

Oracle Utilities NMS

User Experience Update

Oracle Utilities announces a comprehensive and ongoing user experience evolution for our Network Management System (NMS) platform. By carefully aligning the rich functionality of our ADMS with a great new look and an efficient, intuitive feel, we are enabling our users to efficiently interact with NMS to effectively manage distribution networks now and into the future.

User Experience improvements are driven by user needs...

Focused on user-centered design, we understand the challenges facing today's Control Engineers, Dispatchers, and other key user types. We utilize data captured during user interviews and other research, and we incorporate feedback from usability surveys. This enables us to curate a categorized and prioritized list of usability improvements, which is regularly re-validated and carefully incorporated into our overall product roadmap.

...and are framed by market and industry drivers

UX improvements are driven by not only User needs and wants, but also industry trends and our strategic direction. For example, as NMS is trusted to intelligently and proactively monitor and autonomously control the network, our design philosophy is evolving toward a solution that alerts users to both current and future conditions – presenting the right amount of information, at the right time.

Oracle Utilities NMS looks good – and feels good

Leveraging Oracle's wider design philosophy experience, NMS is aligned with a rigorously researched style guide comprising color theory, typographic choice and impact, action prompts and iconography, plus elemental placement and positioning. NMS also supports an additional but complementary color theme suitable for low-lit conditions. NMS is now fully aligned with a design system that is:

- Adaptable – flexible and effective across different environments and devices
- Purposeful – where design decisions are made with good reason
- Unobtrusive – does not distract attention from the User's objectives
- Dependable – where Users benefit from consistent and thoughtful design
- Delightful – where even the smallest interactions have a positive impact

Using commonly-understood, reusable design components we have a product that feels immediately familiar and intuitive for new users, and for experienced users. With

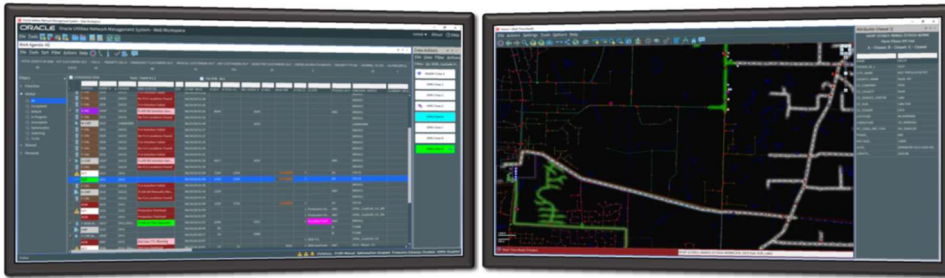


We collaborate with our globally distributed User base throughout the design, development, and release cycle. Our iterative approach to good UX:

- Capture Users' thoughts, insights, and ideas
- Consolidate, analyze, categorize, then prioritize.
- Provide interactive solution designs, and then validate with Users.
- Ensure the new solution design is elegant and efficient.
- Provide regular interactive updates throughout the development cycle.
- Upon release, verify the solution



careful attention to detail, we have designed the product to facilitate common workflows and scenarios with significant, measurably improved efficiency (e.g., approximately 30% reduction in “effort” in managing common outage workflows as measured by clicks and mouse/hand movements).



Evolution, not revolution

Improving the NMS user experience is a phased approach, with new UX improvements carefully prioritized and incorporated into each new release. This is necessary to balance the overall composition of each new release, while enabling us to smoothly adjust to changing customer and industry drivers.

As NMS continues to evolve to meet the challenges of the future, we have many more usability enhancement scheduled – all based on real Users’ needs.

And as we continue on our UX journey, you can be sure that all the changes we make are underpinned by our commitment to deliver measurably significant UX improvements, with no compromise to safety, reliability, or performance of our world-class ADMS.

Key usability improvements in the 2.5 NMS release include:

- Flexible, intuitive window and docking framework, to better organize, save and restore workspaces.
- Improved filtering and filter organization, to more easily manage and partition work, and other items.
- Enhanced color formatting rules – and configuration of those rules – to highlight items requiring attention.
- Ability to reveal key Network Viewer information, without the need to drill-down.
- Streamlined outage workflow and packaging of outage-related information.
- Two color themes that are elegant, and easy on the eye.
- Many more small-scale improvements to improve the overall user experience.



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