

INFORMATION SERVES

Oracle Content Management for State and Local Governments

Seamlessly Integrate and Manage Agency and Department Content

State and local government agencies and departments face numerous information management challenges. The citizens, businesses, and government departments that you serve are demanding more—and better—services. The number of regulatory mandates that you must comply with continues to escalate. Due to budgetary constraints, your agency or department must achieve greater internal operational efficiency. And because large numbers of knowledge workers will eventually retire, you must create, implement, and automate key information management processes to standardize content-intensive operations across your organization.

Oracle content management is a collection of integrated, platform-independent solutions that manage the entire spectrum of unstructured content, from active content such as Web pages to fixed content such as e-mails and records. This suite will help your agency or department implement e-government services, comply with government regulations, and improve processes to provide better service to your constituents.

A Single Platform for Content Management

A Unified Platform for Content Management

Oracle enterprise content management offers

- Web content management
- Document and image management
- Digital asset management
- Collaboration management
- Imaging and process management
- Records management
- Information rights management

State and local government agencies and departments have not traditionally implemented a universal system for managing information assets. Typically, an agency will require a content management solution for one project, and implement a system for just that project. As a result, such agencies have a proliferation of file servers, niche content management solutions, or portal solutions that double as content managers—all of which offer different capabilities. However, with the increasing pace of operations in this digital age, the inefficient processes for managing content stored in these disparate systems fall short. You might be operating with unintegrated, unscalable systems with limited functionalities as your content requirements escalate. And your users must learn multiple interfaces to complete even the most routine activities and tasks.

Because of this growing complexity, there is a drive among state and local government agencies and departments to consolidate content management infrastructure into one platform. It is critical to select the one that will suit your growing needs and be easy to manage and use—whether at the agency level or enterprisewide.

Oracle Universal Content Management provides the answer to these challenges and more.

Achieve Lower Total Cost of Ownership of Content Management

The cornerstone of Oracle content management is Oracle Universal Content Management, a Web-based application suite that provides you with a flexible and scalable foundation on which to build a comprehensive, robust content management strategy.

No matter what type of content—Web sites, documents, spreadsheets, e-mails, contracts, images, videos, computer-aided design drawings, or other digital assets—Oracle Universal Content Management allows users to contribute to it, collaborate on it, and access it from anywhere. By integrating Web content management, document management, digital asset management, collaboration management, imaging and process management, and records management functionality, Oracle Universal Content Management allows you to dramatically reduce integration costs and achieve a lower total cost of ownership. Its easy-to-learn interface facilitates rapid adoption, boosting productivity and minimizing personnel costs.

Manage the Content Lifecycle from a Single Platform

There are two components to Oracle Universal Content Management: the repository and the toolkit of services used to manage the contents of that repository. Together, they allow you to control all aspects of the content management lifecycle. This means that content is managed during creation, capture, and storage. Users of the Web-based repository have appropriate control of information and can add additional users when necessary during each phase of content management. The solution's toolkit of services makes additional features available, such as version control, a search index, metadata models, and security. Finally, services can be added to help distribute, publish, classify, retain, expire, and delete content.

Implement E-Government

Today, government agencies at all levels are turning toward technology as a way to provide greater access to services for a growing, diverse network of citizens, employees, government partners, and businesses. You are under significant pressure to conform to e-government initiatives. Your increasingly internet-savvy constituents are demanding online information and services. At the same time, shrinking budgets are forcing you to do more with less.

Oracle Universal Content Management provides the unified platform you need to meet and exceed e-government mandates. It helps you accelerate e-government programs swiftly and easily, while demonstrating a return on your investment.

Process Automation

In many cases, paperwork and manual steps still comprise a significant portion of state and local government processes, requiring a tremendous amount of work to complete, file, and then store the paper documents. Paper document retrieval adds countless hours to the workday because documents are often stored in filing cabinets or boxes that are housed in the building basement or off-site.

Most government agencies are now automating these processes to increase operational efficiency and reduce the amount of paper generated and handled. Oracle Universal Content Management provides a workflow capability that will automatically route documents to users so they can collaborate on content and approve them. By automating manual business processes involving paper content, you can cut the time needed to perform these tasks by 50 percent or more.

Integrate Imaging into Enterprise Applications

You have spent a large portion of your budget on implementing critical business applications, including sophisticated enterprise resource planning (ERP), human resources, and line-of-business systems. Despite these massive investments, you might not have realized the potential of these applications due to bottlenecks in the way people actually use the systems. For example, can your ERP system automatically locate the invoice associated with a particular purchase—whether it is stored on paper or in digital format? Oracle Universal Content Management not only automates manual processes involving paper content, but it captures content as images, making documents and other information stored in disparate systems available to users and systems across your agency or department.

Oracle Imaging and Process Management's scalable imaging capabilities can "image-enable" your most powerful business applications, including Oracle E-Business Suite and Oracle's PeopleSoft Enterprise. Additionally, it allows annotation and markup of images, automates routing and approvals, and supports high-volume applications for billions of items.

The Future Is E-Government

State and local governments can implement these e-government services and more:

Government-to-citizen (G2C)

- Tax filing
- Driver's license renewal
- Permits

Government-to-employee (G2E)

- Intranets
- Employee portals

Government-to-government (G2G)

- Child support filing
- Criminal offender information
- U.S. Department of Homeland Security reporting

Government-to-business (G2B)

- Uniform Commercial Code filing
- Tax filing
- Permits
- Real estate information

Partial Listing of State and Local Government Customers

- State of Alaska
- State of California
- State of Colorado
- State of Nevada
- State of Oklahoma
- State of Oregon
- State of Texas
- State of Washington
- State of Minnesota
- State of Wisconsin
- State of South Dakota
- State of Mississippi
- State of Missouri
- State of Kentucky
- State of Kansas
- State of Indiana
- State of Delaware
- State of New York
- State of Florida
- City and County of San Francisco
- City of Anchorage, Alaska
- City of Los Angeles, California
- City of Minneapolis, Minnesota
- City of Phoenix, Arizona
- City of Seattle, Washington
- County of Fresno, California
- County of San Mateo, California
- County of Tulare, California
- Douglas County, Colorado
- Los Angeles County, California
- Los Angeles Metropolitan Transit Authority
- Denver Water Authority

Oracle Imaging and Process Management greatly increases efficiency by allowing you to quickly find and retrieve numerous types of information directly from applications. For example, you can retrieve information generated by the following:

- Accounts payable and receivable
- E-forms (such as tax forms and medical applications)
- Records processing (such as student, patient, tax, and medical records)
- Contract management
- Purchasing
- Claims and application processing
- Human resources and application processing

Oracle Imaging and Process Management is the most integrated imaging system for enabling your ERP applications to automatically access and display imaged content. It eliminates errors and bottlenecks, further streamlining your department or agency operations.

Web Content Management

Oracle Universal Content Management's multisite Web content management solution allows you to launch and manage large numbers of internal and external Web sites—all with a common look and feel—from a single integrated platform. It allows users to contribute content to Web sites in native formats that are automatically viewable on the internet. Fresh and relevant information is published in a more-timely fashion, better meeting the data needs of internal and external users alike. This solution allows you to build Web sites that comply with accessibility standards, such as the Americans with Disabilities Act Section 508. It also improves information security by carefully controlling access to content in accordance with security standards and regulations.

Achieve Compliance and Reduce Risks

Recent events have triggered a series of regulations intended to protect and secure sensitive and personal information. There are many directives and mandates that require state and local government agencies to improve reporting, records management, and intelligence sharing. It is in the best interest of agencies to achieve compliance because doing so also reduces litigation and liability risks. Complying with these regulations is costly and time consuming, and most agencies and departments simply do not have the personnel resources or the funds to meet these requirements using their existing processes.

The Healthcare Insurance Portability and Accountability Act

The Healthcare Insurance Portability and Accountability Act (HIPAA) of 1996 is intended to protect the privacy and security of personal health information. HIPAA's mandates apply to most departments and agencies that either provide healthcare or work with health-related organizations. Oracle Universal Content Management enables agencies to comply with HIPAA by providing a high-security content repository capable of handling the tremendous amount of unstructured personal health data generated. In addition, this solution allows users to comply with regulatory bodies that audit agencies to ensure access to the data is protected.

California Information Practices Act (Senate Bill 1386)

Senate Bill (SB) 1386 is a California law passed after a highly publicized theft of personal information from California state employees met with large public outcry. The law mandates that state agencies doing business in California must inform customers if they believe customers' personal information has been stolen. Similar laws have been passed in whole or in part in 38 states, and Congress is currently considering nationwide legislation similar to SB 1386. Oracle Universal Content Management's secure content repository can protect personal information from theft and ensure your agency or department complies with this type of privacy legislation.

Rigorous Adherence to Standards

Oracle makes ongoing investments in its products to ensure they meet state and local security requirements, certifications, and standards. Among other standards, Oracle content management complies with

- Healthcare Insurance Portability and Accountability Act
- California Information Practices Act (SB 1386)
- Department of Defense 5015.2 Chapters 2 and 4
- Americans with Disabilities Act Section 508

Using Oracle Content Management Technology to Improve Efficiency

Oracle content management technology is used to optimize documentation-intensive compliance activities, implement e-government services, enhance information sharing, and augment other content-related processes. It simplifies records management by allowing administrators to define and manage all records and retention policies from a single server.

Streamline Records Management

Oracle Universal Records Management is the first Department of Defense 5015.2 Chapter 2- and Chapter 4-certified electronic and physical records management system. It automates retention management policies such as retention periods, dispositions, and audit holds anywhere in your agency or department. Further, it allows you to define, manage, and execute these records and retention management policies centrally, while keeping the content in their current multiple repositories. This allows you to freeze content across your agency or department, making it easier to locate and keep information during the usually costly e-discovery process in a litigation scenario.

Security Beyond Managed Environments

Oracle Information Rights Management is a new form of encrypted security technology that secures and tracks your agency's sensitive content. Conventional information management products only manage documents, e-mails, and Web pages while they remain stored within server-side repositories. Oracle Information Rights Management uses encryption to extend the management of information beyond the repository to every copy of an organization's most sensitive information, everywhere it is stored and used—on end-user desktops, laptops, and mobile wireless devices; in other repositories; and inside and outside the firewall.

With the rise in documentation-intensive compliance mandates and the need to store compliance evidence, Oracle Universal Content Management helps minimize risk by allowing organizations to control access to content and maintain audit trails.

Compliance Integrated into Daily Activities

Oracle content management allows you to seamlessly integrate compliance processes into your users' daily activities. By storing all information in a centralized location, users can easily contribute, access, and collaborate on all types of content regardless of format. With audit trail functionality, agencies always have a record of the "chain of custody." Making compliance a daily routine allows you to meet tight regulatory deadlines while staying within even the most limited budget.

Bringing E-Government to the City of Mesa

The city of Mesa, Arizona, is the 38th largest city in the United States, with nearly half a million residents. When city officials began developing its five-year strategic plan for e-government, in 2001, they were well aware that they needed to incorporate content management technology into their operations. Employees had been struggling with an inefficient method of storing, managing, and publishing information to their intranet and public Web sites. Oracle Universal Content Management addressed the city government's critical needs, improving the usability of its Web sites and saving them thousands of dollars.

Oracle Universal Content Management provided the City of Mesa with the following critical capabilities:

- Assigns content contribution rights to city staff and business partners
- Enables users to contribute content in native file formats
- Converts and publishes content in multiple Web formats automatically
- Is easy for both technical and nontechnical staff to learn and use
- Integrates with other e-business applications, including Microsoft FrontPage

Meet Your Enterprise Content Management Requirements

Oracle content management delivers a broad range of integrated, platform-independent solutions that help you execute efficient business processes and achieve compliance. Based on service-oriented architecture, Oracle content management can be easily integrated with your legacy systems, and can be used to automate and streamline cumbersome manual processes, as well as pull data from existing systems into a centralized repository. By allowing you to create and manage statewide, countywide, or citywide standardized information management processes, Oracle allows you to achieve more-complete compliance while you implement e-government measures. Further, it allows you to increase efficiency, cut costs, and better serve citizens, businesses, and government partners alike.

"A critical component of the City of Mesa's e-government strategy is providing residents and businesses with round-the-clock access to important government information. Oracle Universal Content Management enables city employees to quickly and easily publish content to our internet site, making it an extremely valuable and reliable source of information. Consequently, greater numbers of constituents obtain needed content through our Web site, which generates time savings for our employees and eliminates printing and shipping costs on documents that we used to distribute in hard copy form."

Jessica Weiss
Web Specialist
City of Mesa

CONTACT US

For more information on Oracle content management, call **+1.800.ORACLE1** to speak to an Oracle representative or visit oracle.com/products/middleware

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



Oracle Corporation

Worldwide Headquarters

500 Oracle Parkway
Redwood Shores, CA
94065
U.S.A.

Worldwide Inquiries

Phone

+1.650.506.7000

+1.800.ORACLE1

Fax

+1.650.506.7200

oracle.com

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