

INFORMATION COMPLIES

Oracle Content Management for the Federal Government

Seamlessly Integrate and Manage Agency Content

Federal agencies today face numerous information management challenges. The citizens, businesses, and governmental organizations that you serve are demanding more—and better—services. The number of regulatory mandates you must comply with continues to escalate. Due to budgetary constraints, your agency must achieve greater internal operational efficiencies. 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 agency.

Oracle content management is a collection of integrated, platform-independent solutions that allows you to protect, manage, and maximize the value of your information assets. Built using a modular service-oriented architecture (SOA) that can be easily integrated with existing legacy systems, Oracle content management protects your investment in existing technologies so you can take advantage of new ones.

A Single Platform for Information Management

Rigorous Adherence to Agency Standards

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

- Department of Defense (DoD) 5015.2 Chapters 2 and 4
- Navy Marine Corps Intranet
- DoD Information Technology Security Certification and Accreditation Process
- Americans with Disabilities Act Section 508
- Defense Information Service Agency "Database Security Technical Implementation Guide"
- DoD Protection Level 3, Community of Interest 4 Security Requirements
- Director of Central Intelligence Directive 6/3

You've implemented portals from BEA Systems and IBM and installed legacy applications running on Solaris from Sun Microsystems, SUSE Linux from Novell, or AIX from IBM. Naturally, you're running other flavors of UNIX as well. And—of course—you have data stored in Oracle databases. You've made considerable investments in these technologies that you must protect. Yet your current processes for managing the data stored in these disparate systems are highly inefficient. And your users must learn multiple interfaces to complete even the most routine tasks.

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—documents, spreadsheets, contracts, marketing materials, computer-aided design drawings, database records, catalogs, multimedia, or other digital assets—Oracle Universal Content Management allows your users to contribute to it, collaborate on it, and access it from anywhere in the world. 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 (TCO). And its easy-to-learn interface facilitates rapid user adoption, boosting productivity and minimizing personnel costs.

Access All Necessary Functionality from a Single Repository

There are two components to Oracle Universal Content Management: the repository and the toolkit of services that you use to manage the contents of that repository. Together, they allow you to control all aspects of the content management lifecycle.

The Web-based repository allows all content, regardless of type, to be stored in a centralized location and easily accessed, reused, and managed. All this content can then be managed by Oracle Universal Content Management's library, security, conversion, workflow, personalization, index/search, replication, and administration services. Oracle also collaborates with a broad array of partners to deliver comprehensive solutions based upon the Oracle Universal Content Management platform that are specifically designed for federal agencies.

Comply with Federal Regulatory Mandates

Circular A-123 from the Office of Management and Budget (OMB). The Presidential E-Government Initiatives. Other mandates for improving reporting, records management, and intelligence sharing. Complying with these regulations is costly and time-consuming. Most federal agencies simply do not have the personnel resources or the funds to meet these requirements using their existing processes.

Oracle content management makes compliance a part of your users' daily routine. This allows you to meet tight regulatory deadlines while staying within even the most limited budget.

Ease A-123 Compliance

When first issued in 1982 by the OMB, Circular A-123 demanded greater accountability of federal agencies by requiring them to establish strict management controls, and to assess, correct, and report on the effectiveness of those controls on an ongoing basis.

After passage of the Sarbanes-Oxley Act (SOX) in 2002, the OMB revised Circular A-123 in 2004 to require federal agencies to meet the strict financial reporting standards contained in Section 404 of SOX. As a result, the number of process diagrams, control descriptions, test documents, control matrices, and remediation plans have significantly multiplied—sometimes into the tens of thousands. As your agency strives for an “all green” performance and accountability report score for Circular A-123, you must come up with a better way of managing all these documents.

The Web-based content repository within Oracle content management allows you to do this, helping your users easily and securely share information stored in a centralized location. In particular, Oracle's financial compliance functionality gives your users the tools they need to easily contribute, access, and collaborate on all content regardless of format. And because of the comprehensive audit trail that Oracle's financial compliance functionality provides, you can track the identity of any user who accessed or changed the data and always have the “chain of custody” of content at your fingertips.

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.”

Supporting the U.S. Air Force Medical Service

The U.S. Air Force Medical Service (AFMS) addresses the medical needs of more than 2.6 million active duty individuals, their family members, and retirees. AFMS began using the Web years ago to share information among its 40,000 employees located around the world. Over time, hundreds of Web sites were created as individual departments established an online presence to suit their particular needs.

As the volume of internal AFMS sites grew, users found it difficult—if not impossible—to find up-to-date and relevant content. To gain control of this multisite chaos, AFMS deployed Oracle Universal Content Management to consolidate 350 Web sites under a common architecture. The resulting intranet, known as the AFMS Knowledge Exchange, helps AFMS provide constituents with electronic government services, and increases and improves timely information sharing among staff members worldwide.

Advance Beyond A-123

Once the basic A-123 requirements have been met, Oracle content management can help you continually improve your compliance initiatives, allowing you to cut costs even further while enhancing the overall efficiency of your agency's operations.

Oracle Universal Records Management is the first agencywide DoD 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. And out-of-the-box support for other Oracle solutions as well as third-party repositories, security, and enterprise applications means integration is quick and easy.

To integrate imaging capabilities into your compliance processes, Oracle Imaging and Process Management delivers a scalable solution that works seamlessly with process-oriented imaging applications and “image-enabling” enterprise resource planning (ERP) systems such as Oracle E-Business Suite and Oracle's PeopleSoft Enterprise. Additionally, it enables annotation and markup of images, automates routing and approvals, and supports high-volume applications for billions of items.

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

By leveraging Oracle content management to comply with A-123, you are able to

- Streamline agency compliance processes by distributing the process documentation, control review, and testing tasks to business or process owners
- Smooth the auditing process by providing full audit trails of documentation changes as well as test and remediation results
- Optimize controls by centrally creating test plans for control sets that apply to multiple agency work groups
- Extend support for other compliance initiatives
- Provide easy access to important documentation for internal and external auditors
- Satisfy corporate security and retention management requirements
- Improve communication by using batch-driven workflows and automatic e-mail notifications of tasks and tests to be performed

Meet Presidential E-Government Initiatives

The Presidential E-Government Initiatives, announced in 2001, were established to encourage government agencies to use technology to improve how they serve citizens, businesses, and other federal organizations. Your agency is under significant pressure to conform to these initiatives, and further pressure to automate is coming from your agency constituents, as their demands for online information and services steadily increase. At the same time, shrinking budgets are forcing you to do more with less.

Oracle content management helps you accelerate programs that move you toward effective e-government swiftly and easily. Its 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. Because Oracle technology allows users to contribute content to Web sites in native formats, fresh and relevant information is published in a more-timely fashion, better meeting the data needs of internal and external users alike.

Oracle content management also 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.

In particular, Oracle Universal Content Management allows you to more-easily create and manage the online applications and e-forms that are growing in popularity. By automating the manual business processes involving paper content, you can cut the personnel time needed to perform these tasks by 50 percent or more. And Oracle Universal Content Management supports sophisticated knowledge databases and correspondence management, helping improve intra-agency and interagency collaboration and information sharing.

Partial Listing of Federal Customers

- Argonne National Laboratory
- Federal Bureau of Investigation
- Lawrence Livermore National Laboratory
- MIT Lincoln Laboratory
- Sandia National Laboratories
- Pantex
- U.S. Air Force
- U.S. Air Force Medical Service
- U.S. Army
- U.S. Department of Agriculture
- U.S. Department of Commerce
- U.S. Department of Energy
- U.S. Department of Health and Human Services
- U.S. Department of Homeland Security
- U.S. Department of Justice
- U.S. Department of the Interior
- U.S. Department of Veterans Affairs
- U.S. Marine Corps
- U.S. National Guard
- U.S. Navy
- U.S. Small Business Administration

Using Oracle Content Management Technology to Improve Efficiencies

Oracle content management technology is used to optimize documentation-intensive compliance activities, support e-government initiatives, 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.

Support Federal Intelligence Sharing

September 11 and Hurricane Katrina triggered a widespread realization that successfully preventing and responding to crises largely depends on fast access to complete and up-to-date information. But often this critical intelligence resides in disparate systems—from e-mail and file systems to databases and ERP systems—that are scattered across multiple federal agencies.

To address this challenge, the IT solutions you implement must allow multiple users to simultaneously access and exchange information across multiple systems from anywhere in the world. Users must be able to customize the way they search and view information to ensure they can display new combinations of intelligence, surveillance, and e-connaissance data as needed. And stringent security measures must be established to ensure that only authorized people have access to sensitive data.

Oracle solutions allow you to output documents into any data format, including the Intelligence Community Metadata Standard for Publications (IC MSP). This defines a common publication metadata model that includes document structure, author, creation date, security level, and topic and which enables consistent retrieval of meaningful and relevant data across an extensive community of users.

In addition to supporting the IC MSP standard, Oracle offers a proven platform for rapidly deploying applications that meet a number of security guidelines, including those outlined in the Director of Central Intelligence Directive (DCID) 6/3 Manual, which imposes strict controls for the protection of information systems containing intelligence data.

Oracle content management can also fulfill Protection Level 3, Community of Interest 4 (PL3 COI4) security requirements that restrict data access to authorized users, and leverages other next-generation security tools for data protection, such as Oracle Label Security and Oracle Data Guard for database schemas.

Streamline Records Management

As a routine part of its daily operations, your agency produces an ever-growing pile of records. Effectively managing these records has always been a challenge. But the growing number of compliance mandates, such as OMB Circular A-11 and Circular A-130, are putting increased pressure on you. In addition to these regulatory demands, your agency must comply with guidelines set forth by the U.S. National Archives and Records Administration for the Electronic Records Archives.

Oracle Universal Records Management allows you to create and apply records and retention policies, as well as legal discovery and audit holds, to all relevant content. Further, it allows you to define, manage, and execute these records and retention management policies for all content from a single server. During audit holds, Oracle Universal Records Management allows you to freeze content across your agency, making it easier to locate information during discovery.

Leverage Voluntary Financial Reporting Frameworks

Many federal agencies choose to take advantage of optional frameworks for improving their content management processes. In particular, the Committee of Sponsoring Organizations of the Treadway Commission (COSO) and the Control Objectives for Information and Related Technology (COBIT) frameworks are used to help agencies comply with Circular A-123.

COSO is a voluntary organization dedicated to improving the quality of financial reporting through business ethics, internal controls, and corporate governance. COBIT is an open standard published by the IT Governance Institute and the Information Systems Audit and Control Association that provides an IT content control framework built upon COSO. When supported by the financial compliance functionality in Oracle content management, these two frameworks offer your agency a path to A-123 compliance that cuts costs and decreases risk. Because COSO's enterprise risk management model is the basis for its financial compliance functionality, Oracle content management addresses financial, operational, regulatory, and strategic risk management processes in a way that no other market offering does.

Meet or Exceed Compliance Requirements

Oracle content management delivers a broad range of integrated, platform-independent solutions that help you achieve these goals. Based on SOA, 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 agencywide standardized information management processes, Oracle allows you to better comply with regulations, increase efficiency, cut costs, and better serve citizens, businesses, and other agencies alike.

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

Copyright © 2007, Oracle. All rights reserved. Published in the U.S.A. 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 is it 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.