

ORACLE'S POLICY AUTOMATION SOLUTION FOR SOCIAL SERVICES



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 service delivery experts to author rules in natural language
- Easily manage changing policy rules and citizen circumstances to quickly determine 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 social services agencies to service citizens and clients fairly, efficiently, and consistently while maintaining full compliance with laws and regulations.

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 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 Social Services Agencies

Social services agencies face innumerable challenges in delivering services that meet public expectations. With competing budget priorities and greater accountability, agencies need to look at new ways to deliver their services more efficiently. A skill shortage, a retiring workforce, and higher training costs compound the problem.

Current IT departments are generally not prepared to launch and modify products and services with the frequency that changes occur in legislated policy or family circumstances. Business logic deeply embedded within complex legacy systems also contributes to a slow time to market. In addition, agencies can face penalties from the federal government based on noncompliance and program ineffectiveness. In most social services organizations, the biggest bottlenecks to implementing policy reform are the time and cost associated with updating the IT systems required to deliver new or changed policies.

Oracle's policy automation solution empowers social services organizations to address these issues with confidence. Each agency can develop rules and logic built upon the actual texts of the governing regulations and statutes, as well as specific organizational policy enforced by the agency. The rules and logic address the specific needs of the agency delivering the services or benefits and can be easily adapted to meet changes in laws as well as changing conditions of eligibility, which can be arbitrarily complex.

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 a person's circumstances and the applicable policy at any given point in time, 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 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 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.

¹ 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>.

- **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. The professionals who do the actual service delivery and their managers are the ones who design and adjust the solution's rules according to their needs. This reduces both the amount of training required and your reliance on technical staff because no scripting or programming is needed.
- **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 for 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.

Social Services–Specific Applications

Oracle's policy automation solution was originally developed to cope with the significant complexity associated with social services. Specifically, social services agencies can use the solution to handle any of their rule-intensive determinations, including

- Eligibility determinations for any social services program such as labor, pensions, housing, disabilities, child support, careers, health, or veteran
- Entitlement calculations including fully retrospective calculations covering multiple legal regimes
- Overpayment and underpayment calculations according to multiple rules
- Risk categorization and customer segmentation

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.

Social Services Customers

The following table shows a few of the public sector agencies using Oracle’s policy automation 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