Spectrum Power™ OMS

Proactively and efficiently manage network outage

Outage Management is critical to provide seamless electric supply for utility customers

Flexible and modular system

Spectrum Power™ OMS (Outage Management System) consists of multiple applications designed to improve the situational intelligence, outage prediction precision, crew communications, and customer engagement at any utility.

Whether only OMS functions are needed or a full advanced distribution management system (ADMS) solution is the end goal, Siemens' platform can provide full SCADA, OMS, DMS functions or can seamlessly integrate with existing control systems and applications while simplifying work processes and facilitating efficient data management.

Siemens OMS enables network operators to monitor and easily understand their network state, improve decision making, and automate repeatable processes – giving the operator more time to focus on the highest priority tasks.

Improved reliability, efficiency, and customer engagement

- **Reliability** – React quickly and efficiently to unplanned disturbances, leverage configurable rules to focus on highest priority outages. Improve customer satisfaction and satisfy regulatory mandates with real-time information and faster outage restoration.
- **Customer engagement** – Leverage customer-entered outage information from a variety of sources to more accurately define disturbance details. Configure customer communication rules to send email, text message, social media message, and IVR call backs to update customers on their outage status.
- **Efficiency** – Reduce lost revenue and improve worker efficiency by minimizing the number of unnecessary truck rolls through mobile communication and more precise network information.

Figure 1: OMS Heads-Up Display (HUD)

Differentiated OMS use cases

Siemens Spectrum Power™ OMS is differentiated in the way it meets the following operational challenges:

Prepare and respond to unplanned outages

- Leverage traditional trouble ticket entry, MDM/AMI events, IVR, and social media as input sources
- Optimal crew proposal and auto-dispatch (based on travel time, workload, skill set, truck, and equipment)
- Improve customer satisfaction through defined communication

Coordinate switch execution for planned work

- Efficient operational processes (safety tagging, internal communications, etc.)
- Increase customer satisfaction through minimizing planned outage durations
- Use Siemens' integrated SCADA or a third-party SCADA

Leverage external data for outage prediction and restoration

- Seamless integration to MDM/AMI for meter status verification and trouble ticket creation
- Integration to IVR for customer "virtual call back"
- Leverage the IEC CIM 61968 standard for additional data sources (e.g. social media, online outage portal)

Improved operational execution with storm management

- Global ETR calculation and customer communication
- Rule set configuration for outage priorities and prediction rules
- Compliance reporting for major storm events

Enable self-healing grid

- Optional integration with Siemens DMS suite for fault location, isolation, and service restoration
- Improve outage metrics and customer satisfaction through faster restoration

Maximize field communication efficiency and awareness with mobile technology

- Browser-based mobile outage management system (use on laptop, tablet, or Smartphone)
- Two way communication of tasks between the operator and the field engineer (damage assessment, outage confirmation, outage restoration, switch execution)

True flexibility because every utility and control area is different

- Configurable rule sets for defining the priority of trouble tickets and outages
- Prediction engine UI for changing rule sets based on operating mode (storm vs. standard) and location (different control areas)

Increase business process integration

- Enable CIM-based SOA integration with other systems (e.g. customer information system (CIS), MDM/AMI, mobile workforce management (MWM)
- Utilize your Geographic information system (GIS) as the distribution network definition source master with easy upload

With its component-based architecture and common UI, Spectrum Power™ OMS provides a flexible, configurable environment for advanced grid management compatible with a variety of business needs.

Configurable to meet your requirements

Siemens' OMS can be provided as a part of a full-scope Siemens ADMS solution, or can also be:

- Integrated with a third-party DMS
- Integrated with a third-party SCADA

As an integral part of OMS, enterprise integration with external systems, such as GIS, CIS, interactive voice response (IVR), advanced metering, workforce management and asset management systems are commonly included in these implementations via Siemens' CIM-based SOA integration framework.

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