Oracle Utilities Data Intelligence

Data Intelligence Implementation Guide

G47898-01
December 2025

Oracle Utilities Data Intelligence Data Intelligence Implementation Guide,

G47898-01

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Preface

Learn how to implement Oracle Utilities Data Intelligence for the first time.

Audience and Scope

This document is intended for administrators who implement, configure, and manage Oracle Utilities Data Intelligence.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at https://www.oracle.com/corporate/accessibility/.

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.

Conventions

The table below describes the conventions used in this document.

Text Conventions

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.

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Introduction

Explore the concepts and procedures you need to implement Oracle Utilities Data Intelligence.

About Oracle Utilities Data Intelligence

Oracle Utilities Data Intelligence is a suite of analytics applications that provides real-time access to data in the on-premise Oracle Utilities Customer To Meter application and in cloud services such as Oracle Customer Cloud Service and Oracle Meter Solution Cloud Service. It is powered by Oracle Autonomous Data Warehouse and Oracle Analytics Cloud, and it offers a library of ready-to-use, best practice key metrics across customer and meter applications to help you make quick and collaborative decisions. It includes rich pre-built analytical subject areas, measures, key performance indicators, and workbooks that allow you to create visualizations from your data and derive strategic insights.

Oracle Utilities Data Intelligence is based on the Fusion Data Intelligence platform. This guide therefore contains references to Fusion Data Intelligence documentation where you can find more detailed guidance and information. Note that not all Fusion Data Intelligence documentation is applicable to Oracle Utilities Data Intelligence.

Learn About Oracle Utilities Data Intelligence

Oracle offers many ways to learn about Oracle Utilities Data Intelligence. See Trainings.

Implementation Cheatsheet

Use the Fusion Data Intelligence implementation cheatsheet table as a quick reference to understand the stages in an implementation for Oracle Utilities Data Intelligence and plan accordingly. Note that while many tasks and processes from Fusion Data Intelligence apply to Oracle Utilities Data Intelligence, there are some that do not apply.

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Supported Source Application Versions

The tables below specify the source application versions which are supported in the 25.12 Oracle Utilities Data Intelligence release.

Supported Cloud Applications

Source Cloud Application	Version
Customer Care and Billing Cloud Service	• 24C • 25.4 • 25.10
Customer Cloud Service	• 24C • 25.4 • 25.10
Digital Asset Cloud Service	• 24C • 25.4 • 25.10
Meter Solution Cloud Service	• 24C • 25.4 • 25.10
Work and Asset Cloud Service	• 24C • 25.4 • 25.10

Supported On-Premises Applications

Application	Version
Customer Care and Billing	• 2.9.0.2.0 • 25.4 • 25.10
Customer to Meter	• 2.9.0.2.0 • 25.4 • 25.10
Digital Asset Management	• 25.10
Meter Data Management	• 2.5.0.2.0 • 25.4 • 25.10
Work and Asset Management	• 2.4.0.2.0 • 25.4 • 25.10

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Plan the Implementation Process

A well-thought out implementation strategy is key to a successful implementation. Your implementation strategy should cover these activities:

- Planning activities
- Rollout approaches
- Team roles
- Use of checklists
- Basic information needs
- Requirements
- Success criteria
- Timelines

Decide on the Implementation Approach

As you plan your implementation of Oracle Utilities Data Intelligence, you must decide on the implementation approach. See Decide on the Implementation Approach in the Fusion Data Intelligence documentation for details about the different approaches you can take, such as a phased or full-fledged approach, along with recommended lists of steps.

Create Your Implementation Team

Your implementation team creates and executes the implementation plan and makes most of the implementation decisions. Ensure that the team is broad-based, with representatives from your user community, application functional leadership, and cloud administrative specialists. Ideally, the team is composed of those who can dedicate significant time to the implementation.

See Create Your Implementation Team in the Fusion Data Intelligence documentation for a detailed description and table of potential team roles.

Gather Basic Information

Prior to planning the implementation, gather essential information regarding your Oracle Utilities Data Intelligence implementation requirements to create an effective implementation plan. You will need information such as:

- The Oracle Utilities enterprise cloud applications you have subscribed to.
- The implementation status of each Oracle Utilities enterprise cloud application you have subscribed to.
- The date when each Oracle Utilities enterprise cloud application you subscribed to has data available for extraction.
- The requirement to implement Oracle Utilities Data Intelligence concurrently with the corresponding Oracle Utilities enterprise cloud applications.

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- The requirement to implement enterprise applications such as Oracle Utilities Customer to Meter or Customer Cloud Service simultaneously or sequentially.
- The sequence of implementing Oracle Utilities enterprise cloud applications, if sequentially.
- The desired Oracle Utilities Data Intelligence implementation completion date.

This task requires:

- Oracle Utilities Data Intelligence Service Administrator
- Project Manager

Use a checklist to confirm that your action items are planned for. See the Gather Basic Information Checklist in the Fusion Data Intelligence documentation for an example of the type of checklist you can use.

Set Up the Support Process

My Oracle Support is your initial point of contact for all product support needs. If you encounter any issues with the product at any point in time, as an administrator, file a service request so that Oracle Utilities Data Intelligence support can help you. The contact details of My Oracle Support are available in the Welcome email that you receive after Oracle processes your subscription order.

Review these resources:

- My Oracle Support
- Customer Access Support
- How to Add a Support Identifier to a My Oracle Support User Account
- What to do now that you have your Support Identifier (VIDEO)

This task requires an Oracle Utilities Data Intelligence service administrator.

Use a checklist to confirm that the action items are planned for. See the Set Up the Support Process Checklist in the Fusion Data Intelligence documentation.

Manage Application Updates

As a service and functional administrator, ensure that you periodically check the **Release Updates** tile in the Oracle Utilities Data Intelligence Admin Console for new Fusion Data Intelligence platform releases and plan the update activities.

You can view the notifications displayed on the **Data Configuration** page when updates from Fusion Data Intelligence are available for major releases, patches, and emergency fixes. You must plan and communicate decisions on when you perform the updates. Ensure that the update activities align with your overall governance and compliance policies.

For more information, see Manage Application Updates in the Fusion Data Intelligence documentation.

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Learn About Oracle Cloud Infrastructure Basics

Understand the essential components of Oracle Cloud Infrastructure that lay the foundation of a successful implementation.

The table below describes the components required to set up the Oracle Cloud Infrastructure.

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Oracle Cloud Infrastructure Component

Cloud Account Administrator

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Data Intelligence Cloud Infrastructure Component

Regular Account Administrator

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Oracle Cloud Infrastructure Component

Identity Security Administ

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Oracle Cloud Infrastructure Component

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Data Lake Cloud Infrastructure Component

ata Intelligence Cloud Accoun

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Deploy Cloud Infrastructure Components

Security Administrator, if u

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Resource Cloud Infrastructure Component

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Oracle Cloud Infrastructure Component

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Oracle Cloud Infrastructure Component

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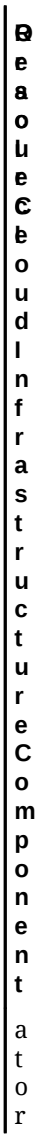

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Oracle Cloud Infrastructure Component

Oracle Cloud Infrastructure Data Intelligi

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Oracle Cloud Infrastructure Component

gence Cloud Account Administr

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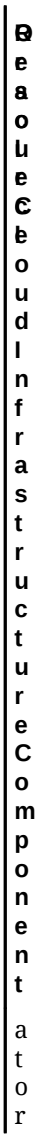

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Oracle Cloud Infrastructure Component

Oracle Utilities Data Intelli

Copyright © 2024, 2025, Oracle and/or its affiliates.

Oracle Cloud Infrastructure Component

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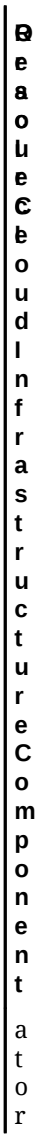

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Resource Cloud Infrastructure Component

Pbbiudi Aes ount Administrator

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For more information, see the following topics in the Fusion Data Intelligence documentation:

- Cloud Accounts
- Regions
- Identity Services
- Environment Families and Environments
- Compartments
- Groups
- Policies
- Oracle Cloud Infrastructure Foundation

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Perform Oracle Utilities Data Intelligence Implementation Activities

Perform these activities to successfully implement Oracle Utilities Data Intelligence.

Activate Your Subscription

One of your first steps is to activate your Oracle Utilities Data Intelligence subscription. For details and instructions, see Activate Your Oracle Utilities Data Intelligence Subscription in the administration guide.

Create an Instance

As an Oracle Utilities Data Intelligence cloud account administrator and service administrator, typically, you create an Oracle Utilities Data Intelligence instance with public IP addresses. Optionally, you can create a Oracle Utilities Data Intelligence instance with private IP addresses. You may also plan for additional test environments.

For details and instructions, see Create an Oracle Utilities Data Intelligence Instance. An overview of this task is provided below.

Public Environment

By default, Oracle Utilities Data Intelligence is a public service deployed in the Oracle Services Network with public IP addresses.

Private Environment

This instance is deployed in a virtual cloud network with private IP addresses in your Oracle Utilities cloud account.

For both types of instances, you need the following information:

- The environment type, for example, development or test.
- The environment name and URL.
- The JWT (JSON web token) certificate that was uploaded and the associated private key. The recommended authentication type is JWT token-based with security certificate and private key renewal; see Using JWT Token with Fusion Analytics.
- The identity stripe or domain name used for the environment.
- The compartment name.
- The region name.
- An Oracle Autonomous Data Warehouse password.
- An email address for provisioning and any future updates.

To create the Oracle Utilities Data Intelligence instance with private IP addresses, you need these details in addition to the details required for a public instance:

- The compartment hosting the virtual cloud network.

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- The compartment hosting the private subnet.
- The compartment hosting the network security group.
- The virtual cloud network name.
- The private subnet name.
- The network security group name.

Create the production instance along with the development and additional test instances simultaneously.

Configure

Configuring Oracle Utilities Data Intelligence after it has been provisioned includes the following:

- An Oracle Utilities Data Intelligence service administrator deploys the Oracle Utilities Data Intelligence bundle and configures data pipelines and security assignments.
- An Oracle Cloud Infrastructure administrator configures network access to the services.

See Configure Oracle Utilities Data Intelligence Data in the Oracle Utilities Data Intelligence Administration Guide.

Customize

You can customize Oracle Utilities Data Intelligence to satisfy business requirements and increase reporting capabilities. See Customize Oracle Utilities Data Intelligence in the Oracle Utilities Data Intelligence Administration Guide for detailed guidance.

Oracle recommends following a phased implementation approach and performing customizations after two ready-to-use content rollouts. Performing customizations before signing off on the first two ready-to-use content phases adds unnecessary risks to an implementation project. You must perform customization activities in an environment that you consider the master development environment.

You can extend to modify and create reporting content, data content, semantic model content, and security assignments. These types don't necessarily depend on each other, aren't necessarily sequential, and may not all apply to the business requirements.

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Plan the Go Live Activities

Prior to going live, as a project manager, you must ensure that the service is ready to go live and then roll out the service to your business users.

Evaluate Go Live Readiness

Evaluate your go-live readiness to ensure that the business is ready to accept and manage the application in production. This task involves evaluating the status of your project, requirements, and success criteria. See Evaluate Go Live Readiness in the Fusion Data Intelligence documentation for details.

Go Live

Planning your rollout to users is essential for a successful Oracle Utilities implementation. This includes assessing system readiness, preparing your user community, and scheduling go-live.

See Go Live in the Fusion Data Intelligence for detailed information about the steps to take. However, note that some information does not apply to Oracle Utilities Data Intelligence. For example, the sub-topic Plan for Onboarding Fusion HCM Analytics Users does not apply.

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Plan the Post Go Live Activities

"Post Go Live" refers to the period after a phase of the implementation has been put into production use. During this period, you must plan to:

- Monitor the service closely.
- Track the system performance, user adoption, and user feedback.
- Address any problems promptly.
- Provide ongoing training, user manuals, and online support for the new business users to ensure they're comfortable using the new system correctly.

Update Oracle Utilities Data Intelligence

After the initial implementation, service administrators can update Oracle Utilities Data Intelligence by accepting new bundles in the **Global Bundle Repository** in the Oracle Utilities Data Intelligence Admin Console. For information and instructions, see Deploy Your Oracle Utilities Data Intelligence Release Bundle.

Since Oracle Utilities Data Intelligence is based on the platform, you will also need to update to the latest Fusion Data Intelligence release when a new one becomes available. For more information, see Manage Application Updates in the Fusion Data Intelligence documentation.

Track User Adoption

Measuring adoption of the service by users is critical, both immediately after go-live and over time. See Track User Adoption in the Fusion Data Intelligence documentation.

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Resources

Use the links and resources in this section to help you implement Oracle Utilities Data Intelligence effectively.

Recommendations

Oracle recommends a series of tasks and principles for a smooth implementation. See Recommendations in the Fusion Data Intelligence documentation for a complete list covering the planning stage all the way through the performance, validation, and migration stages. Most of the recommendations there apply to Oracle Utilities Data Intelligence.

Trainings

Oracle offers many ways for users and partner implementation teams to learn about Oracle Utilities Data Intelligence. See Trainings in the Fusion Data Intelligence documentation.

Note: Skip the training resources which are specific to Fusion Data Intelligence and focus on the resources which are relevant to Oracle Utilities Data Intelligence, such as for Oracle Analytics Cloud.

Checklists

Use checklists to confirm that the action items for each implementation task are completed. The checklists summarize the information you need to ensure your implementation runs smoothly. See Checklists in the Fusion Data Intelligence documentation. Most of the checklists and actions items there also apply to Oracle Utilities Data Intelligence.

Community

The implementation team benefits from joining the Oracle Analytics community. This is a platform where Oracle Utilities Data Intelligence users and implementers can interact with one another and post questions and feature requests. The implementation team can watch for upcoming talks, events, and trainings; share product knowledge; and look for implementation recommendations.

See Oracle Analytics Community. Although there is not yet a forum dedicated to Oracle Utilities Data Intelligence, there are other forums which are of value to anyone who implements or administers related products such as Oracle Analytics Cloud.

Oracle Help Center

Oracle Help Center is Oracle's official website for content and user assistance assets, including product documentation, API documentation, tutorials, hands-on labs, reference architectures, solution playbooks, best practices, integration design patterns, and videos.

Fusion Data Intelligence: See the Fusion Data Intelligence documentation.

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Oracle Analytics Cloud: See Analytics Cloud.

Oracle Cloud Infrastructure Console: See Oracle Cloud Infrastructure Documentation.

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