ORACLE

# Oracle Industry Capability Footprint
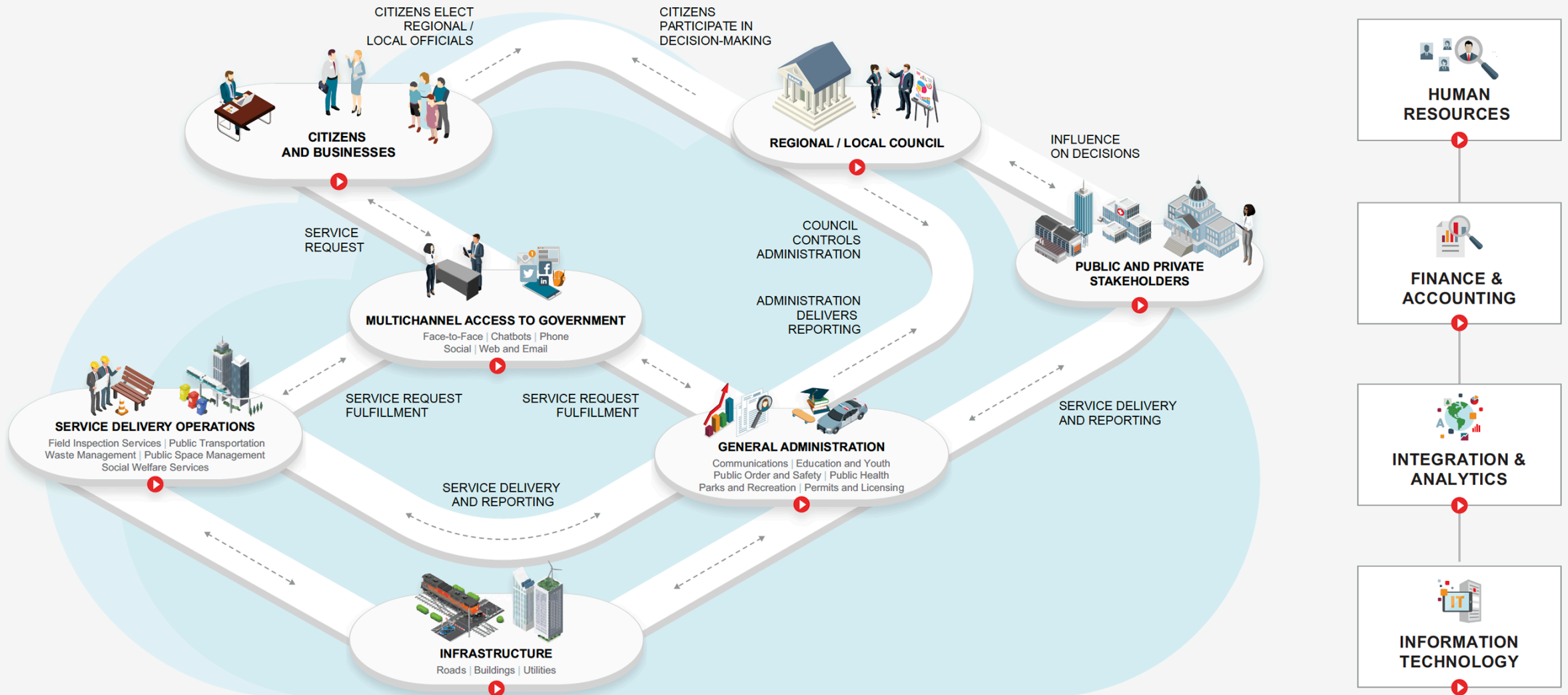
## Public Sector

November 2019

# Safe harbor statement

*The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions.*

*The development, release, timing, and pricing of any features or functionality described for Oracle's products may change and remains at the sole discretion of Oracle Corporation.*

# Industry Value Map – Regional and Local Government

Oracle helps regional and local government plan and build for the future by creating easy-to-use cloud services that connect citizens and businesses with government. Our open cloud platform supports modern front- and back-office capabilities that streamline processes and reduce costs. AI and analytics turn vast amounts of IoT data into predictive intelligence to drive smarter, sustainable government.



CITIZENS ELECT REGIONAL / LOCAL OFFICIALS

CITIZENS PARTICIPATE IN DECISION-MAKING

**CITIZENS AND BUSINESSES**

**REGIONAL / LOCAL COUNCIL**

INFLUENCE ON DECISIONS

SERVICE REQUEST

COUNCIL CONTROLS ADMINISTRATION

ADMINISTRATION DELIVERS REPORTING

**PUBLIC AND PRIVATE STAKEHOLDERS**

**MULTICHANNEL ACCESS TO GOVERNMENT**
Face-to-Face | Chatbots | Phone
Social | Web and Email

SERVICE REQUEST FULFILLMENT

SERVICE REQUEST FULFILLMENT

**SERVICE DELIVERY OPERATIONS**
Field Inspection Services | Public Transportation
Waste Management | Public Space Management
Social Welfare Services

**GENERAL ADMINISTRATION**
Communications | Education and Youth
Public Order and Safety | Public Health
Parks and Recreation | Permits and Licensing

SERVICE DELIVERY AND REPORTING

SERVICE DELIVERY AND REPORTING

**INFRASTRUCTURE**
Roads | Buildings | Utilities

**HUMAN RESOURCES**

**FINANCE & ACCOUNTING**

**INTEGRATION & ANALYTICS**

**INFORMATION TECHNOLOGY**

# Oracle Industry Capability Footprint | Public Sector

| Service Delivery Operations | Infrastructure | General Administration | Public and Private Stakeholders | Multichannel Access to Government | Citizens and Business | Regional and Local Council |
|---|---|---|---|---|---|---|
| Internet of Things | Facility Management | Agile Back-Office Infrastructure | Public-Private Partnerships | Digital Knowledge Base | Integrate and Streamline Processes | Transparency and Collaboration |
| Process Automation | Contract Management | Data Analysis and Integration | Funding Analysis and Reporting | Citizen Service Delivery with Chatbots | Citizen Segmentation and Communication | Compliance Management |
| Mobility Platforms | Public-Private Partnerships | Talent Recruitment, Development and Retention | Budget Allocation and Management | Online Service Request Management | Citizen Engagement with Chatbots, AI, and IoT | Deploy Predictive Analytics |
| Field Services | Revenue Management | Workforce Automation | Facilitate Economic Growth | Multichannel Services | Measure and Optimize Service Performance | Multichannel Communications |
| Prognostic-Driven Maintenance | Citizen Service Delivery | Digitize Employee Engagement | Increase Community Development | Citizen Self-Service | Deliver Online Communications | Social Engagement |

| Human Resources | Global HR | Talent Management | Strategic Workforce Planning | Compensation and Incentives | Payroll | Benefits | Work Life Solutions | HR Help Desk |
|---|---|---|---|---|---|---|---|---|

| Finance and Accounting | Core Accounting And Reconciliations | Accounting Hub and Consolidations | Project Portfolio Management | Planning and Budgeting | Profitability and Cost Management | Financial Close and Reporting | Tax Reporting | Procurement |
|---|---|---|---|---|---|---|---|---|

| Information Technology | Elastic Performant Infrastructure | Servers and Storage | Corporate Networking and SD-WAN | Database and Big Data Management | Security and Identity | Artificial Intelligence | Blockchain | Mobility Platform | Application Development | Micro-Services Platform | Performance Monitoring | On-Premises Cloud |
|---|---|---|---|---|---|---|---|---|---|---|---|---|

| Integration and Analytics | AI-Driven Analytics and Reporting | Data Management and Consolidation | Security and Oversight | Integration of Disparate Systems | Compliance Management |
|---|---|---|---|---|---|

| Data Security and Compliance | Governance Modelling | Compliance Management | Identity Management | Data Encryption | Multi-factor Authentication and Single Sign-on |
|---|---|---|---|---|---|

| SaaS, DaaS, PaaS, IaaS | Partner |
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