

Oracle Utilities Customer Care and Billing Cloud Service Overview Guide



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1

Introduction

Welcome to the Oracle Utilities Customer Care and Billing Cloud Service Overview Guide. This document provides an overview of Oracle Utilities Customer Care and Billing Cloud Service, including:

- [Customer Care and Billing Cloud Service Overview](#)
- [Implementation Support and Live Operate Services](#)
- [Oracle Utilities Cloud Services Third Party Software and Licenses](#)

2

Customer Care and Billing Cloud Service Overview

This chapter provides an overview of the Oracle Utilities Customer Care and Billing Cloud Service, including:

- [Welcome to Oracle Utilities Customer Care and Billing Cloud Service](#)
- [Oracle Utilities Customer Care and Billing Cloud Service Applications](#)
- [Oracle Utilities Customer Care and Billing Cloud Service Documentation](#)
- [Supported Client Platforms and Browsers](#)
- [Supported Integrations](#)
- [High-Level Roles and Responsibilities](#)
- [Performance Guidelines](#)
- [Operational Readiness Advisory](#)

Welcome to Oracle Utilities Customer Care and Billing Cloud Service

Oracle Utilities Customer Care and Billing Cloud Service is a cloud-based customer information system designed to meet the needs of utilities of all sizes, support one to many utility service types, and handle the complexities associated with a utility's processes.

Oracle Utilities Customer Care and Billing Cloud Service comprises of the following key functional areas:

- **Customer Information:** Create and maintain demographic, geographic, and contract information. Start and stop service. Capture customer interaction.
- **Sales and Marketing:** Create and maintain initiatives, marketing campaigns, and packages that can be offered to customers. Add eligibility criteria, as necessary, in order to target specific customer segments. Create and maintain leads and orders that can market and enroll eligible customers into initiatives and packages.
- **Device Management:** Create and maintain meter and item details including installation and removal information. Generate field work to initiate meter and item tests, and record their subsequent results.
- **Field Work:** Create and maintain field work requests. Dispatch field work to appropriate parties and record their outcome.
- **Meter Reading:** Generate and download meter read routes to meter readers. Upload meter read details and track of consumption trends to highlight anomalies.
- **Billing and Statements:** Create and maintain bills. Recalculate historical bills, as needed. Consolidate financial information from multiple accounts into a single statement.
- **Rates:** Configure and maintain rates that will be used to calculate charges that appear on bills.

- **Payments:** Post and maintain customer payments. Distribute payments based on balance-forward or open-item accounting practices. Manage automatic payments, as appropriate.
- **Credit and Collections:** Monitor customer debt. Create and maintain processes to encourage customers to pay overdue debt. Create and maintain payment arrangements and pay plans. Write-off debt, if necessary.

Oracle Utilities Customer Care and Billing Cloud Service also includes:

- **Oracle Utilities Cloud Service Foundation:** tools used to orchestrate and automate infrastructure related processes, migrate data from legacy applications into the cloud service, and manage batch scheduling and processing using the SaaS Batch Scheduler.
- **Oracle Utilities Analytics Visualization:** a suite of analytics applications that provides access to data for self service exploration, discovery, visualization, and analysis. It includes rich pre-built analytical data models, metrics, and key performance indicators that allow you to derive strategic insights from your data.

AI Features in Oracle Utilities Customer Care and Billing Cloud Service

This section outlines Artificial Intelligence (AI)-based features in Oracle Utilities Customer Care and Billing Cloud Service.

AI-based features in Oracle Utilities applications are not enabled by default. Unless noted otherwise, customers must opt-in to these features.

Table 2-1 Customer Care and Billing Cloud Service AI Features

Feature Name	Description	Type of AI	Enabling/Disabling
Call Summary and Call Tagging	Call Summary and Call Tagging uses Generative Artificial Intelligence and integration with a third-party Computer Telephony Integration (CTI) application to automatically summarize and categorize call transcripts, providing customer service agents a summary of the call. Agents can review and edit the summary and tags before saving them directly to the customer contact.	Generative AI	Call Summary and Call Tagging is not enabled by default. Access to this feature requires the following: 1. Creating an integration with a CTI application. 2. Configuring Characteristic Types and Customer Contact Types with Tags 3. Adding the Service Guide Zone (C1-SVCGUIDE) application service to the appropriate user groups. Refer to Call Summary and Call Tagging Integration in the <i>Administrative User Guide</i> for more information.

Oracle Utilities Customer Care and Billing Cloud Service Applications

Oracle Utilities Customer Care and Billing Cloud Service includes the following applications:

- Oracle Utilities Customer Care and Billing
- Oracle Utilities Cloud Service Foundation
- Oracle Utilities Analytics Visualization
- Oracle Utilities Testing Accelerator
- Oracle Analytics Publisher
- Oracle REST Data Services

Oracle Utilities Customer Care and Billing Cloud Service Documentation

Configuration and use of Oracle Utilities Customer Care and Billing Cloud Service is described in the following documentation:

- Oracle Utilities Customer Care and Billing Cloud Service User Guides, comprising:
 - Oracle Utilities Customer Care and Billing v25.10 Business User Guide
 - Oracle Utilities Customer Care and Billing v25.10 Administrative User Guide
- Oracle Utilities Cloud Services 25.10 documentation, including:
 - Oracle Utilities Cloud Service Foundation Administrative User Guide
 - Oracle Utilities Cloud Services Administration Guide
 - Oracle Utilities Cloud Services Database Changes Guide
 - Oracle Utilities Cloud Services Frequently Asked Questions Guide
 - Oracle Utilities Cloud Services Implementation Guide
 - Oracle Utilities Cloud Services Live Operations Guide
 - Oracle Utilities Cloud Services Security Guide
- Oracle Utilities Cloud Services Activation Guide
- Oracle Utilities Cloud Services Cloud Operations Guide
- Oracle Utilities Cloud Services Cloud Service Console User Guide
- Oracle Utilities Cloud Service Update Policy Guide
- Oracle Utilities Testing Accelerator documentation
- Oracle Utilities Analytics Visualization User Guide

Supported Client Platforms and Browsers

Users access Oracle Utilities cloud services via a supported web browser.

Oracle Utilities cloud services support the following operating system & web browser combinations:

Operating System	Web Browser
Windows 10	Mozilla Firefox ESR 128+ Mozilla Firefox 136+ Google Chrome for Enterprise 134+ Microsoft Edge (Chromium-based) 134+ (see the Microsoft Edge Release Schedule for more information)
Windows 11	Mozilla Firefox ESR 128+ Mozilla Firefox 136+ Google Chrome for Enterprise 134+ Microsoft Edge (Chromium-based) 134+ (see the Microsoft Edge Release Schedule for more information)
iPad2 iOS 10.x (Work and Asset Cloud Service ONLY)	Apple Safari 17 (selected flows and portals only)

The recommended monitor resolution is 1920 X 1080 or higher with the browser zoom level set at 100%. The application can be used with lower resolution monitors and/or at a greater than 100% browser zoom level, but users may need to use horizontal scrolling on some pages.

Supported Integrations

Oracle Utilities Customer Care and Billing Cloud Service supports integration with a number of other products. See the following section for details:

- [Application Integrations](#)
- [Using Oracle Utilities Testing Accelerator with Oracle Utilities Cloud Services](#)

Application Integrations

The table below lists Oracle products and applications that can be integrated with Oracle Utilities Customer Care and Billing Cloud Service, and provides the product name and version, cloud service version(s), and the integration platform that enables the integration.

Oracle Product	Cloud Service Version(s)	Integration Platform
Oracle ERP Financial Cloud for General Ledger and Accounts Payable	CCBCS 25.10	Oracle Integration Cloud
Oracle E-Business Suite	CCBCS 25.10	Oracle Integration Cloud
Oracle Field Service Cloud	CCBCS 25.10	Oracle Integration Cloud
Oracle Utilities Notifications Hub (Responsys)	CCBCS 25.10	Oracle Integration Cloud
Oracle Utilities Meter Data Management v2.4.0.x, v2.5.0.x*	CCBCS 25.10	Oracle SOA Suite v12.2.1.3 or higher**
Oracle Utilities Service Order Management v2.4.0.x, v2.5.0.x*	CCBCS 25.10	Oracle SOA Suite v12.2.1.3 or higher**
Oracle Utilities Network Management System v2.5.0.x*	CCBCS 25.10	Oracle SOA Suite v12.2.1.3 or higher**

* Future releases of Oracle Utilities Customer Care and Billing Cloud Service will support integration with this version of this Oracle Utilities product through the end of Premier Support.

** The above integrations require separate licenses.

Using Oracle Utilities Testing Accelerator with Oracle Utilities Cloud Services

Oracle Utilities Testing Accelerator (OUTA) is a testing framework based on Java and Selenium used for automated testing of Oracle Utilities applications and cloud services. It allows for developing, managing and executing web service and user interface based automated tests, using meta-data based approach, without any programming language. Oracle Utilities Testing Accelerator has a user friendly graphical web interface that enables people without much programming knowledge to develop automated test flows.

Along with the automation framework, Oracle Utilities Testing Accelerator includes an accelerator that supports automated testing of Oracle Utilities cloud services, such as Oracle Utilities Customer Cloud Service and Oracle Utilities Work and Asset Cloud Service. The accelerator contains several hundred re-usable components that are the modular building blocks of an automated test flow. The Oracle Utilities Testing Accelerator user interface allows for these components to be laced together to form an automated test flow. The test data can then be coupled to the automated test flow and executed using the browser-based execution engine within the Oracle Utilities Testing Accelerator web application.

The browser-based test execution engine should be used for the execution of web service based test automation flows. In addition to the web interface, Oracle Utilities Testing Accelerator includes an eclipse IDE plugin that supports the execution of tests from local desktops or laptops. This mode should be used for executing user interface based tests that are developed using the Oracle Utilities Testing Accelerator web application. The script generation engine in the Oracle Utilities Testing Accelerator web interface auto generates the scripts for user interface based tests, which can then be executed via the Eclipse IDE (with the Oracle Utilities Testing Accelerator plugin).

The following features of Oracle Utilities Testing Accelerator have been enhanced so that they work with Oracle Utilities cloud services:

1. For executing the web service based test automation flows, the Flow Configuration that contains the web service URL along with additional properties such as smtp server, etc is pre-defined to work with Oracle Utilities cloud services. Users need not create a new Flow Configuration. **See the Executing Test Flows and Executing Test Flows Using a Browser** sections in the *Oracle Utilities Testing Accelerator User Guide* for more information.
2. For generating components using the component generator tool, the complete WSDL URL need not be specified in the field, only the web service end point name needs to be provided. **See the Development Accelerator Tools and Component Generation Tool** sections in the *Oracle Utilities Testing Accelerator User Guide* for more information.
3. For fetching test data from the Oracle Utilities cloud services, the WSDL URL need not be specified, only the web service end point name should be specified. See the **Fetching Test Data From an Utilities Application** section in the *Oracle Utilities Testing Accelerator User Guide* for more information.
4. Oracle Utilities Testing Accelerator is integrated with Oracle Cloud Infrastructure Identity and Access Management (IAM) with Identity Domains when using it with cloud services. The management of users in Oracle Utilities Testing Accelerator web application should be done through IAM. See **Identity and Access Management with Identity Domains** in the

Oracle Utilities Cloud Services Administration Guide for more information about creating and managing users.

High-Level Roles and Responsibilities

This section outlines high-level roles and responsibilities involved in the deployment, configuration, and maintenance of Oracle Utilities cloud services, and the party responsible for each. The **Owner** column in the tables below indicates the party responsible for each role and responsibility.

Hardware, Storage, Technology, and Application Software

Role and Responsibility	Owner
Provide, deploy and monitor hardware and storage	Oracle
Provide, deploy, run and monitor all required technology (such as containers, operating systems, databases, clustering, monitoring, tracing)	Oracle
Provide, deploy, run and monitor all Oracle Utilities base application software	Oracle
Plan, prepare, and perform configurations for uninterrupted operations, in case of a Disaster Recovery (DR) event	Customer

Security

Role and Responsibility	Owner
Monitor cloud service infrastructure security	Oracle
Administer Oracle network security	Oracle
Administer customer network security (for example Cloud Guard, enable Multi-factor Authentication, review users, logs, and so on), including integrating with the Oracle networks	Customer
Configure & maintain cloud service users and access	Customer
Integrate with Oracle networks	Customer
Pro-actively monitor and maintain unexpired, secured, and valid TLS / SSL Certificates on customer-specific DNS entries requested for outbound traffic from the Oracle Cloud Infrastructure (OCI) network.	Customer
Perform security monitoring via Access Logs	Customer

Database

Role and Responsibility	Owner
Database administration services (monitoring, administration, etc)	Oracle
Backup and Restore	Oracle
Backup retention	Oracle
Data replication for Disaster Recovery (where applicable)	Oracle
Disaster Recovery database fail-over	Oracle

Role and Responsibility	Owner
Refresh of a target environment from an existing environment, such as from PROD to TEST (upon customer request and within prescribed limits)	Customer and Oracle
Information Lifecycle Management, including activities such as running compression and dropping old partitions to maintain storage usage within subscribed limits	Customer
Information Lifecycle Management - Add future month partitions (ONLY)	Oracle
Provide a daily off-peak time window during which Oracle can perform required database maintenance activities, and during which the customer will minimize the usage of the cloud service so as to avoid any performance-related issues during the defined time window.	Customer
Extract, analyze, and provide (as requested) Performance Hub reports from environments.	Customer

Implementation, Configuration, and Extensions

Role and Responsibility	Owner
Plan and execute implementation project	Customer
Perform configuration of enterprise software features and functions	Customer
Execute functional, system, load and performance testing of configuration and extensions	Customer
Ensure operational readiness	Customer

Patching and Upgrading

Role and Responsibility	Owner
Patch and upgrade underlying infrastructure software	Oracle
Patch and upgrade Oracle Utilities base application software	Oracle
Decide the cloud service upgrade schedule (within prescribed limits)	Customer
Trigger environment upgrades (Development, Test and Production)	Customer
Perform regression testing of configuration and extensions after patching / upgrades	Customer
Make changes as needed in custom configuration and extensions after patching / upgrades	Customer

Batch Processing

Role and Responsibility	Owner
Monitor underlying batch infrastructure	Oracle
Provide infrastructure logs for batch incidents	Oracle
Resolve infrastructure batch issues	Oracle

Role and Responsibility	Owner
Determine batch schedule	Customer
Monitor batch stream/job completion	Customer
Perform first level investigation of batch issues	Customer
Provide customer logs of batch incidents	Customer
Resolve functional batch issues and stream/job restart	Customer
Resolve data issues	Customer

Cloud Service Delivery and Performance

Role and Responsibility	Owner
Provide scalable and elastic cloud services	Oracle
Provide core services and tools, including:	Oracle
• Embedded infrastructure and platform services • An extensible application framework • Highly configurable product features and functions • Content Migration Assistant • Data Migration Tools • Generalized/Specialized Data Extract	
Ensure quality of maintenance packs and updates	Oracle
Resolve performance issues related to core services and tools	Oracle
Configure features, and implement extensions	Customer
Perform functional and performance testing of configuration and extensions	Customer
Perform analysis of performance issues, including the use of Performance Hub reports	Customer
Resolve performance issues related to configuration, extensions, and data using business, batch and access logs, as well as Performance Hub reports	Customer
Subscribe to any additional resources required	Customer

Support

Role and Responsibility	Owner
Triage, analyze, and resolve issues with the cloud service	Oracle
Triage, analyze, and resolve issues with configuration and extensions	Customer
Review and analyze browser HAR (HTTP Archive) files in case of any online performance issues	Customer
Raise Service Requests via My Oracle Support and provide all requested information	Customer

Data Migration

Role and Responsibility	Owner
Provide data migration tools (SQL Loader, validation batch controls and so on)	Oracle
Provide guidelines on data migration via online documentation	Oracle
Triage, analyze, and resolve issues with the data migration tools via My Oracle Support	Oracle
Define, review and execute data migration strategy in-line with the provided data migration tools	Customer
Review and follow documentation on data migration	Customer
Validate the Cloud Subscription Metrics with data migration scope metrics	Customer
Configuration and development work required for data migration	Customer
Data cleansing	Customer
Plan and execute data migration mock runs (Oracle suggests a minimum of three) to confirm successful testing results and ensure a clean data migration process.	Customer
Triage, analyze, and resolve data migration issues	Customer
Plan, review and execute cut-over activities	Customer
Create and execute plug-in driven batch programs to correct data errors during critical project milestones and after go-live, if needed	Customer

Integration

Role and Responsibility	Owner
Provide productized integrations (where explicitly agreed).	Oracle

Note

Productized integrations require customer-specific configuration and (optionally) extension.

Integrate Oracle Utilities cloud services with all other services or applications	Customer
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GoldenGate Replication for Enterprise SaaS

Role and Responsibility	Owner
Deploy source components into the customer designated source environment	Oracle

Role and Responsibility	Owner
Support the source components of the replication extract services as part of Enterprise SaaS	Oracle
Subscribe to all required SaaS and technology prerequisites	Customer
Deploy, configure and operate target components	Customer
Ensure technical specialists are available on the project during initial implementation and ongoing live operate	Customer
Performance test and size the target components	Customer
Support the target components	Customer
Maintain the target data, indexes, etc.	Customer

Performance Guidelines

This section provides a number of performance-related guidelines and recommendations to take into account when implementing Oracle Utilities Customer Care and Billing Cloud Service. This includes guidelines related to the following:

- [Benchmarking, Scalability, Elasticity and Performance](#)
- [User Interfaces](#)
- [General Topics](#)

Benchmarking, Scalability, Elasticity and Performance

Oracle Utilities cloud services such as Billing Cloud Service, Customer Care and Billing Cloud Service, Customer Cloud Service (with Advanced Meter Solution) and Meter Solution Cloud Service are important components of a utility's solution set, and are:

- **Mission critical** in terms of revenue generation
- **Highly configurable** as many aspects of the solution are designed to be configured to meet market specific requirements
- **Compute intensive**, as many validation and calculation rules need to be applied during daily processing
- **Time sensitive**, as processing must be completed daily, on schedule and within a predefined (and strict) batch window

These cloud services have been designed and built from the ground up with all of these concepts in mind, but successfully implementing and operating them depends on a *shared responsibility model* with respect to Benchmarking, Scalability and Performance.

Who is Responsible for Scalability, Elasticity and Performance?

This is a shared responsibility between Oracle and the customer/implementer. Oracle is responsible for the following in terms of the *base cloud service*:

- Scalability
- Elasticity
- Benchmarking
- Configurability

- Extensibility
- Performance of base product functionality, including:
 - Embedded infrastructure and platform services
 - Application framework
 - Base product features and functions
 - Content Migration Assistant
 - Data Migration Tools
 - Generalized/Specialized Data Extract

To verify the above, Oracle performs regular scalability benchmarking to confirm general solution scalability and elasticity, including:

- Vertical (scaling up), such as effectively utilizing more power (CPU, RAM, etc)
- Horizontal (scaling out), such as effectively utilizing more machines/servers

This scalability benchmarking is run on reference configurations and on very high data volumes, for example:

- 10M Billable Service Customers (CCS)
- 20M+ Utilities Device Data Channels for (MSCS)

The customer/implementer is responsible for the following in terms of the *specific implementation*:

- Performance optimization of customer configuration & extension logic
- Correction of customer data issues
- Functional testing
- Performance testing (initial and regression)
- Analysis of performance related issues

Customers/implementers should plan to run performance testing to verify that their final configuration and implementation-specific workload meets expectations and preserves general solution scalability and elasticity.

Performance testing is:

- Executed by the customer/implementer
- Uses customer specific (final) configuration
- Run on final expected customer data migration volumes and so requires data migration to be complete, configuration to be finalized / functionally tested, and the solution running in a production sized environment (a full sized Test environment is provided for this purpose)

User Interfaces

- **Zones:** For better performance, user interface zones should be initially collapsed when not required for 90% or more of business processes. The initial state of zones (collapsed or not) can be controlled via the **Portal Preferences** tab on the **User** portal.
- **Number of Records:** The number of records returned to the user interface for a zone should be limited to 50 rows when building custom zones against large transactional tables.

- **Screen Troubleshooting:** To troubleshoot a screen in the user interface, click **Preferences** in the top right corner of the application and choose the **Portal Preferences** tab. Choose the appropriate portal and set all zones to "Initially Collapsed". Navigate back to the screen that has performance issues, expand the zones one by one, and measure the execution time of each zone. This should be an accurate step-by-step representation of the full screen execution.
- **Performance Optimization:** For optimal user interface performance, laptop users should ensure their computer is in high performance mode.

General Topics

- **Solution Updates:** Oracle should be consulted before significant solution changes are made. For example, configuration and solution extensions, adding a large number of customers, network changes, new integrations, etc.

Operational Readiness Advisory

This section outlines suggested validations as part of operational readiness testing:

- Confirm batch stability, day over day execution according to your production schedule, and that performance is within acceptable production window
- Leverage production converted data, along with actual production files for critical batch inputs, including usage/reads, payments and other billing input files when testing batch execution
- Confirm stable batch execution for a full month of bill cycles, plus the first three (3) cycles of the subsequent month to ensure consistency in batch execution across all bill cycles
- Execute bill comparison of bills generated in this Cloud Service to your legacy customer information system ("CIS") bills, with majority of differences explained and determined acceptable for multiple consecutive cycles.
- Review and confirm that key output files, minimally bill print and letters, are acceptable
- Review daily To Do entry volumes and confirm them to be acceptable based on available staffing
- Update database partitioning prior to go live. See **Go-Live Checklist** in the **Information Lifecycle Management** chapter of the *Oracle Utilities Cloud Services Implementation Guide*.

3

Implementation Support and Live Operate Services

This chapter describes implementation support and live operate services for Oracle Utilities Customer Care and Billing Cloud Service:

- [Implementation Support Services](#)
- [Live Operate Services](#)

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Oracle Utilities cloud services. If Implementation Support Services are included in your Oracle Utilities cloud service(s), it will be stated in the relevant services descriptions.

The scope of the Implementation Support Services provided by Oracle is limited and currently includes (but it not limited to) the following:

Oracle will work to:

- Provide pre-configured templates (where available). These templates may be limited in scope (and may not completely align with the scope of the implementation project) and may only be available in the English language.
- Provide Utility Reference Model and other documentation describing the business processes that are the basis for the template configuration.
- To the extent necessary and under exceptional circumstances, execute scripts (authored by the customer) to resolve data issues.
 - Scripts submitted for execution to correct data issues will be subject to review for compliance with Oracle's Software Security Assurance standards. Scripts that do not comply will be returned for correction; resubmission will require a further compliance review with approval before execution will be scheduled.
 - There is a limit of four (4) script reviews in any calendar month. Review requests beyond this entitlement may be subject to additional fees.

Customers/Implementers retain complete responsibility for all other aspects of implementing the cloud service, including (but not limited to):

- Overall setup project management, including responsibility for management of the scope, the project plan/schedule and budget.
- End-user training activities and organizational change management.
- Leading and managing the user system review.
- Designing and testing all configurations and extensions to ensure they do not adversely affect performance.
- Identifying, designing, documenting and implementing any business process changes and system operation processes.

- Coordinating with external vendors or service providers to manage dependencies that could impact the overall project scope and schedule.
- Designating a project manager who shall be responsible for coordinating all customer/implementation related activities and responsibilities with respect to provisioning these Oracle Cloud Services.
- Business process change activities including end-user communication (e.g., status updates, newsletters, forums, etc.).
- Planning and executing all testing activities.
- All cut-over and roll-out activities.
- Business intelligence or data warehouse implementation/integration (if required).
- Procuring, setting up or otherwise provisioning any additional hardware, software or services as required.
- Providing any network hardware and/or software that may be required to connect to the Oracle Utilities cloud service(s).
- All data conversion/migration/cleansing activities such as:
 - Extracting, transforming and loading data into migration staging tables
 - Using cloud service data conversion tools (where available) to load data into the production environment
 - Creating or updating any required validation scripts
 - Any/all data cleansing activities that may be required (NB: these must be done in the source application(s) and not directly in the cloud service environment(s))
- Providing all in-scope data conversions and interfaces in formats supported by the relevant Oracle Utilities cloud service(s).
- The following interface/integration related activities:
 - Building and testing of any interfaces to or from the Oracle Utilities cloud service(s) (unless stated otherwise)
 - Any ongoing synchronization and interface monitoring activities between customer owned Customer Information System(s) (CIS) and Oracle Utilities cloud service(s)
 - Complete end to end integration flows using template interfaces
 - Any configuration of interfaces external to the Oracle Utilities cloud service(s) that are required to match the published specification for interfacing with the Oracle Utilities cloud service(s)

The provision of these Implementation Support Services is contingent on the following:

- Any integration middleware used to implement any integration will not be hosted within any Oracle Utilities cloud service(s).
- Turnaround time will be no longer than two (2) working days unless otherwise agreed. Turnaround time refers to time taken by the customer/implementation team to respond to and confirm design elements and decision points during the performance of the Implementation Support Services.

Live Operate Services

Live Operate services are services that Oracle provides to assist you with the ongoing operation of supported Oracle Utilities cloud services, once live and in production. If Live

Operate Services are included in your Oracle Utilities cloud service(s), it will be stated in the relevant services descriptions.

The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will work to:

- Provide you with access to a Customer Success Manager ("CSM") who will deliver customer success services. To learn more about what you can expect from a CSM, please visit <https://www.oracle.com/customer-hub/utilities/working-with-customer-success/>.
- Provide access to information about incidents and changes made to any of your Oracle Utilities cloud service environment(s).
- Upon request, create and deliver a Quarterly Status Report summarizing the activities undertaken over the past quarter and those scheduled as major future events.
- Upon request, offer quarterly meetings with customer/implementation oversight team to present, review and discuss the Quarterly Status Report.
- Monitor infrastructure and application availability and resolve any incident that is within Oracle's scope or responsibility.
- Provide primary Help Desk Services from 08:00 to 17:00 your local time on Oracle working days.
- Respond to severity 1 incidents 24 hours per day, 365 days per year.
- Provide incident management and problem management services for events related to Oracle Utilities Cloud Services, including:
 - Analyzing issues and resolving any incidents that are within Oracle's scope or responsibility
 - Escalating any issues not within Oracle's scope or responsibility to you for resolution
 - Provide infrastructure logs to assist in the diagnosis and remediation of incidents within your scope or responsibility. NB: these logs may be scrubbed for security purposes and other sensitive data.

Customers remain completely responsible for all other aspects of using or otherwise operating the cloud service. Examples of customer obligations in this regard would be to:

- Assign a manager to act as the primary conduit for all issues relating to the delivery of these services.
- Provide Oracle with the dates for key business and technology events (i.e. testing calendar, refresh schedule etc.) at least thirty (30) days prior to the event.
- Assign appropriate resources to support your activities.
- Support scheduling of meetings as required.
- Participate in all scheduled meetings.
- Manage all activities, including:
 - Prioritizing work activities
 - Providing coordination across any teams and/or interested parties external to Oracle.
 - Escalation of issues to the Oracle CSM in a timely manner.
 - Providing any information required to progress service requests. Oracle is not responsible for meeting any agreed (or stated) targets or objectives if required or requested information is not forthcoming in a timely manner.

- Assigning appropriate resources to conduct all required acceptance testing for all software packages delivered.
- Accepting all software packages prior to promotion to the Production environment.
- Maintaining a contact list for all persons performing governance functions.
- Participating in Oracle's internal quality assurance processes on a mutually agreed schedule.
- Manage the Oracle Utilities cloud services, including:
 - Defining and (as necessary) modifying batch schedules to meet business needs.
 - Monitoring batch and interface processes to confirm and verify completion.
 - Defining, implementing, testing and deploying any changes to the configuration and extensions required to:
 - * Resolve incidents or problems within the customers scope or responsibility
 - * Meet evolving business needs
 - * Conform with upgrades, patches or any other Oracle Utilities cloud service requirements or prerequisites.
- Notify Oracle of any incidents detected.
- Action each SR in accordance with the relevant Oracle Cloud Hosting and Delivery Policies.
- Establish the method of communication between the incident management team and the Oracle team for each incident.
- Redirect any SRs to the correct (non- Oracle) support team if the SR is not within the scope of the Oracle Utilities cloud service(s).
- Assist the Oracle team with SR analysis of data originating outside the applications.
- Correct business data as reasonably requested by Oracle to achieve closure of an identified problem.
- Monitor customer network and network connections to ensure sufficient bandwidth and performance.
- Conduct all functional, regression, performance, system integration, acceptance and/or user acceptance testing as appropriate, and accept and approve all software changes, prior to the production roll out of any change, in accordance with any agreed-on release management process, for any change resulting from:
 - An incident remedy or fix, or
 - Any service pack update or upgrade.
- Provide suitably qualified support personnel who are able to extract, interpret, analyze and respond to information provided in the Performance Hub reports.
- Provide authorizations and/or validations for data correction and/or adjustments to the supported environments.
- Apply configuration changes that are within the customer's or implementation's scope as recommended by Oracle to prevent recurring incidents.
- At Oracle's request, provide approval through the environment change management process for the installation of fixes to prevent recurring incidents.
- Initiate documented escalation processes when the urgency of the incident has increased due to business requirements.

- Provide incident support where the remediation is within Oracle's scope or responsibility, specifically:
 - Provide Oracle with access to the user who reported the problem.
 - Provide all information as reasonably requested by Oracle and participate in diagnostics, including, but not limited to, business/access logs and Performance Hub reports.
 - Provide a test case and access to an environment where the SR incident is reproducible.
- Provide Oracle, as necessary, with access to any other support teams.
- Acknowledge that the supplied break-fix resolves the incident or problem and accept the SR closure.
- Provide internal approvals to Oracle before the migration of any change recommended by Oracle into a production environment.
- When an incident or problem is determined by Oracle to be unrelated to an Oracle Utilities cloud service or to be caused by data problems arising from data conversion or some other error, a separate, paid contract may be required to cover Oracle's time spent investigating and, if relevant, correcting the problem at Oracle's prevailing time and materials rates, and to reimburse Oracle for all reasonable out of pocket expenses.

4

Oracle Utilities Cloud Services Third Party Software and Licenses

This chapter provides information regarding third-party software used in Oracle Utilities cloud services, including:

- [Third Party Software Notices](#)
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