Oracle Utilities Mobile Workforce Management 2
Implementation Essentials
Exam Study Guide
Objective & Audience

Objective
This guide is designed to help you prepare for the Oracle Utilities Mobile Workforce Management 2 Implementation Essentials (1Z0-458) by providing pointers to resources that you can use in your Preparation.

Targeted Audience
- Implementation Consultants with 2-5 years experience
Exam Topics & Objectives

Exam Topics
The Oracle Utilities Mobile Workforce Management 2 Implementation Essentials Exam consists of ten topics:

1. Mobile Resources
2. Activities
3. Bound Work
4. POUs
5. Scheduler
6. Mobile Application
7. Dispatchers
8. Alerts
9. Mail
10. Transfer of Goods

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

Learner-level: Learner items test foundational grasp and require comprehension (not recognition or memorization)

Practitioner-level: Practitioner items present on-the-job scenarios and require the ability to integrate and apply knowledge in new contexts, analyze, troubleshoot, and solve problems.
Training Options

On the following slides, course options for each exam topic have been defined. Please note that not all training options are available for all exam topics. Additional choices may be developed over time.

- **Instructor-Led or Live Virtual Training (delivered by Oracle University)**
  Partners can take any publicly-scheduled Oracle University courses at a discount. Benefit from hands on experience to gain working skill and work towards OPN Specialization.

- **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.

- **On Demand Training**
  Oracle Training on Demand is classroom content delivered via high definition video classes over the internet. These classes feature full length lecture, white board and demonstration. Classes follow the recommended flow of the classroom material, or participants can play, and replay, segments in any order. Classes are closed caption and allow for word search of the scripted material. All courses include downloadable course manual (eKit) and bonus material.
Topic 1: Mobile Resources

Objectives

- Describe the concepts of mobile resources and the structures used to represent them (mobile workers, vehicles, crews, skills)
- Describe service areas
- Configure a new mobile worker type
- Configure a new vehicle type
- Configure a new crew type
- Create a crew's shift
- Create a mobile worker
- Create a vehicle
- Create a crew
- Configure a Shift Weekly Template for multiple crew types, device types, and measuring component types
- Create and configure a new business object for a custom resource

Level

- Learner
- Learner
- Practitioner
- Practitioner
- Practitioner
- Practitioner
- Practitioner
- Practitioner
- Practitioner

Training Options

- Instructor-Led Training
  - Oracle Utilities Mobile Workforce Management 2.x Fundamentals Boot Camp
  - Oracle Utilities Application Framework 4.x Configuration Tools Boot Camp
  - Oracle Utilities Mobile Workforce Management 2.x Implementers Boot Camp

- Online Training
  - Oracle Utilities Mobile Workforce Management 2 Implementation Specialist

Sample Question

Which two statements are true for Mobile Resources?

a) **Mobile workers, vehicles, and crews are all resources**
b) Capabilities and skills are mobile worker attributes
c) **Mobile resources have a shift calendar**
d) Crew has capabilities and skills of its own
e) Only Multi person crew is supported
Topic 2: Activities

Objectives

• Describe a task, activity, and assignment
• Describe the types of available time windows
• Describe priority profiles and how they are used
• Describe how activities, Periods of Unavailability (POUs) and Breaks are scheduled
• Configure a new task type
• Configure a priority profile for an activity
• Configure new completion details for an assignment
• Describe a collision of activities
• Create and configure a new business object for a custom task/activity

Level

Learner
Learner
Learner
Practitioner
Practitioner
Practitioner
Learner
Practitioner

Training Options

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Sample Question

How does a Period of Unavailability (POU) differ from a break?

a) A POU specifies its duration and a break does not.

b) A mobile worker can opt out of a break if their work takes them outside a specific area.

c) A break can be created as an ongoing event and a POU cannot.

d) A POU includes a location and a break does not.

e) ORS waits for a mobile worker to complete their POU before dispatching further work. ORS automatically dispatches work after a period of time regardless of whether the mobile worker has completed their break or not.
Topic 3: Bound Work

Objectives
• Describe the dependency options of bound work
• Describe a job and its relation to a crew shift
• Configure a job within an XML document
• Describe a chain
• Configure chain activities in an XML document

Training Options
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Sample Question
Identify two true statements about scheduling of Bound jobs?

a) Activity time windows are not considered
b) Hazardous load combinations are considered
c) Load Capacity is considered
d) Able to be scheduled to different crew shifts
e) Activities that are picked up do not need to be dropped off
Topic 4: POUs

Objectives

- Describe a POU, and distinctions between POUs for mobile workers and vehicles (including how POUs are considered by the scheduler)  
  Level: Learner
- Describe how POUs are generated by POU templates and batch processes  
  Level: Learner
- Configure a POU Task  
  Level: Practitioner
- Configure a POU Event  
  Level: Practitioner
- Configure a Break  
  Level: Practitioner
- Configure a Non-Productive Task  
  Level: Practitioner
- Create and configure a new business object for a custom break or non-productive task  
  Level: Practitioner

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Sample Question

How does the scheduler handle POUs for a specific Service Area:

a) POU is not scheduled if the Service Area is not specified.

b) Only crews in the service area during the time of the event are scheduled

c) Encourages the scheduling of the POU event to a crew shift that is working too far away from the event.

d) Encourages the scheduling of the POU event to individual resources, inside and outside of the specified service area

e) Schedules crew shifts from multiple service areas when the shift overlaps the time of the POU event
Topic 5: Scheduler

Objectives

- Describe the inputs and outputs of the scheduler including parameter definitions
- Describe the scheduler manager
- Configure the scheduler horizon
- Configure a scheduler area
- Configure a scheduler
- Describe the scheduler registry
- Describe the appointment booking group/service
- Describe the holding scheduler
- Configure optimization areas
- Configure Dispatch Modes for Breaks POU tasks and Emergencies

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Sample Question

Choose the option that describes a feature of the Scheduler application:

a) Scheduler control data includes minimum number of slots considered for a single time window
b) Uses the Map file.mal for optimizing routes
c) Overtime cost is used to determine urgency in scheduling activities
d) Requires that multiple holding schedulers are used when implementing multiple schedulers
e) Mobile Worker and Vehicle are used for optimizing routes
Topic 6: Mobile Application

Objectives

- Describe the architecture of the mobile application
- Configure a Mobile Data Terminal (MDT)
- Describe how Remote Script Invocation (RSI) is used with the mobile application
- Deploy a mobile application
- Describe the functions of the mobile device and the Field Reference Activity
- Configure mobile display settings on the device
- Complete an assignment on the mobile device
- Execute / Cancel an assignment on the mobile device
- Manage a POU on the mobile device

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Sample Question

Which element is not required when registering a new mobile data terminal for the first time?

a) MDT’s Unique ID
b) Device name defined in the Admin Table
c) User ID
d) Server application URL
Topic 7: Dispatchers

Objectives

- Describe common activity dispatcher functions and the key areas of the Common Dispatcher Interface (CDI)
- Configure a dispatch area
- Describe a dispatcher’s data scope
- Describe Key Performance Indicators (KPIs) and the KPI specific CDI
- Configure a KPI
- Describe clustered tasks
- Configure a dispatcher view
- Manually dispatch an activity to a crew
- Create multiple crew routes on a map

Level

- Learner
- Practitioner

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Sample Question

When do Dispatchers set their scope of data for the day?

a) When they start their shift
b) When they log onto the system
c) When they set up their preferences in the system
d) Their scope of data is pre-configured and is automatically set up each day
Topic 8: Alerts

Objectives

- Configure an alert  
  - Practitioner

- Describe the backup alert queue  
  - Learner

- Configure an alert based KPI  
  - Practitioner

- Complete an alert  
  - Practitioner

- Create and configure a new business object for a custom alert  
  - Practitioner

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Sample Question

If you wanted to create an Alert Type that identified when a crew was working longer on site than expected, which three of the following options would you configure?

a) Alert Business Object: General Alert
b) Alert Creation Algorithm: Create Crew Idle Alert
c) Alert Creation Algorithm: Create Disconnected Crew Alert
d) Alert Evaluation Algorithm: Crew Taking Too Long Closure
e) Alert Business Object: Cancel Activity Alert
f) Alert Type: Crew On Site Too Long
g) Alert Evaluation Algorithm: Evaluate Overtime Crew Alert
Topic 9: Mail

Objectives

- Describe mail messaging (within the server and mobile applications)
- Create a mailing list
- Create an emergency mail message
- Create and configure a new business object for a custom mail message

Level

- Learner
- Practitioner
- Practitioner

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Sample Question

Identify the true statement for Mail:

a) Crews can access mail directly from the Indicator Bar on the MDT.
b) Accessible only through the My Mail CDI Main menu option
c) Used to manage communications between all system users
d) Dispatchers do not have to be logged on to access mail
e) Status of Crew Mail is displayed along the Indicator Bar on the MDT
Topic 10: Transfer of Goods

Objectives

• Describe the concept of goods and capacity
• Describe a depot and depot run
• Configure a Depot
• Describe the depots business hours and depot cutoff
• Describe depot activities vs depot tasks
• Describe crews in relation to depots
• Configure a Depot Run
• Create and configure a new business object for a custom depot

Level

Learner
Learner
Practitioner
Learner
Learner
Practitioner
Practitioner

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Sample Question

Crew A is using Truck 1 with a maximum capacity of 20 frozen totes and 20 refrigerated totes. On Monday, the Crew is assigned 10 delivery activities; each delivery requires 2 frozen totes and 3 refrigerated totes. What does their schedule look like?

a) Depot Run 1: Depot Task, 10 delivery activities, Depot Task
b) Depot Run 1: Depot Task, 6 delivery activities; Depot Run 2: Depot Task, 4 delivery activities
c) Depot Run 1: 5 delivery activities, Depot Task; Depot Run 2: 5 delivery activities, Depot Task
d) Depot Run 1: Depot Task, 4 delivery activities; Depot Run 2: Depot Task, 4 delivery activities; Depot Run 3: Depot Task, 2 delivery activities
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.