Oracle Utilities Meter Data Management 2.2 Utility Reference Models

This document lists the specific business processes included in each Utility Reference Model document bundle.

3 Manage Customers

3.3 Manage Products and Services

3.3.1 Gather and Maintain Customer (Contact) Information

3.3.1.1 Manage Contacts

3.3.2 Manage Service Agreement (Usage Subscription)

3.3.2.1 Maintain Generic Usage Subscription

4 Manage Revenue

4.2 Manage Device Measurements and Bill Customers

4.2.1 Collect and Process Device Measurements

4.2.1.1 Upload Device Measurements

4.2.1.2 Manage VEE and VEE Exceptions

4.2.2 Manage Bill

4.2.2.1 Calculate Usage

5 Manage Network Infrastructure

5.3 Connect and Maintain Products/Services

5.3.3 Manage Events

5.3.3.1 Upload Device Events

5.3.3.2 Manage Device Events

5.5 Monitor and Manage Service Faults and Service Investigative Orders

5.5.5 Monitor and Manage Service Faults

5.5.5.1 Manage Service Investigative Orders

5.6 Manage Assets

5.6.3 Manage Devices

5.6.3.1 Manage Device and SP

5.6.3.2 Manage Device Installation and Commissioning

5.6.3.3 Manage Device De-Installation, Decommissioning and Retirement