

Oracle Utilities Cloud Services

Cloud Operations Guide



For Currently Supported Releases

F79808-15

March 2026



Copyright © 2026, Oracle and/or its affiliates.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, MySQL, and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

1 Introduction

2 Cloud Operations Service Requests

Backup and Restore Policy Overview	2
Restoring from a Backup	3
Request to Export Cloud Environment Schema for On-Premises Use	4
Refreshing Data (Cloning)	5
Cloning Process Overview	5
Submitting a Request for Cloning	8
Request for Loading Demonstration Data	9
Request to Factory Reset an Environment	11
Request for DNS Address to be Added to Outbound Allow List	12
Request for Public IP Addresses Used in Outbound Communication to Customer Systems	13
Request for Inbound Allow List	14
Request for Customer Experience for Utilities (CX4U) Integration	15
Request for New Identity Cloud Service Registration for Existing Environments	16
Request for Modification or Deletion of OAuth client in Identity Cloud Service	17
Request for Data Backup for the Decommissioning Environment	18
Request Break Glass Event	19
Request for Static List of IP Addresses for Connecting to Oracle Cloud Services	20
Request for Private Endpoint (PE)	21
Request for Reverse Connection Endpoint (RCE)	22
Request for GoldenGate Replication Setup	24
Request to Add Substitute Variable Values	25

Index

1

Introduction

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 Customer Program Management 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](#)

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](#)
- [Request to Export Cloud Environment Schema for On-Premises Use](#)
- [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 Public IP Addresses Used in Outbound Communication to Customer Systems](#)
- [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 Modification or Deletion of OAuth client in Identity Cloud Service](#)
- [Request for Data Backup for the Decommissioning Environment](#)
- [Request Break Glass Event](#)
- [Request for Static List of IP Addresses for Connecting to Oracle Cloud Services](#)
- [Request for Private Endpoint \(PE\)](#)
- [Request for Reverse Connection Endpoint \(RCE\)](#)
- [Request for GoldenGate Replication Setup](#)
- [Request to Add Substitute Variable Values](#)

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:

- 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

Note

The schedule times above are based on the Local Data Center Time.

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** for Production environments.

Restoring from a Backup

The restore is solely for the purpose of recovering from a data loss or corruption issue in live 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 Production environments, so any request to restore should be within this period.
- 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 Ops 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.

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 Specifications

- 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 Ops 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
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

This section provides an overview of the cloning process.

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 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.

Note

For moving configuration data from any Dev sized environment to a Test and/or Prod environment, Oracle recommends using Process Automation and/or Content Migration Assistant (CMA).

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 24B can be cloned to a target environment version 24C, but not to a target environment version 25.4 or 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-sized environment. However as an exception, if a clone from Dev to Test and or Prod is required, the Customer will need to submit evidence of up-to-date ILM partitioning in the Source environment. Please refer to “Chapter 7: Information Lifecycle Management” in *Oracle Utilities Cloud Services Implementation Guide* for more details.
 - 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 (only when cloning in between same cloud services for example CCS to CCS), used for running CMA between environments
- Process automation configuration will be recreated from base of the target environment, if cloning source and target cloud services are different for example from MSCS to CCS.
- 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.
- Key Rings: Additional key rings may be added, existing key rings from clone source may be updated. Keys are copied for both
- Key rings that are in the clone source but not in the clone target environment are NOT deleted. However, their keys are deleted, because they will not be usable in the target system. You will have to create new keys.
- Similar to key rings, F1-FileStorage extendable lookup values are preserved from the target to the clone. The ones only in the source are kept, but the BO data area is set to null to erase the contents.

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 [Post-Cloning Steps](#) below for more information. 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 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.

Multi-Target/Stage Clone Requests

- In Some cases, customers may want to clone the same source to multiple targets on different dates. For such use-cases, they can request a Staged Clone, whereby a stage copy is created from the Source and is copied to multiple targets on different dates.
- Customers are expected to mention in the request that the same source snapshot is required to be cloned to another target at a different date.
- Customers are expected to submit a different Service Request for the other clone requests which must use the same staged snapshot as source.
- The maximum retention for this staged copy is 30 days.
- The staged 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.

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. Once you receive

cloning request completion notification from Oracle Support, you may be required to perform the following steps:

1. Import custom Message Senders previously exported via CMA (see [KB259005](#) on My Oracle Support)
2. Review Batch Controls for file path references to object storage buckets and or file names and change if necessary.
3. Review Reporting Options: Check that 'Reporting Server from Browser' URL value is correct environment.
4. Review Scheduler Programs and activate as necessary:
 - a. Select **Admin**, the **Batch Operations**, then **Scheduler Programs**, and then **Search**.
 - b. Review the Scheduler Programs that are in the "Inactive" state.
 - c. For each of the Scheduler Programs that you would like to Activate, click on the description to navigate to the scheduler program:
 - i. Click **Edit** in the **Record Actions** section to edit the scheduler program.
 - ii. Change the status from "Inactive" to "Active" and click **Save**.
5. Review Batch Job Stream Definitions and activate as necessary:
 - a. Select **Admin**, the **Batch Operations**, then **Batch Job Stream Definition**, and then **Search**.
 - b. Review the batch job stream definitions that are in the "Pending" state.
 - c. For each of the batch job stream definition that you would like to Activate, click on the description to navigate to the batch job stream definition:
 - i. Click **Activate** in the **Record Actions** section to activate the batch job stream definition.

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 must 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

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:
 - Customers are advised to provide at least 48 hours advance notice when cancelling existing clone requests.
 - Customers 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.
 - Customers 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 \(KB346112\)](#) 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 Clones](#) section above and availability of the requested schedule.
 - Oracle will update the Service request Ticket and confirm schedule.

Oracle Cloud Ops 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 Demo Data Load (in hours)
N/A (any)	8-12 hours

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 \(KB210301\)](#) 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 Ops 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 available on either a public or private network. To access an external system that resides on a private network, an additional step of creating a Private Endpoint (PE) / Reverse Connection Endpoint (RCE) is a prerequisite step (Please refer to [Request for Private Endpoint \(PE\)](#) or [Request for Reverse Connection Endpoint \(RCE\)](#) sections below). There are multiple network access options supported, including:

- Access the endpoint DNS via public internet
- Access the endpoint DNS via Service Gateway (for accessing other Oracle cloud services within the same region, such as Oracle Integration Cloud).
- Access the endpoint DNS via Private Endpoint (PE) or Reverse Connection Endpoint (RCE).

This section describes the process to for customers or system integrators to request a DNS allow list.

Request Specifications

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

Customer Obligations

- The customer must provide the named DNS or a list of named DNS along with the environment URLs where to implement the request.
- The customer must provide a detailed business justification for DNS being allowlisted. For example:
 - <Company> requests that the DNS address <...> be added to the outbound allow list for the following <..prod/stage/dev..> environments.

Business Justification:

- * Access to <...> is required to enable automatic delivery of <...> to our customers through <...>. Allowlisting this address ensures support for following business objectives:
 - * a. <objective 1>
 - * b. <objective 2>
 - * c. and so on
- No wildcard (*) should be used in the DNS . 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.

① 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 Ops 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 Public IP Addresses Used in Outbound Communication to Customer Systems

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 Specifications

- 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 Ops 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:** 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 the open internet through the Akamai network 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 Specifications

- 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 Ops 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 its 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 Specifications

- 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 Ops 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)) along with the Cloud Admin email id belonging to the Identity Domain URL which must be included 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 with Identity Domains** section of the *Oracle Utilities Cloud Services Administration Guide*.

Oracle Cloud Ops 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 Modification or Deletion of OAuth client in Identity Cloud Service

Creation of the integration OAuth Clients in the OCI IAM Identity Domain no longer requires a service request and may be performed by customer's security administrator directly via OCI console (Please refer to the *Oracle Utilities Cloud Services Administration Guide* for more details). The capability is supported across current and previous releases.

For an existing OAuth client which was previously requested and created in Oracle Identity Cloud Service (IDCS) by Oracle, the customer or system integrator can request for modifications and or deletion.

Request Specifications

- The customer must specify the environment details (including URL(s)) in the service request.
- The customer must provide the following details when requesting modification:

- List of OAuth client name(s) along with mapping environment URL to be provided
- The action to be performed such as Activate, Deactivate, upload new certificate, or modify redirect URL.
- Additional data relevant for the action.
- If you need to rotate the secret for an existing OAuth client created by Oracle, you are required to create new OAuth Client (Please refer to *Oracle Utilities Cloud Services Administration Guide* for more details) and request the deletion of existing OAuth client.
- The customer must 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 modification or 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 modified or deleted from IDCS, it is impossible to restore it.

Oracle Cloud Ops 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 [Customer Obligations](#) outlined below.

Oracle Cloud Ops 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 Ops 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

Request for Static List of IP Addresses for Connecting to Oracle Cloud Services

Oracle cloud services are accessible via Akamai network in all regions, and the cloud application hostname resolves with an Akamai IP address which are not static IP addresses.

In cases, where a static list of IP addresses to the Cloud services is required, like when needed for defining rules in on-premises firewalls, the customer can raise an SR to request for the Home Region DNS information of the primary and secondary region (in case of cloud services deployed on a single AD region)

Note

Doing this means that the additional benefits provided by Akamai will not be utilized and thus is recommended only if needed.

Pre-requisites for Requesting Static List of IP Addresses

- The customer is required to provide the IP/CIDR blocks and or VCN OCID of inbound allow list as a separate service request. Please refer to section "Request for Inbound Allow List".

Request Specifications

- The customer must provide the IP/CIDR blocks and or VCN OCID that were already made part of inbound allow list.

Customer Obligations

- The customer must submit one service request via the My Oracle Support Portal.

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:** 3 business days
- **Acknowledge/Schedule:** 2 business days
- **Execution Time:** 1 business day
- **Outage Expected:** No

Request for Private Endpoint (PE)

A private endpoint is a private IP address within your VCN that you can use to access a given service within Oracle Cloud Infrastructure. The service sets up the private endpoint in a subnet of your choice within the VCN. This can be used to establish the connection between your on-premises network to the SaaS Service (Customer-to-Service).

If the customer requirement is to access the cloud services via private network, they must create a service request with the Oracle Cloud Operations team.

Pre-requisites for Requesting a Private Endpoint

- The customer must provide the IP/CIDR blocks and or VCN OCID of inbound allow list as a separate service request. Please refer to section "Request for Inbound Allow List".

Request Specifications

- The customer must provide the following as part of the service request:
 - Customer Tenancy Name
 - Customer Tenancy OCID
 - The compartment name
 - The compartment OCID
 - Customer VCN Name
 - Customer VCN OCID
 - The DNS of the Customer's VCN
 - The CIDR Range of the Customer's VCN
 - The private subnet name in the customer's tenancy
 - The OCID of the subnet
 - The CIDR range of the subnet
 - Tenant/Domain/Application Name of the cloud service (Example: zyu001/dev/ccs)

Customer Obligations

- The customer must perform the following activities prior to raising the private endpoint service request.
 - Step 1: Create a VCN with a private subnet where the PE can be created
 - Step 2: Add the necessary policy to allow PE creation on customer tenancy

Add the following IAM Policy to allow Oracle to create Private endpoint in the compartment in your tenancy:

```
allow service ORACLE_INDUSTY_SAAS to manage vnics in compartment <Customer  
Compartment Name>
```

```
allow service ORACLE_INDUSTY_SAAS to use subnets in compartment <Customer  
Compartment Name>
```

```
allow service ORACLE_INDUSTY_SAAS to use network-security-groups in  
compartment <Customer Compartment Name>
```

```
allow service ORACLE_INDUSTY_SAAS to inspect work-requests in compartment  
<Customer Compartment Name>
```

Example:

```
allow service ORACLE_INDUSTY_SAAS to manage vnics in compartment JI_PE_POC
```

```
allow service ORACLE_INDUSTY_SAAS to use subnets in compartment JI_PE_POC
```

```
allow service ORACLE_INDUSTY_SAAS to use network-security-groups in  
compartment JI_PE_POC
```

```
allow service ORACLE_INDUSTY_SAAS to inspect work-requests in compartment  
JI_PE_POC
```

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:**5 business days
- **Acknowledge/Schedule:**2 business days
- **Execution Time:**15 business days
- **Outage Expected:**Yes

Request for Reverse Connection Endpoint (RCE)

A Reverse Connection Endpoint (RCE) enables Oracle services to initiate connections to customer-specified resources within a Virtual Cloud Network (VCN) or on-premises network without traversing the public internet.

Reverse connections or S2C functionality enables Oracle services to privately begin connections to instances within the customer's OCI VCN or on-premises network.

If the customer requirement is to access the on-premises endpoint from the cloud services via private network, they must create a service request with the Oracle Cloud Operations team.

Request Specifications

- The customer must provide the following as part of service request:
 - Customer Tenancy Name
 - Customer Tenancy OCID
 - The compartment name
 - The compartment OCID
 - Customer VCN Name
 - Customer VCN OCID
 - The DNS of the Customer's VCN
 - The CIDR Range of the Customer's VCN
 - The private subnet name in the customer's tenancy
 - The OCID of the subnet
 - The CIDR range of the subnet
 - Tenant/Domain/Application Name of the cloud service (Example: zyu001/dev/ccs)
 - IPs of the server hosting the customer endpoint
 - FQDNs of the customer endpoints

Customer Obligations

- The customer must perform the following activities prior to raising the reverse connection endpoint service request.
 - Step 1: Create a VCN with a private subnet where the RCE can be created (it should be with in the same region where the cloud services are provisioned)
 - Step 2: Add the necessary policy to allow RCE creation on customer tenancy

Add the following IAM Policy to allow Oracle to create Reverse Connection Endpoint in the compartment in your tenancy.:

```
allow service ORACLE_INDUSTRY_SAAS to manage vnics in compartment <Customer  
Compartment Name>
```

```
allow service ORACLE_INDUSTRY_SAAS to use subnets in compartment Compartment  
Name>
```

```
allow service ORACLE_INDUSTRY_SAAS to use network-security-groups compartment  
<Customer Compartment Name>
```

```
allow service ORACLE_INDUSTRY_SAAS to inspect work-requests in compartment  
<Customer Compartment Name>
```

Example:

```
allow service ORACLE_INDUSTRY_SAAS to manage vnics in compartment JI_PE_POC
```

```
allow service ORACLE_INDUSTRY_SAAS to use subnets in compartment JI_PE_POC
```

```
allow service ORACLE_INDUSTRY_SAAS to use network-security-groups in  
compartment JI_PE_POC
```

```
allow service ORACLE_INDUSTRY_SAAS to inspect work-requests in compartment  
JI_PE_POC
```

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:**5 business days
- **Acknowledge/Schedule:**2 business days
- **Execution Time:**15 business days
- **Outage Expected:**Yes

Request for GoldenGate Replication Setup

Oracle Utilities Cloud Service, GoldenGate Replication provides you with the ability to establish one-way, initial, and ongoing change-based (CDC) replication of data from a nominated supported source Enterprise SaaS cloud service environment (for example, CCS Production) to a supported target environment (an OCI hosted Autonomous Database ATP owned and managed by the customer) via a Named Distribution Path for reporting purposes.

In order to setup the GoldenGate replication services, customer is required to create a service request to Oracle DevOps.

Request Specifications

- The customer must provide the following information:
 - URL of Source application environment.
 - Target Tenancy OCID.
 - Target Compartment OCID.
 - Target VCN OCID
 - Target Subnet OCID
- The customer must ensure that:

- Required IAM policies that allow Oracle to create a private endpoint (PE) in the compartment belongs to customer tenancy.
- Required Ingress Security Rule to allow Trail Files to enter customer tenancy has been setup.
- Source environment will not be used for any additional data conversion activities.

Customer Obligations

- The customer must subscribed to:
 - Oracle Utilities Cloud Service, GoldenGate replication via Sales Order
 - OCI Autonomous Database ATP, which is the target database into which data is replicated via Universal Credits.
 - OCI Goldengate Service, which provides the replicate and other GoldenGate services and features for maintaining the ongoing replications via Universal Credits.
- The customer must perform the GoldenGate Replication Administration Tasks (Please refer to the Cloud Services Administration Guide for more details)
- The customer must have certified OCI Architect, Oracle DBA and Oracle GoldenGate certified professionals involved in the replication process setup.
- The customer must submit one service request per environment via the My Oracle Support Portal.

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:**15 business days
- **Acknowledge/Schedule:**5 business days
- **Execution Time:**15 business day
- **Outage Expected:**Yes

Request to Add Substitute Variable Values

Oracle cloud services support multiple features that may need to override and/or append the default substitution variables set as part of your cloud environment deployment Please refer to the *Oracle Utilities Cloud Services Implementation Guide* for more information.

These variables may include but are not limited to the following:

- CSP_URL_IMG_SRC
- CSP_URL_SCRIPT_SRC
- CSP_URL_FRAME_SRC
- CSP_STYLE_SRC
- CSP_CONNECT_SRC
- CSP_FONT_SRC

- CI_BILL_URL
- CI_LETTER_URL

If the customer requirement is to override and or append the default values, they need to create a service request.

Request Specifications

- The customer is required to provide the substitution variable along with the override and/or appended value. For example:

```
CSP_URL_IMG_SRC = https://customer-domain1.com/abc/abc.js
```

Customer Obligations

- The customer must submit one service request per environment.

Oracle Cloud Ops 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

Glossary

Index