
	American Electric Power	4.5 Advanced Metering Infrastructure	Document ID: Use case # 5.12
	Title: Customer Portal		
Subject Matter Expert:	Author:	Reviewed by:	
Robert Sarfi	John Simmins	Brian D. Green	

Customer Portal

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Version History			
Rev.	Date	Author	Change description
2.0	4-10-2010	John J. Simmins	Create Brief Description and Narrative. Fill in blanks.
3.2	4-26-2010	Brian D. Green	Incorporate revisions and add diagrams

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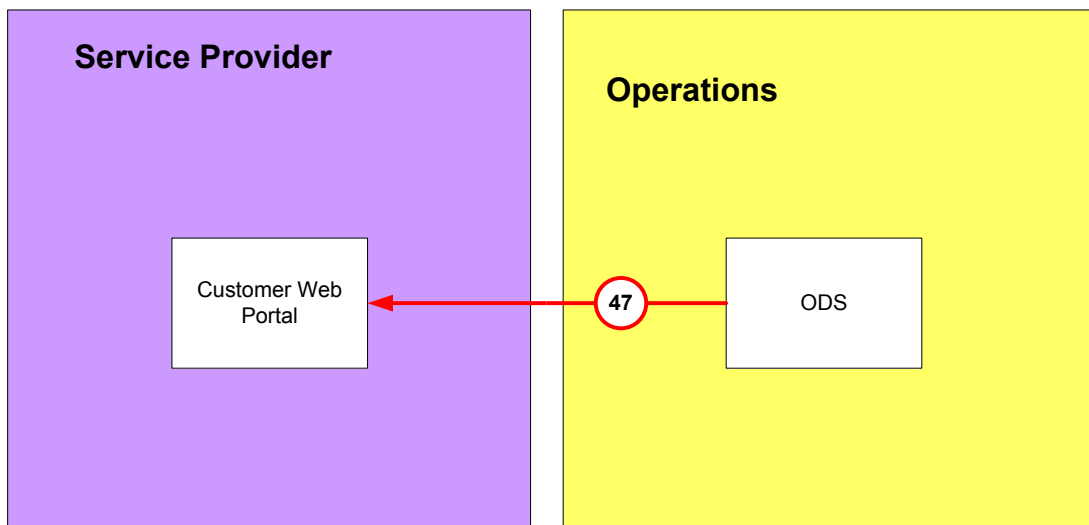
Summary:

Utility's customers have access to a web portal to view usage information. This portal has its own database that is updated via an extract from the Operational Data Store (ODS).

Narrative:

On a regular basis, a batch file is extracted from the **Operational Data Store (ODS)** and inserted into the database that supports the **Customer Web Portal**.

Interface Diagram:




Note(s):

Actor(s):

The list of the actors and the roles that are participating in this use case described in the table below.

Name	Role description
Customer Web Portal	Interactive Web-site that is accessible via the internet that enables the exchange and display of information for the customer.
ODS	Operational Data Store is a sub-system of Utility's data warehouse, which stores operational data i.e. all metering events and messages.

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Participating Business Functions:

The participating business function, its acronym and what they provide in this use case are detailed in the table below.

Acronym	Business Function/Abstract Component	Services or Information Provided
ETL	Data Extract, Translate, Load	

Assumptions / Design Considerations:


- Standard International Electrotechnical Commission (IEC) 61968 Message Definition format will be followed to provide the Header, Request, Reply, and payload used when defining the messages for the design specifications. For the purpose of the use cases identified in this document these have been omitted as they are to be provided in the design specification for the Customer Portal use case.

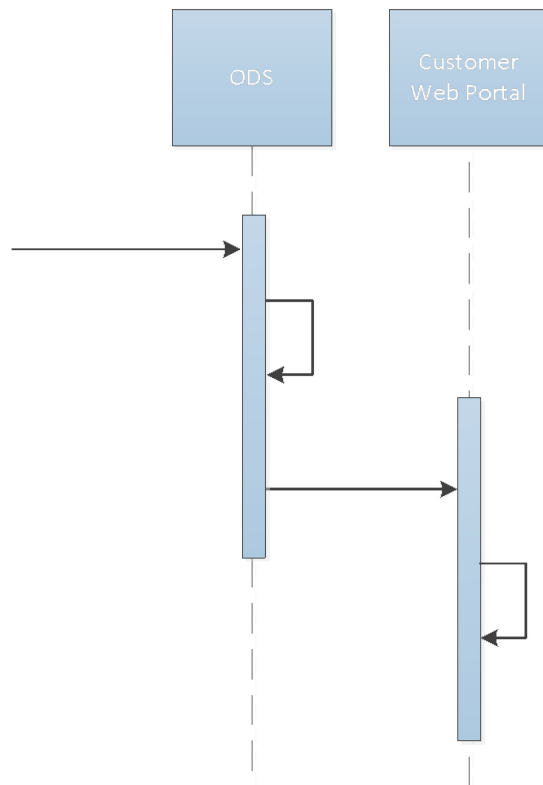
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Normal Sequence:

The sequences of events, showing the order in which they occur during the typical progression of this use case are provided in the table below. The Sequence Diagram that graphically depicts the events is presented immediately following the table.

Use Case Step	Triggering Event	Description Of Process	Information To Be Exchanged	Producer	Receiver	Message Type or Additional Notes
1.1	Scheduled ETL of customer data stored within ODS	On a predetermined frequency a batch process (ETL) will run extracting data from ODS and creating a Flat File	Flat File - Customer usage data	ODS	Internal	Open ADE format
1.2		Deliver Flat File - Customer usage data to the Customer Web Portal	Flat File - Customer usage data	ODS	Customer Web Portal	
1.3		Customer Web Portal processes Flat File - Customer usage data	Flat File	Customer Web Portal	Internal	

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Customer Portal Sequence Diagram

Integration Scenarios

Adapters will use the Common Information Model (CIM) in Extensible Markup Language (XML) to send and receive messages and events.

The following are the points of integration that must be tested for this use case. Other non-CIM message interfaces may be testable in this use case.

Actor	Interface Points
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Pre-conditions:

The following conditions that MUST be met before this use case can occur.

- ODS contains appropriate customer information and usage data (as defined in Customer Portal requirements)
- Capture of Customer data has been verified

Post-conditions: None

The following events or actions that may happen after or be caused by the completion of the normal use case events, as well as the exceptions or alternative sequences are:

Exceptions / Alternate Sequences:

There are no exceptions, unusual events or alternate sequences defined for this use case.


Use Case Step	Triggering Event	Description Of Process	Information To Be Exchanged	Producer	Receiver	Message Type

Message Type(s) Diagram: None

An XML Schema Definition (XSD) diagram shows the normative and informative parts of the message. Not all of the International Electrotechnical Commission's (IEC) – CIM message optional elements must or will be used in the use of IEC – CIM for this specific use case.

References:

Use Cases or other documentation referenced by this use case include:.

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Issues: None

ID	Description	Status

Miscellaneous Notes: None