

SIEBEL PUBLIC SECTOR 8.2.2



SIEBEL
CUSTOMER RELATIONSHIP
MANAGEMENT

CAPABILITIES

- Comprehensive case management and policy management centered on the citizen
- Facilitates complex eligibility determinations and change of circumstance
- Automates and documents entitlement calculations and payments
- Allows citizens to view their case details online
- Enables assessment of circumstances, including built-in assessments for risk, safety, and environment
- Provides for service planning, goal setting and monitoring
- Assigns service providers and referrals

BENEFITS

- Ensure agencies have a comprehensive view of the citizen across programs and agencies
- Facilitate accurate application of policy changes
- Deliver the right services at the right time to citizens
- Manage collaboration with the agencies, citizens and the supporting partner and provider ecosystem

Siebel Public Sector 8.2.2 provides comprehensive case management and policy management for government program delivery. Siebel Public Sector 8.2.2 enables agencies to provide world-class citizen service while delivering cost-efficient case management including Social Services, Justice and Public Safety, Constituent Services/311, Tax and Revenue and Licensing and Permitting.

Oracle’s Case Management and Policy Management for Government

Oracle’s case management and policy management offering for government leverages Oracle’s technology leadership, providing comprehensive capabilities for integrated service delivery. Siebel Public Sector 8.2.2 and Oracle Policy Automation, the core of Oracle’s government solutions for social services, justice and public safety, constituent services and tax, enable agencies to simplify program and service delivery, increase operational efficiency and improve outcomes. The key focus of the Siebel Public Sector 8.2.2 release is to provide:

- Citizen-centric case management, delivered through a complete 360-degree view of individuals and their relationships, by bridging program silos and systems.
- Tailored business process workflows and citizen data needs through configuration, eliminating the need for expensive and time-consuming customization.
- Quick and accurate implementation of legislative and regulatory program policies throughout the agency; across all applications, systems, and channels.

By supporting critical elements of case management and service delivery, Siebel Public Sector 8.2.2 is helping agencies across government segments modernize their infrastructure, increase efficiency and improve outcomes. Siebel Public Sector 8.2.2 delivers:

- Enhanced case management with tracking of benefits and services, eligibility determinations and change of circumstance.
- Comprehensive citizen self-service with automated screening, applications for benefits, and ongoing tracking of case information.
- Expanded support of the service provider network.
- Pre-built service-oriented architecture integration between case management, rules management and financials.



PROGRAMS

- Social Services and Social Welfare
- Constituent Services/311
- Tax and Revenue
- Justice and Public Safety
- Licensing and Permitting

Enterprise Case Management and Policy Management for Public Sector Organizations

The capabilities of Siebel Public Sector 8.2.2 and Oracle Policy Automation provide closed loop case management to deliver a single view of citizens across programs and organizations.

Case Management. The case serves as a centralized entity for managing a citizen’s services and programs across the government enterprise. With the citizen at the center, agencies have a 360 degree view of all individuals for all case management purposes – intake, data collection, investigation, ongoing tracking, and benefit calculation, as well as service planning and delivery.

Eligibility Determination. Caseworkers can quickly determine a citizen’s eligibility for a program, manage benefits, and address change of circumstance. Leveraging the determinations made by Oracle Policy Automation which includes detailed decision reporting, caseworkers can easily help citizens understand their benefits across programs in real time and clearly explain or document why citizens are not eligible for other services.

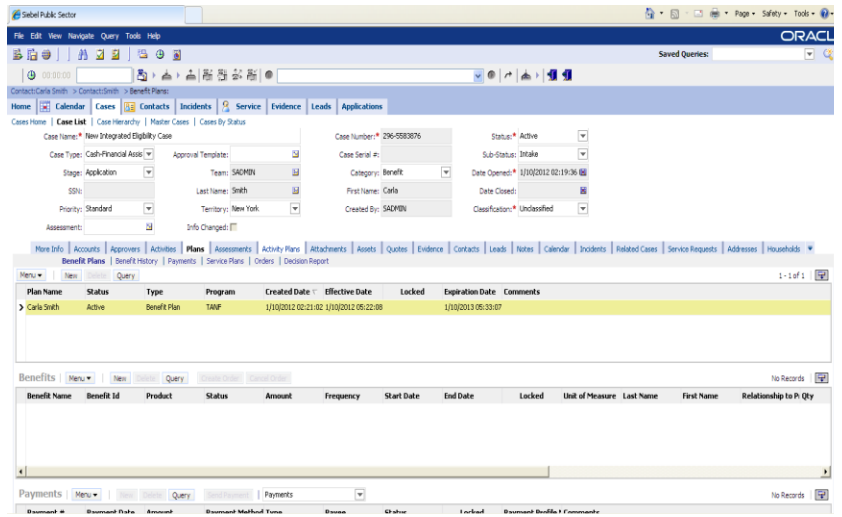


Figure 1 shows a screen to manage a case and eligible benefits.

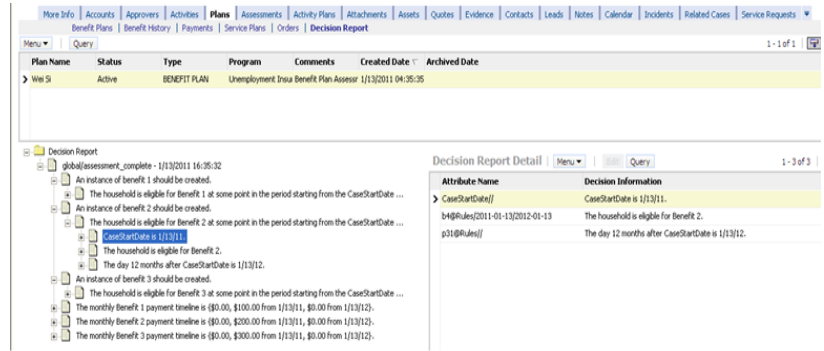


Figure 2 shows the Decision Report capabilities to document and explain a citizen’s entitlements.

Benefit Plan. Benefit plans are created automatically for a citizen upon eligibility determination, providing a 360-degree view of the citizen and all monetary services to which their household is entitled. Caseworkers can track the status of benefit disbursements and review benefit history over time. Appropriate portions of the benefit plan can be exposed on the citizen self service portal to allow a citizen to track case information.

Change of Circumstance. Caseworkers can automatically re-evaluate a citizens’ eligibility and benefits due to a change of circumstance, such as a beneficiary’s income, household composition, or medical condition. By combining case and payment history with program rules and effective dates, accurate payments are calculated even when notification is retrospective.

Effective Dating. Administrators are able to apply effective start and end dates to any fields—for one-to-many relationships and many-to-many relationships—within the case management solution. When a change is made to an effective dated field, the system is prompted to rerun benefit eligibility either manually or through automated workflow.

Self Service. The agency has the ability to deliver a multi-channel approach (interactive online questionnaire and call center) through rapidly deployed web-based questionnaires that are built directly from policy documents. These questionnaires ask precisely targeted questions of the user, and quickly respond to the information provided to give accurate, detailed and personalized advice on a wide range of services and benefits.

Appeals Management. When a case is set to “Appeal,” a XML snapshot of the case at time of appeal is taken, and a separate investigative case for appeals is launched, while the citizen continues to receive benefits under previously established benefits plan pending the appeals determination. The XML snapshot can be converted to appropriate formats, including PDF, HTML and Microsoft Word.

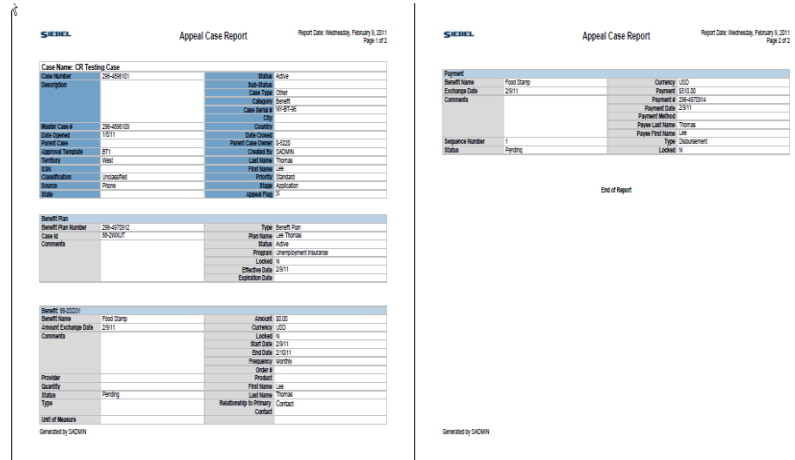


Figure 3 is an example of an Appeals Snapshot capturing the key elements of a case at the point in time when the appeal is initiated.

Incident Management. Applicable in a number of Child Welfare and Justice and Public Safety business processes, incident management allows an agency to track, within the context of a case, incidents and related victims, offenders, circumstances, evidence, and other related details to ensure situations involving the safety of children and other individuals are carefully managed, tracked and resolved.

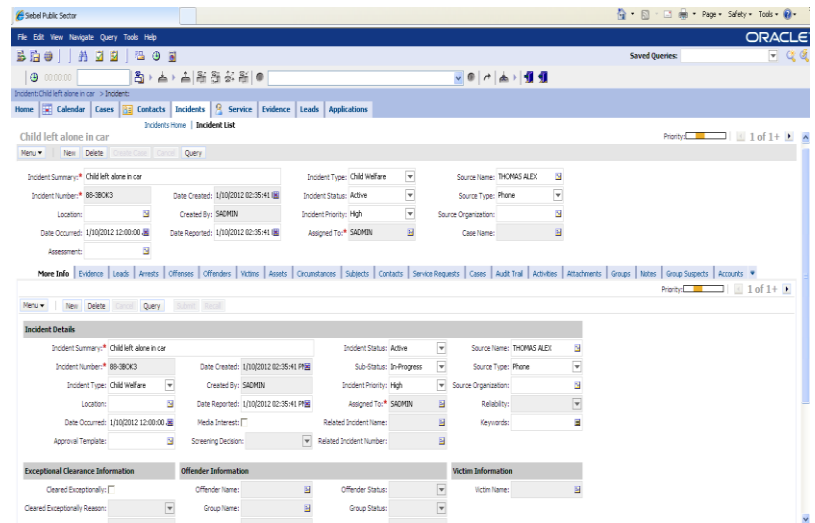


Figure 4 is an example of an Incident used to track the details of a Child Welfare situation.

RELATED PRODUCTS AND SOLUTIONS

- Oracle Policy Automation
- Master Data Management
- Oracle Business Intelligence Suite Enterprise Edition
- Application Integration Architecture

Case Time Keeping. The system can keep track of incident and case time, including multiple caseworkers, attorneys, and clerks.

Performance Management. Embedded analytics to view performance indicators within the case management system.

Collaboration with Service Providers and Third Parties

Provider Management. Agencies can manage the profiles, assets, and service agreements of existing service providers, such as foster homes, medical care providers, legal entities, counseling services, training institutions, and anger management clinics. Based on role, administrators can specify the types of attributes a case worker can search for including such things as program, benefit type, specialized services, location, and language.

Provider Referral. Provider referrals allow a caseworker to search for the appropriate service providers and associate them to specific benefit plan line items. Caseworkers can search based upon any attribute established during set up. Upon finding the right provider, a caseworker can create a referral order, assign the referral to a provider, and track the provider’s service delivery.

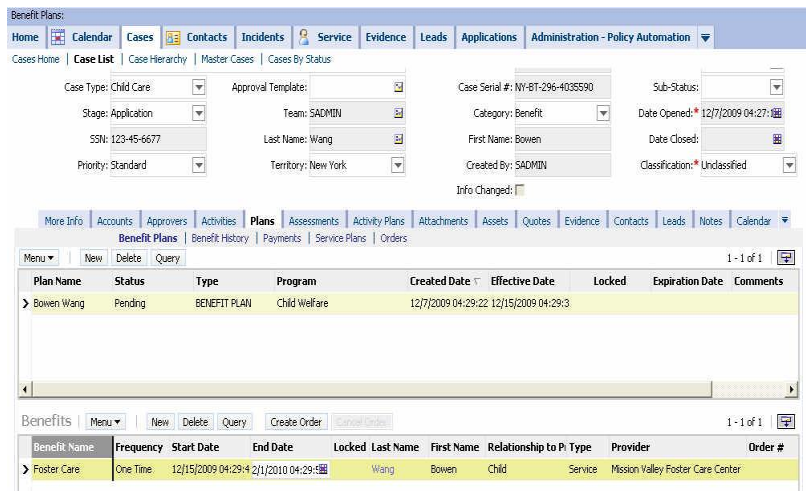


Figure 5 is a sample screen for creating a service provider referral order.

Online Service Provider Management. Service provider portal is a self-service medium for providers to manage referrals, profile information, assets, and agreements—all online. Through the Service Provider portal, providers are able to update case records, providing closed-loop case feedback.

Integrations

Public Sector Application Integration Architecture (AIA)

Foundation Packs. Oracle provides public sector AIA foundation packs including for enterprise case management, accounts payable, procurement, and tax. These prebuilt business integrations support the business processes between Oracle's PeopleSoft, Oracle Siebel CRM, Oracle E-Business Suite, SAP R/3, or any custom systems for the process of disbursing payments to a client.

Oracle Policy Automation (OPA). In Siebel Public Sector 8.2.2, benefit eligibility and entitlement calculation is automated via integration with Oracle Policy Automation to handle complex program rules, including timelines for when programs are active.

Contact Us

For more information about Siebel Public Sector 8.2.2 and Oracle's case management and CRM solutions for government, please visit <http://www.oracle.com/us/industries/public-sector/046908.html>, www.oracle.com/industries/government or call +1.800.ORACLE1 to speak to an Oracle representative.



Oracle is committed to developing practices and products that help protect the environment

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