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## Integrering av tillämpningar för elförsörjning – Systemgränssnitt för distributionssystemstyrning – Del 8: Gränssnitt för kundhantering

*Application integration at electric utilities –  
System interfaces for distribution management –  
Part 8: Interfaces for customer operations*

Som svensk standard gäller europastandarden EN 61968-8:2016. Den svenska standarden innehåller den officiella engelska språkversionen av EN 61968-8:2016.

### Nationellt förord

Europastandarden EN 61968-8:2016

består av:

- **europastandardens ikraftsättningsdokument**, utarbetat inom CENELEC
- **IEC 61968-8, First edition, 2015 - Application integration at electric utilities - System interfaces for distribution management - Part 8: Interfaces for customer operations**

utarbetad inom International Electrotechnical Commission, IEC.

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English Version

**Application integration at electric utilities - System interfaces for  
distribution management - Part 8: Interfaces for customer  
operations  
(IEC 61968-8:2015)**

Application integration at electric utilities - System interfaces  
for distribution management - Part 8 : interface standard for  
customer support  
(IEC 61968-8:2015)

Integration von Anwendungen in Anlagen der  
Elektrizitätsversorgung - Systemschnittstellen für  
Netzführung - Teil 8: Schnittstellen Normen für den  
Kundendienst  
(IEC 61968-8:2015)

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European Committee for Electrotechnical Standardization  
Comité Européen de Normalisation Electrotechnique  
Europäisches Komitee für Elektrotechnische Normung

**CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels**

## **European foreword**

The text of document 57/1548/FDIS, future edition 1 of IEC 61968-8, prepared by IEC/TC 57, "Power systems management and associated information exchange" was submitted to the IEC-CENELEC parallel vote and approved by CENELEC as EN 61968-8:2016.

The following dates are fixed:

- latest date by which the document has to be implemented at national level by publication of an identical national standard or by endorsement (dop) 2016-11-13
- latest date by which the national standards conflicting with the document have to be withdrawn (dow) 2019-05-13

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## **Endorsement notice**

The text of the International Standard IEC 61968-8:2015 was approved by CENELEC as a European Standard without any modification.

## Annex ZA (normative)

### Normative references to international publications with their corresponding European publications

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

NOTE 1 When an International Publication has been modified by common modifications, indicated by (mod), the relevant EN/HD applies.

NOTE 2 Up-to-date information on the latest versions of the European Standards listed in this annex is available here: [www.cenelec.eu](http://www.cenelec.eu).

<u>Publication</u>	<u>Year</u>	<u>Title</u>	<u>EN/HD</u>	<u>Year</u>
IEC 60050	-	International Electrotechnical Vocabulary (IEV)	-	-
IEC 61968-1	-	Application integration at electric utilities - System interfaces for distribution management -- Part 1: Interface architecture and general requirements	EN 61968-1	-
IEC 61968-6	-	Application integration at electric utilities - System interfaces for distribution management - Part 6: Interfaces for maintenance and construction	-	-
IEC 61968-11	-	Application integration at electric utilities - System interfaces for distribution management -- Part 11: Common information model (CIM) extensions for distribution	EN 61968-11	-
IEC 61968-100	-	Application integration at electric utilities - System interfaces for distribution management -- Part 100: Implementation profiles	EN 61968-100	-
IEC 61970-301	-		EN 61970-301	-
IEC/TS 61968-2	-	Application integration at electric utilities - System interfaces for distribution management -- Part 2: Glossary	-	-

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## INTERNATIONAL ELECTROTECHNICAL COMMISSION

**APPLICATION INTEGRATION AT ELECTRIC UTILITIES –  
SYSTEM INTERFACES FOR DISTRIBUTION MANAGEMENT –****Part 8: Interfaces for customer operations****FOREWORD**

- 1) The International Electrotechnical Commission (IEC) is a worldwide organization for standardization comprising all national electrotechnical committees (IEC National Committees). The object of IEC is to promote international co-operation on all questions concerning standardization in the electrical and electronic fields. To this end and in addition to other activities, IEC publishes International Standards, Technical Specifications, Technical Reports, Publicly Available Specifications (PAS) and Guides (hereafter referred to as "IEC Publication(s)"). Their preparation is entrusted to technical committees; any IEC National Committee interested in the subject dealt with may participate in this preparatory work. International, governmental and non-governmental organizations liaising with the IEC also participate in this preparation. IEC collaborates closely with the International Organization for Standardization (ISO) in accordance with conditions determined by agreement between the two organizations.
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International Standard IEC 61968-8 has been prepared by IEC technical committee 57: Power systems management and associated information exchange.

The text of this standard is based on the following documents:

FDIS	Report on voting
57/1548/FDIS	57/1573/RVD

Full information on the voting for the approval of this standard can be found in the report on voting indicated in the above table.

This publication has been drafted in accordance with the ISO/IEC Directives, Part 2.

A list of all parts of the IEC 61968 series, under the general title: *Application integration at electric utilities – System interfaces for distribution management*, can be found on the IEC website.



The committee has decided that the contents of this publication will remain unchanged until the stability date indicated on the IEC web site under "<http://webstore.iec.ch>" in the data related to the specific publication. At this date, the publication will be

- reconfirmed,
- withdrawn,
- replaced by a revised edition, or
- amended.

A bilingual version of this publication may be issued at a later date.

**IMPORTANT – The 'colour inside' logo on the cover page of this publication indicates that it contains colours which are considered to be useful for the correct understanding of its contents. Users should therefore print this document using a colour printer.**

## INTRODUCTION

The purpose of this part of IEC 61968 is to define a standard for the integration of Customer Support (CS), which would include Customer Service, Trouble Management and Point of Sale related components integrated with other systems and business functions within the scope of IEC 61968. The scope of this standard is the exchange of information between a customer support system and other systems within the utility enterprise.

The IEC 61968 series of standards is intended to facilitate *inter-application integration* as opposed to intra-application integration. Intra-application integration is aimed at programs in the same application system, usually communicating with each other using middleware that is embedded in their underlying runtime environment, and tends to be optimised for close, real-time, synchronous connections and interactive request/reply or conversation communication models. IEC 61968, by contrast, is intended to support the inter-application integration of a utility enterprise that needs to connect disparate applications that are already built or new (legacy or purchased applications), each supported by dissimilar runtime environments. Therefore, these interface standards are relevant to loosely coupled applications with more heterogeneity in languages, operating systems, protocols and management tools. This series of standards is intended to support applications that need to exchange data every few seconds, minutes, or hours rather than waiting for a nightly batch run. This series of standards, which are intended to be implemented with middleware services that exchange messages among applications, will complement, not replace utility data warehouses, database gateways, and operational stores.

As used in IEC 61968, a Distribution Management System (DMS) consists of various distributed application components for the utility to manage electrical distribution networks. These capabilities include monitoring and control of equipment for power delivery, management processes to ensure system reliability, voltage management, demand-side management, outage management, work management, automated mapping and facilities management. Standard interfaces are defined for each class of applications identified in the Interface Reference Model (IRM), which is described in IEC 61968-1: *Application integration at electric utilities – System interfaces for distribution management – Interface Architecture and General Requirements*.

This part of IEC 61968 contains the clauses listed in Table 1.

**Table 1 – Document overview for IEC 61968-8**

Clause	Title	Purpose
1.	Scope	The scope and purpose of the document are described.
2.	Normative references	Documents that contain provisions which, through reference in this text, constitute provisions of this international standard.
3.	Terms, definitions and abbreviations	
4.	Reference and information models	Description of general approach to customer support, reference model, interface reference model, customer support functions and components, message type terms and static information model.
5.	Customer support message types	Message types related to the exchange of information for documents related to customer services.
Annex A	Sample XML schemas for message payloads	To provide XSD information for information use only.

# APPLICATION INTEGRATION AT ELECTRIC UTILITIES – SYSTEM INTERFACES FOR DISTRIBUTION MANAGEMENT –

## Part 8: Interfaces for customer operations

### 1 Scope

This part of IEC 61968 specifies the information content of a set of message types that can be used to support many of the business functions related to customer support. Typical uses of the message types include service request, customer agreement, and trouble management.

The purpose of this part of IEC 61968 is to define a standard for the integration of customer support (CS), which would include customer service, trouble management and point of sale related components integrated with other systems and business functions within the scope of IEC 61968. The scope of this standard is the exchange of information between a customer support system and other systems within the utility enterprise.

### 2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

IEC 60050, *International Electrotechnical Vocabulary*

IEC 61968-1, *Application integration at electric utilities – System interfaces for distribution management – Part 1: Interface architecture and general recommendations*

IEC TS 61968-2, *Application integration at electric utilities – System interfaces for distribution management – Part 2: Glossary*

IEC 61968-6, *Application integration at electric utilities – System interfaces for distribution management – Part 6: Interfaces for maintenance and construction*<sup>1</sup>

IEC 61968-11, *Application integration at electric utilities – System interfaces for distribution management – Part 11: Common information model (CIM) extensions for distribution*

IEC 61968-100, *Application integration at electric utilities – System interfaces for distribution management – Part 100: Implementation profiles*

IEC 61970-301, *Energy management system application program interface (EMS-API) – Part 301: Common information model (CIM) base*

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<sup>1</sup> To be published.