



Corrective Services New South  
Wales  
Sydney, Australia  
[www.correctiveservices.nsw.gov.au](http://www.correctiveservices.nsw.gov.au)

#### Industry:

Public Sector

#### Oracle Products & Services:

Oracle SOA Suite  
Oracle Business Process Analysis Suite  
Oracle WebLogic Suite

#### Oracle Partner:

RUBICON X RED

Rubicon Red  
[www.rubiconred.com](http://www.rubiconred.com)

**“It is hard to overestimate the impact of Oracle SOA Suite on our organization. We are able to take implicit knowledge and represent it in an explicit process that we can track, measure, and monitor. This has brought visibility and transparency to areas where none was present before.”**

– Peter Konstantin, Director,  
Information Management,  
Corrective Services New South  
Wales

## Corrective Services New South Wales Achieves Greater Visibility of and Control over Incident Management

Corrective Services New South Wales provides correctional services to reduce re-offending and enhance community safety. These services include correctional center custody of remand and sentenced inmates; home detention; parole, presentence reports, and advice to courts and releasing authorities.

### Challenges

- Deploy and manage transparent processes around incident management that span multiple departments and systems, to ensure staff know what to do when a critical incident occurs and managers are kept updated on what is being done
- Eliminate the need for Corrective Services branches to use paper-based policies and procedures, so that staff has an end-to-end view of incident management with the ability to report on the status of an incident and see how it is being handled
- Enable active monitoring of service level agreements with alerts, notifications, and escalations when they are breached

### Solution

- Formalized paper-based, fragmented, cross-organizational incident management procedures by using Oracle Business Process Analysis Suite and Oracle SOA Suite to model and deploy new systematic processes
- Ensured that systematic processes could be automatically generated into deployable processes to run on Oracle BPEL Process Manager, enabling faster implementation as there was no reworking or duplication of effort
- Enabled a complex multidisciplinary and multistakeholder response spanning multiple departments and applications to investigate, analyze, and review the cause of incidents and make recommendations to reduce the risk of recurrence
- Increased visibility into incident management through the ability to view and report on incidents, making it easier to implement and monitor the status of recommendations following a coronial inquiry
- Allowed staff and external parties to use critical core business applications with no impact on day-to-day operations
- Realized more vigilant monitoring of service level agreements, such as providing preliminary investigations reports within 24 hours, through in-built alerts, notifications, and escalations