**Oracle Process Integration Pack for Oracle Utilities Field Work**

Release Notes

Release 12.2

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ORACLE®

Oracle Process Integration Pack for Oracle Utilities Field Work, Release 12.2 Release Notes

# Contents

# Preface

Welcome to the Oracle Process Integration Pack for Oracle Utilities Field Work Release Notes for release 12.2.

The preface includes the following:

- Audience
- Documentation and Resources
- Updates to Documentation
- Documentation Accessibility
- Conventions
- Abbreviations

# Audience

This document is intended for anyone implementing the Oracle Process Integration Pack for Oracle Utilities Field Work.

# Documentation and Resources

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

### Product Documentation

| Resource | Location |
|---|---|
| Oracle Process Integration Pack for Oracle Utilities Field Work documentation | https://docs.oracle.com/en/industries/energy-water/integrations-index.html |
| Oracle Utilities Operational Device Management documentation | https://docs.oracle.com/en/industries/energy-water/operational-device-management/index.html |
| Oracle Utilities Meter Data Management documentation | https://docs.oracle.com/en/industries/energy-water/meter-data-management/index.html |

### Additional Documentation

| Resource | Location |
|---|---|
| SOA Suite 12c documentation | Refer to the SOA documentation. |
| Oracle Support | Visit My Oracle Support regularly to stay informed about updates and patches.<br><br>Access the support site for the edge application Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1). |
| Oracle Technology Network (OTN) for latest versions of documents | http://www.oracle.com/technetwork/index.html |
| Oracle University for training opportunities | http://education.oracle.com/ |
| Web Services Security | For more information about Web services security using Oracle Fusion Middleware 12c, refer to https://docs.oracle.com/middleware/12211/cross/webservicestasks.htm. |
| Oracle Fusion Middleware 12c documentation | Refer to the Oracle applications documentation page. |

| Resource | Location |
|---|---|
| For additional information on the type of database to use, see the "Standards Support, Supported Configurations and WebLogic Server Compatibility, Database Interoperability" section in **Oracle Fusion Middleware What's New In Oracle WebLogic Server**. | http://docs.oracle.com/middleware/1221/wls/NOTES/toc.htm |
| Instructions to install this integration on non-Windows/Linux platforms. | Visit My Oracle Support regularly to stay informed about updates and patches.<br><br>Access the support site for the 1349320.1 Doc ID. |

# Updates to Documentation

The complete Oracle Process Integration Pack for Oracle Utilities Field Work documentation set is available from Oracle Help Center at https://docs.oracle.com/en/industries/energy-water/index.html.

Visit My Oracle Support for additional and updated information about the product.

# 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. |
| *italic* | 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. |

# Abbreviations

The following terms and acronyms are used in documentation related to this media pack.

## Applications

| Abbreviation | Expanded Form |
|---|---|
| CC&B/CCB | Oracle Utilities Customer Care and Billing |
| MWM | Oracle Utilities Mobile Workforce Management |
| WAM | Oracle Utilities Work and Asset Management |
| ODM | Oracle Utilities Operational Device Management |

## Terms for Orders by Edge Application

Orders are referred to in different terms in each of the applications involved in this integrated product. In each of these systems, an order translates to:

| Abbreviation | Order Name | Application |
|---|---|---|
| FA | Field Activity | CC&B and WAM/ODM v2.1.x |
| SR | Service Request | WAM v1.9.1.x |
| A | Activity | MWM |

## General Terms

| Abbreviation | Expanded Form |
|---|---|
| ABCS | Application Business Connector Services |
| AOL | Application Object Library |
| CM | Customer Modification |
| CSR | Customer Service Representative |
| DB | Database |
| DVM | Domain Value Map |
| EBM | Enterprise Business Messages - Packets of data which the Mediator accepts from requesters and routes to providers. They carry the pieces of data needed for the requests to be understood and serviced. |
| EBO | Enterprise Business Object |
| EBSL | Enterprise Business Service Library |
| Edge Application | The applications that are involved in the integration - CC&B, MWM, and WAM/ODM |
| EM | Enterprise Manager |

| Abbreviation | Expanded Form |
|---|---|
| EOL | Enterprise Object Library |
| ESL | Extension Service Library |
| FP | Foundation Pack |
| IWS | Inbound Web Service |
| JMS | Java Message Service - The JMS producers are responsible for posting the message to the Consumer JMS Queue for the corresponding target application. |
| MDS | Metadata Store |
| NDS | Notification Download Staging |
| Participating Application | One of the three applications involved this integration - CC&B, MWM, or WAM/ODM |
| PIP | Process Integration Pack |
| SA | CC&B Service Agreement |
| SCE | SOA Core Extensions |
| SOA | Service-Oriented Architecture - Software modules that are provided as services can be integrated or used by several applications using SOA, even if their respective architectures are substantially different. Rather than defining an API, SOA defines the interface in terms of protocols and functionality. |
| SOAP | Simple Object Access Protocol. It is a protocol specification for exchanging structured information in the implementation of Web Services in computer networks. |
| SP | CC&B Service Point |
| XAI | XML Application Integration |
| XSD | A schema definition file |
| XSL | Extensible Style Language |

# Data Mapping

Data mapping information for each integration point is provided in Excel spreadsheet format. Please refer to the '.zip' file included in the documentation package.

# Release Notes

This release notes outline the information about new and improved functionality in Process Integration Pack for Oracle Utilities Field Work. Each section includes a brief description of the feature, the steps to enable or start using the feature, and any tips or considerations to consider.

The release notes focuses on the following:

- Introduction
- Integration Processing
- Features Summary
- Known Issues

# Introduction

Process Integration Pack for Oracle Utilities Field Work provides Utilities enterprise integration to connect Oracle Utilities Customer Care and Billing (CC&B), Oracle Utilities Work and Asset Management (WAM)/ Oracle Utilities Operational Device Management (ODM), and Oracle Utilities Mobile Workforce Management (MWM) applications to ensure the seamless automated flow of field work through its entire life cycle.

The integration enables utilities to:

- Manage field work in an efficient, accurate, and timely manner.
- Consolidate the scheduling, dispatching, and completion of work.
- Reduce implementation complexity and cost.

The integration processes supported by this integration product include:

- Installation/Creation of Field Work
- Scheduling and Dispatching
- Status and Scheduling Updates
- Completion of Work

Leveraging Oracle Application Integration Architecture, the solution provides what Utilities need to implement sustainable, Services Oriented Architecture-based integrations. By utilizing best practices and best-in-class Oracle Fusion Middleware, Oracle delivers an adaptable end-to-end solution that improves the field work process.

# Integration Processing

The Process Integration Pack for Oracle Utilities Field Work supports the creation and synchronization of field work records between:

- Oracle Utilities Customer Care and Billing (CCB)
- Oracle Utilities Mobile Workforce Management (MWM)
- Oracle Utilities Work and Asset Management (WAM)/Oracle Utilities Operational Device Management (ODM)

As an order is initiated within one of the applications, it is propagated to one or both of the other two applications depending on the configured routing rules for the type of order. As the order life cycle progresses, the integration can manage:

- Field Activity Creation
- Field Activity Update, Cancel or Completion
- Appointment Scheduling
- Meter and Item Validation
- Billing for Field Work
- Service Point Synchronization from Oracle Utilities Customer Care and Billing to Oracle Utilities Work and Asset Management/Oracle Utilities Operational Device Management

- Attachments with Field Work Completion

- Query of Service Points for Unrelated Pickup activities

- Display of Installed Assets Information in Oracle Utilities Customer Care and Billing Service Point Portal

- Customer Information Updates

- Unbadged Assets

This integration supports two different implementation models in this release:

- Oracle Utilities Customer Care and Billing, Oracle Utilities Mobile Workforce Management and Oracle Utilities Work and Asset Management v1.9.x

- Oracle Utilities Customer Care and Billing, Oracle Utilities Mobile Workforce Management, Oracle Utilities Work and Asset Management/Oracle Utilities Operational Device Management v2.1.x

The integration points are slightly different for each of these implementation solutions.

The following diagram shows the process-driven integration flows included when Oracle Utilities Customer Care and Billing, Oracle Utilities Work and Asset Management v1.9.x, and/or Oracle Utilities Mobile Workforce Management are included in the implemented solution:
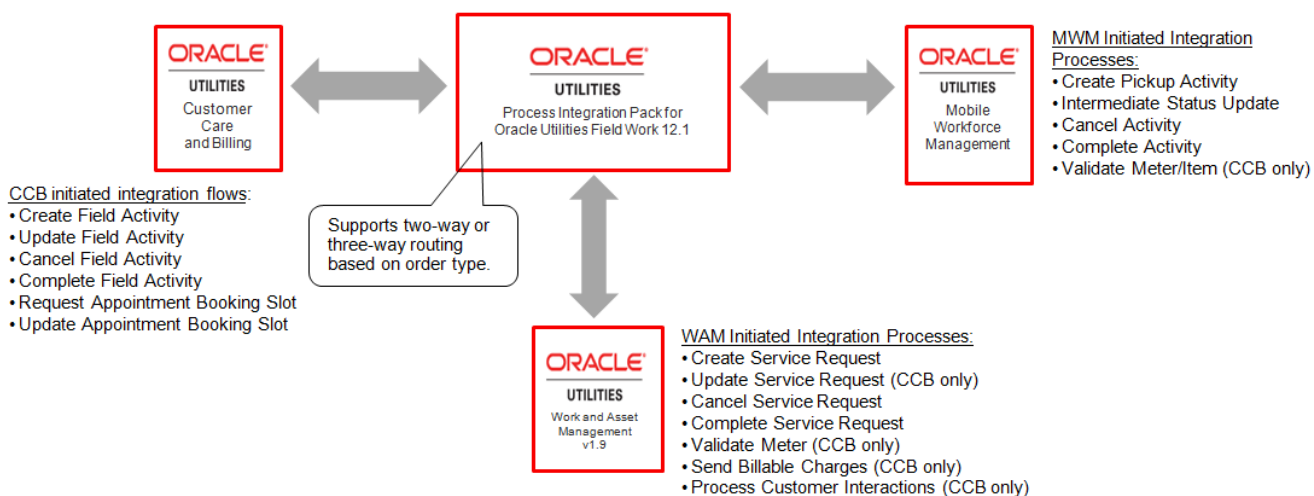
The following figure shows the process-driven integration flows between Oracle Utilities Customer Care and Billing, Oracle Utilities Work and Asset Management/Oracle Utilities Operational Device Management v2.1.x and Oracle Utilities Mobile Workforce Management:
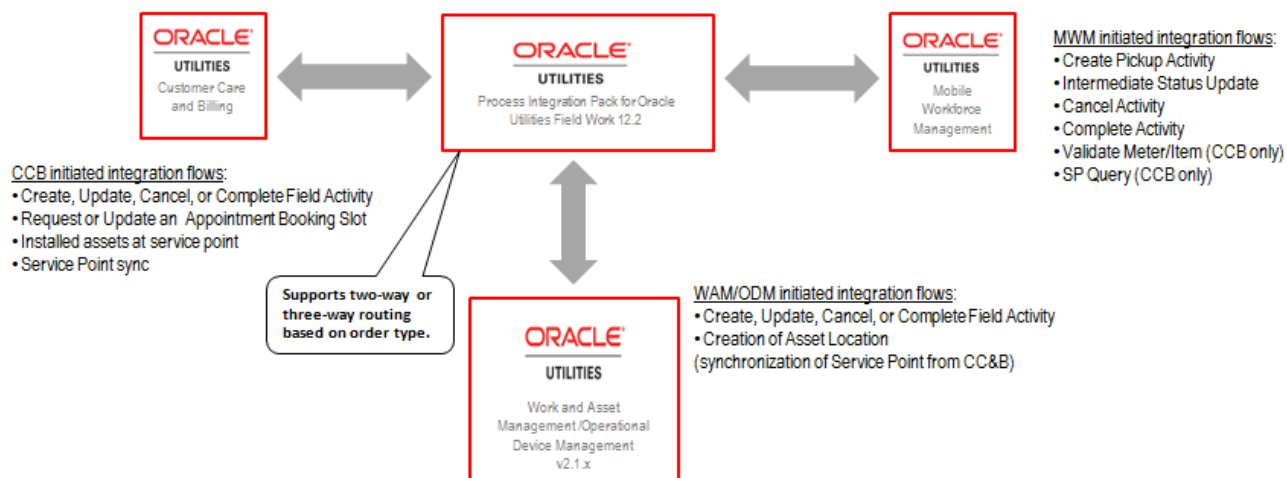


For more details about each supported integration process and business processes, refer to the *Oracle Process Integration Pack for Oracle Utilities Field Work Implementation Guide* included in this release. The documentation is available on the Integrations page on Oracle Help Center.

# Features Summary

The Process Integration Pack for Oracle Utilities Field Work v12.2 is focused on the following key areas:

- Upgrade Technology to Oracle SOA Suite 12c
- Support Next Generation of WAM and ODM
- Certification on the Latest Application Releases

## Upgrade Technology to Oracle SOA Suite 12c

A key new feature of this Process Integration Pack for Oracle Utilities Field Work 12.2 release is a technology upgrade from Oracle SOA Suite 12.1.3 to Oracle SOA Suite 12.2.1.

Oracle SOA Suite is the foundational technology for all Oracle Application Integration Architecture (AIA) products such as the Process Integration Pack for Oracle Utilities Field Work. SOA Suite is a member of the Oracle Fusion Middleware family of products, offering a one-stop solution for building, deploying, and managing Services-Oriented Architectures. Oracle SOA Suite's components are hot-pluggable and can run in a variety of environments, allowing organizations to extend and evolve their existing environments instead of replacing them.

For more detailed information about the entire range of Oracle Fusion Middleware 12c and Oracle SOA Suite 12c functionality, refer to the SOA documentation.

## Support Next Generation of WAM and ODM

This integration release was enhanced to include support for the next generation of Oracle Utilities Work and Asset Management/Oracle Utilities Operational Device Management.

Oracle Utilities Work and Asset Management/Oracle Utilities Operational Device Management v2.1.x provides functionality to handle large volumes of assets and to manage the receipt, installation, inspection, maintenance, tracking and removal of those assets. The system also manages approval processing, tracks purchasing transactions, manages inventory and resources, and tracks costs, accounting and financial transactions.

Oracle Process Integration Pack for Utilities includes synchronization of service point information from Oracle Utilities Customer Care and Billing to Oracle Utilities Work and Asset Management/Oracle Utilities Operational Device Management and initiation of various field activities for assets/items from any of the participating applications and completion using field work systems (MWM or WAM/ODM). This integration pack supports a wide variety of field activities ranging from simple to complex work for both distributed and non-distributed asset types.

## Certification on the Latest Application Releases

To enable your business to leverage the most current application versions and benefit from the latest innovations, Oracle has certified this integration with a minimum of the following application releases:

| Application | Version |
| --- | --- |
| Oracle Utilities Customer Care and Billing | 2.5.0.x, 2.4.0.x, or 2.3.1.x |
| Oracle Utilities Mobile Workforce Management | 2.2.0.x or 2.1.0.x |
| Oracle Utilities Work and Asset Management | 2.1.x or 1.9.1.x |
| Oracle Utilities Operational Device Management | 2.1.x |

There are some functional differences based on the particular versions used for your implementation. Refer to the Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1) for application version information.

# Known Issues

The following issues are known at the time of this integration release. Single fixes for these issues may be released at a later date.

| Bug Number | Descriprion |
| --- | --- |
| 24374724 | TRK: QUERY RELATED TO UPDATION OF METER DETAILS BY MOBILE WORKER |
| 24365117 | TRK: ERT PICKUP ACTIVITY IN THREE WAY IS NOT SUPPORTED |

| Bug Number | Descriprion |
|---|---|
| | If Oracle Utilities Customer Care and Billing (CCB), Oracle Utilities Mobile Workforce Management (MWM), and Oracle Utilities Work and Asset Management (WAM)/Oracle Utilities Operational Device Management (ODM) are installed, MWM-originated activities must have CCB Service Point ID which will be fetched from the Service Point lookup. This lookup is used by MWM users for CCB Service Point ID in case of unrelated pickups. In case of pickup for unbadaged assets that do not exist in CCB, WAM/ODM ID is used on the activity. |