

SIEBEL CASE MANAGEMENT SOLUTION FOR LAW ENFORCEMENT

Increasingly, law enforcement agencies are identifying technology as a vital approach to help fight crime and terrorism, increase the efficiency of the adjudication process, and provide more comprehensive information to citizens. They have to do more with less while providing greater visibility, transparency and safety to citizens at reduced costs. This is particularly evident within the law enforcement community.

Solution Features

- Local, regional, and national law enforcement, and private security organization, enterprise operational capabilities
- Tips, Leads, and Grievances Management
- Tickets, Citation, and Field Interview Management
- Incident Reporting
- Criminal, Gang, and Terrorism Intelligence Collection Tasking, Collection, Analysis, and Dissemination
- Investigative Case Management
- Internal Affairs Investigations
- Field Evidence Lifecycle Management
- Forensic Evidence Lifecycle Management
- Criminal History capabilities
- Warrants and Legal Document Management
- Field Based Reporting
- Full audit capabilities
- Performance and Risk Management
- Service Oriented Architecture
- National Information Exchange Model (NIEM) capable

Oracle's Vision

Oracle's vision is to provide a set of comprehensive, robust, feature rich enterprise applications specific to the "front office" business operations. A "Justice Out Of the Box" approach includes best of breed applications that can be quickly and cost effectively configured and extended to meet the unique requirements of our global national, regional, and local justice and public safety customers.

Oracle is the recognized world leader in enterprise relational database technology, leveraging our 30-year security legacy to provide secure relational data management, best of breed practices, and product support. You may not be aware of Oracle's historical involvement in providing leading edge technology and applications products to assist justice and public safety agencies in accomplishing their critical missions. Three challenges commonly discussed by agency executives are: increased service levels with fewer resources, flat or declining public sector budgets, and citizen demands for greater government transparency and accountability.

Siebel Case Management for Law Enforcement

The Siebel Case Management Solution for Law Enforcement is Oracle's law enforcement end-to-end solution and was produced using architecture and development industry best practices. As a result, it has the same globally recognized enterprise level security, scalability, and reliability features that Oracle is known for. The Siebel Case Management Solution for Law Enforcement, when combined with Universal Content Management [UCM], provides both a data centric and document management capability.

The Siebel Case Management Solution for Law Enforcement features a web-enabled, n-tiered object oriented architecture. This means the Siebel product architecture contains objects, these objects define what data is captured, and how each piece of data is related to the others.

This is important because the majority of expense in implementing a commercial product is ensuring it captures the right data with the appropriate workflows. Usually this means expensive custom enhancements which may invalidate the warranty. Not so with Siebel, additional data and business objects can be added without laborious coding. New views can be configured and deployed by customers, and/or service providers, without requiring changes to the supported product.

Field based, or remote/disconnected reporting is a feature included within the solution, allowing the use of Siebel products, or integration with existing systems or vendors.

Siebel contains an automated workflow capability using templates. This allows customers to leverage best of breed practices, enabling business process re-engineering, or quick configuration of existing business processes to minimize training requirements.

Complex business rules, specific to an organization can be quickly developed without the use of complex and lengthy code generation. The rules engine within Siebel allows for natural language definitions of business rules to be implemented, and easily modified

meeting changing legislative or policy requirements.

Analysis and performance

With Siebel, operational data is available in real time for executives, command staff, and analysts to evaluate and analyze for deployment effectiveness, individual and group performance metrics, risk management awareness, and strategic planning. Business Intelligence dashboards provide agency and subordinate level detail of crimes by types, locations, descriptions, and with the ability to drill down to the original document. The Siebel Case Management Solution for Law Enforcement supports the collection and reporting process for a truly automated Compstat processes.

Regional and Interagency Information Sharing

Regional Information Sharing is another critical component within the justice and public safety environment, as is spatial integration. The Siebel Case Management Solution for Law Enforcement enables regional information sharing through adherence to industry standards such as the U.S. National Information Exchange Model [NIEM], National Data Exchange [N-Dex], and the European Union National Intelligence Model, leveraging XML protocols for the seamless exchange of information.

Siebel Case Management incorporates and leverages Services Oriented Architecture where appropriate. Siebel provides a secure enterprise search capability for structured and unstructured data such as documents, audio files, video files, and more.

Siebel Case Management integrates with other Oracle products such as Oracle Spatial for spatial renditions of crime, incident, and case information, but also can be easily integrated with third party spatial products.

Security

Securing sensitive data, and controlling access to data, is one of the premier core competencies of Oracle. Not only is access to sensitive investigative data secure, but with Siebel Case Management, audit trails ensure data integrity and include indicators of what was read, changed, who changed it, and the changes that were made. Oracle understands the importance of complying with rules of law and regulations that govern information governance. Siebel Case Management can easily be configured for virtually any collection, retention, dissemination policy or controls required.

The Siebel Advantage

Besides our historical presence and success providing secure, scalable, and reliable mission critical technology to justice and public safety agencies for decades, we believe our enterprise approach is a key and significant differentiator.

There are a number of smaller, niche vendors that provide point solutions but none of these vendors can match Oracle's depth and breadth of products, applications, and experience when you address agency requirements from an enterprise approach. It is our belief that we are the only enterprise vendor that can provide end-to-end world-class solutions to customers leveraging our database and fusion middleware technologies, our world class business intelligence tools, adaptive integration architecture strategy, and of course, our enterprise wide operational applications.

With our Siebel Case Management Solution for Law Enforcement, agencies gain the tools they need to improve their day-to-day operational business processes. The Siebel solution helps agencies get the right information to the right people at the right time, facilitates secure collaboration within and across agencies, and streamlines reporting and analysis. Taken together, these capabilities minimize the time agencies need to spend on paperwork and data entry, allowing them to focus more of their time on resolving cases and protecting public safety.

CONTACT US

For more information, please call **1.800.ORACLE1** or visit www.oracle.com/government

Key Benefits

- Improved community oriented policing through integrating programs and systems across regions and departments
- Consistent and enhanced services to citizens with automated workflows and task-based interface
- Better, more collaborative environment for multiple investigators, departments, or agencies to quickly and thoroughly explore each tip, lead, or citizen complaint
- Unparalleled security, scalability, and reliability with a world class, enterprise architecture based on industry standards

Oracle Products

- Siebel Public Sector Case Management
- Siebel Public Sector E-Service
- Oracle Business Intelligence Enterprise edition
- Universal Content Management