Oracle Utilities Cloud Services

Cloud Operations Guide

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Oracle Utilities Cloud Services Cloud Operations Guide

Contents

Chapter 1

Cloud Services Cloud Operations Guide

Welcome to the Oracle Utilities Cloud Services Cloud Operations Guide. This document provides details regarding the types of service requests (SR) customers can submit to the Oracle Utilities Cloud Operations team during implementation and operation of the following Oracle Utilities Cloud Services:

- Oracle Utilities Billing Cloud Service
- Oracle Utilities Customer Care and Billing Cloud Service
- Oracle Utilities Customer Cloud Service
- Oracle Utilities Digital Asset Cloud Service
- Oracle Utilities Market Settlements Management Cloud Service
- Oracle Utilities Meter Solution Cloud Service
- Oracle Utilities Rate Cloud Service
- Oracle Utilities Work and Asset Cloud Service

This document includes the following:

- Cloud Operations Service Requests

Chapter 2

Cloud Operations Service Requests

This chapter provides details regarding service requests (SR) provided by the Oracle Utilities Cloud Operations team for customers during implementation and operation of the following Oracle Utilities Cloud Services, including:

- Backup and Restore Policy Overview
- Restoring from a Backup
- Requesting a Database Copy
- Refreshing Data (Cloning)
- Request for Loading Demonstration Data
- Request to Factory Reset an Environment
- Request for DNS Address to be Added to Outbound Allow List
- Request for Cluster of Public Customer Interfaces
- Request for Inbound Allow List
- Request for Customer Experience for Utilities (CX4U) Integration
- Request for New Identity Cloud Service Registration for Existing Environments
- Request for Access Logs from Applications
- Request for Creation of OAuth client in Identity Cloud Service
- Request for Deletion of OAuth client in Identity Cloud Service
- Request for Data Backup for the Decommissioning Environment
- Request Break Glass Event

Service request descriptions in this document include the following information:

- A brief description of the service to be performed
- **Service Level Objective** (SLO):
    - **Advanced Notice**: The amount of advanced notice (in business days) the Cloud Operations team needs to perform the service request, starting from the first full business day after the service request was created.

        NOTE:
        - Service requests will not be executed on weekend days since weekends are reserved for scheduled planned maintenance activities like upgrades.

- If for any reason, the customer / project implementation team wish to reschedule the original service request after the Cloud Operations team have scheduled the activity, the Cloud Operations team would reschedule this in the next available slot.

- **Acknowledge/Schedule**: The amount of time the Cloud Operations team would take to acknowledge and schedule the request.

- **Execution Time**: The amount of time (in business days) it will take to perform the service request

- **Outage Expected**: Whether or not the customer should expect a service outage while the service request is being performed

Note: Times provided in this document are based on the data center where the cloud service is deployed. For example, a reference to "8:00 AM" means 8:00 AM in the time zone of the data center, not necessarily the time zone of the customer.

Backup and Restore Policy Overview

Introduction

Oracle Cloud Infrastructure (OCI) team is responsible for configuring and managing the backup and restore for all Oracle Databases. The OCI team has adopted by default the regime known as the Oracle Suggested Backup Strategy.

Scheduling

The backups for the Oracle-Recommended Backup Strategy are scheduled to run by default as follows:

> **Note:** The schedule times below are based on the Local Data Center Time.

- Weekly **full database** backup on Sunday at 2AM

- Daily **incremental backups** on every other day at 2AM.

- Daily **archive log backups** are taken three times per day at 6AM, 2PM, and 10PM

Encryption

All backups are encrypted at two levels:

- OCI Storage

- RMAN (Oracle Recovery Manager)

Monitoring and Alerting

Monitoring of the backup activity is done through Oracle Enterprise Manager. Alerts are sent to the Oracle Cloud Infrastructure database administration team if backup jobs fail so that remedial action can be taken.

Backup Retention

The retention period for backups defaults to **60 days**.

Restoring from a Backup

The restore is solely for the purpose of recovering from a data loss or corruption issue in production environments. It is not for the purpose of functional or testing needs. The customer or system integrator will request the point in time recovery operation by opening a Service Request with Oracle Support.

Request Specifications

- The backup being requested to be restored must be of same environment.

- The target environment to where the back-up would be restored should have the same patch version of application code as in the back-up.

- The backup must be from the same patch version of code as the target environment to be used for a restore.

- The restore impacts the database, not object storage files or application code.

Customer Obligations

- Retention Policy

    - Backups are only retained for 60 days for RMAN backup, so any request to restore should be within this period.

    - For Backups taken via copy of Database (see Requesting a Database Copy), the default retention in 7 business days. Maximum retention in this case will be 30 days with business justification needed from customer end.

- When creating the Severity1(SEV1) service request, the customer needs to specify the point in time details on the restoration to be done, the environment which needs the restoration, and the date and time (including time zone) by which the restoration has to be performed.

- The customer should note the patch version of code in the backup, as it will only be able to be restored to a target environment on the same patch version.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of the service request

- Coordinate with Infrastructure teams (if needed) for completion of the service request

- Communicate the status upon completion of the service request

Service Level Objective

- **Advanced Notice**: This is for an emergency situation, hence no advanced notice is required.

- **Acknowledge/Schedule**: 4 hours

- **Execution Time**: Based on the size of the database. Minimum 1 business day

- **Outage Expected**: Yes, on the environment where backup will be restored.

Requesting a Database Copy

A Database Copy is a copy of the database created at a specific point in time. The customer or system integrator will request a Copy by opening a Service Request with Oracle Support. This copy should not exceed storage quota of the given domain.

This copy can only be restored back if the source copy matches the target application patch version. This copy requires down time on the source environment. The duration of outage depends on database size. A guideline is given in the Service Level Objective section below.

Request Specifications

- The database copy impacts the database, not object storage files or application code.

- The customer must specify the retention period for this copy. The default retention will be 7 days. Maximum retention in this case will be 30 days with business justification provided by customer.

- The database copy will consume the storage quota for the target domain. Please refer to the **Usage Limits** section in the Oracle Energy and Water Cloud Services document.

Customer Obligations

- This request would require down time on the environment from where the copy has been requested. The time of the outage depends on the size of the environment being copied.

- Be aware the database copy will get discarded if the target environment is refreshed (In case the copy is to be used for restoration on a target environment).

- NOTE: For restoration, the customer must submit a separate service request. Please see Restoring from a Backup.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of the service request

- Communicate the status upon completion of the service request

Service Level Objective

- **Advanced Notice**: 3 business days

- **Acknowledge/Schedule**: 2 business days

- **Execution Time**: 1 business day

- **Outage Expected**: Yes, the environment where copy is requested

Database Size	Duration of Outage
Up to 2 TB	4-6 hours
Between 2 TB and 4 TB	6-8 hours
Between 4 TB and 6 TB	8-12 hours

Database Size	Duration of Outage
Between 6 TB and 12 TB	12-18 hours

Request to Export Cloud Environment Schema for On-Premises Use

The customer or system integrator can request export of a cloud environment schema (CISADM) for on-premises use. This schema export is limited to be used for reporting purposes and is intended for initial extract only. The subsequent change is expected to be loaded via Generalized Data Extracts batch jobs.

Request Specification

- The customer must request the export of the cloud environment application schema providing details of the source environment.

- The customer should also provide details of the pre-authenticated Object Storage Location with read-write access, which will be used for uploading the export files by Oracle.

Customer Obligations

- The customer or system integrator must specify the environment from which the application schema export is to be taken, including Date, Time, and timezone.

- This request requires 7 business days lead time from the day of creation of service request

- The export .dmp files provided as a result of this request can only be imported into an empty database and not to be overwritten on existing database

- Customers can request only one full export per environment, and then use the 'Generalized Data Extracts (GDE)' batch jobs to keep the data current.

Oracle Cloud Operations Team Obligations

- Acknowledge and validate access to Object Storage

- Schedule the execution of the service request

- Execute the activities to complete the service request

- Communicate the status upon completion of the service request

Service Level Objective

- **Advanced Notice**: 7 business days

- **Acknowledge/Schedule**: 2 business days

- **Execution Time**: 1-5 business days, depending on the size of the database

- **Outage Expected**: No

Database Size	Duration of Export
Up to 1TB	7-10 hours

Database Size	Duration of Export
Between 1 TB and 2 TB	10-15 hours
Between 2 TB and 3 TB	15-20 hours
Larger than 3 TB	> 24 hours

Refreshing Data (Cloning)

Cloning Process Overview

What is environment cloning?

Environment cloning is a process of cloning data from source to target environment. The most frequent use cases include:

- During implementation, to clone a 'gold' configuration to another environment.
- During implementation, to clone an environment with converted data to another environment for System Integration testing or User Acceptance Testing.
- Once live, to clone Production data to a Test environment.

Pre-requisites for Requesting Environment Clones

- The source environment version must be compatible with the target environment version. Compatibility is defined as the source version being either the same version or one version lower than the target version. For example, a source environment version 23B can be cloned to a target environment version 23C, but not to a target environment version 24A.
- Cross-product clones are also supported from Meter Solution Cloud Service (MSCS) to Customer Cloud Service (CCS).
- Non-Mandatory: Any information you have on your target environment that you want to keep (including message senders, user information, etc) can be preserved using the following procedure:
  - Before you submit the clone request, extract the information you want to preserve using CMA Export.
  - After the clone procedure was successfully completed, import the preserved data using CMA Import.
- During the implementation phase, a customer can request:
  - A Dev-sized environment to be cloned to another Dev, Test or Prod environment.
  - A Test-sized environment can be cloned to another Dev, Test or Prod environment as long as the source environment size is within the usage limits of the target environment.
  - A Production environment can be cloned to another Dev or Test environment as long as the source environment size is within usage limits of the target environment.

- Refer to the **Usage Limits** section in the Oracle Energy and Water Cloud Services document.

- Once the customer is live, a non-prod environment will not be cloned to the Prod environment.

Frequency of Clone requests

There is a limit to number of data refresh (cloning) requests that a customer can make. Refer to the **Usage Limits** section in the Oracle Energy and Water Cloud Services document.

Process of Cloning

Cloning in Oracle Utilities cloud environments is done by using following two methods:

- Hot clone (in which the source environment will be online during the cloning activity)

- Cold clone (in which the source environment will not be available for certain duration of the cloning activity)

  Note: Hot clone will be performed only for live customers where source environment is Production.

The following data would be preserved in the target environment

- Process automation configuration, used for running CMA between environments

- Configuration related to how the target environment is identified by name is preserved in the clone. For example, if the target environment is called "DEV01"

- Environment specific Oracle Object Storage configurations are preserved during the clone and not overwritten by source data.

The following data would be neither cloned nor preserved in the target environment:

- Configuration related to outbound integrations with external systems are NOT preserved if the source environment is a production environment (including message senders, external system references). Customer must reconfigure these as post cloning steps. Please refer to *Oracle Utilities Cloud Services - Customer Instructions after a Clone Request* (Doc ID 2832335.1).Customers can use Content Migration Assistant (CMA) to preserve custom message senders and apply them after the clone has been created to save time.

- Identity Cloud Service (IDCS) or Oracle Cloud Infrastructure Identity and Access Management (IAM) users are not migrated from source to target IDCS or IAM. Therefore, users that exist as IDCS or IAM Users with rights to access the source environment will not automatically have IDCS or IAM rights to access the target environment. Customers may need to adjust this manually as needed (please refer to **Identity and Access Management** and **Identity and Access Management with Identity Domains** in the *Oracle Utilities Cloud Services Administration Guide* for details).

- If a user exists in the target environment IDCS or IAM instance, but is not defined in the original source application environment, the user will be created upon access with minimal access.

Business Impact

For clone requests of live production environments, no outage is expected on the source environment because the Hot clone method will be used.

For all other types of clone requests, there will be an outage on the source environment for the initial stage of the cloning process. This is when data is extracted from the source environment.

Source environment outage window:

Database Size	Duration of Refresh (in hours)
Up to 3 TB	3 hours
Between 3 TB and 6 TB	5 hours
Between 6 TB and 9 TB	7 hours
Larger than 9 TB	More than 8 hours

The target environment require an outage for the duration of 3 hours.

Customer Notifications

The customer will receive notifications/ status updates as per the following guidelines:

- When the activity gets scheduled

- Interim update to announce that source environment is back - on the day of the activity for the cold clone approach

- Irrespective of clone approach (hot/cold), an interim update to notify bringing down of the target environment.

- Completion notification once the activity gets completed.

- Extension notification in case the activity is taking more time to complete, there on interim updates every three hours until completion of the activity

Post Cloning Steps

There are post-cloning steps that the customer must perform from the application user interface on the target environment before it can be released to end users. Refer to *Oracle Utilities Cloud Services - Customer Instructions after a Clone Request* (Doc ID 2832335.1) for instructions.

Submitting a Request for Cloning

The customer can request to refresh data from one environment to another environment(s). The customer or system integrator must ensure its obligations are met at the time of scheduled activity. If any obligations are found to be incomplete, it will result in rescheduling of the cloning activity to a different date.

Customer Obligations

- The customer needs to specify the desired date/ time of the cut of the source environment if needed.

- The customer must submit one service request per cloning request.

- The scheduling of the clone activity for multiple clone requests made during same day or same week will be scheduled as per available slots, and the 7 business day service level objective may not be met for all requests

- There are pre- and post-cloning steps that the customer must understand and follow to complete the clone. Refer to *Oracle Utilities Cloud Services - Customer Instructions after a Clone Request* (Doc ID 2832335.1) for instructions.

Oracle Cloud Operations Team Acknowledgment and Scheduling Obligations

- Acknowledge and schedule the execution of the service request.

- Inform the customer about the clone activity date/ time and ETA of activity via Service Request (SR) response.

- If the customer requested schedule is not available, propose alternative available schedule.

- Once the schedule is confirmed, send scheduled maintenance notification to the customer prior to its execution.

Oracle Cloud Operations Team Execution Obligations

- Provide the status updates as detailed in the Customer Notifications section

Customer Change Requests to Existing Clone Request

- Once the clone activity has been performed, it will not be possible to revert the environment to a prior state before the activity.

- If for any reason, the customer wishes to postpone the clone to a different date OR wish to change the environment (source or target), it will require the following:

  - Customer will need to create a new service request ticket. The ticket will be counted as a fresh request by Oracle and will follow the SLA for the new request.

  - Customer will intimate this change on the existing Service request ticket providing reference of the new service request created and will then close the ticket

  - Oracle will acknowledge the new service request, perform pre-checks listed in the Pre-requisites for Requesting Environment Clones section above and availability of the requested schedule.

  - Oracle will update the Service request Ticket and confirm schedule.

Service Level Objective

- **Advanced Notice**: 7 business days (exception if the customer makes multiple clone requests at once, only the highest priority clone request will target this service level objective)

- **Acknowledge/Schedule**: 2 business days

- **Execution Time**: Based on the size of the source environment. Please see the table in Business Impact section above.

- **Outage Expected**: See the Business Impact section above

Request for Loading Demonstration Data

The customer or system integrator can request to load demonstration (demo) data into an environment. The use of demo data is strictly for product feature references and for training purposes ONLY. For initial product configuration, the customer or system integrator MUST use configuration accelerators. Please refer to Oracle Energy and Water Cloud Services - Implementation Accelerators (Doc ID 2806547.1) on My Oracle Support.

Request Specifications

- The customer can request to have demo data loaded into their prod or non-prod environments

- The demo data is maintained by Oracle Utilities product teams for every major release and is upgraded once as part of each major release's monthly maintenance pack.

Customer Obligations

- The customer must understand and follow the **Post Demo Data Load Steps** (see below) to complete the demo data load process. These steps would be communicated on the requested Service Request ticket as well as by Oracle after completion of the activity.

- The customer needs to specify date and time including time zone (within Service Level Objectives) for the start of this activity.

- The customer must submit one service request per Demo Data Load.

- The customer must ensure the target schema is set to production in target environment. Select **Admin**, then **Conversion Support**, then **Switch Schema**. The current schema should show as Production.

- The scheduling of the Demo Data Load activity for multiple requests made during same day or same week will be scheduled in next available slots in a sequential manner and will not be executed on the same day.

  Note: Once the activity has been performed, it will not be possible to revert the environment to a prior state before the activity.

- If for any reason, the customer wish to postpone the clone to a different date OR wish to change the environment (source or target), it will require the following:

  - Customer will need to create a new service request ticket. The ticket will be counted as a fresh request by Oracle and will follow the SLA for the new request.

  - Customer will intimate this change on the existing Service request ticket providing reference of the new service request created and will then close the ticket

  - Oracle will acknowledge the new service request, perform pre-checks listed in the Pre-requisites for Requesting Environment Clonessection above and availability of the requested schedule.

  - Oracle will update the Service request Ticket and confirm schedule.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of service request.

- Execute steps to complete the service request

- Verify if the table row counts match between source and target.

- Communicate the status upon completion and provide post demo data load steps for the customer and/or the system integrator to perform.

Service Level Objective

- **Advanced Notice**: 7 business days

- **Acknowledge/ Schedule**: 2 business days

- **Execution Time**: It depends on the size of the demo database. Please refer to the table in the **Business Impact** section below.

- **Outage Expected**: Yes

Business Impact

The target environment will undergo an outage for the duration of data pump import process depending on the size of the demo database.

Demo Data Dump Size	Duration of Refresh
Up to 100 GB	5-8 hours
Between 100 GB and 500 GB	8-12 hours

Note: The customer will receive daily status updates on the service request for the duration of the activity.

Post Demo Data Load Steps

There are post demo data load steps that the customer must perform from the application user interface on the target environment before it can be released to end-users. Please refer to *Oracle Utilities Cloud Services - Customer Instructions after a Clone Request* (Doc ID 2832335.1) for instructions.

Request to Factory Reset an Environment

The customer or system integrator can request to perform a factory reset on an environment. A factory reset replaces the existing cloud application database with an initial install database. No data or configuration will be retained.

Request Specifications

- The customer can request to perform factory reset in an environment.

- A factory reset replaces the cloud application database with an initial install database.

- A factory reset is created on the existing patch version of the cloud service.

- The reporting repository and Utilities Testing Acceleration (UTA) are included as part of factory reset service request.

Customer Obligations

- The customer needs to specify date and time including time zone (within Service Level Objectives) for the start of this activity.

- The customer must submit one service request per environment.

- Once the factory reset has been performed, it will not be possible to revert the environment to a prior state as it was before the activity.

- Users will be able to login following the factory reset. No changes on the IDCS/IAM side are expected.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of service request.

- Execute steps to complete the service request

- Notify the customer upon completion of the activity

Service Level Objective

- **Advanced Notice**: 7 business days

- **Acknowledge/ Schedule**: 2 business days

- **Execution Time**: 1 business day

- **Outage Expected**: Yes

Request for DNS Address to be Added to Outbound Allow List

The customer or system integrator can request a DNS (Domain name service) name to be added in the allow list for outbound interface communication. An allow list provides access to specified DNS addresses that the Oracle network would otherwise prevent access to. For Oracle Utilities cloud services, a customer or system integrator must request a DNS to be added to allow list for outbound communication to all external systems. This section describes the process to for customers or system integrators to request a DNS allow list.

Request Specification

- A single request to allow a named DNS or a list of named DNS will ensure allowing the same DNS in all customer environments. Customer need not to request per environment (Dev, Test, Prod).

Customer Obligations

- The customer must provide the named DNS OR URL along with the justification for its allowance.

- No wildcard (*) in DNS should be used. The full DNS must be provided.

- The SSL port 443 must be used.

- TLS / SSL Certificate should be issued by a trusted public certificate authority (Digicert, Symantec/VeriSign, Comodo, on so on)

- Certificate's name(s) must match the server / endpoint name.

- Installation of TLS / SSL Certificate should include complete authentication chain.

- Initial and ongoing expiry / validation of TLS / SSL Certificate of the endpoint.

- Support minimum of TLS 1.2.

- Multiple DNS Lists can be requested via a single My Oracle Support (MOS) Service Request.

- The customer must maintain a record of what is being requested for the allow list. Oracle doesn't provide this record.

Note: Customers may use TLS / SSL validation tools such as openssl, TLS / SSL verification websites (such as https://www.ssllabs.com/ or others) to validate the compliance requirements mentioned above.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of the service request

- Submit the ticket with internal security team for approval

- Coordinate with Infrastructure teams (if needed) for completion of the service request

- Communicate the status upon completion of the service request

Service Level Objective

- **Advanced Notice**: 7 business days

- **Acknowledge/Schedule**: 2 business days

- **Execution Time**: 2 business days

- **Outage Expected**: No

Request for Cluster of Public Customer Interfaces

The customer or system integrator can request a cluster of public IP addresses to be added to their allow list and facilitate communication between Oracle Utilities cloud services and their systems. This section describes the process for customers or system integrators to request a cluster of IP Addresses.

Request Specification

- A single request to provide a list of clustered IP addresses for Oracle Utilities cloud services. Customer need not to request per environment (Dev, Test, Prod) since IP addresses are common for a region (data center).

Customer Obligations

- The customer must provide justification for the request.

- The customer should provide a sample environment URL for Oracle to know of the region (data-center)

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of the service request

- Communicate the status upon completion of the service request

Service Level Objective

- **Advanced Notice**: 7 business days

- **Acknowledge/Schedule**: 2 business days

- **Execution Time**: 2 business days

- **Outage Expected**: No

Request for Inbound Allow List

The inbound allow list feature provides a way to allow or deny inbound requests based on user-defined configuration.

By default, all inbound requests coming from all sources are allowed for Oracle Utilities Cloud Services.

Customers are given the capability to override this default behavior. It is possible to limit the sources that are able to perform inbound requests.

Request Specification

- If a customer would like to customize or override the inbound allow list behavior, the expected flow is:

    - Customers need to determine how they will identify the sources that are allowed to access the resources:

        - via IP address ranges defined as CIDR blocks

        - via VCN OCID - only sources that access the resources via the OCI service gateway

        - both IP and VCN OCID

- Optionally, customers can create and name groups of CIDR blocks and/or VCN OCID.

    - Customer will identify what resources will be restricted:

        - These can be grouped into paths depending on the application. For example: /web for online OUAF application; /sql for ORDS, /rest for OUAF rest services etc

        - These can also be grouped into paths that start with a particular subpath. For example: /rest/busSvc/K1 for all K1-owned rest services

        - These can also be grouped into specific paths. For example: /rest/busSvc/F1-HealthCheck can be configured to be accessible by set of sources

- Optionally, the customers can create and name groups of paths (refer path matching below)

    - Customer will identify the "allow rules" based on sources and paths they have identified:

- each allow rule is made up of a path group, and one or more sources that can access it

Customer Obligations

- The customer can request for Inbound Allow List by creating a Service Request in My Oracle Support (MOS).

- The customer must provide necessary details for the request as stated in Request Specification section.

- The customer must specify the environment names and desired date/ time for this activity to be scheduled

  Note: The execution of this activity will involve the environment to be restarted.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of the service request

- Submit the ticket with internal security team for approval

- Coordinate with Infrastructure teams (if needed) for completion of the service request

- Communicate the status upon completion of the service request

Service Level Objective

- **Advanced Notice**: 7 business days

- **Acknowledge/Schedule**: 2 business days

- **Execution Time**: 2 business days

- **Outage Expected**: No

Request for Customer Experience for Utilities (CX4U) Integration

The customer or system integrator can request a Customer Experience for Utilities (CX4U) integration with Oracle Customer Cloud Service (CCS). As a prerequisite, the customer should designate one or more non-production CCS environments to be used for CX4U solution. A CCS "peer" environment has to exist for each provisioned FA instance and be wired to it's own OCI IAM Identity Domain. If the customer hasn't done so yet, their security administrator should create one or more new identity domains, for each of the CX4U-enabled CCS environments and mention in the request that re-wiring is needed. Contact Support and/or Customer Success Management for assistance with this topic. Upon completion of Oracle Customer Cloud Service provisioning, customer submitting this request with the Oracle Utilities Cloud Operations team for allow listing of CX4U end points and enabling of CX4U connectivity.

Request Specification

- The customer can request allow listing of set of CX4U DNS names in Oracle Customer Cloud Service Infrastructure.

- The customer must specify the FA-CCS environment pairing for non-prod instances and note if re-wiring is required (see prerequisite note above)

- The customer must specify following information for each environment dedicated for CX4U (usually, one PROD and one or more non-production environments). Refer to the *Implementation CX for Utilities* for more details.

  - FA Domain Hostname

  - FA_FABRIC APIGW URL

  - FABRIC APIGW URL

  - FA IDCS Tenancy URL

  - FA-Fabric Application Client ID in CXIF IDCS

  - CXIF IDCS Tenancy URL

  - CCS Identity Domain URL

Customer Obligations

- Customers should refer to the Customer Obligations section from the Request for DNS Address to be Added to Outbound Allow List service request section.

- Customer/Implementer will perform tasks that require administrative access to CCS and FA applications and to their respective Identity Management solutions (IDCS and/or IAM with Identity Domains). Refer to the *Oracle Utilities Cloud Services Administration Guide* for more information.

- Register FA and CCS as a spoke system in CXIF

- Setting up SSO and user sync

- Setup Outbound Message Senders in OUAF (for Person Sync)

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of the service request in accordance with planned maintenance pack deployment schedule as per the release

- Execute steps to complete the service request

- Communicate the status upon completion and advise the customer to perform any needed post activity

Service Level Objective

- **Advanced Notice**: 7 business days

- **Acknowledge/ Schedule**: 2 business days

- **Execution Time**: 2 business days

- **Outage Expected**: No

Request for New Identity Cloud Service Registration for Existing Environments

The customer or system integrator can request registering a new Identity Cloud Service (IDCS) or Oracle Cloud Infrastructure Identity and Access Management (IAM) tenancy for one or more environments. Need for registering a new Identity Cloud Service or IAM tenancy will entirely be a business decision from the customer in case they would want to have a premium Identity Cloud Service or IAM account.

Request Specifications

- The customer can request to get a new Identity Cloud Service or IAM tenancy registered for one or more environments

- Every Identity Cloud Service or IAM tenancy registration will require a service request to be logged in My Oracle Support

- The customer can choose to register one environment to the new Identity Cloud Service or IAM while keeping other environments on an old Identity Cloud Service or IAM, OR can register the new Identity Cloud Service or IAM for all environments. At no point in time can a single environment have more than one Identity Cloud Service or IAM tenancy associated to it.

- The customer must specify the environment details, including URL(s) as well as the new Identity Cloud Service or IAM details (URL(s)) which needs to be registered in the service request.

Customer Obligations

- The customer must have the new Identity Cloud Service or IAM tenancy in place before submitting the service request.

- Steps to be performed after completion of registration:

  - User configuration in the old Identity Cloud Service or IAM tenancy must be created in the new Identity Cloud Service or IAM tenancy by following instructions in the Identity and Access Management or **Identity and Access Management with Identity Domains** section of the *Oracle Utilities Cloud Services Administration Guide.*

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of the service request in accordance with planned maintenance pack deployment schedule as per the release schedule.

- Execute steps to complete the service request

- Communicate the status upon completion and advise the customer to perform any needed post activity steps.

Service Level Objective

- **Advanced Notice**: 7 business days

- **Acknowledge/ Schedule**: 2 business days

- **Execution Time**: Oracle will execute the request for a non-prod Identity Cloud Service or IAM change on a business day, while for Production Identity Cloud Service or IAM change, customers can specify a day during weekday or weekend.

- **Outage Expected**: Yes

Request for Access Logs from Applications

The customer or system integrator can request access logs from cloud environments. This request is limited to support performance testing and troubleshooting. Access logs are provided with respect to the web server which indicates the HTTP requests.

Request Specifications

- Every Access Log request will require a service request to be logged in My Oracle Support

- The customer can choose to get Access Logs from one environment per service request.

- The customer must specify the environment details (including URL(s)) in the service request for which Access Logs are needed.

  Note: The Access Logs retention period is thirty days. Customer should therefore request Access Logs for last thirty days only.

Customer Obligations

- The customer can request access logs from any cloud environments with a future date and time interval and time zone specified.

- The customer and/or project implementer team should analyze the Access Logs.

  Note: Once the Access Logs are shared, the service request must be closed. Please submit a new service request in cases where further investigation is needed.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of service request

- Execute steps to complete the service request

- Communicate the status upon completion and advise the customer to perform any needed post activity steps.

Service Level Objective

- **Advanced Notice**: 2 business days

- **Acknowledge/ Schedule**: 1 business day

- **Execution Time**: 1 business day

- **Outage Expected**: No

Request for Creation of OAuth client in Identity Cloud Service

The customer or system integrator can request creation of an OAuth client in Oracle Identity Cloud Service (IDCS).

Request Specifications

- The customer must specify the environment details (including URL(s)) in the service request.

- The customer must provide the following details in request.

    - Environment Name: DEV or TEST, TEST01 etc

    - Client name suffix: <Shouldn't contain special characters. For example: oauth-client is a wrong name as it contains '-'. Oauthclient is correct naming convention>

    - Client description: <Logical description>

Customer Obligations

- The customer can request for OAuth creation in their IDCS tenancy by creating a Service Request in My Oracle Support (MOS)

- The customer needs to specify the desired date/ time for this activity to be scheduled

- Technical Details of OAuth client can be found in Setting Up an Integration OAuth Client for REST/SOAP Web Services in the *Oracle Utilities Cloud Services Administration Guide*.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of service request

- Execute steps to complete the service request

- Communicate the status upon completion and advise the customer to perform any needed post activity steps.

Service Level Objective

- **Advanced Notice**: 2 business days

- **Acknowledge/ Schedule**: 1 business day

- **Execution Time**: 1 business day

- **Outage Expected**: No

Request for Deletion of OAuth client in Identity Cloud Service

The customer or system integrator can request deletion of an existing OAuth client which was previously requested and created in Oracle Identity Cloud Service (IDCS).

Request Specifications

- The customer must specify the environment details (including URL(s)) in the service request.

- Customer to provide following details in request for deletion.

    - List of oAuth client name(s) along with mapping environment URL to be provided

Customer Obligations

- The customer can request for OAuth deletion in their IDCS tenancy by creating a Service Request in My Oracle Support (MOS).

- The customer needs to specify the desired date/ time for this activity to be scheduled.

  Note: Once the OAuth client is deleted from IDCS, it is impossible to restore it.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of service request

- Execute steps to complete the service request

- Communicate the status upon completion and advise the customer to perform any needed post activity steps

Service Level Objective

- **Advanced Notice**: 2 business days

- **Acknowledge/ Schedule**: 1 business day

- **Execution Time**: 1 business day

- **Outage Expected**: No

Request for Data Backup for the Decommissioning Environment

The customer can request for a data backup when their environments are decommissioned. The request can be submitted once Oracle sends decommission notification to the customer with a list of the environments being decommissioned. The backup can be requested for future use towards on-premises implementations or with cloud services. Remember, the cloud backups will be available for 60 days by default.

Request Specifications

- The customer must specify the environment details (including URL(s)) in the service request.

- The customer must specify the justification for the reason the backup is needed.

- If data is needed for on-premise, then customer must specify the pre-authenticate object storage URL

- In case of restoration customer can raise a request up to 7 business days in advance of the expiry of 60 days retention.

- The environment where the backup would be restored to should have the same application version as that of the backup taken previously.

- Please note that selective restoration will not be possible from backups. Full database restoration will only be possible.

Customer Obligations

- The customer must specify the desired date/ time for this activity to be scheduled before the decommission date per the Service Level Objective outlined below.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of service request

- Execute steps to complete the service request

- Communicate the status upon completion and advise the customer to perform any needed post activity steps

Service Level Objective

- **Advanced Notice**: 7 business days
- **Acknowledge/ Schedule**: 2 business day
- **Execution Time**: 2 business day
- **Outage Expected**: No

Request Break Glass Event

Oracle requires access to customer data to be able to perform certain important actions including (but not limited to): troubleshooting issues, applying certain categories of bug fixes, performing certain application upgrade steps etc. The customer is required to initiate a Break Glass event on an environment.

Request Specifications

- The customer is required to initiate a Break Glass event on an environment.
- A Break Glass event grants temporary access to customer data to Oracle Personnel for a specified purpose.

Customer Obligations

- Customers must be subscribed to the Break Glass cloud service add-on for each (eligible) Oracle Utilities Cloud Service for which they wish to use the Break Glass features.
- The customer must submit one service request per environment via My Oracle Support Portal.
- Break Glass events may be scheduled to happen as soon as possible (for urgent Severity 1 issues), or they may be scheduled in the future. Customers must specify the date/time for the Break Glass event.
- Customers must approve Break Glass events via My Oracle Support. This approval needs to be included in a Break Glass related Service Request, and must be made by a Customer administrator.
- Optionally the customer can also request to get Audit logs for the requested Break Glass event. Retention policy for these Audit logs is 30 days.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of service request.
- Execute steps to complete the service request
- Notify the customer upon completion of the activity
- If Audit logs were requested by customer, DevOps to provide Break Glass event logs

Service Level Objective

- **Advanced Notice**: 7 business days
- **Acknowledge/ Schedule**: 2 business days

- **Execution Time**: 1 business day

- **Outage Expected**: Yes