

**Oracle Utilities Work and Asset
Management Business Intelligence**

Metric Reference Guide

Release 2.4.0.3

E35279-02

October 2012

Copyright © 2000, 2012, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS

Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle America, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications which may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

This software or hardware and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third party content, products and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third party content, products or services.

Contents

Preface **i-i**

 Audience i-i

 Related Documents i-i

 Notational Conventions i-ii

Chapter 1

Dashboard Content Reference..... **1-1**

 Work & Asset Analytics 1-1

 Overview 1-1

 Inventory 1-2

 Storeroom Transactions..... 1-3

 Cost and Expenditure..... 1-3

 Maintenance 1-5

 Additional Information 1-8

Preface

This document describes the Oracle Utilities Work and Asset Management Business Intelligence metrics (such as dashboards, analyses, and subject areas) available in Oracle Utilities Advanced Spatial and Operational Analytics, Release 2.4.0.3. These metrics are used in the pre-built analyses, and/or available for customers to use via Oracle Answers in building new analyses or extending existing analyses.

Audience

This guide is intended for all users of Oracle Utilities Work and Asset Management Business Intelligence.

Related Documents

For more information, see the following documents:

- *Oracle Utilities Advanced Spatial and Operational Analytics Installation Guide*
- *Oracle Utilities Advanced Spatial and Operational Analytics Quick Install Guide*
- *Oracle Utilities Advanced Spatial and Operational Analytics Administration Guide*
- *Oracle Utilities Advanced Spatial and Operational Analytics Release Notes*
- *Oracle Utilities Advanced Spatial and Operational Analytics User's Guide*

Oracle Utilities Business Intelligence Documentation Library:

- *Oracle Utilities Business Intelligence Quick Install Guide*
- *Oracle Utilities Business Intelligence Installation Guide*
- *Oracle Utilities Business Intelligence DBA Guide*
- *Oracle Utilities Business Intelligence User's Guide*

See Also:

- *Oracle Utilities Business Intelligence V2.4.0 Server Administration Guide*
- *Oracle Utilities Application Framework V4.1 Business Process Guide*
- *Oracle Utilities Application Framework V4.1 Administration Guide*
- Oracle Utilities Work and Asset Management Documentation Library

Notational Conventions

The following notational conventions are used in this document:

Notation	Indicates
boldface	Graphical user interface elements associated with an action, terms defined in text, or terms defined in the glossary
<i>italic</i>	Book titles, emphasis, or placeholder variables for which you supply particular values
monospace	Commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter

Chapter 1

Dashboard Content Reference

This chapter describes the metrics available in the Work & Asset Analytics of Oracle Utilities Advanced Spatial and Operational Analytics. The analytics enable the customers in the Utilities market to monitor and measure their asset and work order management.

Work & Asset Analytics

Oracle Utilities Work and Asset Management Business Intelligence provides the work and asset analytics content in the following dashboard pages:

- **Overview**
- **Inventory**
- **Storeroom Transactions**
- **Cost and Expenditure**
- **Maintenance**

Click **Dashboards**, expand **Work & Asset Analytics**, and then click **Work & Assets** to access these dashboard pages.

Overview

The Overview dashboard page gives you a snapshot of the work management process. This page allows you to place metrics on the page to give you a quick look into the overall health of the organization.

Proactive Maintenance

Proactive maintenance of assets is both less expensive and keeps assets in good condition before they are broken down. This analysis shows whether the Utility Company is proactively maintaining their assets or being reactive. The analysis also displays the targets for proactive maintenance. For example, a goal 80% of all maintenance should be proactive as opposed to reactive.

The analysis shows two gauges, one displaying the maintenance for the current year and the other for the current month.

Click the gauges to drill down to the **Maintenance** dashboard for specific maintenance details.

Property	Value
Source Object	EAM - Work Order Task Fact
Measure	Proactive%

Actual Vs Estimated Total Cost

This analysis shows a monthly comparison of the total estimated costs versus actual costs for the planned work orders for the last three months. This cost information comes from the work order cost summaries.

Click the graph to drill down to the **Cost and Expenditure** dashboard for details about materials, labor, and other costs.

Inventory

The Inventory dashboard page gives a snapshot of the inventory process. The page shows the stock items in your inventory and then plots a trend on your stock items over the year.

Inventory Summary

For the selected calendar month, this analysis lists all the storerooms and items in each of these storerooms, along with the total value of the stock items.

Property	Value
Source Object	Storeroom Inventory Snapshot Fact
Measure	Number of Items, Total Value

Stock Out Trend

A stock out is defined as a material request that was unable to be fulfilled because the materials were not available. In Oracle Utilities Work and Asset Management, stock outs are tracked in the Storeroom Transaction Log.

This analysis shows the trend of the number of stock outs per month, for 15 months, initially sliced by commodity category. Click the **View By** drop down to slice the data by storeroom or stock class.

Property	Value
Source Object	Storeroom Transaction Fact
Measure	Number of Stockouts

Top 10 Stock Outs by Stock Code

This analysis shows the top 10 commodities that are out of stock. If the same stock code is consistently out of stock, the Utility Companies should investigate the reason and have the stock item available.

Property	Value
Source Object	Storeroom Inventory Snapshot Fact
Measure	Number of Stockout Events

Top 10 Stock Codes Over Max

Every stock item has a predefined maximum limit to be maintained at a store room. If the inventory quantity in the storerooms exceeds the maximum limit, the procurement should be adjusted to keep the items in the predefined limit.

This analysis displays the top 10 stock items that exceeded the maximum. The number of items over the maximum are valued and presented as a dollar value.

Property	Value
Source Object	Storeroom Inventory Snapshot Fact
Measure	Value/Quantity Over max

Storeroom Transactions

The Storeroom Transactions dashboard page provides a snapshot of the transaction amount for the stock.

Transaction Amount Trend

This analysis shows the trend of the value of the transactions moving in and out of the storeroom, on a monthly basis, for 15 months. The information source is found in the Oracle Utilities Work and Asset Management Storeroom Transaction Log.

Click the **View By** drop down to slice the data by stock class, commodity category, or the commodity type.

Property	Value
Source Object	Storeroom Transaction Fact
Measure	% of Total

Cost and Expenditure

The Cost and Expenditure dashboard page provides a snapshot of the cost and expenditure incurred in planning the work.

Asset Failure Cost

This analysis provides information about the asset failure cost for a period of 15 months, sliced by variety of failure and repair codes, root cause, and asset class. The pie chart shows the distribution of the asset failure costs around a failure for the current month.

Click the **Criticality** drop down to filter the data by criticality. Click the **View By** drop down to slice the data by failure, root cause, repair description, and asset class.

Property	Value
Source Object	Work Order Task Fact
Measure	Actual Total Amount

Actual Vs Estimated Total Cost

This analysis shows the monthly trend between the actual and estimated total costs involved in planning the work, for a period of 15 months.

The table displays the estimated cost, the actual cost incurred, and also the difference as a percentage.

Property	Value
Source Object	Work Order Task Fact
Measure	Actual Total Amount, Estimated Total Amount

Actual Vs Estimated Service Cost

This analysis shows the monthly trend between the actual and estimated contract services costs involved in planning the work, for the last 15 months. Click the graph for daily values in the selected month.

Property	Value
Source Object	Work Order Task Fact
Measure	Actual Service Amount, Estimated Contract Services Amount

Actual Vs Estimated Labor Cost

This analysis shows the actual and estimated labor costs involved in planning the work, per month, for the last 15 months. Click the graph for daily values in the selected month.

Property	Value
Source Object	Work Order Task Fact
Measure	Actual Labor Amount, Estimated Labor Amount

Actual Vs Estimated Cost of Material

This analysis shows the actual and estimated material costs involved in planning the work, per month, for the last 15 months.

Property	Value
Source Object	Work Order Task Fact
Measure	Actual Materials Amount, Estimated Materials Amount

Actual Vs Estimated Labor Hours

This analysis shows the trend between the actual and estimated labor hours involved in planning the work, per month, for the last 15 months. Click the graph for daily details in the selected month.

Property	Value
Source Object	Work Order Task Fact
Measure	Actual Labor Hours, Estimated Labor Hours

Maintenance

The Maintenance dashboard page gives a snapshot of the maintenance costs (such as expenditure, repair, etc) associated with assets.

Proactive Maintenance Trend

This analysis presents the data from the work order data showing proactive versus reactive work created over the last 15 months. The analysis presents a representation of how you are performing against your goal.

The table presents the details about the proactive and reactive maintenance, and also the proactive percentage. These details help you analyze how you are performing against your goal.

Property	Value
Source Object	Work Order Task Fact
Measure	# of Proactive Maintenance, # of Reactive Maintenance, % of Proactive Maintenance

Maintenance Cost

This analysis presents the total amount spent on maintenance per year. Clicking the graph shows quarter-wise details in the selected year.

Property	Value
Source Object	Work Order Task Fact
Measure	Maintenance Cost

Work Order Trend by Type

This analysis shows the total number of work orders by month, by the type of work order. The data is presented for the last 15 months. Click the graph for details of the specific type of work order.

Property	Value
Source Object	Work Order Task Fact
Measure	Work Order Count

Average Work Order Completion Time

This analysis presents the overall average time to complete the work orders in hand.

Property	Value
Source Object	Work Order Task Fact
Measure	Average Time to Complete

Work Order Labor Hours

This analysis presents the total labor hours to complete the work orders in hand. Click the graph for daily values to get a granular view of the labor hours spent per day.

Property	Value
Source Object	Work Order Task Fact
Measure	Average Labor Hours

Top 10 Assets - Longest Mean Time to Repair

This analysis presents information about the top 10 assets for which it took long to complete work since it was created in the backlog to repair. The source for this information comes from the work order closeout information, where the start and the finish timing information is captured.

Click the **Criticality** drop down to filter the data by the criticality of the asset repair.

Property	Value
Source Object	Work Order Task Fact
Measure	Mean Time to Repair (hours)

Top 10 Assets with Highest Work Orders

This analysis presents the top 10 assets with multiple work orders created to repair or maintain the asset.

Click the **Criticality** drop down to filter the data by critical repair details. Click the **Asset Class** drop down to filter the data by the type of asset.

Property	Value
Source Object	Work Order Task Fact
Measure	Work Order Count

Top 10 Assets with Highest Expenditure

This analysis presents the top 10 assets with maximum cost to maintain an asset. Click the **Criticality** drop down to filter the data by critical repair details. Click the **Asset Class** drop down to filter the data by the type of asset.

Property	Value
Source Object	Work Order Task Fact
Measure	Expenditure of the Asset

Additional Information

The Licensing and Packaging Guide contains valuable information on the features and data structures available in Oracle Utilities Work and Asset Management Business Intelligence. The guide is provided as an Excel spreadsheet, Oracle Utilities Advanced Spatial and Operational Analytics v2.4.0.3 Licensing and Packaging Guide.xls. Content includes:

- A list of all of the available Oracle Utilities Business Intelligence products.
- Installer Options - the required extractors and schemas for each product.
- Subject Areas, Facts, and Dimensions.
- Dashboards and Answers - the standard dashboards available and the associated Answers along with the Answer path.