



Oracle iGovernment: The Foundation for Public Sector Transformation

Oracle iGovernment

Oracle iGovernment introduces a platform for innovative, integrated, and intelligent operations that lets you modernize your IT infrastructure, increase efficiency and transparency, and improve service delivery.

Oracle iGovernment: Innovative. Integrated. Intelligent.

Oracle iGovernment continues the evolution of government computing by

- Increasing integration across agencies and all levels of government
- Automating a larger variety of more-complex functions
- Making systems accessible to more users—both inside and outside government
- Delivering customized, targeted content to constituents

Oracle iGovernment provides an innovative foundation that allows you to improve efficiency, reduce costs, increase transparency, and become more responsive to current and future mandates. With Oracle iGovernment, you have the tools to develop flexible systems that integrate across functions and departments, enhancing the services you offer your constituents. A platform of database, middleware, and applications built on open standards and a service-oriented architecture (SOA), Oracle iGovernment allows you to ride the next wave of computing—and benefit from innovative, integrated, and intelligent operations.

Modernizing the IT Infrastructure

With the adoption of each new wave of technology, government IT systems have become more integrated and able to support more-complex applications that reach more users. However, these systems are largely custom-developed, standalone, and unique to each business process, making them costly to maintain, upgrade, and modify.

The foundation of Oracle iGovernment is a modernized IT infrastructure built on a shared database and middleware environment. Data is secured and efficiently processed in controlled clusters of databases that can cost-effectively and flexibly serve many applications and users. With this infrastructure in place, you can support applications that connect government agencies with each other and with the many individuals who use them—both inside and outside the government.

Oracle iGovernment lets you build applications using common functions—such as identity management, user access, case management, and content management—that have been developed as reusable, modular business services. These applications help you deliver personalized services valued by your constituents, such as integrated dashboards tailored to a constituent's role and function, and embedded analytics that provide targeted information and alerts.

Fact: Oracle Applications are No. 1 in the global public sector marketplace.



Oracle offers a comprehensive suite of solutions that help you build, deploy, and manage an SOA-enabled IT infrastructure. These solutions give you the tools to develop service-oriented applications that integrate with your IT systems and to create processes that orchestrate system services and workflows. The SOA structure simplifies your IT environment so you can reduce costs, be more responsive, and improve and expand constituent services. Oracle solutions work with non-Oracle and third-party software, so you can use your legacy systems and incrementally adopt SOA at your own pace.

Increasing Efficiency and Transparency

With Oracle iGovernment, your organization can deliver traditional back-office functions such as financial management, human capital management, and procurement as common services across agencies—and even across governments—by using shared services. This approach not only reduces the cost to support systems and process business transactions, but also lets you standardize your business processes and strengthen controls.

When you implement Oracle back-office solutions as shared services, you can take advantage of their advanced functionality across your organization. Secure access to functions such as self-service human resources transactions, talent management, online procurement catalogs, and supplier management helps reduce processing times and costs and streamlines your business processes. Oracle's governance, risk, and compliance applications increase transparency by helping

to ensure that controls are in place and fully documented. And Oracle's business intelligence applications tie together all your back-office functions to reduce the burden of preparing analyses and reports and deliver better monitoring of all business activities.

Transforming Government Service Delivery

With a modern IT infrastructure and efficient, transparent back-office operations in place, the ultimate goal of Oracle iGovernment is to transform service delivery. The internet gives your constituents access to information and key government transactions, but Oracle iGovernment takes this concept to the next level.

Oracle iGovernment is based on a common service delivery platform that can be deployed within—or across—government functions. A common platform lets you seamlessly link customer relationship management (CRM) and case management applications with back-office functions and other services, such as workflow, content management, and geospatial data. This integration gives you the means to support a wide array of government functions, from human services to public safety to economic development.

It also allows you to create standardized interfaces for similar business processes across agencies—for example, common functions such as credit-card payments can be reused by any agency, so citizens see the same interface whenever they need to make a payment. And a common service delivery

platform allows you to create agencywide knowledgebases that integrate citizen needs and requests so you can analyze trends and plan resources accordingly.

With an integrated service delivery platform, you can use Web-based information portals and centralized call centers to provide a more intuitive and comprehensive first point of contact for your constituents. Common information and service requests can be handled by self-service Web functions or by call center agents who work across agencies. This shared-service approach to delivering constituent services allows agency specialists to focus on more-complex needs and lets you offer your constituents the assistance of your organization's most knowledgeable experts.

Your Government Partner

Oracle is committed to serving the technology needs of the public sector and is helping governments worldwide enhance productivity and improve business efficiency. Oracle iGovernment gives you the foundation to integrate your front- and back-office functions and take shared services to the next level, so you can deliver innovative new services to your constituents and give them better ways to interact with you.

CONTACT US

To learn more, visit oracle.com/goto/igovernment or call +1.800.ORACLE1 to speak to an Oracle representative

Outside North America, visit oracle.com/corporate/contact to find the phone number for your local Oracle office.