Executive Brief: Oracle’s Public Safety Solution for Integrated Policing

A 2011 report by the US Department of Justice\(^1\) cites numerous examples of the adverse impact of the current economic decline on law enforcement organizations. Shrinking budgets dictate a change in thinking as constrained resources threaten efforts to uphold levels of service in protecting the community, and maintaining order. Information technology can counter these adverse conditions by improving efficiencies with better integration and management of operational processes and data. It can further improve proactive and predictive by analyzing new and existing data for trending patterns.

There are a number of efforts across the law enforcement community to facilitate information sharing to improve response times and positive outcomes. Yet, many organizations are hampered by internal informational silos, which limit their abilities to share information even within their own department.

**Oracle’s Integrated Policing Platform**

Effective policing requires an integrated approach to these processes and to the management of the information on which they rely. Front line police and support staff and the customers they serve, will benefit from ready access to accurate, timely and complete information, drawn from the integrated store of knowledge and data that is provided through Oracle Integrated Policing Platform.

The solution provides world class abilities to manage a complex set of information associated with an investigation, manage secured access to the data so that only relevant team members can see it, and pro-actively manage the relevant business process flows, to ensure that the right actions are taken at each step of the investigation, and provide this as an audit trail to support the validity of the information and actions in subsequent stages of the legal process.

Master Data Management collects, cleanses, and consolidates data to provide a single source of truth for a 360 degree view of the subject, location etc. This integrates with Siebel Case Management to provide an end-to-end incident and crime investigation workflow system. Integrated Business Intelligence and Analytics automate reporting and identify trends for proactive action against predicted patterns. Further integration with back office systems such as Human Resources and Payroll help optimize budgets, manpower and case continuity. **Oracle’s Integrated Policing Platform** solution provides an architecture to optimize the use of law enforcement information across the agency, and world-class products resulting in increased operational effectiveness.

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Business Capabilities:

- All information is held once in the Oracle solution, and used securely across processes
- Siebel Case Management integrated process and information platform can be customized to support local best practice business processes, adapting to future changing needs and reducing training time for an agency
- Solution is NIEM capable and leverages XML protocols and SOA for seamless exchange of information between law enforcement agencies

Industry Challenges

- Reduced budgets and resource pressures;
- Existing IT systems tend to be separate silos, with a separate, non-integrated system used for each of the discreet functions in policing, such as incident management, crime management, evidence management, and so forth;
- High cost to maintain legacy IT systems, which do not meet current policing business requirements

Solution Strategy

- Single Integrated Information Store
  - Information held once on each entity - people, objects, locations, events, etc.
  - Use across a range of processes
- Mobile Access to Information
  - Query and update systems in the field;
  - Maximize police visibility and efficiency;
- Intelligence Led Policing
  - Make decisions using current data;
  - Focus resources where they can make the most impact

Business Benefits & KPIs

- Information is easier to find and use at the front line
  - All relevant information easily accessible in the field
  - Data is re-used, not re-entered
- Management can make more informed, intelligence led decisions
  - More efficient usage of resources
  - Rapidly respond to current needs
- Integrate information across entire justice process
  - Simplify integration with Prosecution and Courts
  - Share information with Law Enforcement partners

Summary

With a single underlying data model supporting the range of business processes and police methodologies, aggregate knowledge that is now siloed across the organization, becomes more readily available to officers, allowing improved, faster outcomes. Of course this is delivered in a secure way, ensuring that people only see the data that they are entitled to see, but at the same time, gain the maximum benefit from the information provided.

CONTACT US

To learn more about Oracle’s Integrated Policing solution, please contact your local Oracle Sales Team or Justice & Public Safety Industry Solution Specialist.