

Oracle Process Accelerators for Public Sector Incident Reporting

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.

Incident Reporting is the business process that allows organizations in the public sector to provide actionable responses to citizen reports on incidents. It requires closed-loop interchange of information, as part of an actionable and auditable framework. The progression for incident reporting is shown below.



Figure 1: Business Process Overview of Public Sector Incident Reporting

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

Sample Scenario To understand how this workflow helps to automate a complex set of inter-related tasks, consider the following scenario: A couch flies out of a pickup truck and lands in the middle of a freeway. A citizen driving by places a 311 call to report the incident. A few seconds later, another citizen sends a text message from an iPhone, also reporting the incident. A reporter at the highway patrol station creates an incident report, quickly completing all required fields pertaining to the incident and submitting a record to the Incident Reporting System. An action officer is continually logged in to this system to review incident reports. He assesses the situation and deploys two patrol officers and a CalTrans truck to the scene, then turns it over to a case worker to monitor and escalate as necessary. The caseworker monitors the situation over the next 30 minutes to confirm that the highway patrol has arrived, temporarily blocked traffic from one lane, and moved the couch to the shoulder.

The case manager approves the incident report and extracts it to a NIEM-compliant document. CalTrans reports that the couch has been picked up and removed from the scene. Highway Patrol logs that the situation is resolved. Traffic is flowing smoothly.

Later that day the case manager extracts the incident report to a NIEM model for sharing with other agencies. As yet, no accidents have been reported and no driver has been identified at fault. All of these incidents, reports, and resolutions are linked for follow up, quality control, and eventual auditing and regulatory reporting.



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Public Sector Incident Reporting automates interactions and spans multiple roles among citizens, action officers, caseworkers, and case managers through different channels such as mobile, web, and in person reporting. It provides closed-loop, automated, action-routing based on incident data and rules based recognition of similar incidents. It also provides timely and accurate assignment of responders based on geo mapping and role. The business process implementation lends agility, visibility, and auditability.

Process Accelerators can be deployed as-is, or extended to meet customer-specific requirements. In addition to expediting time-to-value for BPM deployments, Process Accelerators embody best practices and serve as blueprints for organizations that are developing process driven solutions with Oracle BPM Suite.

Organizations adopting Public Sector Incident Reporting not only improve the business process, but also have a unique opportunity to reach maturity in their process management initiative faster and with lower risk by applying best practices and patterns.

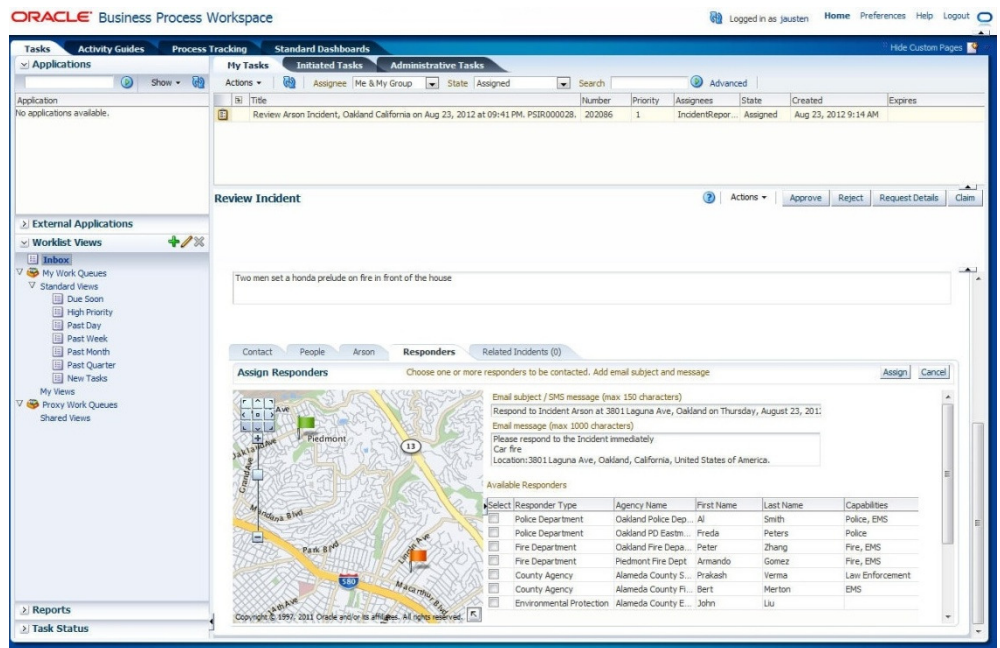


Figure 2: Pre-built user interface in Process Accelerator: for task handling and responding to incident



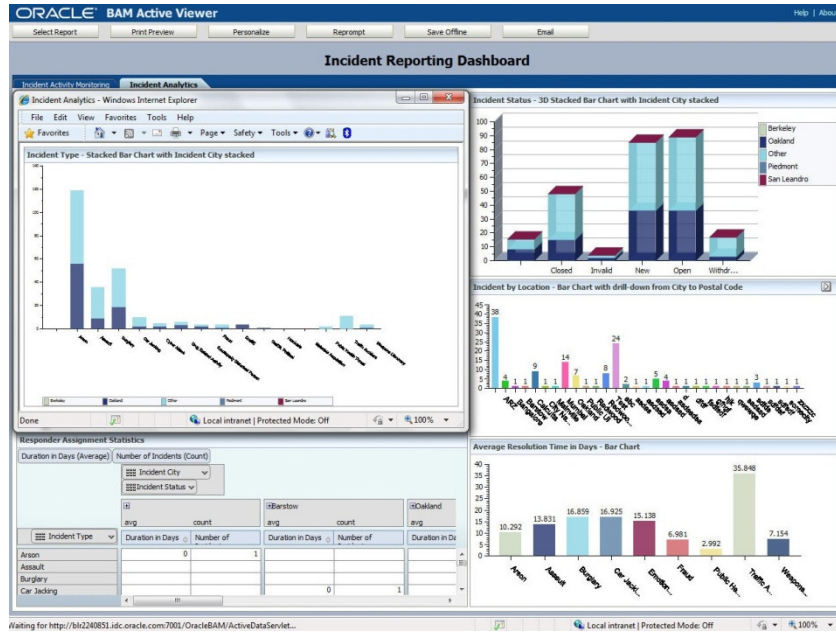


Figure 3: Pre-built Incident Reporting Dashboard for Business Activity Monitoring

Benefits Analysis

Key Features	Benefits
1. Out-of-the-box, ready-to-deploy, end-to-end automation of business account opening	Rapid time-to-value , accelerates IT proficiency
2. Built on BPM 11g, includes SOA stack	Easily extensible for customizations, extensions and integrations
3. Embedded best practices	Speeds adoption of process driven solutions
4. Role centric user interfaces built specifically for each person in the workflow	Positive user experience enhances productivity
5. Documents received or generated during process steps securely stored	Secure and centralized data management
6. Integrated with rules engine with pre-built rules generated checklists	Process agility by decoupling business rules from business process

7. Multiple channel interaction enabled for applicant to interact.	Consistent cross-channel customer experience
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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.