance and application patching) happens frequently (monthly) and customers must be prepared to stay current. For more information, see How are the cloud services kept current?.

1.1.3 Can we extract data from Oracle Revenue Management and Billing Cloud Services to feed a customer owned data lake?

Oracle Revenue Management and Billing Cloud Services include features called 'Generalized Data Export' and 'Specialized Data Export' that provides file-based exports of either 'initial' or 'incremental' data in JSON format, written out to Oracle Object Storage. Enabling this functionality involves use of Maintenance Object extract configurations and audit algorithms to enable change data capture when exporting incremental data.

1.1.4 What are the reporting options available with Oracle Revenue Management and Billing Cloud Services?

Oracle Revenue Management and Billing Cloud Services includes the following reporting options:

- Analytics Publisher is available and included in the service as a reporting/query tool.
- Oracle Database Actions (formerly known as, SQL Developer Web) is also available via Oracle Rest Data Services (ORDS) for querying the database.

1.1.5 Can we use Analytics Publisher as a bill print extract tool?

No. Use of Analytics Publisher should only be limited to operational reporting and, should not be used for high volume reporting activities such as bill print generation in ORMB.

Instead, customers should use batch-based extracts in conjunction with third party tools and services such as Oracle Documaker to ensure smooth, scalable, and successful implementation and operation of their services.

1.1.6 How do I know my data is safe in the Oracle Revenue Management and Billing Cloud Services solutions?

Oracle is a leader in enterprise cloud solutions, so the reliability and security of the Oracle Cloud is of utmost importance to us to remain a trusted technology partner for our thousands of customers around the world. We have large number of cloud operations specialists working tirelessly to maintain optimal cloud performance and we capture global cloud intelligence 24x7x365 and constantly update our security measures to stay ahead of the latest hacker techniques.

1.1.7 Can Oracle view/access my data?

Customers are 100% responsible for controlling access to their Oracle Revenue Management and Billing Cloud Services user interfaces and integration endpoints, and Oracle access is not configured by default. Obviously, Oracle does have the access required to perform back-end administrative tasks (such as database administration activities, infrastructure administration, patching and upgrades, container management, and so on), but none of these include access to unencrypted customer data.

All data is encrypted in transit and at rest, which means that nobody can see your data as it is being transmitted to/from the cloud service, access, or query customer data in the underlying database, or otherwise extract or view data in database backups.

1.1.8 Will the data in my Oracle Revenue Management and Billing Cloud Services ever leave the region they are deployed in?

No. All data (including primary and secondary disaster recover environments, non-production environments and database backups) is securely (and durably) retained within the region in which the cloud service is deployed.

1.1.9 Where can I find training or overviews on what's available?

Training on Oracle Revenue Management and Billing Cloud Services is available through the Oracle University Learning Subscription.

Product Documentation

You can access the Oracle Revenue Management and Billing Cloud Service, Premium Edition Documentation Library using either of the following URL:

https://www.oracle.com/technical-resources/documentation/fsgbu.html

OR

https://docs.oracle.com/en/industries/financial-services/revenue-management-billing-cloud-service-premium-edition/index.html

Other Information

Other information related to our cloud services include the following:

- Oracle Contracts
  https://www.oracle.com/corporate/contracts/cloud-services/
  - Oracle Cloud Hosting and Delivery Policies (PDF)
  - Oracle Global Business Unit Cloud Services Pillar Document (PDF)
- Oracle Revenue Management and Billing Cloud Service Descriptions
  - Oracle Financial Services & Insurance Revenue Management & Billing Cloud Service Descriptions and Metrics Definitions (PDF)

1.1.10 What is Service Delivery Management (SDM) and what do they do?

The Service Delivery Management (SDM) team is a group within Oracle Revenue Management and Billing that directly supports customers leveraging our cloud services. The SDM objective is to "promote customer satisfaction by advocating on the customer's behalf within Oracle, resulting in a positive continuously improving Oracle Revenue Management and Billing cloud experience.". A named Service Delivery Manager (also called a "SDM") is allocated to each cloud service customer and is responsible for Service Agreement alignment, Environment Coordination, Service Request (SR) tracking an escalation and cloud & product functionality awareness.

1.1.11 How are the cloud services kept current?

There are several types of updates that are managed by the Oracle Revenue Management and Billing Development Operations (DevOps) team with Oracle Revenue Management and Billing Cloud Services.

1. Three times per year there are service Generally Available releases. Typically, customers will take the new update in one 'early adopter' environment first for validation and testing, then over time be promoted to other environments including Production.

   Note that support for each code line is provided for 12 months. This means that each customer must plan to stop using the "current minus 3" release by the time a new update is available.

   Customers are not allowed to remain on an unsupported (non-GA) release that is past the end of life (EOL) date published in the *Oracle Revenue Management and Billing Cloud Service, Premium Edition Release Schedule*. If you do not upgrade prior to the published end of life date, Oracle may force-upgrade any unsupported environments (including Production). You will be notified of upcoming release end of life dates and will also receive advance notification of any potential force-upgrades that need to occur.

2. Hot fixes are patches that are applied off-cycle to fix specific application or security issues. These could be specific to customer environments or applicable to all customer environments depending on the nature of the fix. Application patches are installed on non-production environments first for verification, then be applied to other environments as necessary.

1.1.12 Are the Oracle Revenue Management and Billing Cloud Services SOC compliant?

Yes, all Oracle Revenue Management and Billing Cloud Services are SOC compliant.

SOC 1 and 2 Type 2 reports are available for Oracle Revenue Management and Billing Cloud Services. A SOC 1 Audit is focused on internal controls related to financial reporting (ICFR). A SOC 2 Audit is focused on information and IT security identified by any of 5 Trust Services Categories: security, confidentiality, information privacy, processing integrity and availability.

A Type 1 report is an attestation of controls at a service organization *at a specific point in time*. A Type 2 report is an attestation of controls at a service organization *over a minimum six-month period*.

1.2 Technical Questions

This section lists some of the frequently asked technical questions with respect to Oracle Revenue Management and Billing Cloud Services.

1.2.1 What is an Oracle Cloud Infrastructure (OCI) Cloud Account?

An Oracle Cloud Infrastructure (OCI) account allows you to view and manage all of your company's Oracle cloud subscriptions from one place. Most companies will have one cloud account with a number of administrators (at least one primary and one backup, or a number of people with delegated responsibility for different cloud services).

Detailed documentation on Oracle Cloud Infrastructure is available on Oracle Help Center at https://docs.oracle.com.

1.2.2 Are "OCI Cloud Account" and "Tenancy" related terms? Do they have the same name?

Yes, your cloud account and your Oracle Cloud Infrastructure tenancy have the same name.

1.2.3 What are Oracle Platform as a Service (PaaS) and Infrastructure-as a Service (IaaS) Universal Credits?

Universal credits are purchased to access OCI services such as Cloud Object Storage, FastConnect, and so on. The Universal Credits model requires customers to commit to a specific amount of dollars each year; however, their hourly, daily, weekly, and monthly spend can vary based on metrics associated with their cloud service.

1.2.4 What is the underlying platform for Oracle Revenue Management and Billing Cloud Services?

Oracle Revenue Management and Billing Cloud Services in the new Oracle Generation 2 Cloud infrastructure (OCI) data centers are running on the Cloud Native platform with Kubernetes managing containers and pods, running on Exadata. There are presently about 40 microservice "pods" in our architecture running on the Kubernetes platform grouped into three basic pillars: data plane (including application, networking/security proxies), monitoring (including metrics, alerts, troubleshooting) and a control plane (including upgrades, order processing). Oracle/Oracle Revenue Management and Billing manages this infrastructure.

1.2.5 Are Oracle Revenue Management and Billing Cloud Services multi-tenant or single-tenant?

All Oracle Revenue Management and Billing cloud service environments are single-tenant. While some components of each service are shared (such as Container Databases), each instance/environment of Oracle Revenue Management and Billing Cloud Services run their own devoted database (a Pluggable Database, or PDB), so there is no mixing of multiple customers' data in a single database.

1.2.6 Can the customer see any logs? How much can they troubleshoot their own issues?

The logs that have been available historically via the browser in the on-premises applications are still available in Oracle Revenue Management and Billing Cloud Services. This includes batch thread logs (stdout and stderr) as well as user trace and debug capabilities. For more information, see the **Troubleshooting** section in the *Oracle Revenue Management and Billing Cloud Service, Premium Edition Implementation Guide*.

1.2.7 How many environments do customers get? How do they get more if needed?

The standard Oracle Revenue Management and Billing Cloud Services subscription provides two environments (TEST and PROD). Many projects may require additional environments, so additional DEV or TEST environments are available for subscription to assist with implementation efforts.

Note that TEST environments are the same size as PROD environments, whereas DEV environments are sized for few users and less data than TEST and PROD. Please review the service descriptions for detailed information.

There is a limit of 3 TEST environments and 10 DEV environments total per tenant.

1.2.8 How are files moved in and out of the services?

Oracle Revenue Management and Billing Cloud Services require the use of Oracle Object Storage, which has low fees and facilitates storage of import/export files. Secure API keys are used to connect the cloud service to Object Storage, so Oracle DevOps cannot get hands-on access to the files. Object Storage supports a REST API as well as online drag/drop facilities.

For more information about object storage, see https://cloud.oracle.com/en_US/storage/object-storage/faq.

1.2.9 Are there any restrictions to using cloud versions of Oracle Revenue Management and Billing enterprise software?

There are no functional limitations in terms of software features/functions. There are some restrictions in terms of implementing Oracle Revenue Management and Billing Cloud Services.

In summary, the following configuration and implementation tools are included:

- Configuration Tools (Business Objects, Service Scripts, UI Maps, etc.)
- Groovy Scripting (eliminating the need for Java)
- Content Migration Assistant (CMA) for promotion of configuration
- Analytics Publisher for reporting
- Oracle Database Actions using ORDS (Oracle Rest Data Services) in production and non-production environments for ad-hoc querying (read/select only, no update)
- Support for any middleware for integration

With the following restrictions:

- No deploying artifacts to the cloud service servers (Java algorithms are no supported, use Groovy for custom algorithms).
- No direct SQL access or Database Links, so no Database link based integration and no access to any Database (Dev, Test or otherwise) via tools like SQL Developer using direct connection techniques (ORDS is available in production and non-production environments for read only queries).
- No DDL (so no new tables or Maintenance Objects)
- No shell/VNC or Enterprise Manager access

1.2.10 How does the Disaster Recovery work?

Oracle Revenue Management and Billing Cloud Services Disaster Recovery (DR) was designed for the United States data center model, where there are multiple (3) availability domains (ADs) within each region. In case of a disaster on the primary instance, Production would be switched over to a secondary instance on another availability domain, with a recovery time objective (RTO) of 12 hours (note that potentially many tenancies will have to be switched over) and with recovery data loss objective (RPO) of no more than 1 hour. Additional information on these service level targets can be found in the service descriptions and associated documents.

Note that in some areas around the world, there may only be one Oracle data center in a region (1 AD center) - and so disaster recovery will need to go 'cross-regional'. Some countries such as Australia and Canada will support two of these 'single domain' regions.

Oracle aims to replicate changes made in the primary instance to the secondary instance on a transactional basis (i.e., as changes are committed to the database) via Active Data Guard.

1.2.11 What are the scenarios causing the loss of a data center?

It's not possible to list all potential scenarios, however examples include:

- Natural disasters (earthquakes, storms, floods)
- Hardware/equipment failures (servers, storage)
- Data center failures (fire, electricity, networking, cooling, operations)
- Cyber security (viruses, attacks, vulnerabilities)

1.2.12 Is the decision to initiate a Disaster Recovery failover made manually and via a human workflow?

The decision is made via a human workflow according to a predefined process and involves senior Oracle management.

1.2.13 How does Oracle notify customers that a disaster has been declared and that failover is required?

Customers are notified of a disaster declaration and pending failover by the Cloud Operations team and Service Delivery Managers, as outlined in the following diagram.

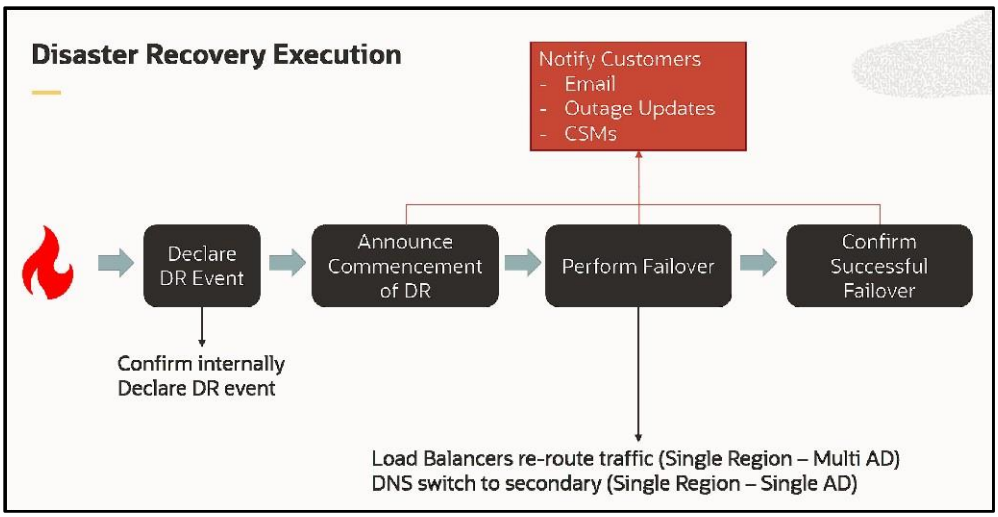

Figure 1: Disaster Recovery Execution

1.2.14 What steps are required for customers to prepare for a DR failover?

DR failover is largely seamless and transparent to customers; however Fully Qualified Domain Names (FQDNs) should always be used. In some regions, customers may need to configure replication for their subscribed Object Storage containers (if required). Customers using VPN or FastConnect may need additional configuration and/or secondary deployments to continue to use these services after failover. Oracle recommends seeking additional guidance from an OCI Architect if necessary.

1.2.15 How is Disaster Recovery tested? How often?

Oracle aims to test Disaster Recovery at least annually, or more frequently as required (for example when the applications, services, or tools are updated) to ensure compliance with Disaster Recovery service level targets. Disaster Recovery plans and tests are reviewed and updated based on experience and feedback, and the teams responsible for Disaster Recovery responsibilities are provided with regular training. Disaster Recovery Evidence Summary Reports may be made available to existing cloud service customers upon request.

1.2.16 How do I set up and use Identity Management?

Oracle Revenue Management and Billing Cloud Services on Oracle Generation 2 Cloud infrastructure (OCI) include the use of Oracle Cloud Infrastructure Identity and Access Management (IAM) with Identity Domains where new users can be created, password maintained, and access granted to the cloud service environments. and Analytics Publisher. Note that the login is 'single sign-on' - a single user ID and password will give access to all environments that the user has rights to access.

Detailed documentation on Oracle Cloud Infrastructure Identity and Access Management is available on Oracle Help Center at https://docs.oracle.com.

1.2.17 What Identity Management features/functions are available to me as part of Oracle Revenue Management and Billing Cloud Services?

Every Oracle Revenue Management and Billing Cloud Service instance is provisioned into a "cloud account". A customer's cloud account includes a free Oracle Cloud Infrastructure Identity and Access Management (IAM) with Identity Domains instance to provide Identity Management functionality. The available features/functions are described in the *Identity and Access Management Documentation*.

IAM is used to manage authentication of users (including the ability to set up federated authentication/SSO). Authorization/Access to Oracle Revenue Management and Billing Cloud Service level features/functions is controlled from within the applications.

Note: The free IAM instances provided via customer cloud accounts are the same as for all Oracle cloud services and are not controlled, influenced, or used differently by Oracle Revenue Management and Billing.

1.2.18 What is available for queries and reporting?

SQL Queries and Reports are supported through an embedded instance of Analytics Publisher with each cloud service environment. There is also an instance of Oracle Database Actions for each environment which can also be used for ad hoc querying on the cloud service database.

1.2.19 Given that the customer/implementer is responsible for resolving data issues and non-infrastructure batch issues, how would batch issues that might be data driven be resolved?

We provide:

1. The ability to refresh one or more Test environments with data from Production (limited to one refresh per 3-month period, due to potentially large data volumes).
2. Oracle Rest Data Services (ORDS) access to non-production and production environments, which allows for read-only SQL queries to be executed against the databases.
3. Transaction tracing and access to required application log information (self-service).

For more information about running and troubleshooting batch processing, see the **Running and Troubleshooting Batch Processing** section in the *Oracle Revenue Management and Billing Cloud Service, Premium Edition Live Operations Guide*.

1.2.20 How is data loaded into the cloud service?

Each Oracle Revenue Management and Billing Cloud Service includes the Cloud Service Foundation, which provides online self-service mechanisms (which may have been done in other ways in the on-premises projects).

For data loading, support is provided for the use of SQL Loader, an Oracle database utility which is very fast at loading file-based data into tables. Note that this is just one aspect of data conversion, which also frequently requires data validation, key generation, etc. The existing staging tables and conversion approach that has long been used in Oracle Revenue Management and Billing is used by Oracle Revenue Management and Billing Cloud Service.

1.2.21 What is the system uptime/availability?

Oracle Revenue Management and Billing Cloud Service adheres to more general Oracle Cloud standards that specify a system availability target of 99.5%.

1.2.22 Can a customer request an Automatic Workload Repository (AWR) or a Performance Hub report?

Yes. Customers can generate Performance Hub report via Oracle Database Actions. For more information, see *Oracle Revenue Management and Billing Cloud Services, Premium Edition Live Operations Guide*.

1.2.23 What do we need to know about allowing access to external IP addresses?

Allowing access to external IP addresses via an "allowlist" is a security measure to allow for outbound calls to only approved destinations. There is also 'blocklisting' where you specify addresses which are not allowed access. Customers will be required to request each external IP address for the "allowlist" or the "blocklist" via a Service Request ticket.

Inbound - there are two kinds of access involved - 1) browser access to the online application and 2) calls to inbound web services. For #1, Oracle Cloud Infrastructure Identity and Access Management (IAM) include certain allowlist/blocklist capabilities that are briefly described in the **Identity and Access Management with Identity Domains** section in the *Oracle Revenue Management and Billing Cloud Service, Premium Edition Administration Guide*.

Outbound - here we are concerned with outbound message calls from the application (i.e. Message Senders), and each approved destination currently needs to be set up via an SR ticket for DevOps to configure. Note that the services can only make calls to public IP addresses.

1.2.24 What information is available about the status of the Oracle Data Centers?

Oracle Cloud Infrastructure has a public facing page with current status and information on previous incidents. See https://ocistatus.oraclecloud.com/.

Note that not all data centers shown currently support Oracle Revenue Management and Billing Cloud Services.

1.2.25 What's the story with Web Services in Cloud?

New Inbound Web Services can be created in the cloud, and these do not require a separate 'deployment' step (since no new Java is involved). These services need to be marked as 'Active'.

For more information about the Web Services in Cloud, see *How to access SOAP and REST Services (Document ID: 2564697.1)* article on My Oracle Support.

When the subscription is provisioned, the customer will be provided with a set of URLs for each environment including two that are used when making IWS calls. IWS calls require a user/pw for authentication, and the user provided must have IAM with Identity Domains access to the environment for the 'AppWebServices' and 'AppUser' Application Roles. In addition, the corresponding user must exist with the cloud service application.

Testing IWS calls can be done using tools such as SoapUI, where you use the soap or rest URL with the IWS name appended and set up the user/pw for authorization.

Note that you can call a service to get the WSDL for a Soap IWS, or it can be obtained online in the application on the IWS screen.

1.2.26 Do Oracle Cloud Infrastructure (OCI) Infrastructure-as-a-Service (IaaS) and Platform as a Service (PaaS) services need to be provisioned in the same region as the Oracle Revenue Management and Billing Cloud Services?

Generally speaking, and from a technical standpoint, they do not. It is, however, highly recommended that they are co-located in the same region for a couple of key reasons:

1. Latency. The regions that Oracle Revenue Management and Billing supports are geographically distant, and while hosting a cloud service in Australia with Object Storage or Oracle Integration Cloud in the US may work ok, hosting a cloud service in Australia with IaaS or PaaS in Europe will drive latency up unacceptably.
2. Connectivity. While we expect most general IaaS/PaaS services to work, there may be unexpected connectivity issues due to endpoints in different regions, particularly when VPN, Fastconnect, or Reverse Proxies are involved.

1.2.27 What is the shortest timeframe that a notification might be given?

It's not possible to give an answer to this question because critical/emergency patching could require immediate deployment. Oracle will make all reasonable efforts to provide advance notification prior to any patching and keep downtime to a minimum.

1.2.28 In one of the trainings or documentation, you say that customers/implementers can "decide the cloud service upgrade schedule (within prescribed limits)". What are the prescribed limits?

The prescribed limits referred to are the Operational Obligations as defined in the service descriptions. Please see the current service description document(s) for the actual specific obligations, but generally speaking they are as follows:

- You must operate a Generally Available version of this Oracle Cloud Service. General Availability (GA) and End of Life (EOL) dates are published in the *Oracle Revenue Management and Billing Cloud Service, Premium Edition Release Schedule*.
- You are responsible for all regression testing of maintenance packs and version updates, including the regression testing of integration with other Oracle or third-party systems or solutions.
- Custom Groovy code can be recompiled and verified to work with current Groovy libraries using the F1-CAGVY batch process.

Primarily, in this case, customers must ensure that they are operating a GA version of the cloud service.

This is also where you may choose to operate in the implementation/fast, cut-over/medium or productions lanes (in terms of upgrade versions and maintenance pack frequency).

1.2.29 If the Oracle product being upgraded was near or at end of life, does that impact Oracle's flexibility on the schedule/delay?

It is difficult to put arbitrary limitations in place in terms of such situations (given the number of variables in play), but if there is strong business justification for delaying an upgrade (provided via a Service Request in My Oracle Support), then Oracle will consider delaying an upgrade to allow issue resolution within a reasonable, agreed timeframe.

1.2.30 Does the customer have the option of declining a major release (A, B, C)?

Customers cannot decline, but they can opt to delay adoption (if they remain within the operational obligations as defined in the service description(s)). Theoretically, a customer could also choose to adopt two quarterly releases at the same time, but this approach is not recommended for production environments, as it will result in a switch to the "fast lane" in terms of update frequency.

1.2.31 Do we provide a documented roadmap that enables On-premises customers to architect/design their systems with Oracle Cloud in mind? For instance, edge interface architecture changes that would enable cloud adoption.

Yes, there are guides available for preparing to migrate to cloud services. These guides are designed for customers who are planning to go live on-premises, with a view of easing a future migration to cloud service. You can see the following artifacts:

- https://mylearn.oracle.com/ou/course/oracle-utilities-application-framework-groovy-scripting/59067/
- https://mylearn.oracle.com/ou/course/implementing-oracle-utilities-enterprise-saas-solutions/65194/
- https://blogs.oracle.com/utilities/tranisitioning-to-the-cloud-mindset-v2

In addition, you can see the following artifacts on My Oracle Support:

- *Technical Best Practices For Oracle Utilities Application Framework Based Products (Document ID: 560367.1)*
- *Software Configuration Management For Oracle Utilities Application Framework (Document ID: 560401.1)*
- *Migrating From On Premise To Oracle Platform As A Service (Document ID: 2132081.1)*
- *Oracle Utilities Application Framework Integration Guideline (Document ID: 789060.1)*

1.2.32 Does Content Migration Assistant (CMA) allow for configuration deletes if incorrect configuration was introduced?

No, deletes or parent records are not supported via Content Migration Assistant.

1.2.33 What is my Server and Database time zone?

As part of your cloud account creation, you select the Home Region which is nearest to either your company, or the majority of your customers (if they are not the same). Once your cloud services are provisioned in that region, your region's time zone is the time zone used for infrastructure services including your application server and database server. Application debug logs capture your computer's local time zone and shows the data in your time zone as follows:

2022-08-20 15:55:07.514-*0700* [6350] DEBUG

com.splwg.base.support.context.ThreadlocalStorage

In the above example, the timezone is PT which is UT-0700 (italicized).

1.2.34 Are there User Logs available and how can I access them?

User logs are maintained on different levels, as shown in the below table:

Log Type	Retention Period	How to access
OCI Log	365 days (default)	Users can view and download via OCI Console.
OCI IAM Audit Reports	90 days	Users can view and download via OCI Console.
Application Business Logs	14 days or 4GB data/partition	Users can view and download either via online debug mode or batch run tree.
Application Access Logs	30 days	Users must submit a service request to get the logs.

1.2.35 What are the basic requirements to maintain the customer-specific endpoints which were added in the outbound allowlist following a customer request?

Once the requested DNS entry is added to the outbound allowlist, it is the customer's responsibility to proactively maintain the following requirements:

- TLS/SSL Certificate should be issued by valid SSL Authority
- Certificate's name(s) must match the server/endpoint name
- Installation of TLS/SSL Certificate should include complete authentication chain
- Expiry/Validation of TLS/SSL Certificate of the endpoint
- Support minimum of TLS 1.2

2. Product-Specific Asked Questions

This section lists some of the frequently asked questions that are specific to cloud services.

2.1 How is sizing done for Oracle Revenue Management and Billing Cloud Service?

Basic sizing is driven by the pricing metric for Oracle Revenue Management and Billing Cloud Service, which is the number of billable services (i.e., contracts). Note also that additional database storage can be purchased if needed. This is in part driven by customer decisions on (for example) usage retention.

2.2 How can customers run ORMB Cloud Service Batch? Can they troubleshoot issues?

Note that the logs from the Batch Run Tree (stdout and stderr) are available to download and review, as well as batch job debug/trace. In some cases, customers may need to log tickets for further assistance from Oracle Cloud Operations.

For more information about running and troubleshooting batch processing, see the **Running and Troubleshooting Batch Processing** section in the *Oracle Revenue Management and Billing Cloud Service, Premium Edition Live Operations Guide*.

