

Siebel Case Management for Tickets and Citations

Over 1,500 public sector
organizations worldwide run
Oracle Applications

Solution Features

- Import information from legacy systems
- Scan and attach citations to records
- Configurable workflow
- Powerful integrated rules engine
- Searchable
- Non-legacy system dependent
- Comprehensive Analytics
- Service Oriented Architecture
- National Information Exchange Model (NIEM) capable

A key activity of law enforcement is the issuance of tickets and citations. This process can be lengthy and time consuming not only for the officer on the street, but also the staff responsible for processing them. In many agencies the citations issued are collated at the end of shift, reviewed by a supervisor, bundled up and sent via messenger to the local court for disposition and revenue collection. This process may take days or weeks, delaying the judicial process and slowing down much needed revenues.

Improving Business Processes

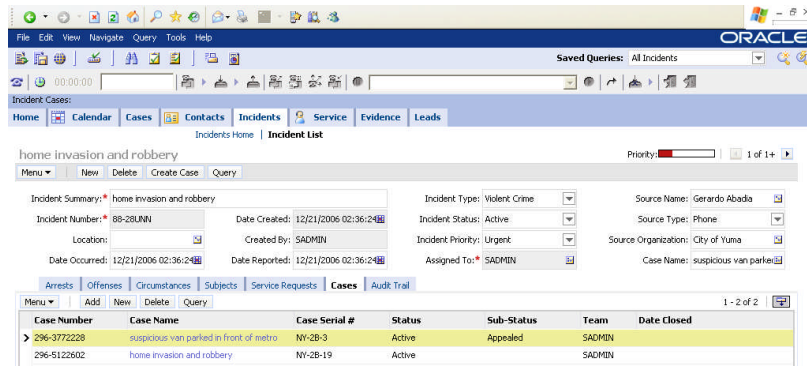
While the issuance of tickets and citations has seen advances in the use of technology to permit the law enforcement officer more “on-street” time, the core business processes of many law enforcement agencies have often lagged behind. The ability to quickly and efficiently process tickets and citations is in many cases equally as important as issuing them. Siebel Case Management provides capabilities to streamline and configure citation processes to meet the agency’s specific local requirements. An added benefit is that ticket and citation information becomes immediately searchable by criminal and counter-terrorism investigators.

Configurable

Siebel Case Management is a commercially available product that can be easily configured to meet agency requirements. Ticket and citation information can be imported from an existing legacy system, hand entered, or configured to interface with electronic devices. Once the tickets or citations have been collected, automated workflow allows for the review, approval/rejection, and transfer to court information systems, of all collected information. Siebel also provides the user the capability to attach scanned images of tickets and citations to the actual computer record for historical or court purposes.

Key Solution Components

- Universal Inbox
- Automated Workflow
- Industry Standard Architecture
- Task Based User Interface
- Performance Driven Analytics



Siebel Case Management enables regional approaches to law enforcement with secure collaboration, a unified view of investigative information and comprehensive analytical capabilities

Automated Workflow

Siebel Case Management provides the ability to review, reject or forward tickets and citations based upon local policies and procedures. Siebel provides real-time tracking and status of the tickets and citations, and permits escalation, such as when timely processing of tickets and citations does not occur, to the attention of the next level supervisor, or responsible entity.

Comprehensive Analytics

Siebel Case Management provides executives, managers and field investigators with comprehensive, configurable, and metric-driven analytical dashboard displays. Siebel Case Management provides an enterprise view of the tickets and citations issued by region, agency, number and type of tickets/citations issued and the locations, times, and patterns of the issuing agencies and officers.

Siebel Case Management allows law enforcement executives and command staff to identify potential biases in officer behaviors such as racial profiling, abnormal amount and types of tickets and citations issue, time/date and during what shift the tickets were issued. Analysis of ticket/citation information combined with agency accident reports can also help in developing enforcement strategies to reduce accidents, and recommend changes to city planners.

Industry Standard Architecture

Siebel Case Management is National Information Exchange Model (NIEM) capable and leverages XML protocols for the seamless exchange of information. Consistent with U.S. Department of Justice and public safety guidance, Siebel Case Management incorporates and leverages a Services Oriented Architecture for complete flexibility in meeting regional data exchange and reporting requirements.

The Siebel Advantage

With Siebel Case Management, agencies gain the tools they need to improve their ticketing and citation 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