Oracle iGovernment introduces the next wave of computing—a technology platform for innovative, integrated, and intelligent operations that lets you modernize your IT infrastructure, increase efficiency and transparency, and improve service delivery.

Oracle iGovernment: The Foundation for Public Sector Transformation

Oracle iGovernment provides an innovative technology foundation that allows you to improve efficiency, reduce costs, increase transparency, and become more responsive to current and future mandates. With Oracle iGovernment, you have the tools to develop flexible systems that integrate across functions and departments, enhancing the services you offer your constituents. A platform of servers and storage, virtualized operating environments, database, middleware, and applications built on open standards and a service-oriented architecture (SOA), Oracle iGovernment delivers better information for decision-making, better deployment of resources, and better-targeted public policy. You can make your systems accessible to more users both inside and outside of government, develop cross-agency business processes that improve collaboration and productivity, and deliver new services more rapidly. Oracle iGovernment lets you benefit from operations that are innovative, integrated, and intelligent. Oracle iGovernment helps you:

- **Modernize the IT infrastructure**: Combine open standards hardware and software, engineered to work together, to create a next-generation IT environment that ensures security and controlled access.

- **Increase efficiency and transparency**: Access the power of Oracle Applications and Fusion Middleware to deliver shared services, streamline and automate policy and processes, and ensure the integrity of operations.

- **Transform government service delivery**: Use a common service delivery platform to support a wide array of government functions, from human services to public safety to economic development.
Modernizing the IT Infrastructure

With the adoption of each new wave of technology, government IT systems have become more integrated and able to support more-complex applications that reach more users. However, these systems are largely custom-developed, standalone, and unique to each business process, making them costly to maintain, upgrade, and modify—let alone share across organizational silos.

The foundation of Oracle iGovernment is a modernized IT infrastructure built on a shared and virtualized platform of servers, storage, operating environments, database, middleware and applications. Applications and their associated data are secured and efficiently processed in controlled clusters of servers and storage that can cost-effectively and flexibly serve many users. With this infrastructure in place, you can support services that connect government agencies with each other and with the many individuals who use them—both inside and outside the government.

Oracle iGovernment lets you build shared services using common functions—such as identity management, user access, case management, and content management—and common commercial-off-the-shelf (COTS) applications such as financial, supply chain, and human capital management that have been developed as reusable, modular business services. These composite services help you deliver personalized services valued by your constituents, such as integrated dashboards tailored to a constituent’s role and function, and embedded analytics that provide targeted information and alerts.

Oracle offers a comprehensive suite of solutions that help you build, deploy, and manage an SOA-enabled set of legacy and disparate departmental IT infrastructure. These solutions give you the tools to develop service-oriented applications that integrate with your IT systems and to create processes that orchestrate system services and workflows. The SOA structure simplifies your IT environment so you can reduce costs, be more responsive, and improve and expand constituent services. Oracle solutions work with non-Oracle and third-party software, so you can extend the life and enhance the functionality of your legacy systems and incrementally adopt SOA at your own pace.

Increasing Efficiency and Transparency

With Oracle iGovernment, your organization can deliver traditional back-office functions such as financial management, human capital management, and procurement as common services across agencies—and even across governments—converting them into shared services. This approach not only reduces the cost to support systems and process business transactions, but also lets you standardize your business processes and strengthen controls. A business process management driven SOA platform can then be used to integrated the various web-enabled legacy systems described above with modern COTS applications to support line-of-business operations across multiple back office functions.

When you implement Oracle back-office solutions as shared services, you can take advantage of their advanced functionality across your organization. Secure access to functions such as self-service human resources transactions, talent management, online procurement catalogs, and supplier management helps reduce processing times and costs and streamlines your business processes. Oracle’s governance, risk, and compliance applications increase transparency by helping to ensure that controls are in place and fully documented. And Oracle’s business intelligence applications tie together all your back-office functions to reduce the burden of preparing analyses and reports and deliver better monitoring of all business activities.
Transforming Government Service Delivery

With a modern IT infrastructure and efficient, transparent back-office operations in place, the ultimate goal of Oracle iGovernment is to transform service delivery. The internet gives your constituents access to information and key government transactions, but Oracle iGovernment takes this concept to the next level.

Oracle iGovernment is based on a common service delivery platform that can be deployed within—or across—government functions. A common platform lets you seamlessly link customer relationship management (CRM) and case management applications with back-office functions and other services, such as workflow, content management, and geospatial data. This integration gives you the means to support a wide array of government functions, from social services to public safety to defense.

It also allows you to create standardized interfaces for similar business processes across agencies—for example, common functions such as credit-card payments can be reused by any agency, so citizens see the same interface whenever they need to make a payment. And a common service delivery platform allows you to create agency-wide knowledgebases that integrate citizen needs and requests so you can analyze trends and plan resources accordingly.

With an integrated service delivery platform, you can use Web-based portals and centralized call centers to provide a more intuitive and comprehensive first point of contact. Common information and service requests can be handled by self-service Web functions or by call center agents who work across agencies. Complex policies can be simulated and tested then automated as guided interviews to support consistent interaction between government employees or contact center agents and citizens and even support direct online self-service, for example, applying for unemployment benefits, a VISA to travel abroad, or reporting a crime. This shared-service approach to delivering constituent services allows agency specialists to focus on more-complex needs and lets you offer your constituents the assistance of your organization’s most knowledgeable experts 24 hours a day, 7 days a week.

Your Government Partner

With Oracle iGovernment, you can gain operational efficiencies and business agility through adaptable, reusable business processes and services built on a truly flexible SOA foundation of Oracle Fusion Middleware and Oracle Applications portfolio. To help you accrue these benefits more quickly, Oracle Application Integration Architecture provides a flexible, open-standards-based framework for creating cross-application business processes that unify, modernize, and evolve your business systems.

You also have the option of implementing solutions using Oracle On Demand, a portfolio of applications including E-Business Suite, Peoplesoft, Hyperion, Siebel CRM and Oracle Fusion Applications in a Software-as-a-Service (SaaS) environment managed by Oracle, complete with support, service, upgrades, and maintenance. These are just some of the ways Oracle iGovernment can help you break through the wall of e-government—putting you on the path to operations that are innovative, integrated, and intelligent.

CONTACT US

To learn more, call +1.800.ORACLE1 to speak to an Oracle representative or visit oracle.com/government/. Outside North America, visit oracle.com/corporate/contact to find the phone number for your local Oracle office.