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Oracle Modern Best Practice

Digital Business Processes for State and Local Government

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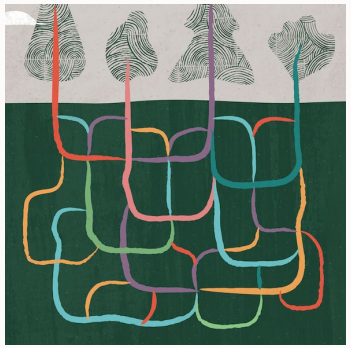
What is Oracle Modern Best Practice?

www.oracle.com/modernbestpractice

Digital business processes that evolve with you



End-to-end across the organization

Radically superior results

Leverages emerging technologies

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Designed for change – evolves with you

240+

Open, Standard, Free

Finance • Plan to Approval • Asset Acquisition to Retirement • Bank Transaction to Cash Position • Expense Report to Reimbursement • Supplier Invoice to Payment • Customer Invoice to Receipt • Customer Statement to Collection • Period Close to Financial Reports • Report to Forecast • Customer Contract to Revenue • Joint Venture Accounting to Stakeholder Settlement • Period Close to Tax Provision • Tax Provision to Statutory Filing • Lease Abstraction to Termination

Procurement • Supplier Registration to Spend Authorization • Insight to Sourcing • Contract Creation to Spend Compliance • Requisition to Payment • Supplier Return to Settlement

Project Management • Plan to Delivery • Project Contract Billing to Revenue Recognition • Project Cost to Accounting • Resource Analysis to Utilization

Risk Management • Security Design to Separation of Duties • Business Process Risk to Continuous Assurance • Audit Scoping to Financial Reporting Compliance • Risk Identification to Organization Readiness

Talent • Recruit to Onboard • Benefits to Payroll • Time Collection to Payroll • Payroll to Payment • Goal Setting to Performance Improvement • Career Planning to Development • Talent Review to Succession • Absence Planning to Productivity Improvement • Incident Report to Workplace Safety • Employee Insight to Workforce Wellness • Employee Separation to Workforce Analysis

Marketing • Data signals to Unified Profiles • Campaign Execute to Lead • Nurture to Opportunity

Sales • Lead to Opportunity • Opportunity to Quote • Quote to Order • Opportunity to Forecast • Sales Play to Key Account Opportunity • Field Sales Prep to Execution • Vendor Lead to Channel Opportunity • Channel Lead to Vendor Opportunity

Sales Performance Management • Sales Strategy to Execution • Coaching Plan to Performance • Incentive Plan to Payment

Service • Customer Contact to Resolution • Service Request to Dispatch • Knowledge Gap to Solution • Sensor Alert to Preventive Maintenance

Product Information • Product release to supply chain readiness • New product to omnichannel commerce • Dispersed item records to unified master

Supply Chain Planning • Sales Objective to Integrated Business Plan • Demand to Management • Demand Forecast to Supply Plan

Logistics • Outbound Shipment to Delivery • Inbound Shipment to Delivery • Freight Invoice to Approval • Trade Screening to Compliance

Order Management • Multi-channel Order to Promise • Fulfillment Orchestration to Invoice • Order to Drop Shipment

Manufacturing • Forecast to Plan • Production Order to Cost Update • Contract Manufacturing Request to Delivery

Inventory • Plan to replenish • Material request to delivery

Product Lifecycle • Design to Release • Part Qualification to Release• Quality Event to Resolution • Part Qualification to Release • Quality Planning to Receiving Inspection

Industry: Retail • Government• Higher Education • Insurance • Banking • Healthcare • Energy and Water

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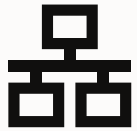
Modern Best Practice for State and Local Government

Become the modern government your citizens expect



HR and Talent Management

- Recruit to Onboard
- Benefits to Payroll
- Payroll to Payment
- Time Collection to Payroll
- Goal Setting to Performance
- Career Planning to Development
- Talent Review to Succession
- Absence Planning to Continuity
- Employee Insight to Work-Life Alignment
- Employee Separation to Workforce Analysis

Permitting and Licensing

- Permit Application to Completion
- Business Licensing Consultation to Renewal

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Modern Best Practice for State and Local Government–HR and Talent Management

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Recruit to Onboard

State and Local Government

Determine Workforce Need
Leverage workforce modeling and predictive algorithms to identify resource and budget needs (e.g., new citizen service initiatives). Understand talent supply and demand to mitigate future shortages due to sizing factors (e.g., pending retirements, jurisdiction growth, reorganizations or RIFs, etc.) Create new workforce plans and submit to finance team for approval. Authorize job requisitions.

Drive Candidate Engagement
Manage agency brand across websites and social media for cohesive messaging. Include digital assistant for candidate interactions. Present relevant content to candidates (e.g., articles and events) and recommendations to personalize the experience.

Manage Sourcing
Find candidates to fill current needs but also those with potential to meet future needs (i.e., new citizen services) by sourcing from social media, referrals, job boards (e.g., veterans, diversity, hard-to-fill), agencies, internal talent profiles, talent pools (i.e., top eligible and layoff lists), and succession pipelines.

Intelligent Screening
Identify top prospects using multitiered automated screening and assessment tools. Review recommended candidate resumes, conduct interviews, perform background checks and document outcomes (e.g., interviewed but not selected, interview no-show).

Select Candidate and Generate Offer
Decide best-fit candidate, analyze offer insights (e.g., likelihood to accept), and collaboratively manage salary details with the compensation team . Obtain required approvals and electronically deliver a policy-compliant offer package.

Onboard and Engage New Hires
Automate the completion of onboarding tasks (e.g., form completion: I-9, W-4, direct deposit) with new hire portal and dashboards. Manage benefits. Establish knowledge requirements and learning plans in compliance with regulations. Track union membership. Begin to envision career paths.

Product Mix: HCM Cloud, EPM Cloud
Popular KPIs: Time to Hire, # of Conversions of Channel X, Rate of Acceptance, % Employees Trained, Retirement Rate

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Benefits to Payroll

Public Sector

Define Benefits Programs
Define plans and eligibility. Assess and determine budget for likely cost. Reuse plan elements across organization as needed, accounting for differences by bargaining unit as appropriate.

Manage Benefits Branding
Update benefits summary and details to recruitment marketing and internal job data to employees and candidates to help manage the organization brand.

Process Enrollment
Schedule annual or periodic enrollments for employee populations. Enable and drive self-service open enrollment. Process life events and on-demand requests (e.g., termination related events, COBRA).

Administer Employee Benefits
Prepare plans and manage employee self-service enrollments. Provide summary explanations to employees.

Notify Providers
Submit employee benefit enrollment information to third-party benefit providers.

Automate Post to Payroll
Automate processing to payroll for the designated pay run.

Product Mix: HCM Cloud
Popular KPIs:, Salary Competitiveness Ratio, Cost/Employee, HR-to-FTE Ratio

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Payroll to Payment

Public Sector

24B

Manage and Monitor Payroll Processes
Proactively monitor agencywide payroll status and processes using interactive dashboards.

Rule-Based Validation
Perform data-driven verification of earnings, hours, local taxes, and deductions according to policy, legislation, and union representation as applicable.

Schedule and Distribute Payments
Generate and distribute employee payments as well as benefits payments per benefits to payroll best practices.

Finalize Payroll Reporting
Generate and securely share payroll reports and synchronize with general ledger. Utilize flexible business intelligence for specialized public sector reporting.

Tax and Social Compliance
Determine tax liabilities and prepare tax filings and deposits.

Maintain Personal Profile
Secure employee access to profile information, pay slips, and so on.

Product Mix: HCM Cloud
Popular KPIs: Cycle Time To Process Payroll, Ratio of Salary Competitiveness, % of Cost of Workforce

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Time Collection to Payroll

Public Sector

24B

Time Collection
Capture time through various online methods or collection devices. Automatically incorporate scheduled absence details and ensure recording against valid projects and cost centers.

Monitor and Plan Workforce Coverage
Monitor time entries, statuses, and processes using different calendar views.

Perform Time Calculation
Execute rule-based time processing and calculation, such as overtime, shift differentials, and other premiums.

Approve Time
Manage approval of time entered by individuals or groups. Approve everything or only exceptions

Transfer Time to Various Consumers
Transfer time to payroll, projects, or any third-party application as appropriate.

Drive Staff Efficiency with Intelligence
Use built-in analytic tools to identify trends, such as overtime usage and staffing shortfalls, to drive future workforce efficiency improvements.

Product Mix: HCM Cloud
Popular KPIs: Cycle Time To Resolve Payroll Errors, Rate of Absenteeism, Rate of Approvals, % of Vacation Days Used

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Goal Setting to Performance

Public Sector

Align Goals and Business Objectives
Define and align organizational unit and employee goals to agency objectives, union and policy mandates, and succession plan needs. Review goal progress using dashboards.

Draft Objectives
Review talent profile to cross reference evaluation with any relevant career goals. Employee or organizational unit shares with manager or leadership the first draft of objectives for achieving set goals.

Improve Goal Attainment with Social Collaboration
Use embedded secure social collaboration to enhance goal processes and increase likelihood of success.

Finalize Goals
Agree and finalize objectives based on feedback.

Employee Self-Evaluation
Employee conducts self-evaluation to measure performance on goals and inherent job-specific competencies. Update talent profile with competency and career goal changes.

Request Colleague Feedback
Employee or organization identifies and asks relevant coworkers and colleagues to provide feedback on individual performance.

Evaluate Employee Performance
Review feedback from others, perform a fit/gap analysis on relevant predefined competencies, and update evaluation validating attainment. Provide frequent performance reviews, finalize evaluation. and update career plan.

Predict Worker and Team Performance
Predict voluntary turnover by analyzing the risk of leaving and performance and determine which recommended preemptory actions to take within compliance rules.

Product Mix: HCM Cloud
Popular KPIs: Rate of Internal Job Hires, % of Workforce Below Performance Standards

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Career Planning to Development

Public Sector

Establish Career Preferences
Review and identify aspirational roles that are of interest to the employee which are suggested by managers, HR, or the HR system using a comparison of attributes to job requirements.

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Define Talent Profile
Match knowledge, skills, and abilities (KSAs), competencies, and content types, such as degrees, licenses, and certifications (e.g., POST, civil engineering credentials, etc.). Identify gaps for the desired role and recommended learning paths.

>

Define Career Goals
Create personalized goals incorporating automated recommendations for blended learning programs (driven by union rules and other role-appropriate factors), automated suggestions, and on-the-job training.

>

Social Learning
Use social engagement to foster curated agency collaboration and real-time knowledge transfer.

>

Recognize Career Planning
Leverage career planning in talent reviews and personal career progression. Monitor and update regularly to incorporate new skills, certifications, and experiences, such as professional designations and committee participation.

Product Mix: HCM Cloud
Popular KPIs: % Employees Trained, Pre/Post Training %

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Talent Review to Succession

Public Sector

Review Talent
Assess talent capabilities through intelligence-driven, collaborative, and interactive online discussion based on the talent profile, recruiting activities, goal and performance factors, career plans, and other sources.

Rank and Assess Talent
Evaluate and calibrate talent using advanced visualization (e.g., interactive 9-Box) and analytics to assess factors such as job fit, growth potential, risk or impact of loss, and performance.

Review Current and Future Talent Needs
Create talent pools or succession plans to track potential fit/gap candidates based on approved workforce plans identifying short-term and long-term talent needs.

Organize Talent
Place employees into talent pools and succession slates based on ranking and assessment data, engagement indicators, and reputation metrics.

Analyze Talent Pools
Discover recommended development needs of talent pool members and automated learning paths to address skill gaps. Track progress of implemented talent development plans.

Assess Succession Plans
Analyze succession plans for individuals and the organization to track bench strength and succession slate readiness. Reevaluate staff as needed.

Product Mix: HCM Cloud
Popular KPIs: Internal Promotions vs. External Hires, Average Age of Retirement, Turnover Rate For Highest Performers

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Absence Planning to Continuity

Public Entities

Define Absence and Leave Plans

Ensure compliance with regulations and organization policies using insight-driven definitions of absence and leave plans, types, and categories.

Create Absence Rules and Controls

Configure different absence and entitlement criteria, eligibility rules, and accrual definitions by job classification, department, bargaining unit, and other job or position attributes.

Enable Employee Self-Service

Optimize employee absence entry through self-service dialogs and enter absence types accessible across any device.

Track Absence Balances

Calculate balances during the year to provide accurate decision support on leave balances for both employees and management.

Monitor Absence Trends and Analysis

Analyze absence trends (e.g., excessive time off surrounding holidays and weekends; absences by employee, manager, or business unit) to provide organizational continuity guidance for critical citizen support (e.g., police and fire coverage). Maintain ledger balances by monitoring absence liability reports, and to facilitate statutory public transparency.

Product Mix: HCM Cloud
Popular KPIs: Rate of Absenteeism,

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Employee Insight to Work-Life Alignment

Public Sector

Design Outreach Initiatives

Create talent and wellness initiatives that align with the agency's mission. Promote programs to leadership and staff to generate awareness and participation.

Obtain Baseline and Set Personal Goals

Leverage key insights to identify and set goals in alignment with personal and career aspirations as well as organizational initiatives. Determine steps for attainment (e.g., classes, seminars, volunteering, and fitness efforts).

Manage Wellness Progress

Track, measure, and evaluate trends and patterns of wellness activities using dynamic tools, including wearables and smart phone apps, to achieve goal success.

Measure Reputation

Optimize social presence and reach by measuring the level of influence, impact, generosity, and activity on initiatives and performance using input from internal or external sources, including social media and survey tools.

Identify Development and Mentorship Opportunities

Blend talent, reputation, and participation data to gain insight into workforce effectiveness and adjust development plans and talent profiles as needed. Discover hidden skills, potential mentor or mentee relationships, and potential staff redeployments to fulfill project gaps.

Join Volunteer Opportunities

Engage in internally crowdsourced volunteer projects and organization-sponsored community outreach programs that improve agency public image, are of interest, and foster targeted career development successes for the workforce.

Receive Kudos, Rewards, and Recognition

Receive acknowledgment of goal attainment and progress that promotes work-life alignment and cultivates workforce engagement in mission-supportive HR concepts, such as talent profile management.

Product Mix: HCM Cloud
Popular KPIs: Percentage of Vacation Days Used, Employee Satisfaction Index,

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Employee Separation to Workforce Analysis

Public Sector

Process Employee Separation
Complete employee separation process, incorporating legislative or union bargaining unit entitlements and department-specific policies.

Perform Exit Interview
Gain insight into the employee's experience with the organization and understand why they decided to leave if applicable and manage off-boarding matters proactively.

Finalize Compensation Payout and Benefit Administration
Automate processing and prorate pay due upon termination. Validate benefits expiration dates and perform COBRA notification and transition. Facilitate retirement transition as applicable.

Post to Payroll
Automatically post final pay to payroll with verification of final deductions and adjustments for scheduled or off-cycle payroll runs.

Analyze Workforce Trends
Predict future workforce movement and prevent attrition by analyzing turnover factors to determine correlations across a variety of data, such as region, job, department, geography, union affiliation, and exit interview content.

Product Mix: HCM Cloud
Popular KPIs: Average Tenure, Retirement Rate, Attrition Rate, Diversity Rate, Number of Contractors, Voluntary Termination Rate,

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Modern Best Practice for State and Local Government–Permitting and Licensing

Permit Application to Completion
Public Sector

Apply for Permit
In addition to over-the-counter service, leverage the online permit guide and digital assistant to help residents complete the right information for each permit type on any device. Provide fee estimates and accept payments electronically.

Process Application
Automatically route tasks to the appropriate staff for each permit type. Get personalized worklist, prioritize tasks, and drill down for details in a centralized work area. Provide supervisors with dashboards to access key information on all tasks, track status, and manage scheduling.

Review Required Documents
Automatically route documents, such as building plans, to the right departments and staff for each permit type. Drive the review cycle with automated assignments, calculated due dates, and service level commitments. Use electronic document review for feedback and revisions.

Issue Permit
Generate physical permit cards or electronic versions and notify the applicants. Set rules to handle impending permit expiration and conditions for extension and alert responsible parties automatically.

Perform Inspection
Plan, manage, and record inspections on any device. Use guided checklists and scoring algorithms to ensure inspection consistency. Post evidence using photo, video, and captured signatures. Establish a central schedule where inspection times can be reserved from a public portal, claimed by inspectors, or assigned automatically.

Complete Permit Process
Record the completion of the permitting process. Get departmental or individual performance indicators on dashboards to optimize operations.

Product Mix: Oracle Permitting and Licensing
Popular KPIs: permit counts, inspection pass rates, top permits with major violations

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Business Licensing Consultation to Renewal

Public Sector

Provide Entrepreneur Consultation
Encourage participation with options and tailored communications during the online intake process. Assign appropriate resources for each appointment based on stated needs. Use agenda templates to ensure coverage of required topics.

>

Submit Application
leverage an online application to collect industry-specific information for each business type on any device. Use information collected before and during a consultation to easily create the license application. Provide fee estimates based on the application type and reported revenue. Accept payments electronically.

>

Process Application
Automatically route tasks to the appropriate staff for each permit type. Get personalized worklist, prioritize tasks, and drill down for details in a centralized work area. Provide supervisors with dashboards to access key information on all tasks, track status, and manage scheduling.

>

Approve Application
Generate a physical business license certificate or an electronic version and notify the applicant. Use dashboards access to all business entity activities, including license, permitting, zoning requirements, conditional use or operating requirements, and municipal code violations.

>

Renew Business License
Easily track compliance and automatically alert businesses of expiring or expired licenses. Use the same intake process to handle buying, selling, or transferring ownership of businesses while retaining all historical records. Get insights on license activities, related revenue, and noncompliance on a dashboard.

Product Mix: Oracle Permitting and Licensing
Popular KPIs: business counts and industry mix, license renewal trend, application processing time

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