Pointe Hilton at Squaw Peak
Phoenix, Arizona
February 13 – February 14, 2017

2017 Oracle Utilities **Edge** Customer Conference

Product Forum
Session Descriptions

TABLE OF CONTENTS

Registration

Registration will be available on Sunday evening and starting at 7:00am Monday morning. Registration can be found in the Convention Center Anasazi Lobby. Printed copies of the agenda and Session Descriptions will be provided.

Oracle Utilities General Sessions

MONDAY | FEBRUARY 13 | 8:45-10:45AM

Opening General Session

Dan Byrnes	Oracle Group VP Product Management and Product Development
Andreas Ruhl	Oracle Senior Director, Product Management
Brad Kitchen	Oracle Utilities VP, Professional Services
Stacy Derstine	Arizona Public Service, Director, VP Customer Service
Jassi Arora	Arizona Public Service, Director, CIS Modernization Program

This session will cover introductions, outline the intention of the Oracle Utilities **Edge** Customer Conference and what attendees should expect out of it, as well as introduce Oracle Utilities' strategic direction, solution suite and high level roadmap to the audience.

MONDAY | FEBRUARY 13 | 5:00-7:00PM

Oracle Utilities Welcome Reception Anasazi Courtyard
Join us for a Welcome reception in the Anasazi Courtyard on the south side of the Convention Center. Light appetizers will be served and you will have the opportunity to meet other customers, partners, and Oracle representatives to discuss the day's events.

TUESDAY | FEBRUARY 14 | 8:30-9:45AM

Oracle Utilities Application Framework Technology Update

Brian Owenson	Oracle Utilities Sr. Director Product Management
Jassi Arora	Arizona Public Service, Director, CIS Modernization Program

Note: This session starts at 8:30am.

Brian will discuss the current state of technology and architecture in the Oracle Utilities Application Framework (OUAF) based Applications, illustrate the many efforts being made to reduce the cost of installing, configuring, and managing these applications, and review a roadmap for future enhancements.

Jassi will present a case study of APS's use of the Oracle Utilities Testing Accelerator and the Oracle Application Testing Suite.

Registration

Closing Session
Join the Oracle Utilities team for final comments and early information about next year's event.

Product Usability - Join Our Experts Panel

As the Product Design team at Oracle Utilities, we conduct qualitative research with utility customers to help improve our products. But we're missing one key ingredient: you!

We'd love to hear about your opinions and experiences working with Oracle Utilities products, and to help us make those products work better for you and your customers.

Fill out a brief form to join the panel, and become one of our valued experts.

www.utilresearch.com

Share your Oracle Product Experience

Come share your product experience with other IT professionals by filling out an anonymous product review on your favorite Oracle product. Gartner has launched a new peer-to-peer product review website, Peer Insights, and Oracle is encouraging customers to write reviews. In exchange for your review, we have a small gift for you. Our booth is located in the Conference Center Lobby by the registration desk.

Gartner's Peer Insights provides technology ratings and reviews by IT professionals to help their peers make more insightful product selection decisions. Reviews cover the entire IT lifecycle (product evaluation and implementation to service and support) and represent the unfiltered, firsthand experience of enterprise technology buyers.

ORACLE DATARAKER

MONDAY	FEBRUARY 13	
8:45-10:45 am	Anasazi Ballroom	**General Session in Anasazi Ballroom**
11:00 - 11:50 am	Yucca/Palo Verde	**DR-001** **DataRaker Overview, Roadmap and Demo** This session will provide an overview of the DataRaker roadmap. We will review the enhancements being developed for future releases and demo new features that were implemented in the past 12 months. Customers are encouraged to provide feedback and additional requests.
1:00 – 1:50 pm	Yucca/Palo Verde	**DR-002** **Detecting EV Charging Times** Learn how data scientists apply digital signal processing techniques to interval data to detect EV charging times. This enables more targeted demand response and energy efficiency programs.
2:00 – 2:50 pm	Yucca/Palo Verde	**DR-003** **How Clustering Improves Interpolation Results** Learn how data scientists use a k-means clustering model incorporating features based on usage and other data to improve interpolation accuracy.
3:10 – 4:00 pm	Yucca/Palo Verde	**DR-004** **Fine-grained Electricity Consumption Forecasting** Learn about DataRakers 2-day ahead consumption forecast implemented using machine learning techniques including neural networks, nearest neighbor, and aggregated meter read and temperature data.
4:10 – 5:00 pm	Yucca/Palo Verde	**DR-005** **Detecting Premises Using Heat Pumps** Learn how data scientists are able to detect heat pumps and other temperature sensitive electric heat users who may cause overload issues upstream

ORACLE DATARAKER

TUESDAY	FEBRUARY 14			
9:00 - 9:50 am	Yucca/Palo Verde	**DR-006**	**DataRaker and Opower Integration**	
		Learn about the Opower + DataRaker product strategy. We'll review Opower's customer analytics and customer experience, and investment areas that leverage both technologies.		
10:00 – 10:50 am	Yucca/Palo Verde	**DR-007**	**Client Services**	
		In this session, we will be hearing from Client Services leadership about the organizations within the new UGBU Client Services team, and the associated benefits to DataRaker.		
11:00 – 11:50 am	Yucca/Palo Verde	**DR-008**	**Utility Working Session - Utilities Only**	
		Customers will bring enhancement requests and feedback for the DataRaker team to be further defined with the whole group. At the end of the session, the list of enhancements will be prioritized. The feedback will be delivered to the DataRaker team shortly after the end of the conference.		
1:00 – 1:50 pm	Yucca/Palo Verde	**DR-009**	**How to get off to a Good Start with DataRaker**	
		Don Tougas of Green Mountain Power will present on communication plans/tools that were used when implementing DataRaker. Other customers and partners will share tips, best practices, and processes from their implementations.		
2:00 – 2:50 pm	Yucca/Palo Verde	**DR-010**	**How to Continue the Progress after Implementation**	
		Analytics life cycle: how do utilities choose which use cases to pursue, what types of change management is used during implementation, and what is done from a maintenance perspective. Peggy Clippert will present on how We Energies keeps improving its algorithms by reviewing them quarterly. Other customers and partners are encouraged to share their ideas and perspectives of best practices for integrating DataRaker into their business processes.		
3:10 – 4:00 pm	Yucca/Palo Verde	**DR-011**	**Distribution Use Cases**	
		We Energies and Green Mountain Power will discuss their distribution use cases. Other customers and partners are encouraged to share their experiences in this area as well.		
4:10 – 5:00 pm	Anasazi Ballroom	**Closing Session in Anasazi Ballroom**		

ORACLE UTILITIES CUSTOMER CARE & BILLING / SELF SERVICE

MONDAY	FEBRUARY 13	
8:45-10:45 am	Anasazi Ballroom	**General Session in Anasazi Ballroom**
11:00 - 11:50 am	Apache	**CCB-001 CCB Roadmap** As utilities transform their business to meet the demands of today's consumers, their customer information systems need to evolve to meet changing business requirements. This session provides an overview of the CCB roadmap and the enhancements to meet those changing requirements.
1:00 – 1:50 pm	Apache	**CCB-002 CCB 2.6 Enhancements (Part 1)** The next major version of Oracle Utilities Customer Care and Billing, CCB 2.6, is targeted for release in 2017. Attend this session to learn more about the enhancements planned for this release and to plan and prepare to use them when available.
2:00 – 2:50 pm	Apache	**CCB-003 From Meter to Customer and Beyond** This session will introduce new Customer to Meter co-deployment options with metering application components and planned integrations with Oracle Customer Experience (CX) Cloud Solutions including Opower products, Service Cloud, Marketing Cloud, Field Service Cloud, Social Cloud, Sales Cloud, and Configure, Price, Quote (CPQ) Cloud.
3:10 – 4:00 pm	Apache	**CCB-004 Self Service Product Update & Roadmap** Today's innovative utilities consider self service to be a critical component of their overall customer strategy. This session will provide an overview of the latest Oracle Utilities Customer Self Service (CSS) enhancements, as well as a first look at Digital Self Service (DSS), a new Oracle Utilities and Opower self service product. DSS is the industry's first simple, elegant, and modern cloud-hosted digital customer experience that gives utilities both the feature-richness of CSS and the modern design of an Opower product.
4:10 – 5:00 pm	Apache	**CCB-010 Digital Self Service** Following the acquisition of Opower, Oracle Utilities is excited to introduce the first jointly developed product: Digital Self Service (DSS). Digital Self Service re-imagines utility customer service by combining OUCSS's rich functionality with Opower's industry-leading customer expertise, resulting in a modern, cloud-hosted utility digital customer experience. This session will include a first look at the product and an interactive discussion with the DSS product managers, giving attendees an opportunity to inform the direction of the product and learn about Oracle's vision for the customer experience from the experts.

Customer Care and Billing and Self Service sessions sponsored by:

BLUE HERON
C O N S U L T I N G
the value integration company

ORACLE UTILITIES CUSTOMER CARE & BILLING / SELF SERVICE

TUESDAY	FEBRUARY 14		
8:30 - 9:45 am	Anasazi Ballroom	**Reserved for OUAF General Session in Anasazi Ballroom**	
10:00 – 10:50 am	Apache	**CCB-005**	**CCB 2.6 Enhancements (Part 2)** The next major version of Oracle Utilities Customer Care and Billing, CCB 2.6, is targeted for release in 2017, subsequently followed by a service pack. We will explore enhancements being considered for the service pack. Attend this session to learn more about the enhancements planned for this release and to prepare for their availability.
11:00 – 11:50 am	Apache	**CCB-006**	**Customer Solution Cloud Service** Utilities wanting to further reduce total cost of ownership while improving customer service are looking at SaaS (Software as a Service) as a solution. This session will provide an overview of the planned Oracle Utilities Customer Solution Cloud Service. Learn what the Customer Solution Cloud Service can offer, how to benefit from it, and how you can prepare for it now.
1:00 – 1:50 pm	Apache	**CCB-007**	**Establishing an Effective CCB Governance Model** This presentation will focus on a strategic approach for creating an effective CC&B governance model. It will highlight important areas to consider when managing your CCB system including management processes, organizational structure, relationship management and communication strategies.
2:00 – 2:50 pm	Apache	**CCB-008**	**Optimizing Your CIS Solution** Your CCB implementation has been in production for a while and it's time for a tune-up. Oracle Consulting Services discusses how they have been working with clients with a focus on a) process improvement, b) solution optimization, and c) Implementing new product features to support business initiatives.
3:10 – 4:00 pm	Apache	**CCB-009**	**CCB Focus Group** Attendees are invited to a forum where participants can raise and discuss topics of their choice related to the CCB product. Topics may include specific issues and suggestions for enhancements related to the product. Participants are also welcome and encouraged to share updates on their use of CCB.
4:10 – 5:00 pm	Anasazi Ballroom	**Closing Session in Anasazi Ballroom**	

Customer Care and Billing and Self Service sessions sponsored by:

BLUE HERON CONSULTING *the value integration company*

ORACLE UTILITIES METER DATA MANAGEMENT / SMART GRID GATEWAY

MONDAY	FEBRUARY 13	
8:45-10:45 am	Anasazi Ballroom	**General Session in Anasazi Ballroom**
11:00 - 11:50 am	Hopi	**MDM-001** **Customer Updates** Each attending utility will be invited to briefly outline their current state and future plans for MDM/SGG. Ideally, each utility will provide an overview of their current project and goals for the next several years.
1:00 – 1:50 pm	Hopi	**MDM-002** **MDM/SGG Product Updates** This session will provide an update on the current releases of both MDM and SGG.
2:00 – 2:50 pm	Hopi	**MDM-003** **Meter Solution Cloud Service** This session will provide an overview of the new Oracle Utilities Meter Solution Cloud Service, a SaaS (Software as a Service) offering hosted in the Oracle Cloud.
3:10 – 4:00 pm	Hopi	**MDM-004** **Product Roadmaps** This session will cover the MDM and SGG roadmaps. We will review enhancements being developed for future releases, and also explore at a high level, enhancements being considered for the longer term. Customers are encouraged to provide their feedback and additional requests.
4:10 – 5:00 pm	Hopi	**MDM-005** **Leveraging SOM Beyond Service Orders** KCP&L utilizes the Oracle Utilities Products, including MDM and SGG, as a gateway between their Outage Management (Oracle Utilities NMS) and L+G's Command Center AMI Head-End. As KCP&L consolidates its Customer Information Systems, they look to further leverage these products through the introduction of Service Order Management (SOM). This presentation covers KCP&L's proposed solution to integrate MDM/SGG with SOM, Mobile Workforce, and NMS.

Meter Data Management and Smart Grid Gateway sessions sponsored by: **R REDCLAY** *Feel the Energy*

ORACLE UTILITIES METER DATA MANAGEMENT / SMART GRID GATEWAY

TUESDAY	FEBRUARY 14	
8:30 - 9:45 am	Anasazi Ballroom	**Reserved for OUAF General Session in Anasazi Ballroom**
10:00 – 10:50 am	Hopi	**MDM-006 v2.2 Detailed Topics** This session will provide details on the new features available with the MDM/SGG v2.2 release. Many of the enhancements, included in the release, will be discussed and demonstrated. An overview of the new online help will also be provided.
11:00 – 11:50 am	Hopi	**MDM-007 Beyond Meter to Cash** In this discussion session, several utilities will briefly describe their current and future smart grid initiatives which go beyond the standard billing scenarios. Discussion topics can include: integration with new smart grid devices, distribution automation, distribution management, new smart meter commands, demand response billing, service orders, and others. All attendees are encouraged to participate.
1:00 – 1:50 pm	Hopi	**MDM-008 Settlements v2 Product Overview** This session will introduce attendees to the proposed new Settlements v2 product (OUAF based).
2:00 – 2:50 pm	Hopi	**MDM-009 Configuring Hourly Pricing** Come learn to configure MDM to support hourly pricing/billing with CCB and other customer systems.
3:10 – 4:00 pm	Hopi	**MDM-010 MDM & SOM Integrations** This session will explore new Customer to Meter co-deployment options with the Oracle Utilities Customer Care and Billing application and enhancements for Service Order Management integrations including expansion into more utilities operational technology scenarios.
4:10 – 5:00 pm	Anasazi Ballroom	**Closing Session in Anasazi Ballroom**

Meter Data Management and Smart Grid Gateway sessions sponsored by:

Passion. Experience. Diligence.

Origin understands that the essence of good service places the needs of our clients above our own. We combine this core philosophy with a strong, skilled and motivated group of employees. This is Origin's hallmark and remains our competitive advantage.

Our resources have deep industry experience with an average of 10 years of hands-on experience implementing Oracle solutions in energy & utilities.

Meter to Cash Business Advisory

As our clients face significant business challenges, Origin brings years of industry business process and tactical deployment experience to the discussion. We work with client leadership to vet solutions.

Systems Implementation & Integration

Origin has extensive experience and success implementing Oracle utility products. Our teams routinely engage in multi-product implementations using Oracle integration platforms.

Application Management & Support

Origin offers complete turnkey application hosting and 24x7 support for development, delivery of enhancements, and augmentation of internal support teams.

Software & Service Solutions

Origin's software assets are built and delivery-ready. Couple them with Origin services and optimize your investment in Oracle Utilities products.

www.originconsults.com   info@originconsults.com

CONVENTION CENTRE 1ST LEVEL

PUEBLO

SONORA

NORTH GARDEN

KIVA

ANASAZI BALLROOM

KACHINA

SOUTH GARDEN

ZUNI

PIMA

BUSINESS CENTER

MOHAVE

ADOBE

ARROYO

GILA

HOPI

HOHOKAM BALLROOM

REGISTRATION DESK

NAVAJO

ANASAZI LOBBY

CONVENTION CENTRE 3RD LEVEL

NORTH COURTROOM

SOUTH COURTROOM

YUCCA

PALO VERDE

SAGUARO

CHOLLA

COCHISE

APACHE BALLROOM

GERONIMO
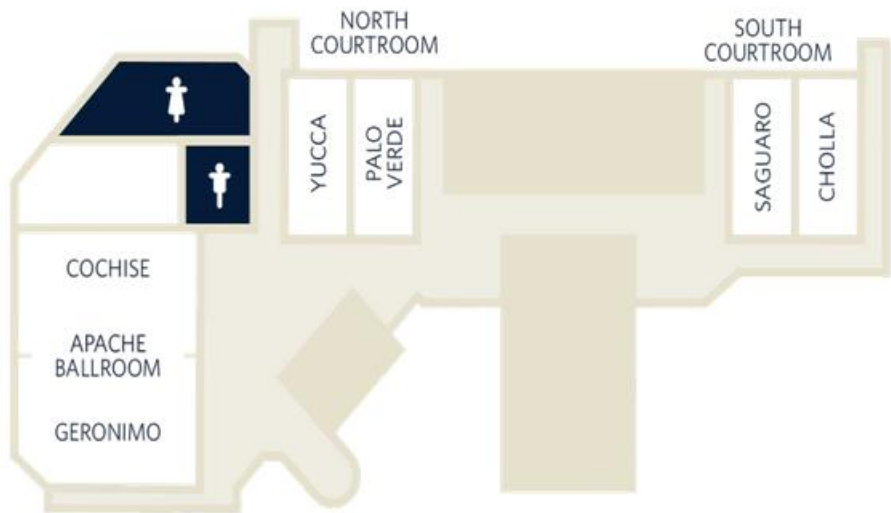
THANK YOU TO OUR SPONSORS

Platinum Level

ORACLE UTILITIES   MYTHICS   Origin CONSULTING

Gold Level

BLUE HERON CONSULTING *the value integration company*   REDCLAY *Feel the Energy*

Infosys   WOOLPERT

Silver Level

Emtec   REDCLAY *Feel the Energy*

Thank you to all of the participants at this year's

Oracle Utilities **Edge** Customer Conference

Sharing of information with our customers and partners and receiving your feedback in return is very important to us.

We appreciate your participation.

We hope you find value in this event and continue to participate in the future.

ORACLE UTILITIES

ORACLE UTILITIES NETWORK MANAGEMENT SYSTEM

MONDAY	FEBRUARY 13	
8:45-10:45 am	Anasazi Ballroom	**General Session in Anasazi Ballroom**
11:00 - 11:50 am	Pima	**NMS-001 NMS Product Management Update** In this session, Oracle will discuss the NMS v2.3 release and upcoming service pack functionality. Attendees will be asked to provide feedback to shape how these new features and functionality evolve.
1:00 – 1:50 pm	Pima	**NMS-010 NMS Analytics** Oracle will discuss the upcoming Oracle Utilities Analytics v2.7 release and the significant enhancements related to NMS reporting. Changes to the backend architecture and schema as well as dashboard improvements will be covered.
2:00 – 2:50 pm	Pima	**NMS-003 NMS Mobile Application Update** The NMS mobile application now supports confirming outages, receiving instructed switching steps and completing them, and other enhancements. We will seek feedback on other desired functionality, such as improving maps, enhancing crew management, etc.
3:10 – 4:00 pm	Pima	**NMS-002 NMS Product Development Update** In this session, Product Development will discuss the status of active code lines, the patch release process, and the iterative development / QA processes. Discussions on future technology trends (support of operating system and database versions, NMS Application Management Pack for NMS, and 3rd party products, etc.).
4:10 – 5:00 pm	Pima	**NMS-005 DMS Enhancements** This session will cover DMS application enhancements in NMS v2.3. Major items include: a new Load Shed application, temperature dimension in load profiles, protection reach violations, FLISR configurability, and real-time VVO objectives.

ORACLE UTILITIES NETWORK MANAGEMENT SYSTEM

TUESDAY	FEBRUARY 14		
9:00 - 9:50 am	Pima	**NMS-004**	**DMS with Distributed Energy Resources Integration**
		This session, led by Oracle Consulting, will highlight the current challenges with increasing penetration of DERs and provide details of advanced DER modeling, integration and support with DMS applications.	
10:00 – 10:50 am	Pima	**NMS-007**	**NMS Training Simulator**
		This session will cover feedback from customers who have begun using the Training Simulator and solicit additional input to drive future enhancements.	
11:00 – 11:50 am	Pima	**NMS-008**	**Schematics Status and Enhancements**
		NMS Schematics has had an upswing in customers deploying the functionality and requesting new features. This session will discuss feature requests to drive future improvements.	
1:00 – 1:50 pm	Pima	**NMS-009**	**NMS Performance Improvements and Plans**
		Oracle will present recent improvements in NMS scalability and responsiveness and talk about upcoming plans to cope with evolving technology and customer needs.	
2:00 – 2:50 pm	Pima	**NMS-006**	**NMS Demos on Demand**
		Oracle's NMS demo wizards will demonstrate whatever (existing) NMS functionality folks would like to see, within the time available.	
3:10 – 4:00 pm	Pima	**NMS-011**	**NMS Roadmap**
		In this session, the longer-term NMS roadmap will be presented. Oracle will discuss the strategic direction of NMS as a grid management platform and seek feedback based on your utility's priorities.	
4:10 – 5:00 pm	Anasazi Ballroom	**Closing Session in Anasazi Ballroom**	

Infosys and Oracle Utilities:
Bringing predictability and innovation to your business transformation

We deliver the next generation transformation for your Utility with a unique framework that brings:

- A platform based approach to amplify potential of our Oracle Utilities services

- A **Zero Distance** approach to customer focus and business value in your transformation programs

- A multi-channel digital platform to enhance your customer experience and brand value

"Infosys Zero Distance" program which aims to foster innovation in every project undertaken by the company, continues to progress steadily…. Nasdaq story

"The best run Utilities CIS program in the industry…" – Leading Industry Advisor

www.infosys.com

ORACLE UTILITIES WORK AND ASSET MANAGEMENT

MONDAY | FEBRUARY 13

8:45-10:45 am	Anasazi Ballroom	**General Session in Anasazi Ballroom**
11:00 - 11:50 am	Navajo	**WAM-001　　　WAM and ODM Roadmap** This session will present the Roadmap for Work and Asset Management and Operational Device Management. We will also provide an overview of the other sessions to follow.
1:00 – 1:50 pm	Navajo	**WAM-002　　　9 Core Elements to Upgrade to WAM v2** This session, led by Oracle Consulting, will highlight the challenges with system upgrades of your core business applications and identify several fundamental elements that are key to creating the business case and implementation framework that can result in a successful upgrade of your Work and Asset Management system.
2:00 – 2:50 pm	Navajo	**WAM-003　　　Compatible Units, Work Design, Construction Work, and Unitization** This session will cover WAM v2.2 features coming in the spring of 2017. This release is focused on the Construction Work Management lifecycle but also includes other interesting enhancements.
3:10 – 4:00 pm	Navajo	**WAM-004　　　Leveraging ISO 55000 and its Value to Your Organization** ISO 55000 is an international adopted standard that provides a framework to align people, processes and technology to develop a comprehensive Asset Management Program. ISO 55000 provides a set of tools within the framework that can be utilized. While some organizations will leverage the entire framework, other organizations may only need to leverage certain parts of the framework, which is perfectly acceptable. Woolpert's presentation will highlight the standard and its long term value.
4:10 – 5:00 pm	Navajo	**WAM-005　　　WAM Mobile Requirements** The WAM Mobile prototype was shown last year at the Customer Forum conference. It's now time to make this product a reality and bring it to market. This session will cover the features we are planning for the mobile product and to solicit feedback and new ideas.

Work and Asset Management sessions sponsored by: **WOOLPERT**

ORACLE UTILITIES WORK AND ASSET MANAGEMENT

TUESDAY	FEBRUARY 14	
8:30 - 9:45 am	Anasazi Ballroom	**Reserved for OUAF General Session in Anasazi Ballroom**
10:00 - 10:50 am	Navajo	**WAM-006 Esri GIS Integration** This session will present the new GIS features introduced to Work and Asset Management GIS integration. We have been working with Esri to improve the user experience and to add many new features to the product. We will demonstrate the new features, solicit feedback from the community and discuss ideas for future GIS features.
11:00 – 11:50 am	Navajo	**WAM-007 Oracle Field Service Cloud (Mobile)** Please join us to learn about how our newest Cloud Service and leading offer in the UGBU portfolio can quickly improve and deliver dramatic impact to your Asset focused operations. In this session, we will provide an introductory solution overview and short demonstration to share how Oracle Field Service Cloud – a time based, self-learning, and predictive technology – can empower your operations users with accuracy, context, and intelligence.
1:00 – 1:50 pm	Navajo	**WAM-009 WAM v2 Analytics** This session will provide a live demo of how to use the Oracle Utilities Analytics and how to extend existing metrics.
2:00 – 2:50 pm	Navajo	**WAM-008 WAM v2 Configuration Documents** There is now a lot of documentation related to configuring WAM v2. This session will walk you through many of the configuration options found in the new application.
3:10 – 4:00 pm	Navajo	**WAM-010 Scheduling Workshop** This session will be used to discuss the scheduling features in WAM and solicit ideas for future processing with a specific eye on where automated scheduling might fit into the product.
4:10 – 5:00 pm	Anasazi Ballroom	**Closing Session in Anasazi Ballroom**

Work and Asset Management sessions sponsored by: **WOOLPERT**

ORACLE UTILITIES MOBILE WORKFORCE MANAGEMENT

MONDAY	FEBRUARY 13	
8:45-10:45 am	Anasazi Ballroom	**General Session in Anasazi Ballroom**
11:00 - 11:50 am	Adobe	**MWM-001 MWM Overview and Roadmap** This session will present an overview of MWM, how it fits within the utility suite of applications, a high-level description of the contents of the latest release (2.3 SP1), and the MWM roadmap.
1:00 – 1:50 pm	Adobe	**MWM-002 MWM v2.3.0.1 Functionality Deep Dive** This session will walk through and demo some of the new functions available in MWM release 2.3.0.1, including the business day cut off, crew shift mass update, and updates to Configuration Migration Assistant (CMA).
2:00 – 2:50 pm	Adobe	**MWM-003 MWM New Mobile Communications Platform (MCP) Part 1** Part 1 of this double session will introduce attendees to the new HTML5 based Mobile Communications Platform (MCP) and demonstrate how to maintain mobile forms using the new Mobile Application Toolkit. This session also includes server-side screens built using UI Hints.
3:10 – 4:00 pm	Adobe	**MWM-004 MWM New Mobile Communications Platform (MCP) Part 2** Part 2 of this double session will provide attendees with the opportunity to trial the new Mobile Communications Platform (MCP) themselves. As a hands-on exercise, customers will be encouraged to download the app to their own mobile device and experiment by working a shift.
4:10 – 5:00 pm	Adobe	**MWM-006 Managing Your MWM Environments** Oracle Consulting will discuss ways to help customers manage their MWM environments. Included are examples of Configuration Tool Query Zones used to research configurations, health check and Task status monitoring. Also shown will be a method to migrate resources and their associated configuration data between development, test, and QA environments.

ORACLE UTILITIES MOBILE WORKFORCE MANAGEMENT

TUESDAY	FEBRUARY 14	
8:30 - 9:45 am	Anasazi Ballroom	**Reserved for OUAF General Session in Anasazi Ballroom**
10:00 – 10:50 am	Adobe	**MWM-007 Oracle Field Service Cloud** Please join us to learn about how our newest Cloud Service and leading offer in the UGBU portfolio can quickly improve and deliver dramatic impact to your Field Service focused operations. In this session, we will provide an introductory solution overview and short demonstration to share how Oracle Field Service Cloud – a time based, self-learning, and predictive technology – can empower your operations users with accuracy, context, and intelligence.
11:00 am – 4:00 pm	Adobe	**MWM Workshop** Customers and partners will share tips, best practices, and processes from their implementations. Customers and partners are asked to bring enhancement requests to be further defined with the whole group. At the end of the track, the list of enhancements will be prioritized.
4:10 – 5:00 pm	Anasazi Ballroom	**Closing Session in Anasazi Ballroom**

ORACLE UTILITIES OTHER SESSIONS

8:45 – 10:45 am	Anasazi Ballroom	**General Session in Anasazi Ballroom**
11:00 – 11:50 am	Arroyo	**Open**
1:00 – 1:50 pm	Arroyo	**OPOWER-001 Demand Side Management** This is an introduction to Opower's demand side management products, including both energy efficiency and peak management. It will include a walkthrough of the products, the energy savings they generate, and the unique combination of energy analytics, behavioral science, and user experience design Opower uses to achieve those results.
2:00 – 2:50 pm	Arroyo	**OPOWER-002 Customer Engagement** This is an introduction to Opower's customer engagement products, including our Customer Service Interface, our Digital Self-Service web offerings, and Proactive Alerts. In addition to the product overview, we will cover how the products can be used for a couple of key use cases, including smart meter engagement and the introduction of new rates.
3:10 – 4:00 pm	Arroyo	**ODM-001 ODM Roadmap and Enhancement Directions** This session will be used to review the ODM Roadmap and to solicit ideas for future functionality. For example, Meter Testing Dashboard, features related to Distributed Energy Resources, Integration to GIS, Mobile requirements, and any other features that customers have in mind.
4:10 – 5:00 pm	Arroyo	**OPOWER-003 Product Design at Opower** This is an overview of Opower's Design practice and the approach our team applies to design each of our products. We'll cover our design principles, behavioral framework and the important role research plays to ultimately drive the business outcomes utilities require to meet the demands of their customers.

ORACLE UTILITIES OTHER SESSIONS

TUESDAY	FEBRUARY 14	
8:30 - 9:45 am	Anasazi Ballroom	**Reserved for OUAF General Session in Anasazi Ballroom**
9:00 – 9:50 am	Arroyo	**OUA-001** **OUA Enhancements and Roadmap** This session will provide an overview of the latest Oracle Utilities Analytics (OUA) enhancements and, also explore at a high level, enhancements being considered for the longer term. Customers are encouraged to provide their feedback.
10:00 – 10:50 am	Arroyo	**ODM-003** **ODM for Distributed Energy Resources Workshop** This session will be used to discuss and solicit ideas of how ODM can be used to support equipment and devices related to Distributed Energy Resources.
11:00 – 11:50 am	Arroyo	**ODM-002** **ODM Meter Testing Dashboard Workshop** This session will be to review and brainstorm ideas related to a Meter Testing Dashboard for ODM. Sample testing, receipt testing, preventive maintenance and other types of testing will be discussed along with ideas of how to present this information to the users.
1:00 – 1:50 pm	Arroyo	**OPOWER-003** **Product Design at Opower** This is an overview of Opower's Design practice and the approach our team applies to design each of our products. We'll cover our design principles, behavioral framework and the important role research plays to ultimately drive the business outcomes utilities require to meet the demands of their customers.
2:00 – 2:50 pm	Arroyo	**OPOWER-001** **Demand Side Management** This is an introduction to Opower's demand side management products, including both energy efficiency and peak management. It will include a walkthrough of the products, the energy savings they generate, and the unique combination of energy analytics, behavioral science, and user experience design Opower uses to achieve those results.
3:10 – 4:00 pm	Arroyo	**OPOWER-002** **Customer Engagement** This is an introduction to Opower's customer engagement products, including our Customer Service Interface, our Digital Self-Service web offerings, and Proactive Alerts. In addition to the product overview, we will cover how the products can be used for a couple of key use cases, including smart meter engagement and the introduction of new rates.
4:10 – 5:00 pm	Anasazi Ballroom	**Closing Session in Anasazi Ballroom**

ORACLE UTILITIES TECHNICAL SESSIONS

MONDAY	FEBRUARY 13	
8:45-10:45 am	Anasazi Ballroom	**General Session in Anasazi Ballroom**
11:00 – 11:50 am	Saguaro/Cholla	**TECH-001 Managing your Data** An implementation has a wide range of data management needs that includes management of configuration data as well as managing the storage of transaction data. This session introduces various tips and techniques that are available for managing your data for Oracle Utilities products.
1:00 – 1:50 pm	Saguaro/Cholla	**TECH-002 Building Integrations** Integration is a critical part of any implementation. The Oracle Utilities Application Framework has a range of facilities for integrating from and to other applications. This session will highlight all the framework facilities and where they are best suited to be used including the new Oracle Utilities Adapter for Oracle Integration Cloud Service and other new cloud integration platform options.
2:00 – 2:50 pm	Saguaro/Cholla	**OTHER-004 Delivering on the Promise of Agile Analytics** Reporting / analytics systems must be trusted by business users to be valued and used. That takes more than just proficiency with the technology. Learn how our agile process engages users early so they learn to trust the data and rely on the analytics system, delivering a valuable return on your investment.
3:10 – 4:00 pm	Saguaro/Cholla	**TECH-003 Extending and Customizing** Customizing your Oracle Utilities product to meet your individual site needs is one of the most common tasks in an implementation. This session will outlines tips and techniques for extending and customizing the product to help minimize maintenance costs.
4:10 – 5:00 pm	Saguaro/Cholla	**TECH-005 Implementing Oracle Cloud** The cloud is one of the most cost effective way of implementing product solutions. This session will highlight the technical side of the Oracle Utilities Cloud offerings within Oracle's PaaS and SaaS infrastructure

Technical Track sessions sponsored by: Emtec

ORACLE UTILITIES TECHNICAL SESSIONS

TUESDAY	FEBRUARY 14	
8:30 - 9:45 am	Anasazi Ballroom	**Reserved for OUAF General Session in Anasazi Ballroom**
10:00 – 10:50 am	Saguaro/Cholla	**TECH-004 Testing Tools** An update on the testing tools available with the Oracle Utilities suite of products. Including a case study from a customer.
11:00 – 11:50 am	Saguaro/Cholla	**TECH-006 Security** Security is a key component of all implementations. This session will highlight the inbuilt security features of the products as well as how to augment the security facilities in the product with the wide range of Oracle security technologies.
1:00 – 1:50 pm	Saguaro/Cholla	**TECH-007 Ask Us or We'll Ask You** Interaction with the customer and partner community is key to the Oracle Utilities product lines. This interactive sessions allows you (the customers and partners) to ask technical resources within Oracle Utilities questions you would like answered. The session will also allow Oracle Utilities to discuss directions and poll the audience on key initiatives to help plan roadmaps.
2:00 – 2:50 pm	Saguaro/Cholla	**OTHER-003 Oracle Field Service Cloud** Please join us to learn about how our newest Cloud Service and leading offer in the UGBU portfolio can quickly improve and deliver dramatic impact to your operations. In this session, we will provide an introductory solution overview and short demonstration to share how new Oracle Field Service Cloud – a time based, self-learning, and predictive technology – can empower your operations users with accuracy, context, and intelligence.
3:10 – 4:00 pm	Saguaro/Cholla	**TECH-009 Using the Oracle Scheduler to Manage Your Batch** In the latest Oracle Utilities Application Framework, a new integration to the Oracle Scheduler, provided free with the database was added. This session will outline the Oracle scheduler capabilities, the integration API provided from the Oracle Utilities products as well as implementation tips to successfully implement the scheduler.
4:10 – 5:00 pm	Anasazi Ballroom	**Closing Session in Anasazi Ballroom**

Technical Track sessions sponsored by: **Emtec**

The Leading Edge of Innovation

Oracle Utilities + Opower

Business-Critical Platform
for the Moments that Matter

Data-Driven. Dynamic. Customer-Centric.

ORACLE®

Please Join Us

Oracle Utilities Networking Reception

Where: Pointe Hilton Squaw Peak Resort /
Anasazi Courtyard

When: Monday, 5:00 pm - 7:00 pm

Conference badge is required in order to attend.

Sponsored by:

Oracle Corporation, World Headquarters
500 Oracle Parkway
Redwood Shores, CA 94065, USA

Worldwide Inquiries
Phone: +1.650.506.7000
Fax: +1.650.506.7200

CONNECT WITH US

B blogs.oracle.com/oracle

f facebook.com/oracle

twitter.com/oracle

oracle.com

Hardware and Software, Engineered to Work Together

Oracle is committed to developing practices and products that help protect the environment