

ORACLE'S POLICY AUTOMATION SOLUTION FOR PUBLIC SECTOR



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 to handle rapidly changing rules and customer circumstances
- SOA capabilities
- Guided interactive questionnaires

BENEFITS

- Reduce reliance on technical staff and adjust rules rapidly by allowing subject matter experts to author rules in natural language.
- Easily manage changing policy rules and quickly determine citizen eligibility.
- Understand the impact of legislated changes to policy with what-if analysis.
- Increase accountability by documenting each step of a decision process.

Oracle's policy automation solution allows government agencies around the world to effectively deliver services and fairly and consistently determine legislated and policy obligations. 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 benefit and eligibility determination. Built for service-oriented architectures (SOAs), Oracle Policy Automation also includes guided interactive questionnaire capabilities.

The Challenges Facing Government Agencies

Governments at all levels—federal, state, and local—play an indispensable role in the lives and welfare of the public. Citizens depend on their governments for hundreds of services, which include social services and benefits administration, defense and homeland security, tax collection, transportation, immigration, licensing, education, and business regulation.

Yet governments face innumerable challenges in delivering the services in ways that meet public expectations. Those same citizens who insist on efficiency, fairness, accountability, and increasingly more benefits from their public servants also demand lower taxes, lean government organizations, and reduced public spending. Skill shortages, retiring workforces, training overhead, and a lack of new recruits exacerbate the challenges of delivering on expectations.

Inconsistencies and overlap between jurisdictions—as well as continuous changes and modifications to legislation and regulations—often cause inaccurate application of the rules and delays in service delivery. Even the most experienced government staff members have difficulty keeping their knowledge current. Fraud is an ever-present possibility. The public can lose trust in the system and agencies can face penalties for noncompliance and program ineffectiveness.

Oracle's policy automation solution empowers public sector organizations to address these issues with confidence.

The Benefits of Oracle's Policy Automation Solution

The distinct advantages of Oracle's solution for the capture, management, and execution of policy 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, the solution allows for changes in a citizen’s marital status from single to married to divorced, with all the attendant related updates. It also applies a legislated change occurring during the same period that adjusts the marital status required to receive a particular benefit. Despite the multiple changes to citizen status and legislation, Oracle’s policy automation solution ensures that benefits are correctly applied.¹
- **Increase accountability.** Detailed audit reports—automatically generated in natural language—allow you to see, 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 Case Management—part of 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 greatly reduced.
- **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. 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 determinations engine is optimized to meet the demanding performance of the largest public sector enterprises.

¹ For more information, see the Oracle white paper “Temporal Reasoning: Manage Complex Changes in Rules, Rates, and Circumstances” at <http://www.oracle.com/industries/government/pdfs/oracle-haley-manage-complex-wp.pdf>.

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 Siebel Case Management—part of the Siebel CRM suite—so governments can better service citizens and easily determine benefit eligibility.

- **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.

Public Sector–Specific Applications

With Oracle’s policy automation solution, government agencies can manage business rules for the following processes specific to the public sector:

- Eligibility determinations
- Social services benefits
- Tax assessments
- Planning applications
- Grant processing
- Immigration and visa eligibility
- Risk assessment
- Employee awards

Public Sector Customers

Oracle’s policy automation solution began its evolution as a product set specifically focused on solving challenges faced by the public sector. The table shows a few of the public sector agencies using the solution

Public Sector Customers	
Europe	
Her Majesty’s Revenue and Customs (U.K.)	U.K. Ministry of Defence
Swedish Social Security	Swedish Tax
Danish Tax	Dutch Statistics
Americas	
U.S. Internal Revenue Service	State of Montana, Department of Justice
State of Texas, TexasOnline portal	Commonwealth of Massachusetts, Registry of Motor Vehicles
Australia	
Department of Immigration and Citizenship	Department of Premier and Cabinet (New South Wales)
Department of Veterans’ Affairs	WorkCover New South Wales
Centrelink	Queensland Department of Housing

Contact Us

For more information about Oracle Policy Modeling and Oracle Policy Automation, please visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

Copyright © 2009, Oracle and/or its affiliates. All rights reserved.

This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners. 0109