

Devices as Assets for Oracle Utilities Customer Cloud Service and Oracle Utilities Work and Asset Cloud Service

Purpose statement

This document provides an overview of recording devices as assets in Oracle Utilities Customer Cloud Service (CCS) or Oracle Utilities Customer to Meter (C2M), and Oracle Utilities Work and Asset Cloud Service (WACS) or Oracle Utilities Work and Asset Management (WAM). It is intended solely to help you plan for the implementation of the products described.

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Purpose

This document describes how physical items are supported for a utility with both Oracle Utilities Customer Cloud Service (CCS) or Oracle Utilities Customer to Meter (C2M), and Oracle Utilities Work and Asset Cloud Service (WACS) or Oracle Utilities Work and Asset Management (WAM).

It provides an overview of:

- Where and how physical items are recorded
- How work is orchestrated; and
- What integration can be used.

For a utility with both CCS/C2M and WACS/WAM who wishes to manage meters and other similar devices as assets, Oracle Utilities Operational Device Management (ODM) is expected to be installed as a component of WACS/WAM and disabled in CCS/C2M.

Note this document does not consider devices on the customer side of the meter.

Devices and Assets

Some physical items individually impact customer billing or have measurements, such as meter reads, that are collected and used for settlements or other non-asset maintenance related purposes. These items can also be considered assets, requiring for example tracking the location of the item when it is not installed in the field.

Other items that should be managed as assets have no individual impact on customer billing and no measurements that are used for something other than asset maintenance.

Assets can be considered as being either:

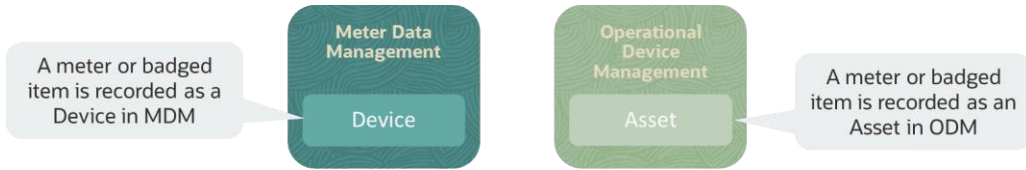
- Individually Customer or Measurement Related
Where either a customer’s billing is related to a specific asset, or measurements, such as meter reads, are collected from the asset and used for settlements or other non-asset maintenance related purposes. Meters and similar devices are examples of this kind of asset.
- Not Customer or Measurement Related
Where the asset is neither individually related to customer billing nor are its measurements used for purposes other than asset maintenance. Most of a utility’s assets would fall into this group, including transformers, poles and pumps.

Physical items that individually impact bills or for which non-asset maintenance measurements are collected are recorded in CCS/C2M as devices and recorded in WACS/WAM as assets. Other items are recorded only in WACS/WAM.

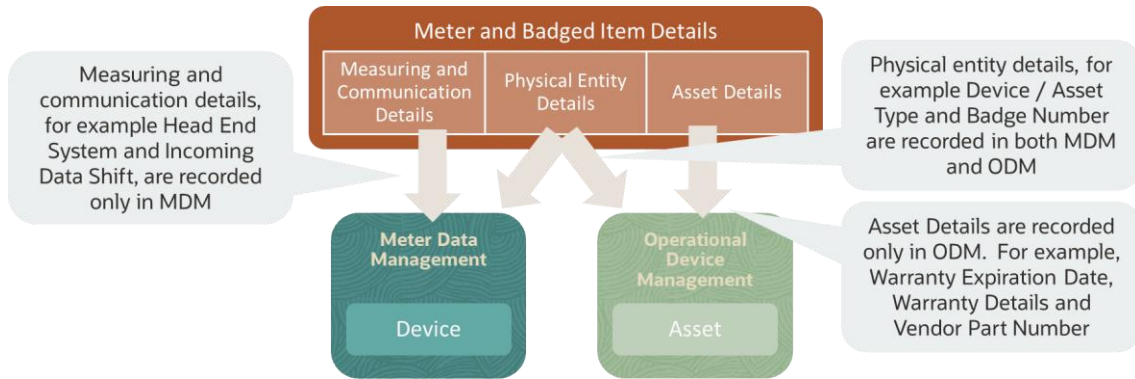
	Individually Customer or Measurement Related	Not Individually Customer or Measurement Related
CCS / C2M	Recorded in CCS/C2M (MDM) as a device	Not individually recorded in CCS/C2M
WACS / WAM	Recorded in WACS/WAM (ODM) as an operational device (ODM) asset	Recorded in WACS/WAM (WAM) as a standard (WAM) asset

Recording Both a Device and an Asset

A customer or measurement related item such as a meter or badged item is recorded as both an MDM device and an ODM asset.



The meter and badged item details are split between MDM and ODM.

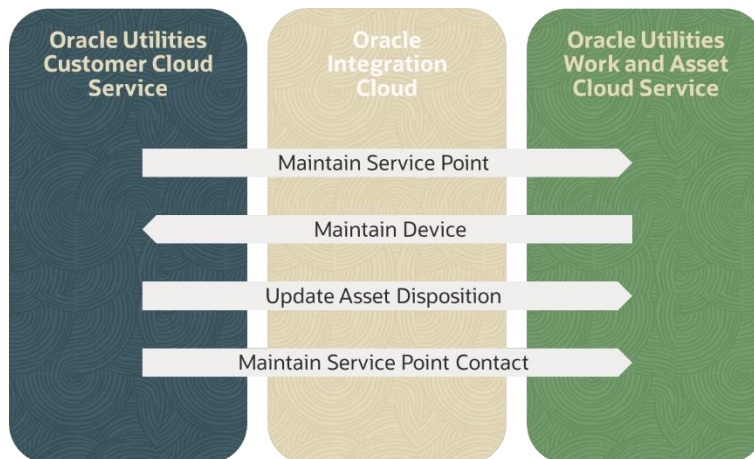


Integration to Support Recording Assets and Devices

For individually customer or measurement related items the Oracle Utilities Integration for Device Operations (MDM – ODM integration) supports the item being recorded in both MDM and ODM.

This integration can be used when:

- MDM is installed in CCS, C2M or in a separate MSCS or MDM instance; and
- ODM is installed in WACS, WAM or in a separate ODM instance.

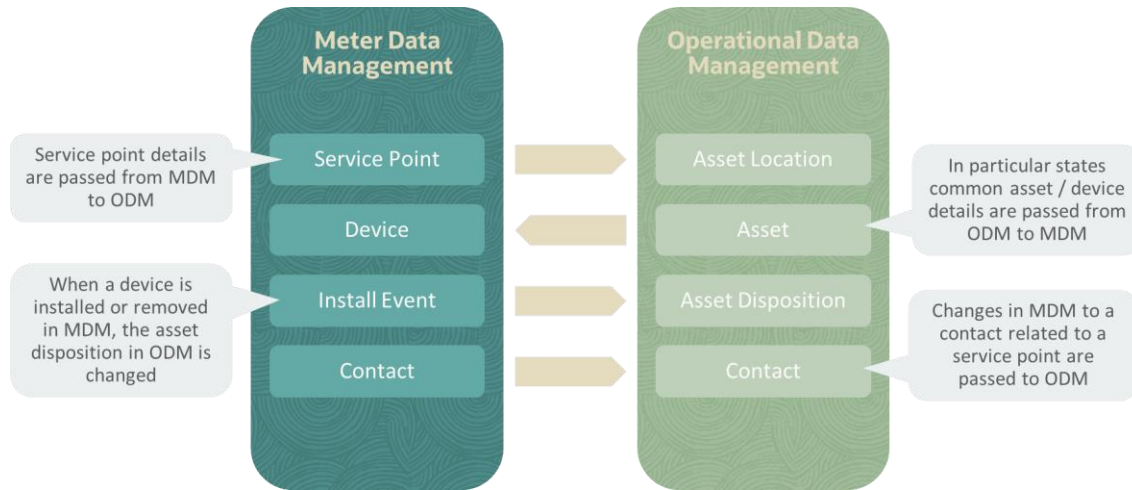


Note in the diagram above MDM is installed in CCS and ODM is installed in WACS.

The MDM – ODM integration includes integration for:

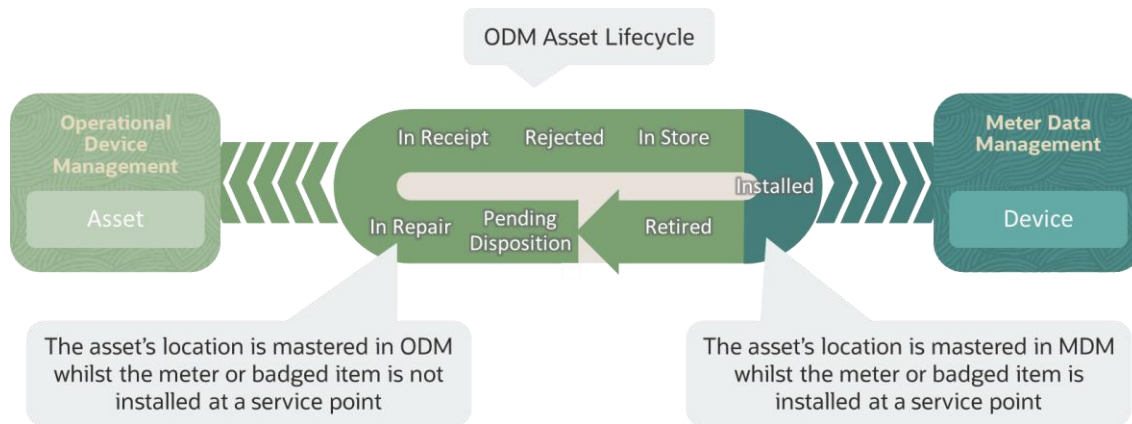
- Service points / asset locations
- Devices / assets
- Installation events / asset disposition
- Service point contacts / asset location contacts

The basic integration flows are illustrated below.



Note the maintain service point contact flow is not related to customers which in MDM are related to a usage subscription not the service point.

When a meter or badged item is not installed, ODM records the storeroom where the meter or badged item is located. When a meter or badged item is installed at a service point or removed from a service point this is recorded in MDM. The data mastery of a meter or badged item asset’s location changes during the asset’s lifecycle, as illustrated below.



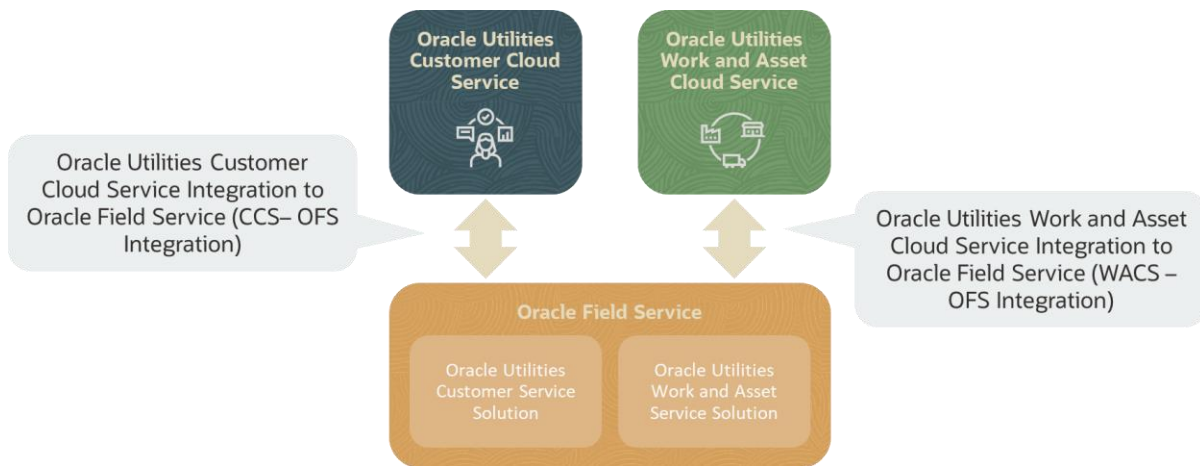
Note at the start of the asset lifecycle the WACS/WAM purchasing functionality can be used to purchase and receive an ODM asset. Also whilst an asset is in store the WACS/WAM inventory functionality can be used.

Work Management

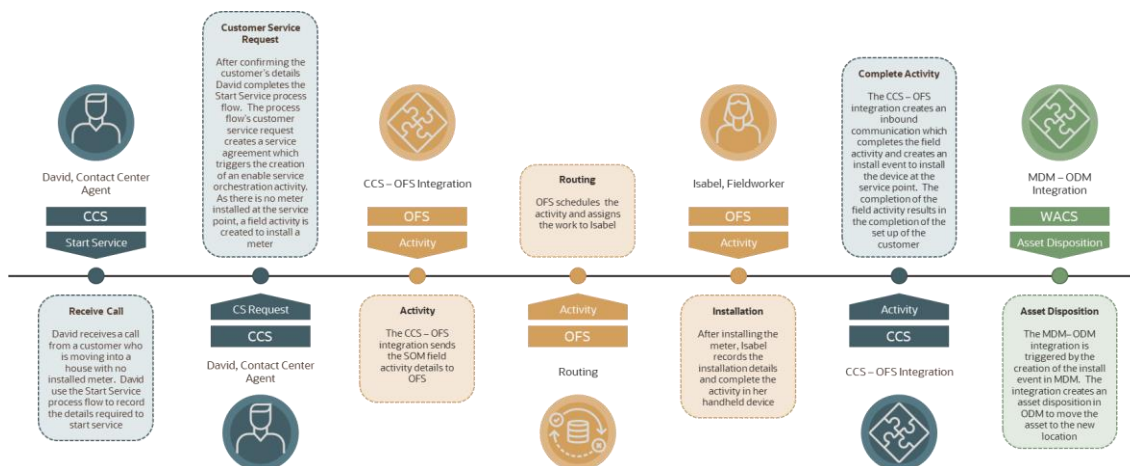
For individually customer or measurement related items field work such as turning on a meter, removing a badged item or exchanging a meter is managed by CCS/C2M. For non-individually customer or measurement related assets work is managed in WACS/WAM.

Individually Customer or Measurement Related	Not Individually Customer or Measurement Related
<p>Work is orchestrated in CCS/C2M using service order management (SOM) activities. Field work is sent to Oracle Field Service (OFS) or another field work application from CCS/C2M</p>	<p>Work is managed in WACS/WAM using work orders and work activities. Field work is sent to Oracle Field Service (OFS) or another field work application from WACS/WAM</p>

For utilities with Oracle Field Service (OFS), Oracle Utilities integration can be used between CCS/C2M and OFS, and between WACS/WAM and OFS.



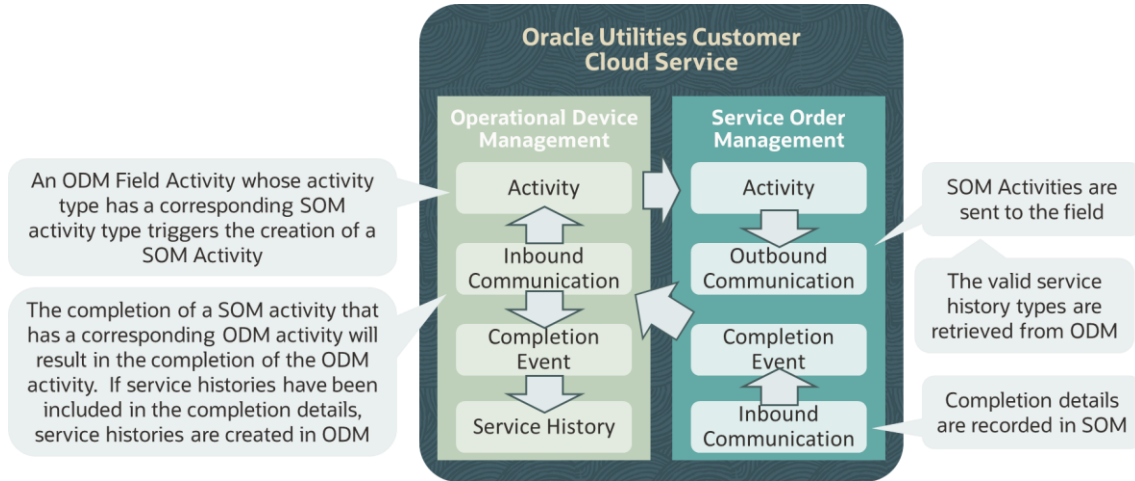
The CCS – OFS and MDM – ODM integrations support business processes that span across CCS/C2M, WACS/WAM and OFS. The business process shown below of a customer moving into a location that does not have an installed meter is an example of this.



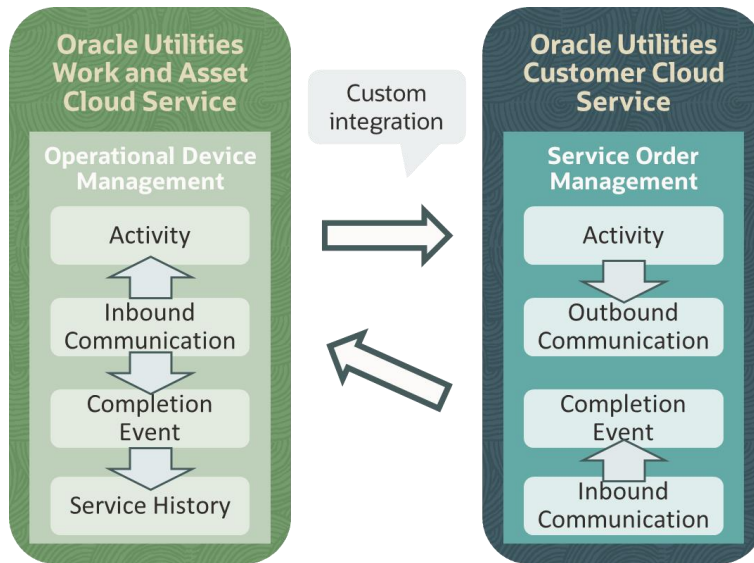
Periodic Device Inspection

The activity generator functionality in ODM creates multiple activities based on specified criteria. This can be used to create activities for the periodic inspection of meters or badged items. The activities created by the activity generator are ODM activities.

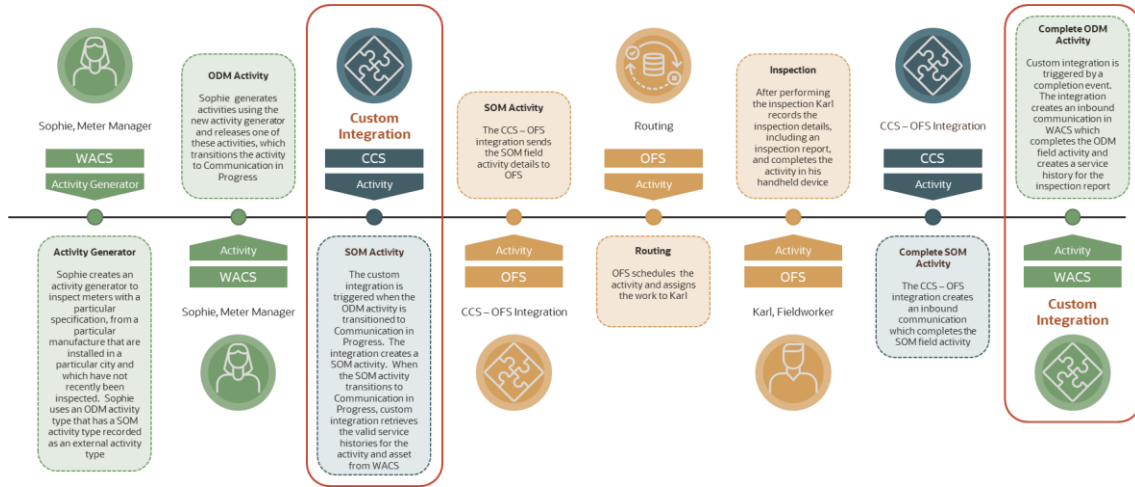
For a utility who does not have WACS/WAM and has ODM installed as a component within CCS/C2M, functionality within CCS/C2M can automatically create a Service Order Management (SOM) activity for an ODM activity. This allows the activities generated by the ODM activity generator to be managed in CCS/C2M.



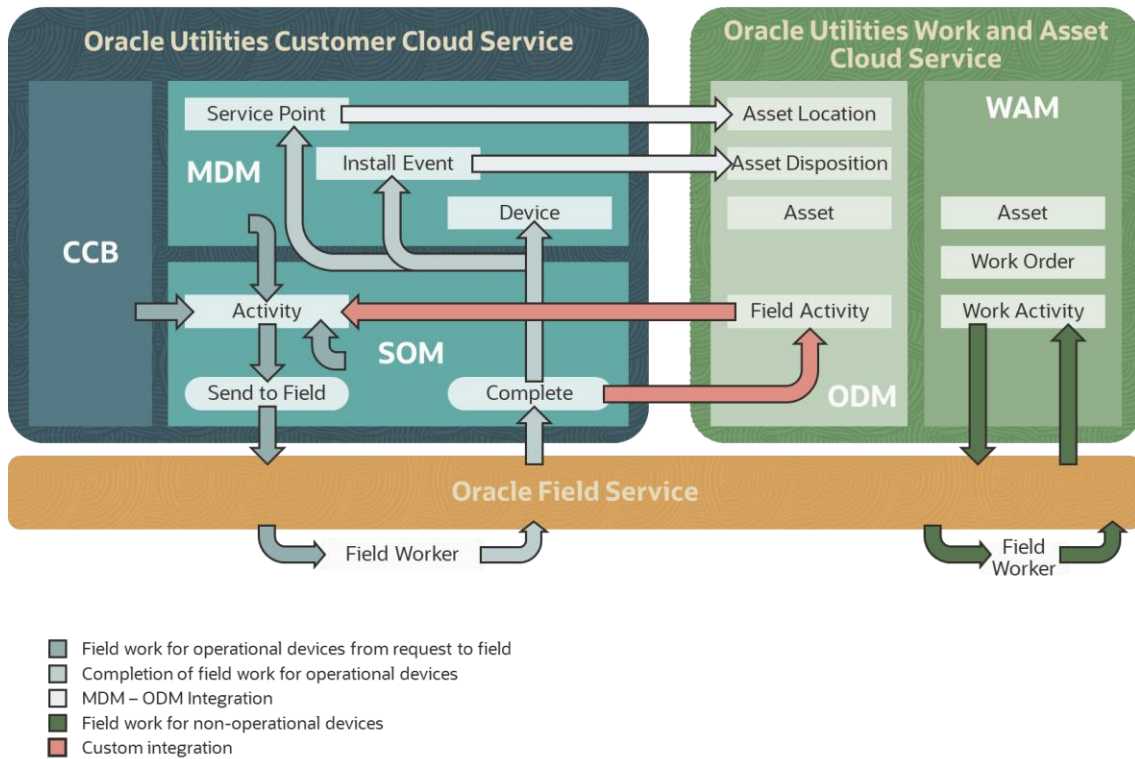
For a utility that has both CCS/C2M and WACS/WAM, custom integration can be used to replicate this processing. The custom integration can be based on the existing functionality used when ODM is installed in CCS/C2M



The business process of an ODM activity being managed in SOM is illustrated in the diagram below. In this example a meter inspection is created in ODM and custom integration used.



The custom ODM – SOM activity integration would operate in conjunction with the MDM – ODM integrations and where OFS is in use, the CCS – OFS integration. The following diagram shows the custom ODM – SOM activity integration with related integration flows.



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