

# ORACLE'S POLICY AUTOMATION SOLUTION FOR IMMIGRATION



## ORACLE POLICY MODELING FEATURES

- Integrated with Microsoft Office and Oracle's Siebel CRM
- Rapid transformation of policy documents and manuals into executable form
- Rule authoring in English, Danish, Swedish, and Dutch
- Debugging
- Regression testing
- What-if analysis for multiple policy change scenarios

## ORACLE POLICY AUTOMATION FEATURES

- Complex eligibility and policy determinations based on a patented linear inferencing algorithm and patent-pending temporal reasoning logic
- SOA capabilities
- Guided interactive questionnaires

## BENEFITS

- Reduce reliance on technical staff and adjust rules rapidly by allowing immigration experts to author rules in natural language.
- Easily manage changing policy rules and quickly determine applicant eligibility.
- Simplify rules by realizing the impact of legislated changes to policy with what-if analysis.
- Empower applicants with information through self-guided questionnaires.

*Oracle's policy automation solution allows immigration departments around the world to simplify their legislation; provide interactive guidance to applicants; and automate the visa, passport, and citizenship determination process. Oracle's policy automation solution consists of two products: Oracle Policy Modeling and Oracle Policy Automation. Oracle Policy Modeling provides a complete natural language, rule-authoring environment that is fully integrated with Microsoft Office. It includes debugging, regression testing, and what-if analysis for policy changes. The rules are then deployed to Oracle Policy Automation for complex visa and citizenship eligibility determination. Built for service-oriented architectures (SOAs), Oracle Policy Automation also includes guided interactive questionnaire capabilities.*

## The Challenges Facing Immigration Organizations

Across the world, immigration departments manage critical and sensitive tasks for their countries. Issuing visas, permits, and passports; monitoring legal residencies; and extending citizenships all fall under the realm of immigration organizations. In addition, immigration legislation and policy is extremely complex and multifaceted rules must be followed; for example, there are many classes of visas and often hundreds of criteria to determine eligibility for specific visa subclasses.

Compounding the situation is the ever-present risk of a high-profile error with the attendant political consequences.

The number of applications is also rapidly increasing. In July and August 2007, U.S. Citizenship and Immigration Services received 2.5 million applications for immigration benefits—double the previous standard.<sup>1</sup> Many organizations suffer from large processing backlogs and must invest in staff, training, and technology to manage the workload. Long processing times compound the problem of attracting new students and educated and skilled migrants—important contributors to a strong and vibrant economy.

<sup>1</sup> [www.uscis.gov/files/nativedocuments/goal2.pdf](http://www.uscis.gov/files/nativedocuments/goal2.pdf).

### **Focus Areas for Improving Immigration Operations**

Immigration officials looking to address the challenges facing their organizations often focus on the following areas.

#### **Improve Processing Efficiency**

Processes can be streamlined by using new technology wherever possible. Some examples include

- Digitizing application forms so they can be easily shared
- Centralizing the background information required to examine and investigate a particular applicant
- Automating the eligibility determination process to reduce the backlog of applications, lower the costs of processing them, and improve accuracy and consistency

#### **Reduce Complexity in the Rules**

Many countries want to reduce the complexity of their immigration legislation and policy. Simplification reduces both training costs and the risk of error. It also increases transparency and accelerates the decision-making process. The U.K. Border Agency provides an example of such a simplification initiative. In July 2006, it determined to “take forward the public commitment made in the review of the immigration system to radically simplify immigration law.”<sup>2</sup>

#### **Improve Information Delivery to Customers**

The provision of accurate, comprehensible, and easily accessible information to prospective migrants can have a major impact on improving service delivery. Providing migrants with eligibility criteria and clear instructions drastically reduces the number of ineligible applications. This, in turn, reduces the workload of the department. The usual format for delivering information is a Web site with static Web pages. However, some organizations have implemented fully interactive guidance. In these situations, applicants are asked a series of questions and then provided with a list of potential visas for which they might be eligible. The forms and instructions are also available online.

Oracle’s policy automation solution can empower immigration departments to improve processing efficiency, simplify rules, and automate information delivery.

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<sup>2</sup> [www.bia.homeoffice.gov.uk/managingborders/simplifying](http://www.bia.homeoffice.gov.uk/managingborders/simplifying).

### The Benefits of Oracle's Policy Automation Solution

Oracle's solution for the capture, management, and execution of policy serves public sector agencies, especially those with eligibility and determination systems that are derived from laws and regulations. The distinct advantages of this solution include the following:

- **Easily determine eligibility, improve call center performance, and offer citizen self-service.** Oracle Policy Automation features Web-based, interactive questionnaires that allow your organization to quickly and transparently deal with eligibility determination, offer consistently high call center performance, and boost the confidence and self-service capabilities of citizens.
- **Manage changing policy rules.** Oracle's patented temporal reasoning capabilities make it possible to easily manage changes in both personal circumstances and policy rules that occur over time. For example, an applicant might have spent several short periods in the country on a temporary visa. During that time frame, the legislated maximum age for that visa class changed. Despite the multiple changes to both citizen status and legislation, Oracle's policy automation solution ensures that benefits are correctly applied. For more information on this capability, refer to the Oracle white paper titled "Temporal Reasoning: Manage Complex Changes in Rules, Rates, and Circumstances" at <http://www.oracle.com/industries/government/pdfs/oracle-haley-manage-complex-wp.pdf>
- **Increase accountability.** Detailed audit reports—automatically generated in natural language—allow you to view, document, and justify each step of the decision process. This results in greater trust between government and its constituents and significantly reduces complaints and appeals.
- **Integrate with major platforms.** Oracle's policy automation solution supports a broad range of platforms that include Oracle's Siebel Customer Relationship Management (CRM) and other SOA-compliant case management systems. In addition, close partnerships with leading consulting firms and system integrators such as IBM, Capgemini, Unisys, and CSC ensure that the solution is implemented correctly and works with existing applications.
- **Reduce reliance on technical staff.** The unique natural language authoring capabilities in Oracle Policy Modeling allow government subject matter experts to develop rules directly from complex legislative text, policy documents, and regulations using Microsoft Word, Microsoft Excel, and Microsoft Visio. No scripting or programming is needed, so your reliance on technical experts is reduced.

## RELATED PRODUCTS

Oracle's policy automation solution allows government subject matter experts to create rules and author business logic that is used in complex benefit calculations. When rules, rates, or citizen circumstances change, Oracle's policy automation solution allows agencies to quickly and accurately calculate benefits and obligations.

## RELATED PRODUCTS

Oracle's policy automation solution integrates with Oracle's Siebel CRM so governments can better service citizens and easily determine benefit eligibility.

- **Implement what-if analysis for proposed legislation.** Comprehensive testing capabilities within Oracle Policy Modeling allow you to pinpoint the impact of proposed legislation, regulations, and policy changes. By enabling what-if analysis of proposed amendments, you can analyze the impact of change. The software becomes a tool for simplifying legislation because it highlights areas of duplication, circular logic, and orphaned sections. Being prepared for change results in consistent service delivery throughout the policy implementation lifecycle.
- **Meet demanding performance standards.** Based on patented linear inferencing technology that maximizes the use of large processor memory caches, Oracle's highly scalable determination engine is optimized to meet the demanding performance of the largest public sector enterprises.
- **Reuse business rules.** Oracle Policy Automation is fully compliant with SOA, so agencies can easily reuse written policy rules within multiple applications and across different communication channels.

## Contact Us

For more information about Oracle Policy Modeling and Oracle Policy Automation, please visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.



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