

# **Oracle Utilities Customer Cloud Service**

Overview Guide

Release 23C

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Oracle Utilities Customer Cloud Service Release 23C Overview Guide

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# Chapter 1

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## Customer Cloud Service Overview Guide

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

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

# Chapter 2

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## Customer Cloud Service Overview

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

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

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# Welcome to Oracle Utilities Customer Cloud Service

Oracle Utilities Customer Cloud Service is a customer care, service order, metering and billing solution. The solution is designed to cater for utilities of all sizes, supports one to many utility service types, and handles the complexities associated with a utility's processes.

Oracle Utilities Customer Cloud Service includes:

- Customer information and customer lifecycle processing including:
  - Sales and marketing management
  - Customer information management for various types of customers, starting & stopping service, and supporting inbound and outbound customer care interactions.
  - Financial management including rating, billing, payment, and collections activities.
- Meter data management functionality, including:
  - Device and measurement data management including validating, editing, and estimating incoming data
  - Usage management for calculating billable usage or billing determinants
- Service order management for orchestrating service order activities
- Operational device management functionality, including:
  - Asset management, including location management and tracking of individual devices throughout their lifecycle, capturing device configurations and settings, and managing configuration between devices and components
- Oracle Utilities Cloud Service Foundation: tools used to orchestrate and automate infrastructure related processes and migrate data from legacy applications into the cloud service.
- 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.

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# Oracle Utilities Customer Cloud Service Applications

Oracle Utilities Customer Cloud Service includes the following applications:

- Oracle Utilities Customer to Meter
- Oracle Utilities Cloud Service Foundation
- Oracle Utilities Analytics Visualization
- Oracle Utilities Testing Accelerator
- Oracle Analytics Publisher
- Oracle REST Data Services



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# Oracle Utilities Customer Cloud Service Documentation

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

- Oracle Utilities Customer Cloud Service User Guides, comprising:
  - Oracle Utilities Customer to Meter v2.9.0.1.3 Business User Guide
  - Oracle Utilities Customer to Meter v2.9.0.1.3 Administrative User Guide
- Oracle Utilities Cloud Services 23C 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 Service Update Policy Guide
- Oracle Utilities Testing Accelerator documentation
- Oracle Utilities Analytics Visualization User Guide

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## Supported Client Platforms and Browsers

Users access Oracle Utilities Customer Cloud Service via a supported web browser.

Oracle Utilities Customer Cloud Service supports the following operating system & web browser combinations:

Operating System	Web Browser
Windows 10	Firefox ESR 102+ Google Chrome for Enterprise 106+ Microsoft Edge (Chromium-based) 106+ (see the <a href="#">Microsoft Edge Release Schedule</a> for more information)

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.

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## Supported Integrations

Oracle Utilities Customer 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 Customer Cloud Service](#)

### Application Integrations

The table below lists Oracle products and applications that can be integrated with Oracle Utilities Customer 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	CCS 23C	Oracle Integration Cloud
Oracle Field Service	CCS 23C	Oracle Integration Cloud
Oracle Utilities Notifications Hub (Responsys)	CCS 23C	Oracle Integration Cloud
Oracle Utilities Network Management System v2.4.0.x, v2.5.0.x*	CCS 23C	Oracle SOA Suite v12.2.1.4 or higher**
Oracle Utilities Work and Asset Cloud Service	CCS 23C	Oracle Integration Cloud
Oracle Digital Asset Cloud Service	CCS 23C	Oracle Integration Cloud

\* Future releases of Oracle Utilities Customer 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 Customer Cloud Service

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

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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.

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## 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 (e.g containers, operating systems, databases, clustering, monitoring, tracing)	Oracle
Provide, deploy, run and monitor all Oracle Utilities base application software	Oracle

### Security

Role and Responsibility	Owner
Monitor cloud service infrastructure security	Oracle
Administer Oracle network security	Oracle
Administer customer network security, 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

### 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

<b>Role and Responsibility</b>	<b>Owner</b>
Disaster Recovery database fail-over	Oracle
Refresh of TEST DB from PROD (upon request and within prescribed limits)	Oracle
Information Lifecycle Management	Customer

## Implementation, Configuration, and Extensions

<b>Role and Responsibility</b>	<b>Owner</b>
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

<b>Role and Responsibility</b>	<b>Owner</b>
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

<b>Role and Responsibility</b>	<b>Owner</b>
Monitor underlying batch infrastructure	Oracle
Provide infrastructure logs for batch incidents	Oracle
Resolve infrastructure batch issues	Oracle
Determine batch schedule	Customer

<b>Role and Responsibility</b>	<b>Owner</b>
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

<b>Role and Responsibility</b>	<b>Owner</b>
Provide scalable and elastic cloud services	Oracle
Provide core services and tools, including: <ul style="list-style-type: none"> <li>• Embedded infrastructure and platform services</li> <li>• An extensible application framework</li> <li>• Highly configurable product features and functions</li> <li>• Configuration Migration Assistant</li> <li>• Data Migration Tools</li> <li>• Generalized/Specialized Data Extract</li> </ul>	Oracle
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	Customer
Resolve performance issues related to configuration, extensions and data	Customer
Subscribe to any additional resources required	Customer

## Support

<b>Role and Responsibility</b>	<b>Owner</b>
Triage, analyze, and resolve issues with the cloud service	Oracle
Triage, analyze, and resolve issues with configuration and extensions	Customer
Raise Service Requests via My Oracle Support and provide all requested information	Customer

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## Data Migration

<b>Role and Responsibility</b>	<b>Owner</b>
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

<b>Role and Responsibility</b>	<b>Owner</b>
Provide productized integrations (where explicitly agreed)	Oracle
Integrate Oracle Utilities cloud services with all other services or applications	Customer



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# Performance Guidelines

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

- [Benchmarking, Scalability, Elasticity and Performance](#)
- [User Interfaces](#)
- [Initial Measurement Data and Event Processing](#)
- [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
  - Configuration Migration Assistant
  - Data Migration Tools
  - Generalized/Specialized Data Extract

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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 a their final configuration (that is, the 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.

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## Initial Measurement Data and Event Processing

- **Initial Measurement and Event Loading:** The initial measurement data and event loading processes should be scheduled to avoid overlap with other intense processes. For instance, do not produce bill determinants when loading meter readings.

In addition, when processing measurement data coming from head end systems, payload files should be broken up into multiple files of approximately the same size (containing approximately 100 measurement records each) to allow for parallel processing.

When processing files of varying sizes, the `chunkSize` parameter can be used to facilitate improved processing throughput by distributing work across multiple batch threads. See **Common Parameters** in the *Oracle Utilities Meter Solution Administrative User Guide* for more information about the `chunkSize` parameter.

- **Interval Measurement Processing:** The system includes a number of Initial Measurement Data (IMD) monitor batch processes that can be used to minimize performance issues when adding large numbers of historical or backlog readings. These use the IMD as the processing work unit instead of the Device Configuration. This prevents situations in which an error on an IMD rolls back processing for all of the IMDS for a given device configuration. These include:
  - D1-IMDV2 (IMD Monitor - Physical Devices V2): used to process initial measurements related to physical devices
  - D1-IMDD2 (IMD Monitor - Deferred IMDs V2): used to process previously held or deferred IMDs
  - D1-IMDM2 (IMD Monitor - Unattached MCs V2): used to process IMDs for standalone measuring components without a Device Configuration such as weather or price data

Refer to the Detailed Descriptions of these batch processes for additional information about each.

- **VEE Rules:** Any VEE Rules, whether provided as part of base product or custom developed, should be configured to query no more than 30 cumulative days of historical data (i.e., High/Low) to achieve an efficient data loading process.
- **Raw Data:** The raw data section of the initial measurement data record should not be populated in a production environment.
- **Tracing:** Use the **Trace** section of the **IMD Log** to troubleshoot VEE rules. When an initial measurement data is in *Pending* status, the **Trace On** button can be used to trace all VEE Rules fired during initial measurement data processing. Once processing is complete, view the **Log** tab of the initial measurement data and review the results in the **IMD Trace Log** zone. For any custom developed VEE rules, the average run time should be no longer than the average run time of other base product VEE rules.
- **VEE and Usage Rule Configuration:** VEE and usage rule configurations can affect performance; test runs are needed during implementation to tune these processes.
- **Initial Measurement Data Business Objects:** Avoid modifying the initial measurement data business objects.

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## 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.

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# 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
- Refresh database partitioning prior to go live

# Chapter 3

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## Implementation Support and Live Operate Services

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

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

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# 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).

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- 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.



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# 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:

- Assign a Service Delivery Manager ("SDM") to manage delivery of the Oracle Utilities cloud service(s). The SDM will be the primary point of contact, will act as the first point for escalations, will monitor the progress of any related service requests ("SR") and confirm that all Oracle Utilities cloud services are performed in accordance with targets.
- 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.

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- 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 SDM 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 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.
    - 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.
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# Chapter 4

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Written by Kristof Coomans

Based on the Java version by Pierre-Luc Paour, of which this is more or less a straight conversion.

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The Java version was based on the C version by Martin Pool.

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