Oracle Policy Automation Solution For Local Government

By delivering services in a citizen-centric way, governments will establish a greater connection with their citizens and build trust.

Self service in customer care is one of today’s key challenges for local government organizations. More and more services are to be made available through interactive channels such as web or mobile applications. These services need to be compliant with the corresponding law or local legislations as well as be transparent and easy to understand for both the citizen and the government employee.

The challenges local governments are facing

Local governments play an indispensable role in the lives and welfare of the public. Citizens depend on their governments for hundreds of services, which include social services and benefits administration, public safety, tax collection, transportation, licensing, education, and business regulation. Yet governments face innumerable challenges in delivering services in ways that meet public expectations. Those same citizens who insist on efficiency, fairness, accountability, and increasingly more benefits from their public servants also demand lower taxes, leaner government organizations, and reduced public spending. Skill shortages, retiring workforces, training overhead, and a lack of new recruits exacerbate the challenges of delivering on expectations.

Current budgetary crises have only increased the pressure to be both efficient and effective. Citizens’ expect a single point of access; across all services, personalized to meet their immediate needs. The challenge to create systemic service delivery has created tension between departments and agencies. Departments and supporting organizations want to focus on their particular service areas. Central agencies need the control, visibility, and efficiency to deliver complex outcomes across multiple organizations. With outcome based policies requiring a matrix approach to delivery, organizations will repeatedly swing from one operating model to another, never allowing the services to reach steady state of excellence, impacting the outcome they aim to achieve as a result.

Inconsistencies and overlap between jurisdictions—as well as continuous changes and modifications to legislation and regulations—often cause inaccurate application of the rules and delays in service delivery. Even the most experienced government staff members have difficulty keeping their knowledge current. Fraud is an ever present possibility. The public can lose trust in the system and agencies can face penalties for noncompliance and program ineffectiveness. Oracle policy automation solution empowers public sector organizations to address these issues with confidence.

Streamlining Citizen Self Service

This new model will help lead to greater efficiencies, as citizens will feel more able and confident to use self-service and require fewer interactions with government to accomplish their objectives.

Over time, through their leadership in customer service, governments will be able to deliver better outcomes for citizens and communities at a better cost and ultimately achieve high performance, by providing:

- Consistent multi-channel service delivery
- Eligibility questions answered at point of need
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- Complex case assessment for individual service needs
- Single point of information collection
- Break down of barriers without need to overhaul legacy systems
- Constant causality data
- Operational cost savings
- Improved data for service modelling
- Linking of services together
- Policy causality analysis
- Improved operational compliance
- Reduction in error rates
- Improved confidence in service
- Reduced manual processes to drive better efficiency
- Improvements in performance management
- Utilization of functionality to support internal calls

Consultancy by Oracle Insight™

A recent review being conducted by Oracle Insight™ at one of the UK’s largest local authority proved that self service in citizen care can be achieved in a different way. Local governments have the opportunity, organizational maturity and operational foundations on which to build a multi-channel approach. Based on automated tools that enable service users to identify the exact mix of services, and using supporting workflows to direct and service requests to the appropriate teams, service delivery can be managed and tracked through a single account point.

Through analysis of quantitative and qualitative facts (local priorities, current process, compliance levels and current automation environment), the Oracle Insight study identified a strong case for change exists to simplify the service delivery channel complexity, provide consistency of policy delivery across all channels, and enable flexibility to adapt and change policy quickly as service demands change.

Why Policy Automation?

Oracle Policy Automation allows local governments to effectively deliver services, and fairly and consistently determine eligibility, payments, and other outcomes. Source legislation and policy is modelled as executable business rules using Oracle Policy Modelling: a complete natural language rule authoring environment capable of integration with all types of platforms. It includes debugging, regression testing, and analysis of the impact of policy changes. Once modelled, rules are deployed to Oracle Policy Automation. Built for service-oriented architectures (SOAs), Oracle Policy Automation efficiently handles complex benefit and eligibility determinations, and provides scalable interactive questionnaire capabilities for both self-service and guided assessments.

Key Functional Benefits of Oracle Policy Automation

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. 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.

- Increase transparency and accountability. Automatically generated audit reports——allow you to view, document, and justify each step of the decision process. This results in greater trust between government and its citizen, significantly reducing complaints and appeals.

- Integrate with major platforms. OPA supports a broad range of platforms that include Oracle’s Siebel Case Management and other SOA-compliant systems. Global partnerships with leading consulting firms and system integrators ensure that the solution is implemented correctly and works with existing applications.
Local Government Specific Applications

With Oracle Policy Automation, local governments can manage business rules for the following processes specific to the public sector:

- Licensing and permits
- Certificate processing
- Tax calculations
- School admissions
- Building control
- Energy certificates
- Waste permit and management
- Planning policy
- Housing applications
- Policing and public safety
- Reporting children at risk
- Reporting crime
- Managing people with disabilities

- **Empower business users.** Oracle Policy Modeling unique natural-language authoring capabilities allows 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.

- **Assess impact of policy changes.** Comprehensive testing and policy simulation capabilities within Oracle Policy Modelling allow you to pinpoint the impact of proposed legislation, regulations, and policy changes. By enabling what-if analysis of proposed amendments, you can analyse the impact of change.

- **Meet demanding performance standards.** Based on patented linear inferencing technology that maximises the use of large processor memory caches, the highly scalable Oracle Determination Engine delivers the impressive performance which the largest public sector organizations demand.

**CONTACT US**

For more information about Oracle Policy Modeling and Oracle Policy Automation, please visit oracle.com or call 1-800-ORACLE1 to speak to an Oracle representative. Outside North America, visit oracle.com/corporate/contact/global.html to find the phone number of your local Oracle office.