Oracle Process Accelerators for Public Sector Electronic Forms Management

Oracle Process Accelerators help achieve process excellence faster with end-to-end implementations of common business processes. Ready-to-use and extensible, Oracle Process Accelerators embody industry specific best practices and are available for download today.

Many organizations, particularly within the Public Sector, use forms to help provide consistency, uniformity, and completeness about requests for services. Many processes rely on paper forms. Use of paper forms has grown to the point where organizations are overwhelmed with documents and inefficient operational document management processes.

Problems with forms management include: Inefficient review and approval process, misplaced documents, access control issues, auditability, and storage management.

Oracle Process Accelerator for Electronic Forms Management

The Oracle Process Accelerator for Electronic Forms Management encompasses the capability to submit forms and supporting documents for a review and approval process which provides the following benefits.

- Creation, storage, access of electronic forms templates

- Access, submission, and dispatching of electronic forms based on templates

- Browser submission of forms for unauthenticated citizen use

- Predefined yet flexible routing for review and approval

- Association of supporting documents with submitted form

- Update to form and supporting documents by authorized user

- Auditable routing process

- Search for form based on metadata

KEY COMPONENTS

• BPMN Process Models

• Data Models: Reusable and Extensible

• User Interaction Screens

• Human Workflow

• Configurable Business Rules and Patterns

• Business Services Supporting Integration

• BAM Dashboards

• User/Role Management

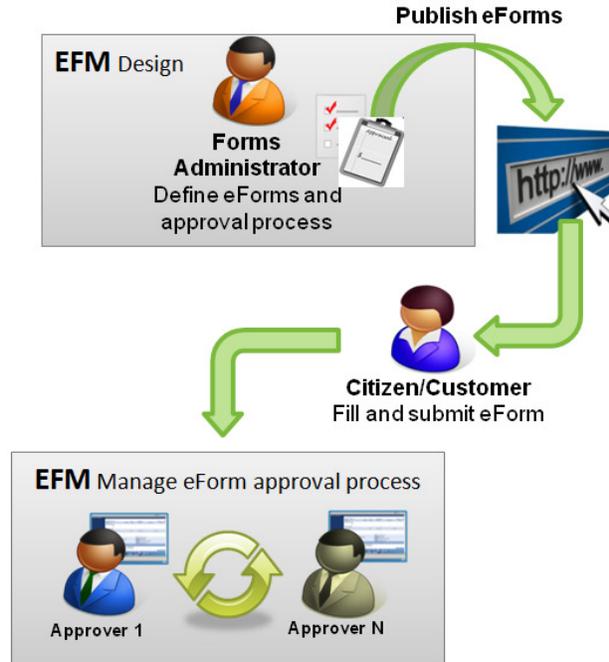• Documentation

• UPK Training

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Figure 1: Best practice BPM-driven solution to enable end-to-end automation of the Electronic Forms Submission & Approval process – from initial submission to final disposition and notification.

Organizations design electronic forms using a web based forms designer. Each form type is associated with specific checklists, routing patterns, and approval flows and policies. Organizations publish eForms on a portal. End users of forms (e.g., Citizens, Customers) select, fill, and submit forms for approval. Electronic Forms Management manages and supports approval process, along with supporting documents and checklists.

Electronic Forms Management – Advantages

- Replace paper driven approval process

- Automated notification

- Standardize approval patterns based on form type

- Role based approvals enables increased approval pool

- Track late approvals

- Identify bottlenecks

CONTACT US

For more information about Oracle Process Accelerators, visit oracle.com/goto/bpm or call +1.800.ORACLE1 to speak to an Oracle representative.

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