Oracle Utilities NMS: Outage Management Fundamentals

Duration: 4 Days

What you will learn

The Outage Management Fundamentals course will provide the end-user with a complete array of tools and applications to effectively manage outages, trouble calls, and work crews with regards to planned and emergency system outages. Students will be introduced to all end-user aspects of the Outage Management System to ensure the system is used properly, and effectively, on-the-job.This course is designed for new and upgrade users of the system, so no previous Outage Management System experience is required. Students will be led through instruction, hands-on practice, and evaluation of the skills necessary to be successful when working with the Outage Management System.

Learn To:

Use the Viewer to locate outages

Access the Outage Management System

Manage calls, crews, and devices

Access system summary information

Use the Web Workspace, Web Trouble, Web Call Entry, and Web Callbacks applications

Utilize some of the OMS speciality products like Service Alert and Storm Management

Audience

Administrator

End Users

Prerequisites

Required Prerequisites

Basic electrical distribution system knowledge

Basic outage management system knowledge

Course Objectives

Use the Environment Manager

Search for devices and navigate system maps within the Viewer

Effectively navigate through the Outage Management System through menu and button recognition

Enter trouble and fuzzy calls

Locate and identify trouble events in the Work Agenda

Create, edit, and delete crews

Use the Control Tool to perform various device operations

View and understand the various summaries in the system

Effectively use the Redliner tool

Navigate through Web Workspace and Web Trouble

Manage events, crews, and trouble calls with Web Trouble

Utilize Web Call Entry to enter, search, and manage trouble calls

Utilize Web Callbacks to perform customer restoration calls

Manage groups, contacts and parameters to use the notification capabilities of Service Alert

Log into the Outage Management System

Change analysis rule sets and perform what-if scenarios to calculate resources needed in the Storm Management applica

Course Topics

Accessing the Outage Management System

The Viewer

OMS Window and Work Agenda Basics

Managing Calls

Managing Events and the Work Agenda window

Managing Crews

Updating Devices

Summary Information

Redliner

Web Workspace and Web Trouble Basics

Web Trouble Specifics

Web Call Entry

Web Callbacks

Service Alert

Storm Management