ORACLE’S POLICY AUTOMATION SOLUTION FOR PUBLIC SECTOR

KEY FEATURES AND BENEFITS

FEATURES
- Rapidly transform complex policies into executable Word and Excel documents
- Track policy changes, and trace back to source material
- Define test cases; compare results across policy versions
- Deliver dynamic web-based assessment interviews
- Record a complete audit trail of how decisions are reached
- Easily deploy across channels (web, call center, face-to-face)
- Support any language, for both rules and deployment
- Integrate with your enterprise or application data model
- Meet government accessibility standards, including s508
- Standards-compliant flexible architecture, supported across many platforms

BENEFITS
- Respond nimbly to changes in legislation and policy
- Optimize communication between business and IT
- Lower the cost of appeals
- Provide comprehensive self-service guidance to citizens
- Reduce costs by drastically lowering call center volume
- Improve the accuracy and consistency of advice provided by contact centers
- Take control of the pace of modernizing legacy systems
- Deliver the right entitlements to all clients, including change of circumstance adjustments
- Leverage in the call center or the back-office, including with Siebel CRM
- Support non-native language speakers

Oracle’s policy automation solution allows government agencies around the world to effectively deliver services, and fairly and consistently determine eligibility, payments, and other outcomes. Source legislation and policy is modeled as executable business rules using Oracle Policy Modeling: a complete natural language rule-authoring environment integrated with Microsoft Office. It includes debugging, regression testing, and analysis of the impact of policy changes. Once modeled, rules are deployed to Oracle Policy Automation. Built for service-oriented architectures (SOAs), Oracle Policy Automation efficiently handles complex benefit and eligibility determinations, and provides scalable interactive questionnaire capabilities for both self-service and guided assessments.

The Challenges Facing Government Agencies
Governments at all levels—federal, state, and local—play an indispensable role in the lives and welfare of the public. Citizens depend on their governments for hundreds of services, which include social services and benefits administration, defense and homeland security, tax collection, transportation, immigration, licensing, education, and business regulation.

Yet governments face innumerable challenges in delivering the services in ways that meet public expectations. Those same citizens who insist on efficiency, fairness, accountability, and increasingly more benefits from their public servants also demand lower taxes, lean government organizations, and reduced public spending. Skill shortages, retiring workforces, training overhead, and a lack of new recruits exacerbate the challenges of delivering on expectations.

Inconsistencies and overlap between jurisdictions—as well as continuous changes and modifications to legislation and regulations—often cause inaccurate application of the rules and delays in service delivery. Even the most experienced government staff members have difficulty keeping their knowledge current. Fraud is an ever-present possibility. The public can lose trust in the system and agencies can face penalties for noncompliance and program ineffectiveness.

Oracle’s policy automation solution empowers public sector organizations to address these issues with confidence.

The Benefits of Oracle’s Policy Automation Solution
The distinct advantages of Oracle’s solution for the capture, management, and execution of policy include the following:
• Easily determine eligibility, improve call center performance, and offer citizen self-service. Oracle Policy Automation features Web-based, interactive questionnaires that allow your organization to quickly and transparently deal with eligibility determination, offer consistently high call center performance, and boost the confidence and self-service capabilities of citizens.

• Manage changing policy rules. Oracle Policy Automation makes it possible to easily manage changes in both personal circumstances and policy rules that occur over time. For example, the solution allows for changes in a citizen’s marital status from single to married to divorced, with all the attendant related updates. It also applies a legislated change occurring during the same period that adjusts the marital status required to receive a particular benefit. Even when there are multiple changes to a person’s circumstances and the applicable policy across the life of a social services case, Oracle’s policy automation solution ensures that benefits are correctly applied.

• Increase transparency and accountability. Detailed audit reports—automatically generated—allow you to view, document, and justify each step of the decision process. This results in greater trust between government and its citizens significantly reducing complaints and appeals.

• Integrate with major platforms. Oracle’s policy automation solution supports a broad range of platforms that include Oracle’s Siebel Case Management and other SOA-compliant case management systems. In addition, close partnerships with leading consulting firms and system integrators ensure that the solution is implemented correctly and works with existing applications.

• Empower business users. Oracle Policy Modeling’s unique natural-language authoring capabilities allow government subject matter experts to develop rules directly from complex legislative text, policy documents, and regulations using Microsoft Word and Microsoft Excel. This reduces both the amount of training required and reliance on technical staff because no scripting or programming is needed, and rules are written and maintained using familiar business software.

• Assess impact of policy changes. Comprehensive testing and policy simulation capabilities within Oracle Policy Modeling allow you to pinpoint the impact of proposed legislation, regulations, and policy changes. By enabling what-if analysis of proposed amendments, you can analyze the impact of change. Being prepared results in more consistent service delivery, as well as ensuring that policies are optimally targeted to achieve government aims.

• Meet demanding performance standards. Based on patented linear inferencing technology that maximizes the use of large processor memory caches, the highly scalable Oracle Determination Engine delivers the impressive performance which the largest public sector enterprises demand.

• Reuse business rules. Oracle Policy Automation is fully compliant with SOA, so agencies can easily reuse written policy rules within multiple applications and across different communication channels. Oracle Policy Automation uses a
common rule document format for all deployment options.

**Public Sector–Specific Applications**
With Oracle’s policy automation solution, government agencies can manage business rules for the following processes specific to the public sector:

- Eligibility determinations
- Social services benefits
- Tax assessments
- Planning applications
- Grant processing
- Passport and visa eligibility
- Risk assessment
- Employee awards

**Public Sector Customers**
The following table shows a few of the public sector agencies using the solution:

<table>
<thead>
<tr>
<th>Public Sector Customers</th>
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<tbody>
<tr>
<td><strong>Europe</strong></td>
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<tr>
<td>HM Revenue and Customs (U.K.)</td>
<td>U.K. Ministry of Defence</td>
</tr>
<tr>
<td>Swedish Social Security</td>
<td>Swedish Tax</td>
</tr>
<tr>
<td>Danish Tax</td>
<td>Dutch Statistics</td>
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<tr>
<td><strong>Americas</strong></td>
<td></td>
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<tr>
<td>U.S. Internal Revenue Service</td>
<td>City of Calgary</td>
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<tr>
<td>State of Texas, TexasOnline portal</td>
<td>Commonwealth of Massachusetts, Registry of Motor Vehicles</td>
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<td>Kanas Department of Labor</td>
<td>British Columbia</td>
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<tr>
<td><strong>Australia</strong></td>
<td></td>
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<tr>
<td>Department of Immigration and Citizenship</td>
<td>Department of Premier and Cabinet (New South Wales)</td>
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<tr>
<td>Department of Veterans’ Affairs</td>
<td>WorkCover New South Wales</td>
</tr>
<tr>
<td>Centrelink</td>
<td>NSW Attorney General’s Department – Birth, Death &amp; Marriages</td>
</tr>
<tr>
<td>Inland Revenue (NZ)</td>
<td>NSW Department of Community Services</td>
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**Contact Us**
For more information about Oracle Policy Modeling and Oracle Policy Automation, please visit oracle.com or call +1.800.ORACLE1 in North America to speak to an Oracle representative.

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