

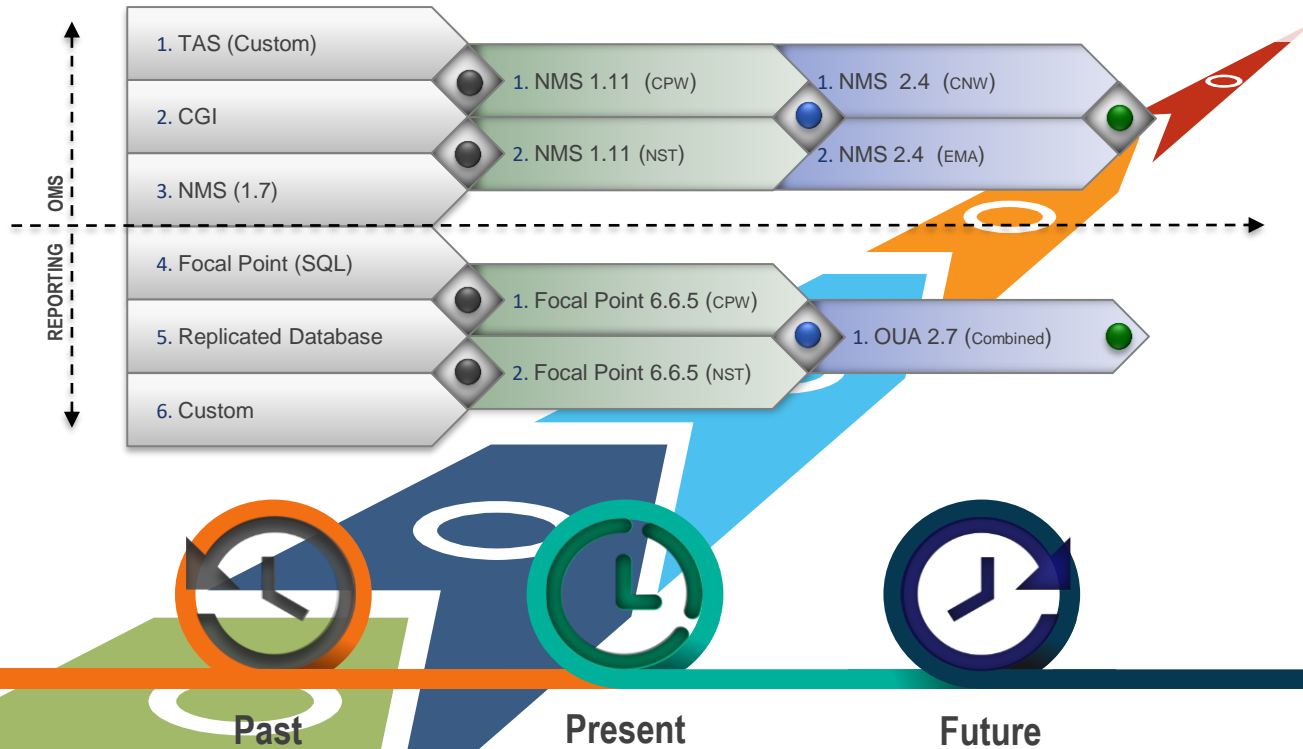
How to take the OUCH out of Oracle Utility Analytics Implementation

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- Service territory includes 3 states NH, MA and CT
- Eversource has 4 operating companies (NH,CT,WMA,EMA)
- Serves ~3.3millions Electric customers
- About 8k Employees(just acquired Columbia Gas)
- 2 NMS instances, 2 GIS systems, 2 CIS systems

Path > Past – Present – Future



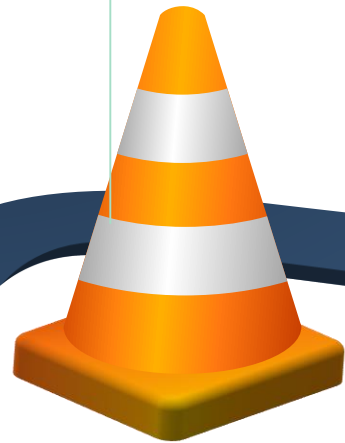
4 Operating Companies (NH, CT, WMA EMA), 2 NMS Instance, 2 GIS Instance, 2 CIS Systems

Planning and Lessons Learned

● Portfolio Analysis

- 1) Identification of Interfaces, Reports, Applications that is supported by Outage Management IT team.
- 2) Pseudo IT members who currently get data from NMS or Focal Point.
- 3) Group the related Reports, Applications and Interfaces together.
- 4) Analyzing each group if they are depended on NMS/Focal Point or independent.
- 5) Identifying which item is still in use.

Path to Success



2018



2019

● Portfolio Clean Up and Consolidation

- 1) Identifying items in-scope for NMS upgrade .and OUA project.
- 2) Consolidation of the duplicate items.
- 3) Workshops to go over the OUA Dashboards.



2020



● Portfolio Alignment

- 1) Align Out of the Box Dashboards to meet business needs.
- 2) 92 Reports/Interfaces and Applications aligned to 9 Dashboards.
- 3) Identifying Dashboards or Tabs on a Dashboard which is business critical.
- 4) Architecting Business Critical Dashboards or Tabs to go to replicated schema of OUA.

Portfolio Rationalization

- State of the Art Replication
- Near Real-Time Data
- Business Centric Reports
- Standard OBIEE Format
- Portfolio Optimization



➤ Total Item identified:

1108

Focal Point

Marked for
Decommissioning:
394

Out of Scope:
466

Duplicates:
29

OUA

➤ Moving Forward

219



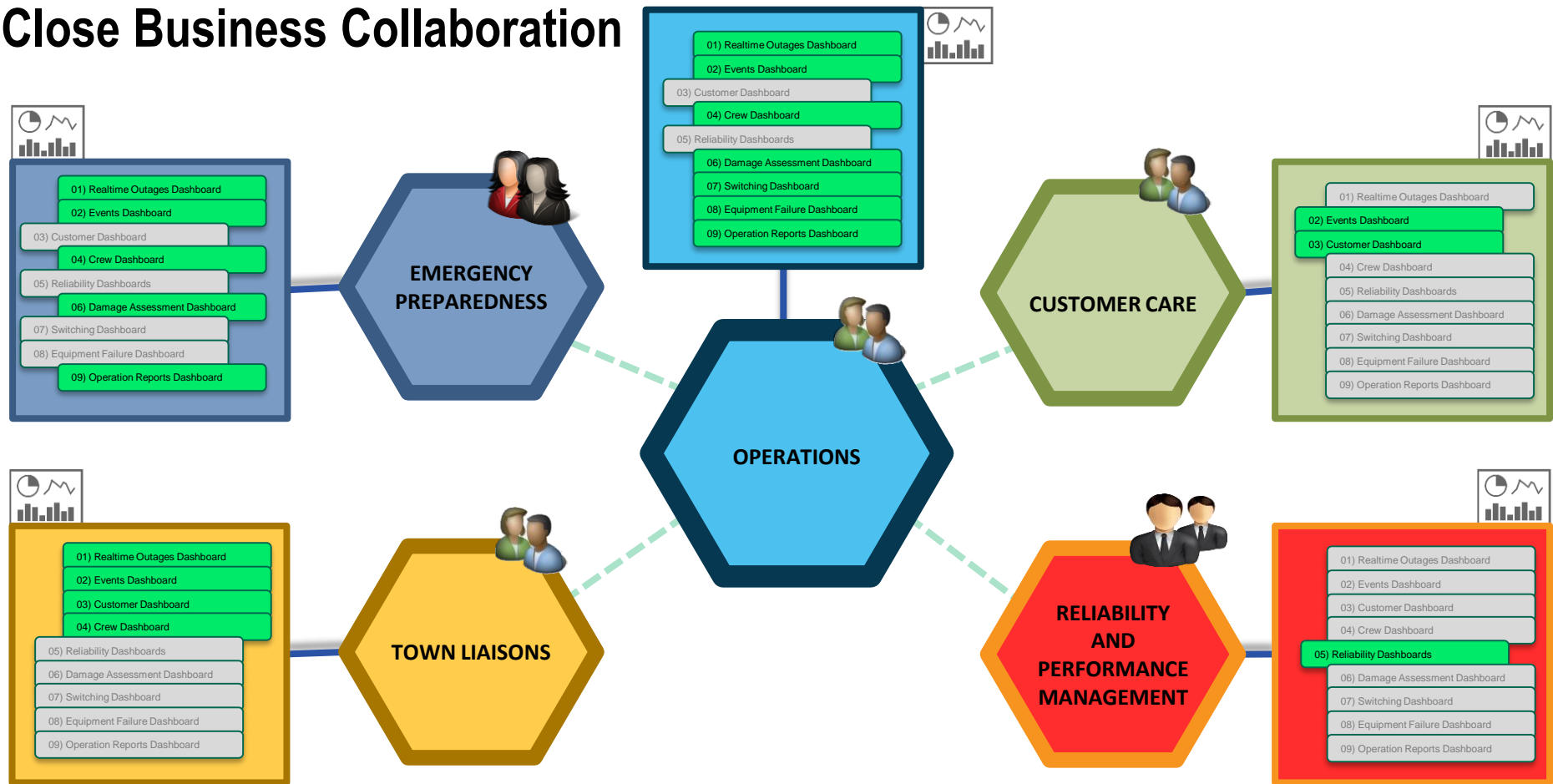
- Reliability
- Performance
- Report Coverage
- Usability
- Unnecessary Report



Build Powerful Team Collaboration

- Business Teams
 - Operation
 - Emergency Preparedness
 - Town Liaisons
 - Customer Care
 - Reliability and Performance Management
- Team for OUA
 - Identifying Business SMEs for each team above covering all operating companies.
 - This team involved in Requirements, Design and Testing(SIT/UAT)
- Agile Approach
 - Requirement workshops ran for ~3 months
 - Mock Up screens for Dashboards were reviewed several times to group tabs based on who/where/what they will be used for.

Close Business Collaboration



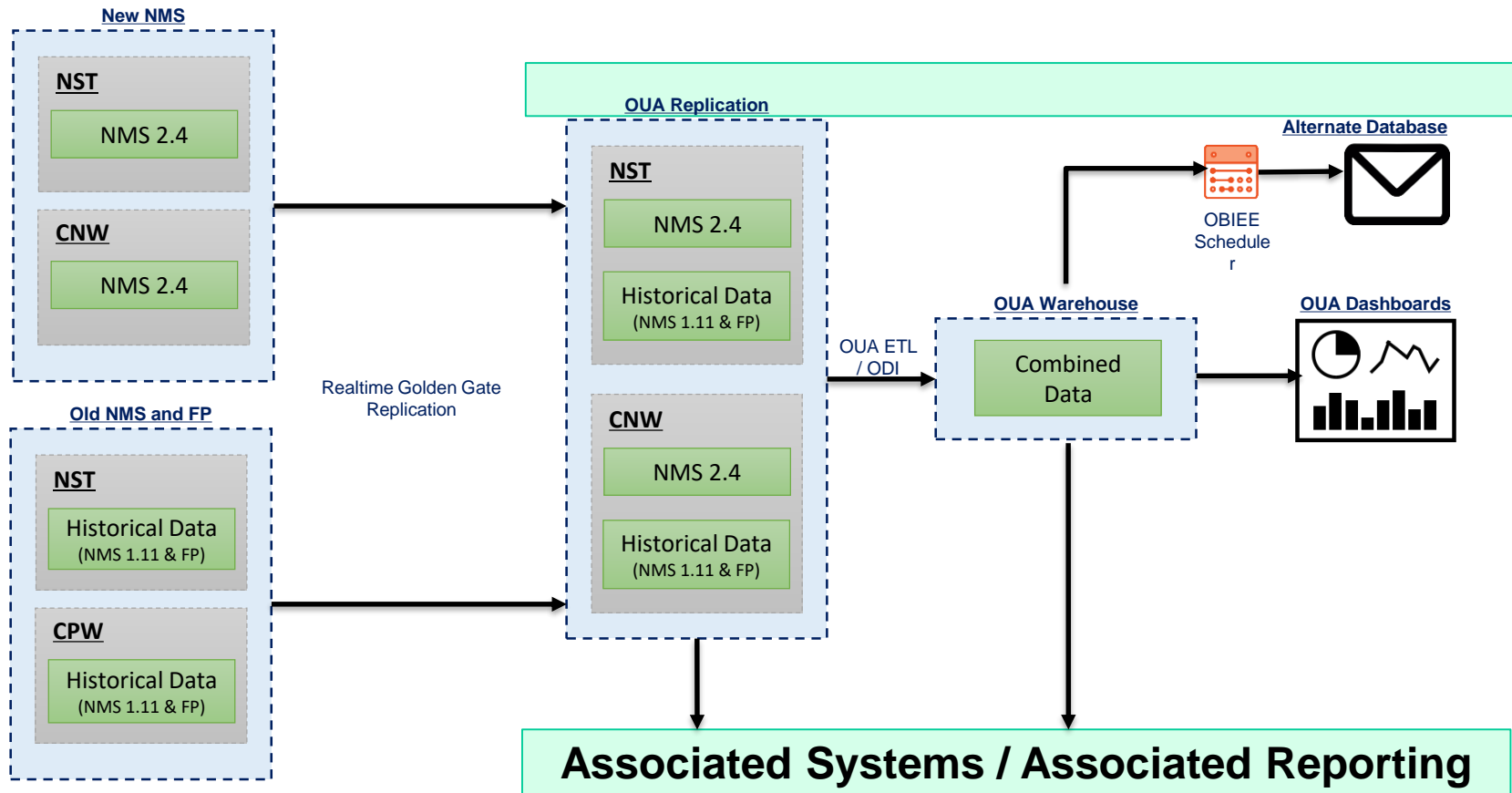
Collaboration Is The Key

- It's a Collaborative Effort – One unified team - IT, Business and consulting partner(HEXStream)
- Business should be engaged early
- Business requirements drive the outcome
- Technical capabilities help define new requirements
- Functional workshops help align business needs with technical solution
 - Educated business on OUA platform
 - Learn from business the data needs
 - Identify the gaps between OOTB solution and business needs

Timing Is Important

- OUA is being implemented in parallel with the NMS upgrade
 - Any customization in NMS is captured in OUA
- Understanding the difference between NMS 2.4 and NMS 1.11 and how it impacts data analysis
 - NMS 2.4 captures customer history, NMS 1.11 did not. How this information should be utilized for outage impact analysis going forward
- Historical data migration should be strategically designed to capture the data from both NMS and Focal Point

Future High Level Architecture







Thank You