ORACLE’S POLICY AUTOMATION SOLUTION FOR SOCIAL SERVICES

KEY FEATURES AND BENEFITS

ORACLE POLICY AUTOMATION FEATURES

• Rapid transformation of complex policy documents and manuals into executable form
• Ability to support multiple channels (web, call center, face-to-face) with a single version of the policy rules
• Online intuitive, dynamically generated and personalized questionnaires
• Easily configurable interface to support any language
• Detailed eligibility reporting
  - Easy to integrate into call center or back end solutions, including Siebel CRM
• Meets government accessibility standards, including s508

BENEFITS

• Ability to manage complex eligibility, calculations and changes of circumstances
• Ensure clients quickly receive the right entitlements regardless of policy changes
• Transform service delivery and reduce burden on call centers, drastically reducing costs
• Improve accuracy of advice provided by contact centers
• Deploy a proven eligibility screening solution that integrates across government applications while preserving legacy investments
• Support non-English speaking citizens

Oracle’s policy automation solution allows social services agencies to service citizens and clients fairly, efficiently, and consistently while maintaining full compliance with laws and regulations.

Oracle’s policy automation solution consists of two products: Oracle Policy Modeling and Oracle Policy Automation. Oracle Policy Modeling, which is used to transform policy documents into an executable form, provides a complete natural language, rule-authoring environment fully integrated with Microsoft Office. It includes debugging, regression testing and policy simulation, and what-if analysis for policy changes. The rules are then deployed to Oracle Policy Automation for complex eligibility and assessment determinations and calculations. Built for service-oriented architectures (SOAs), Oracle Policy Automation also includes guided interactive questionnaire capabilities.

The Challenges Facing Social Services Agencies

Social services agencies face innumerable challenges in delivering services that meet public expectations. With competing budget priorities and greater demands for accountability, agencies need to look at new ways to deliver their services more efficiently. A skill shortage, a retiring workforce, and higher training costs compound the problem.

IT departments are often not prepared to develop or modify systems and services at the same pace that changes occur in legislated policy. Business logic deeply embedded within complex legacy systems contributes to a slow time to market. In addition, agencies can face penalties from funding bodies based on noncompliance and program ineffectiveness. In most social services organizations, the biggest bottlenecks to implementing policy reform are the time and cost associated with updating the IT systems required to deliver new or changed policies.

Oracle’s policy automation solution empowers social services organizations to address these issues with confidence. Each agency can develop rules and logic built upon the actual texts of the governing regulations and statutes. The rules and logic address the specific needs of the agency delivering the services or benefits and can be easily adapted to meet changes in laws as well as changing eligibility rules.
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.1

• **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.

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• **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 for change 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.

**Social Services–Specific Applications**

Oracle’s policy automation solution was originally developed to cope with the significant complexity associated with social services. Specifically, social services agencies can use the solution to handle any of their rule-intensive determinations, including:

• Eligibility determinations for any social services program such as labor, pensions, housing, disabilities, child support, careers, health, or veterans’ assistance

• Entitlement calculations including fully retrospective determinations that span multiple versions of legislation, regulations and policy

• Overpayment and underpayment calculations, even where the calculation spans multiple versions of both rules and citizens’ circumstances

• Risk categorization and customer segmentation
Oracle’s policy automation solution allows government subject matter experts to create rules and author business logic that is used in complex benefit calculations. When rules, rates, or citizen circumstances change, Oracle’s policy automation solution allows agencies to quickly and accurately calculate benefits and obligations.

Oracle’s policy automation solution integrates with Oracle Siebel Case Management—part of the Siebel CRM suite—so governments can better service citizens and easily determine benefit eligibility.

Social Services Customers

The following table shows a few of the public sector agencies using Oracle’s policy automation solution:

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<tr>
<th>Public Sector Customers</th>
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<tr>
<td><strong>Europe</strong></td>
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<tr>
<td>HM Revenue &amp; Customs (U.K.)</td>
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<tr>
<td>Swedish Social Security</td>
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<tr>
<td>Legal Services Commission (U.K.)</td>
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<tr>
<td>Danish Tax (SKAT)</td>
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<tr>
<td>Child Maintenance &amp; Enforcement Commission (CMEC)</td>
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<tr>
<td><strong>Americas</strong></td>
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<tr>
<td>U.S. Internal Revenue Service</td>
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<tr>
<td>City of Calgary</td>
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<tr>
<td><strong>Australia</strong></td>
</tr>
<tr>
<td>Department of Immigration and Citizenship</td>
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<tr>
<td>Department of Veterans’ Affairs</td>
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<td>NSW Department of Community Services</td>
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<td>Centrelink</td>
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Contact Us

For more information about Oracle Policy Automation, please visit oracle.com or call +1.800.ORACLE1 in North America to speak to an Oracle representative.