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Executive Overview

Public-sector organizations are taking advantage of a proven strategy for embracing innovative technologies to better serve constituents, increase efficiency and reduce risk.

Introduction

“Doing more with less” may be the mantra of public sector organizations throughout the world, but that’s far from the only challenge that governments face today. Agencies must carefully manage resources while addressing growing pressures to do more than just maintain the status quo. Organizations that thrive do so by first seizing every opportunity to increase efficiency using their existing IT investments, then simultaneously introducing game-changing innovations in the form of new citizen services, tools for forging closer interactions with constituents, defenses against heightened security threats and strategies for promoting economic growth and quality of life throughout their jurisdictions.

The good news is that a host of new and emerging technologies can help government achieve each of these goals, while making internal processes and operations more efficient, which in turn reduces costs without sacrificing services.

For example, thanks to infrastructure optimizations, the Denver Regional Transport District reduced its number of database servers from 12 to 3. Similarly, because of improvements in service delivery, the Buenos Aires City Government accelerated business licensing transactions by 80 percent. Essex County Council saved millions by adopting cloud computing for payroll processing while the city of Gunsan, in the Republic of Korea, boosted internal efficiency by introducing desktop virtualization that cut their power consumption by desktop computers in half.

Each of these examples demonstrates an essential requirement for governments that survive and thrive in today’s challenging environment: the ability to use technology to empower
modern government. With the right mix of existing and emerging solutions governmental organizations open themselves up to serving more people, becoming more proactive and leveraging information technologies to serve their constituents better than ever.

But the potential of new technology doesn’t necessarily translate into real-world payoffs. How can agencies capitalize on the power of today’s innovations while mitigating a host of daunting challenges? The answer is a comprehensive strategy that uses the latest technologies to empower modern government.
3 Drivers for Modernization
Oracle’s government strategy is built on three pillars
- Industry-specific functionality at every layer of the Oracle technology stack
- Ongoing investments in industry-specific applications
- The ability to deliver end-to-end industry solutions

A Foundation for Modernization
Empowerment through modernization not only improves service delivery, it minimizes risk and enhances security. But, government agencies face a number of hurdles that can dilute the benefits of investments in even the most innovative technologies. One top challenge is balancing the reality of shrinking budgets with the need to maintain and grow service levels. Similarly, constituents demand more from government—additional services, greater self-service options and the ability to interact with agencies in new ways, including through social media and mobile devices. At the same time, agencies are pressured to provide greater transparency about how they are fulfilling their missions and spending their budgets. Overshadowing all these service and infrastructure considerations is cybersecurity, as hackers, hacktivists and nation states target government entities of all types with increasingly sophisticated intrusion threats.

Answers to these challenges don’t come through rigid, one-size-fits-all solutions. Instead, modern government means different things to different public-sector organizations because of the vast diversity agencies see in their missions and constituencies. Nevertheless, some common characteristics help define what it means to empower modern government today. For example, high-performing agencies can quickly leverage innovation to capitalize on new opportunities. Thus, modern government uses an underlying framework to effectively incorporate emerging technologies with a minimum of cost and disruption to daily activities. Agencies can use this foundation to integrate the right collection of technologies to better serve constituents and run leaner organizations.

Five Technology Trends
Five technology trends provide some of the biggest empowerment opportunities:

1. Cloud computing—As “cloud first” initiatives throughout government show, cloud computing promises efficient and cost-effective ways of achieving modernization. Organizations clearly see this potential. For example, in “2012 Cloud at the Crossroads,” a survey of the Oracle Applications Users Group, Oracle found that more than half of the agencies identified use cases for cloud services. Forty-six percent have actually evaluated cloud
products and services, while 50 percent of the respondents say their agencies are moving ahead with cloud adoption or are in the early stages of doing so, up from 40 percent in the previous year.

2. Big Data—The ability to capitalize on exploding volumes of all types of data keeps government attuned to mobile, socially connected citizens. Information and intelligence should be available instantly, drawn from a seamless flow across the organization’s different channels.

3. Advanced analytics—Big data requires sophisticated analytics that efficiently generates actionable information for government organizations. The payoff for these insights is huge, but extracting valuable information from big data remains challenging. Industry studies show that 60 percent of civilian agencies and 42 percent of Department of Defense/Intelligence agencies say they are just now learning about big data and how it can work for their agency.

4. Social media—Any strategy designed to empower agencies through modernization must include social networking components. Social networks are changing the way citizens interact—with each other and with all types of organizations. This makes it important for government agencies to understand the social media conversations constituents engage in to learn about problems and gain ideas about new services. For instance, 58 percent of Facebook users have liked a brand, according to Constant Contact and research firm Chadwick Martin Bailey. Their research also found that 39 percent of Twitter users have tweeted about a brand. It’s natural for citizens to voice strong opinions, whether they’re speaking as consumers or constituents.

5. Mobility—Industry estimates say 6 billion people throughout the world now have access to mobile phones; mobile applications are becoming a fact of life in the professional world. Microsoft research found that 67 percent of employees use a personal device for work.

As this innovation quintet shows, there’s no shortage of important new technology available to government today. The question is how can the public sector capitalize on each of these trends individually and collectively to power modern operations?

Oracle’s Unique Capabilities for Government

Fortunately, public-sector organizations don’t have to find answers on their own. Oracle provides an unparalleled breadth of resources and solutions that enable agencies to continue to benefit from their existing IT investments while smoothly adding today’s most promising technologies. First, Oracle enjoys a long tradition of servicing the public sector that makes it uniquely qualified for modernization engagements. The company began in the public sector over a quarter century ago when it licensed its first database. Since then, Oracle has delivered low risk, proven solutions that demonstrate a clear understanding of public sector needs. In addition, Oracle has a broad and deep product line that combines essential solutions for government with a portfolio that covers all standard business processes, including financial activities, supply-chain management and human resources. Oracle’s long
Empowering Modern Government

history in the public sector means its solutions are used by government organizations of every size, type and location. Each agency can immediately find the right Oracle technology to meet the unique needs of its organization and constituents.

Having a strong portfolio of traditional and emerging technologies also enables Oracle to go beyond offering just a collection of point products. Instead, it can deliver complete solutions tailored for the public sector with a minimum of integration, customization and testing by agencies. So as organizations modernize by implementing new technology enhancements, a foundation built with best-in-class Oracle technologies makes merging new capabilities into existing workflows happen without interoperability or integration breakdowns.

What's more, Oracle is a government partner for today and tomorrow. Its investments in research and development, along with key strategic acquisitions, allow Oracle to deliver a portfolio of cutting-edge capabilities and proven solutions that minimize the risk to government clients. Oracle’s solutions support open standards and platforms will continue to help agencies transition to virtualized infrastructures and elastic computing platforms—all while providing the industry-leading security and privacy capabilities required by government.

The more government organizations take advantage of Oracle’s integrated stack the more benefits they’ll see. For example, a single, trusted stack eliminates separate systems for public safety, taxation and social services for greater efficiency and more transparent services.

Oracle’s cloud computing strategy illustrates how a leader in government solutions can help this sector successfully embrace emerging technology. Oracle Cloud Computing Solutions comprise the most complete selection of enterprise-grade cloud solutions, including:

- **Software as a service (SaaS)**, for solutions such as enterprise resource planning (ERP), human capital management, talent management, sales and marketing, customer experience, planning and budgeting services and financial reporting.

- **Platform as a service (PaaS)** combine Oracle Database and development technologies to support government programming and testing activities.

- **Infrastructure as a service (IaaS)**, for the latest in high-performance, flexible and economical storage resources.

In addition, Oracle has built data centers in the U.S. specifically for U.S. government clients and is part of Western Europe’s G-Cloud contract.

**Real-World Success**

A number of agencies throughout the world are already capitalizing on Oracle’s unique solutions for the public sector. For example, the Maryland Department of Public Safety and Correctional Services deployed Oracle Business Intelligence Enterprise Edition to streamline access to real-time criminal justice data. This endeavor created a central destination for resources to improve public safety in Maryland by integrating a number of systems that used to run as discrete, standalone systems that
couldn’t easily share information. The result: the department now has the resources it needs to more effectively reduce, prevent and solve crimes.

Modernization is also paying off for the Denver Regional Transportation District (RTD). It achieved a four-fold decrease in operations and management overhead when it reduced the number of database servers it required from 12 to 3. RTD officials estimate that the effort also reduced IT complexity and risk by eliminating 50 percent of the server-to-server interfaces that used to be needed. The modernization strategy also doubled performance for database backups and other processes.

Benefit From a Leader

For over a quarter of a century Oracle has worked with public-sector organizations throughout the world to empower modern government with a broad portfolio of applications, hardware and services that are available as integrated solutions within a single technology stack. This provides a fast and cost-effective way to embrace innovative technologies, and thanks to Oracle, it’s a secure and risk-reducing strategy for empowering modern government.