Objective & Audience

Objective

• Help you prepare to take Oracle Communications Order and Service Management 7 Certified Implementation Specialist (1Z0-493) exam by providing pointers to resources that you can use in your preparation.

Targeted Audience

– Senior technical consultants
– Experienced Implementers
– Technical architects

3+ year experience deploying OSM is highly recommended
Exam Topics

The Oracle Communications Order and Service Management 7 Implementation Essentials Exam consists of several topics:

1. OSM Overview, Architecture and Installation
2. Managing Orders
3. Using Design Studio and Cartridge Configuration
4. OSM Web Clients
5. Administration, Logging and Troubleshooting
6. Configuring Manual Tasks and Processes
7. Automation Framework Configuration
8. Configuring Notifications
9. Configuring Fulfillment States and the Point of No Return (PONR)
10. Fallout Management
11. Using the Interfaces
12. Deliver a Solution With OSM and Oracle Reference Architectures for OSM

Exam Objectives

The exam objectives are defined by learner or practitioner level of knowledge:

• **Learner-level**: questions require the candidate to recall information to determine the correct answer.

  Example: Define the term network.

• **Practitioner-level**: questions require the candidate to derive the correct answer from the application of their knowledge, which can only be attained by extensive experience with the product.

  Example: The client requests xyz functionality, would you recommend a, b or c?
Training Options

For each exam topic there have been identified alternative training options that are available at Oracle. The training options are divided into three categories:

- **Boot Camps**
  The Boot Camps are designed as a "jump start" training to enhance your skills by providing role-based training on industry-leading Oracle solutions and services. The boot camps are built as concise, intensive, and real-time training to give partners a competitive advantage as they prepare to build powerful solutions for their own customer base. Partners can choose to attend these boot camps in class or in a live virtual class format to maximize the effectiveness and the time allocated to training.

- **Instructor-Led Training (delivered by Oracle University)**
  Partners can take any publicly-scheduled Oracle University courses at steep discounts. Benefit from hands on experience to gain real working skill and work toward Oracle certifications.
  These same training courses can also be delivered to individual partners on a scheduled basis. The appropriate costs will be charge to the partner.

- **Online Training**
  Oracle Partners are entitled free access to the Oracle Knowledge Center (OUKC), a vast library of recorded product courses. New courses are regularly added to the library, providing partners with the latest information and training to master new products or to increase proficiency on the new releases.
Lesson 1: OSM Overview

Objectives

- Describe the requirements of an Order Management system for a CSP
- Describe the major features and common use cases of OSM

Level

Learner

Lesson 2: Architecture and Installation

Objectives

- Identify the components of the OSM architecture
- Install and configure OSM server; configure a high-availability architecture

Level

Learner

Practitioner

Training Options

- **OU Courses**
  - OSM Foundations I: Tasks, Processes and Orders

- **Online Training**
  - Order and Service Management 7.0 Overview

- **Online documentation**
  - Oracle Communications Order and Service Management Concepts Guide
  - Oracle Communications Order and Service Management Installation Guide

Sample Questions:

OSM supports an Oracle Database with Oracle Real Application Clusters (Oracle RAC) in which modes?

A. Active-Passive
B. Active-Active
C. Both Active-Passive and Active-Active
D. OSM does not support Oracle RAC
Lesson 1: Order Recognition

Objectives

• Configure the values and XQuery for order recognition rules  Practitioner
• Configure the XQuery for validation and transformation rules  Practitioner

Lesson 2: Order Decomposition

Objectives

• Model order item specification properties and hierarchies  Practitioner
• Use product classes and productClassMapping.xml to model products  Practitioner
• Decompose order items using decomposition rules  Practitioner
• Configure order components to define functions, system topology and granularity  Practitioner
• Configure associated order items  Practitioner
• Describe the ControlData structure created in the order data for orchestration  Practitioner

Lesson 3: Order Orchestration

Objectives

• Model an orchestration order and a process  Practitioner
• Model an orchestration sequence with orchestration stages  Practitioner
• Create fulfillment modes and fulfillment patterns and associate them through product specification  Practitioner
• Configure orchestration dependencies  Practitioner
• Describe an orchestration plan as viewed in the OSM Web client  Learner

Lesson 4: Handling Future Dated Orders

Objectives

• Configure future dated orders  Practitioner
• Calculate the order start date for future dated orders  Learner

Lesson 5: Order Change Management

Objectives

• Submit revision orders from an upstream system and detect revision orders in OSM  Practitioner
• Configure OSM for order change management  Practitioner
• Predict a compensation plan based on in-flight order information and revision order data; predict possible scenarios while executing the compensation plan for a process  Learner
Sample Questions:

Your customer is provisioning broadband and mobile services in their network. In certain situations the customer would also like to know if it is feasible for the order management system to fulfill these orders. What OSM entity should be used to differentiate the intent of these two orders?

A. Orchestration Sequences  
B. Order Item Specification  
C. Fulfillment Modes  
D. Fulfillment Patterns
Lesson 1: Using the Design Studio

Objectives

- Use the Design Studio for OSM cartridge implementation
- Deploy a cartridge and submit sample orders from Design Studio

Level

Practitioner

Lesson 2: Cartridge Configuration

Objectives

- Describe the project and cartridge concepts
- Version and maintain multiple versions of cartridges
- Use the cartridge management tool and the XML Import/Export tool functionalities
- Configure composite cartridges
- Extend existing sealed and non sealed cartridges with new features

Level

Learner

Practitioner

Training Options

- OU Courses
  - OSM Foundations I: Tasks, Processes and Orders

- Online documentation
  - Oracle Communications Order and Service Management Concepts Guide
  - Oracle Communications Design Studio Concepts Guide

Sample Questions:

Design Studio offers perspectives that support accomplishing a specific set of tasks. Identify the perspective that manages the deployments of cartridges to the WebLogic server?

A. Studio Design Perspective
B. Studio Environment Perspective
C. Java Perspective
D. Cartridge Perspective
Lesson 1: OSM Web Clients

Objectives

- Use the Task Web client functionalities to interact with an order
- Use the OSM Web client functionalities to interact with an order
- Enhance web clients with flexible headers, filters and custom menu options

Level

Practitioner

Training Options

- Online documentation
  - Oracle Communications Order and Service Management Task Web Client User’s Guide
  - Oracle Communications OSM Order Management Web Client User’s Guide

Sample Questions:

An exception in OSM is a mechanism used to interrupt or stop and order or to redirect it to any task in the same process or any other process. You use the Raise Exception function to raise exceptions. Identify the two pages that allow you to access the Raise Exception function?

A. Worklist page
B. Query page
C. Reporting page
D. Notifications page
Lesson 1: Administration

Objectives
- Configure permissions, notifications and check alerts in the Administrator application
- Configure security using WebLogic users and groups, security callback, security credentials and entities
- Configure resources using the WebLogic console

Level
- Practitioner

Lesson 2: Logging and Troubleshooting

Objectives
- View OSM logs and configure log level
- Identify and correct common issues
- Use the OSM interfaces available for basic troubleshooting

Level
- Practitioner

Training Options

- OU Courses
  - OSM Foundations I: Tasks, Processes and Orders

- Online documentation
  - Oracle Communications Order and Service Management Administrator Application Guide
  - Oracle Communications Order and Service Management System Administrator's Guide

Sample Questions:

You can set up OSM to send notifications via email. In order to receive email notifications, which OSM user must be assigned to the workgroup/role that contains the user who will receive email notifications?

A. oms-internal
B. oms-automation
C. sceadmin
D. OMS_client
Lesson 1: Configuring Manual Tasks

Objectives

- Configure data used by a task during its execution  
  Level: Practitioner
- Configure permissions to execute and interact with a task  
  Level: Practitioner
- Configure behaviors to enhance the manual task in the Task Web client  
  Level: Practitioner
- Configure data instances to support manual tasks' behaviors  
  Level: Practitioner

Lesson 2: Configuring Processes

Objectives

- Model process flows using tasks and subprocess  
  Level: Practitioner
- Model process flows using multi instance tasks and multi instance subprocesses  
  Level: Practitioner
- Use rules, joins and delay tasks in a process flow  
  Level: Practitioner

Training Options

- **OU Courses**
  - OSM Foundations I: Tasks, Processes and Orders

- **Online Training**
  - Order and Service Management: Modeling Process Orders

- **Online Documentation**
  - Oracle Communications Order and Service Management Concepts

Sample Question:

In a manual task, there are three text fields configured, named FirstName, LastName and FullName. In the FirstName and LastName fields, a Constraint Behavior is configured. In the FullName field, a Calculation Behavior was added with the following XPath Expression:

```xml
concat(../FirstName,' ',../LastName)
```

During the execution of the manual task, the user fills FirstName and LastName fields with values, but the FullName field is not calculated automatically. What could be done in order to get the FullName field be automatically calculated?

A. Remove the Calculation Behavior from the FullName field and add it to either FirstName or LastName fields.
B. Add an Event Behavior to FirstName and LastName fields.
C. Eliminate the Constraint Behavior from the FirstName and LastName fields.
D. Remove the Constraint Behavior from the FirstName and LastName fields and add it to the FullName field.
E. Add a Relevant Behavior to FirstName and LastName fields.
Lesson 1: Automation Framework Configuration

Objectives

- Associate automation plug-ins with an automated task
- Use the automation framework variables and methods to interact with OSM orders and tasks from XQueries
- Configure and develop a custom automation plugin

Level

Practitioner

Training Options

- OU Courses
  - OSM Foundations I: Tasks, Processes and Orders

- Online Training
  - Order and Service Management: Defining Automations & Behaviours

- Online Documentation
  - Oracle Communications Order and Service Management Concepts

Sample Question:

Identify two out-of-the-box automation plug-ins supplied with OSM?

A. XSLT Plug-in
B. jQuery
C. Email Plug-in
D. NetBeans Plug-in
Lesson 1: Configuring Notifications

Objectives

- Model data change notifications in orders
- Model event notifications in orders and tasks
- Model jeopardy notifications in orders and tasks

Level

- Practitioner

Training Options

- OU Courses
  - OSM Foundations I: Tasks, Processes and Orders

- Online Documentation
  - Oracle Communications Order and Service Management Concepts

Sample Question:

In your OSM implementation, you have to send e-mails to a group of users every time a field in your order called “failureReason” is filled with a value. Identify the feature that supports this requirement.

A. Data Change Notifications, which are implemented at the Task level
B. Data Change Notifications, which are implemented at the Order level
C. Events Notifications, which are implemented at the Task level
D. Jeopardy Notifications, which are implemented at the Order level
Lesson 1: Configuring Fulfillment States and the PONR

Objectives

- Enforce the end-to-end visibility of PONR  
  Practitioner
- Configure follow on orders  
  Practitioner
- Compare Order Lifecycle Policy with product specification's Fulfillment States  
  Practitioner
- Configure state mapping with Fulfillment State Map  
  Practitioner
- Describe fulfillment state composition with Order and Order Item Fulfillment State Composition Rule Set  
  Learner

Training Options

- **OU Courses**
  - OSM Foundations I: Tasks, Processes and Orders

- **Online Documentation**
  - Oracle Communications Order and Service Management Concepts

Sample Questions:

You have modeled a Hard Point of No Return (PONR) in an order's fulfillment flow. The order has passed the PONR but has not yet completed; the customer requests a change to their order. Choose the best type of order that should be submitted by the upstream CRM system?

A. A Revision Order
B. A Follow-on Order
C. A Supplemental Order
D. An In-Flight Order
Lesson 1: Fallout Management

Objectives

- Describe the typical fallout scenarios in Order Management
- Describe the typical fallout notification and recovery functionalities in OSM

Training Options

- **OU Courses**
  - OSM Foundations I: Tasks, Processes and Orders

- **Online Documentation**
  - Oracle Communications Order and Service Management Concepts

Sample Questions:

Due to invalid order data submitted from a CRM system, the Inventory system is rejecting a request sent from OSM. Identify two functionalities you would use to recover from this fallout scenario.

A. Order Change Management
B. Notifications
C. Automation framework transaction rollback
D. Jeopardy
E. Follow on order
Lesson 1: Using the Interfaces

Objectives

• Use the webservice interfaces to interact with OSM from an external system
• Use the XML API interfaces to interact with OSM from an automated task

Level

Practitioner

Training Options

• Online Documentation
  – Oracle Communications Order and Service Management Concepts
  – Oracle Communications Order and Service Management XML API Developer’s Guide

Sample Questions:

You have to provide an interface to an upstream system to abort an order in OSM without manual intervention. What interface would you suggest to be used in order to perform this activity?

A. The “CancelOrder” web service function
B. The Task Web client
C. The Order Management Web client
D. The “AbortOrder” web service function
Topic 12: Deliver a Solution With OSM and Oracle Reference Architectures for OSM

Lesson 1: Deliver a Solution With OSM

Objectives

- Planify test strategies for an OSM project
- Treat known and unknown issues using Oracle Support and Oracle forums
- Use configuration management to support an OSM project

Level
- Learner

Lesson 2: Oracle Reference Architectures for OSM

Objectives

- Describe OSM COM and SOM roles in the Rapid Offer Design and Order Delivery (RODOD) solution
- Describe OSM SOM and TOM roles in the Rapid Service Design and Order Delivery (RSDOD) solution

Level
- Learner

Training Options

- **OU Courses**
  - OSM Foundations III: AIA Order to Activation Solution

- **Online Documentation**
  - Oracle Communications Order and Service Management Concepts

Sample Questions:

In the Rapid Service Design and Order Delivery (RSDOD) architecture, what OSM role orchestrates orders among multiple Activation, Partner Gateway, WFM ad SCM systems?

- A. Central Order Management (COM)
- B. Technical Order Management (TOM)
- C. Service Order Management (SOM)
- D. None of the above
Exam Registration

• **How to register for the exam?**
  You can register for all Oracle certification exams with Pearson VUE. Before a registration can be submitted, a Pearson VUE profile must be created using your Company ID. Your Company ID can be obtained by contacting your local Oracle Partner Business Center or by signing in to your OPN account. Your Company ID is located in the section on the right under "Company information".

  Please follow these instructions in order to properly set-up your Pearson VUE account for the first time.

• **Have you completed an Oracle Certification Exam in the past?**
  Due to systems enhancements, each partner who has completed an Oracle Certification Exam will need to update their Pearson VUE profile in order to receive credit and for those records to appear in the OPN Competency Center.

• **How to get full recognition as Certified Implementation Specialist?**
  To get full recognition as a Certified Implementation Specialist you need to:
  A. Update your Pearson VUE profile with your Company ID
  B. Activate your Certview Account

  Please follow these instructions and your records will be properly recorded.
SOFTWARE. HARDWARE. COMPLETE.