

Oracle Communications Order and Service Management (OSM) Developer LVC

Oracle Communications

DURATION

5 Days

MODULES

15 Lectures

COURSE CODE

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Course Overview

Oracle Communications Order and Service Management (OSM) enables Communications Service Providers and large enterprises to design and manage the fulfilment of customer orders for both traditional and increasingly digital services through their entire lifecycle. As a fully cloud native application supporting DevOps practices, OSM is a key component of Oracle Communications “Concept to Cash” solutions which enable service providers to quickly design and launch new B2B, B2C and B2B2X services and manage the delivery of customer orders across participating business and operational systems as well as partners to fulfil the order.

What You Will Learn

Module 1: Managing Orders Using the Task Web Client

- Objectives
- Task Web Client Overview
- What Is an Order?
- OSM Orders
- Fixed and Extended OSM Order Header Properties
- Creating a New Order
- Supplying Order Data
- Copying an Order
- Workstream Process
- Task Web Client Worklist
- Executing a Task
- Previewing Orders
- Further Task Web Client Functionality
- Remarks and Attachments
- Editing Multiple Instances of Data
- Process History
- Pie and Gantt Charts

- Changing State or Status
- Generating Reports
- Summary and Key Task Web Client Terms

Module 2: Design Studio

- Objectives
- Design Studio Overview
- Eclipse Platform Concepts
- Workbench, Workspaces, and Resources
- Views and Perspectives
- Cartridge View
- Data Element View
- Studio Design Editors
- Solution View
- Relation Graph View
- Studio Environment Perspective
- Cartridge Management View
- Setting OSM Preferences
- Design Studio Help and Context-Sensitive Help
- Summary

Module 3: Static Processes

- Objectives
- Order Creation and Recognition
- Order Submission
- Message Structure
- Order Recognition Rules
- Transformation and Validation
- Basic Process Configuration
- Modeling Desired Process Flow
- Configuring Design Studio Project
- Creating Projects, Data Definitions, Orders, Templates, Roles
- Process Flow Tasks, Configuration, Rule Tasks
- Creation Task, Lifecycle Policy
- Order Attributes and Permissions
- Building the Project

Module 4: Enhancing the Process Flow

- Objectives
- Adding Sub-Processes to a Process
- Multi-Entity and Multi-Instance Support
- Configuring and Displaying Multiple Instances
- Configuring Multi-Instance Tasks and Sub-Processes
- Conditional Processing

- Rule Tasks
- Timer and Event Delay Tasks
- Comparison of Conditional Tasks

Module 5: Enhancing the User Interface

- Objectives
- Task User Interface
- Manual Task Assignment

Behaviors: Relevant, Read-Only, Calculation, Constraint, Information, Style, Events

- Data Instance and Lookup Behaviors
- Creating Inline Data Instances
- Configuring Data Providers
- Association to Data Instances
- Drop-down Lists and Alternate Representations
- Inheritance of Behaviors
- Flexible Header Fields and Visibility Filters
- Query Tasks

Module 6: Automations Overview

- Objectives
- Automation Framework and Plug-ins
- Automation Types
- Predefined and Custom Automation Plugins
- Compilation of Custom Plugins
- Dispatching Modes
- Automation Contexts and Data

Module 7: Integration Patterns

- Objectives
- Provisioning Scenarios
- Manual to Automated Transformation
- Manual/Automated Tasks
- Sample Automation Examples
- Integration Patterns
- External Event Receivers and Queues
- Correlation Management
- Automation and Middleware
- Activation Tasks

Module 8: External Interactions

- Objectives
- Synchronous Communication Example
- Interaction with External Systems

- Request and Response Message Handling
- Payload Creation and Exception Handling
- Customizing Correlation ID
- Correlation Management

Module 9: Internal Interactions

- Objectives
- Interacting with Orders in OSM
- XML API Interactions
- Request and Response Message Formats
- Internal Interactions within Automations
- Namespace and Variable Declaration
- Accepting Messages and Extracting Data
- Locking Orders and Task Data Handling
- Updating Task Status
- Correlation in Separate Receiver Tasks
- Order Updates via XML API
- Order Management States

Module 10: Notifications

- Objectives
- Notification Sources and Custom Notifications
- Task Status Notifications
- Status-Based Notifications
- Event Details, Roles List
- Automation Plug-in Configuration
- XQuery Sender and Routing Configuration
- Building Notification Messages
- Other Notification Types
- Process-Specific Task Event Notifications
- Order Event Notifications
- Jeopardy Notifications
- Notifications in the Task Web Client
- Acknowledging and Managing Notifications

Module 11: Order Orchestration Overview

- Objectives
- Modeling Entities
- Orchestration Scenario: First-Time Purchase Order
- Order Creation and Service Selection
- Order Submission and Recognition
- Order Line Recognition
- Fulfillment Pattern
- Decomposition for Fulfillment Function and Provider

- Decomposition for Processing Granularity
- Decomposition Graph
- Orchestration Plan Building and Execution
- Status Updates
- OSM Orchestration Components
- Order Request Processor
- Orchestration Plan Generation
- Orchestration Plan Execution
- Central Order Management

Module 12: Receiving Sales Orders

- Objectives
- First-Time Purchase Order Scenario
- Central Order Management Order
- Inbound Message Handling
- Order Line Structure and Configuration
- Order Line Relationships
- Related Order Lines in Other Orders
- Orchestration Flow
- Modeling Entities

Module 13: Order Item Specification

- Objectives
- Order Item Properties
- Key Properties and XQuery Expressions
- XML Data Type
- Order Item Specification Templates
- Control Data and Structured Order Data
- Physical Data Hierarchy
- Order Item Hierarchies
- Multiple Order Item Hierarchies
- Modeling Entities

Module 14: Building Orchestration Plans

- Objectives
- Orchestration Flow for Process-Based Orders
- Orchestration Plan Generation
- Order Items and Components
- Orchestration Sequence
- Selecting Order Items
- Order Item Selector
- Modeling Entities

- Objectives
- Orchestration Flow
- Fulfillment Pattern and Mode
- Defining and Calculating Fulfillment Modes
- Functions in Fulfillment Patterns
- Function Order Components
- Order Component Templates
- Control Data and Schema Selection
- Drag & Drop from Data Element View
- Fulfillment Function Process Data
- Review of Orchestration Fulfillment Pattern
- Defining Fulfillment Patterns, Function Order Components
- Decomposing Order Items
- Refining Order Item Selection and Fulfillment Pattern
- Defining Dependencies and Dependency Relation Graph
- Modeling Entities and Inheritance Concepts