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How to Transform Citizen Services? The Oracle iGovernment model

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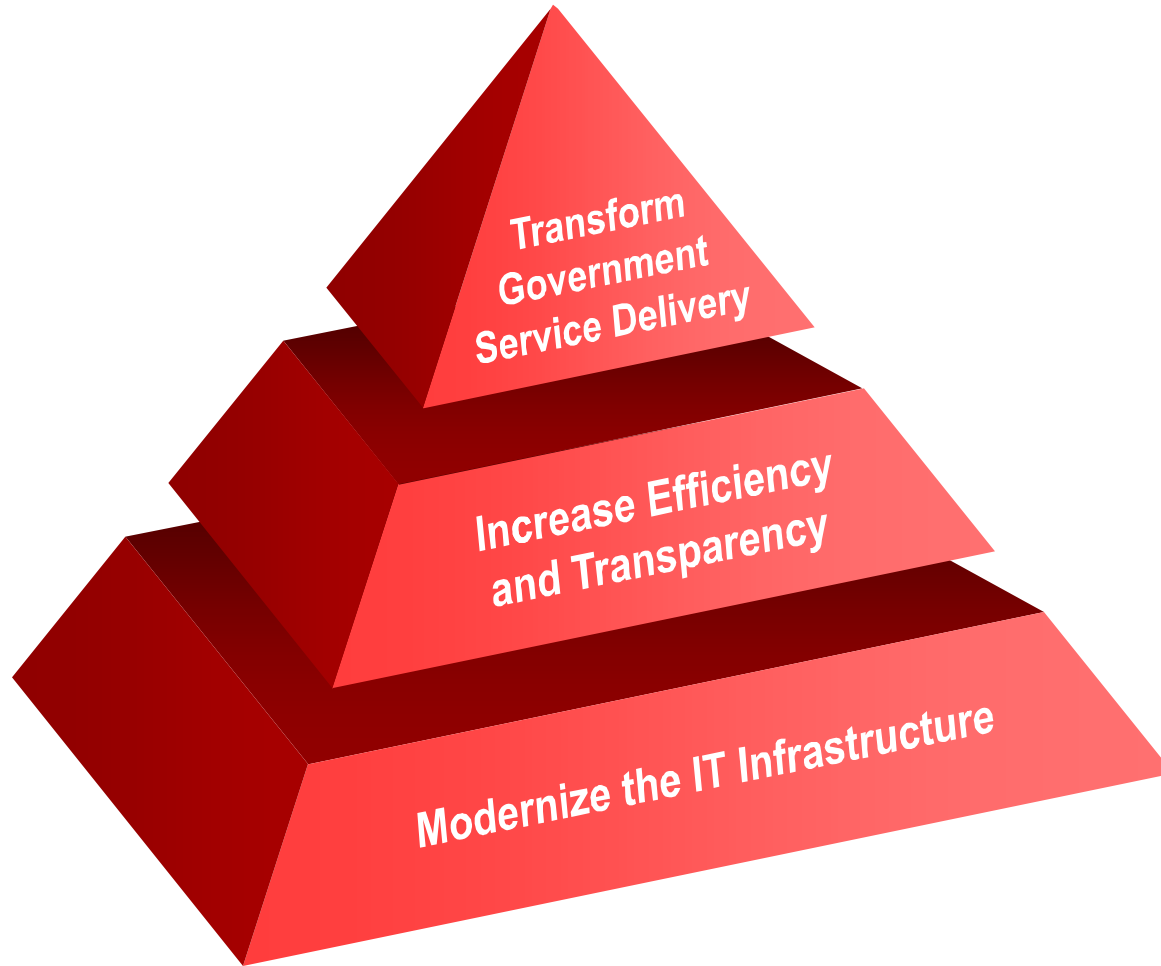
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eGovernment Issues

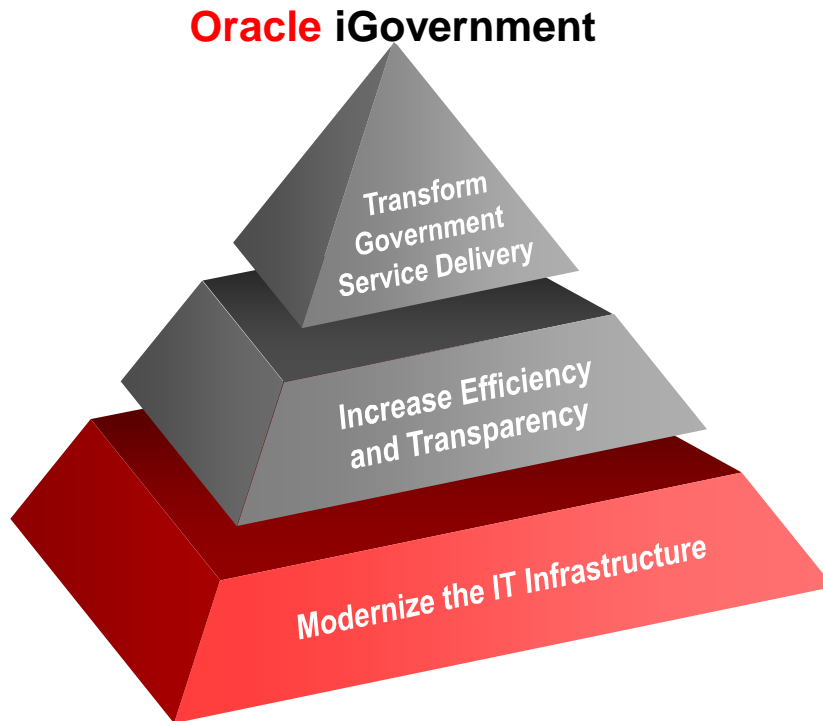


From eGovernment to...

Oracle iGovernment

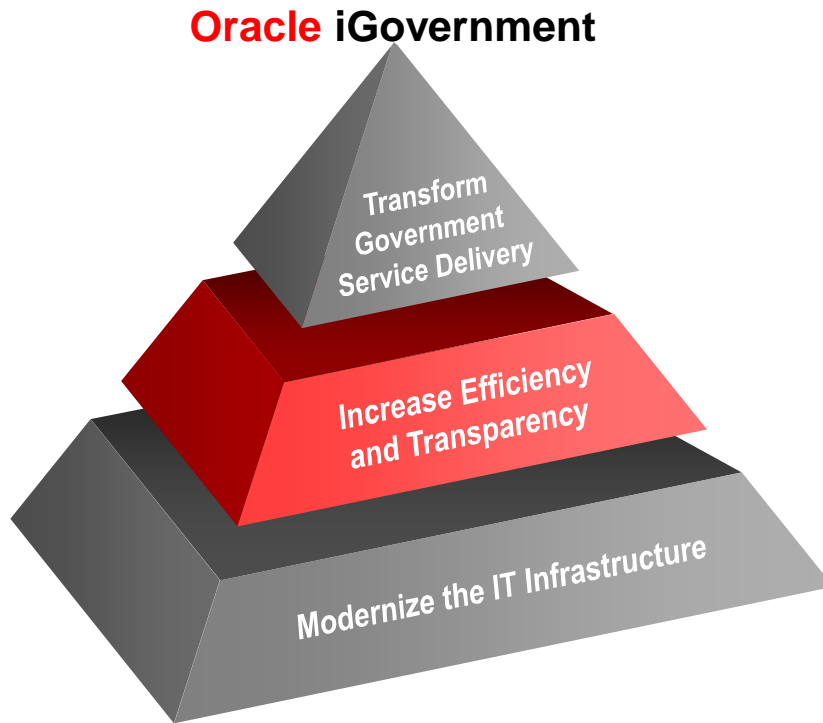


Modernize the IT Infrastructure



- Support Open Standards
- Transition to Grid Computing and Virtualization
- Migrate to a Service Oriented Architecture
- Ensure Security and Controlled Access
- Solutions
 - Database
 - Identity Management
 - Fusion Middleware

Increase Efficiency and Transparency



- Deliver Shared Services
- Streamline Business Processes
 - Planning and Budgeting
 - Tax and Revenue
 - Financial Management
 - Human Capital Management
 - Procurement
 - Project and Grant Management
- Ensure the Integrity of Operations

Standardize Systems and Processes

CENTRALIZE Decision-making Where Possible



- ✓ Standardize policies and business rules
- ✓ Adopt best practices
- ✓ Identify common process and application owners
- ✓ Use open technology standards
- ✓ Minimize number of IT systems

Automate Processes

ADOPT Self-Service Wherever Possible



- ✓ Use an integrated application architecture
- ✓ Integrate systems enterprise-wide
- ✓ Organize around end-to-end processes
- ✓ Reduce process complexity

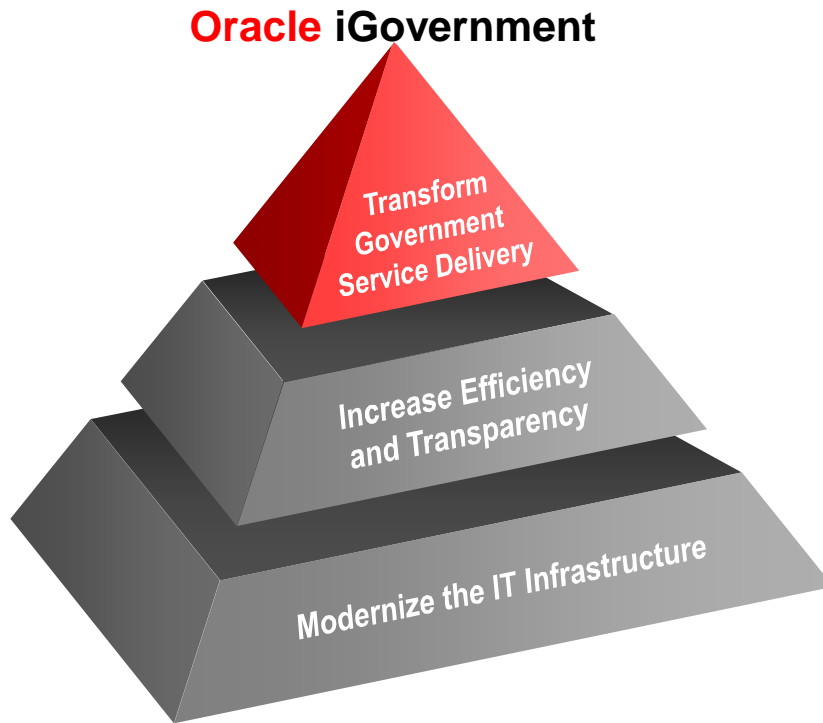
Move to Shared Services

Implement Shared Services Wherever Possible



- ✓ Manage new programs while controlling costs
- ✓ Increase customer satisfaction by improving service levels
- ✓ Increase levels of control
- ✓ Provide efficient central processes while providing agency/department flexibility

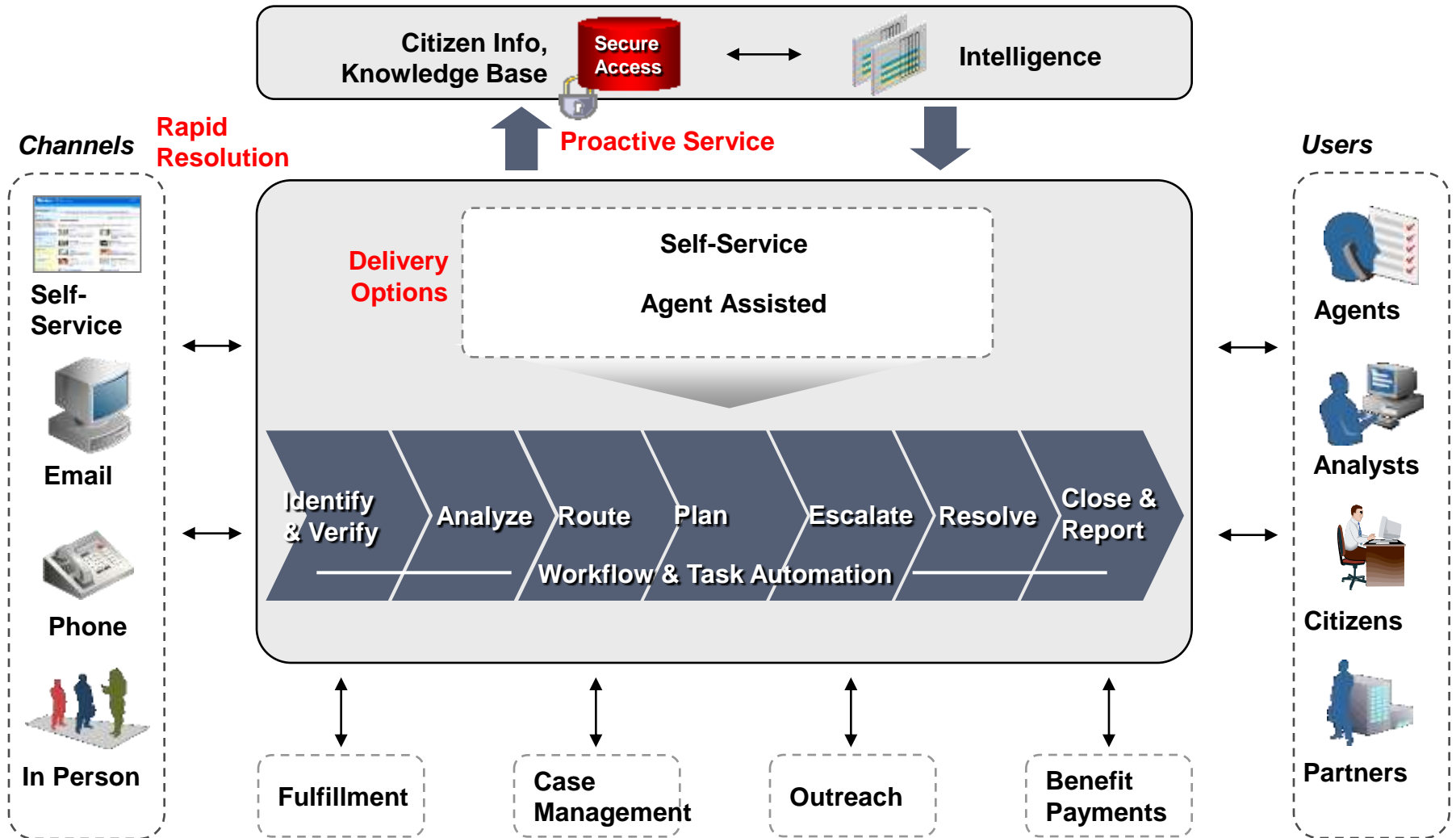
Transform Government Service Delivery



- Provide a Common Service Delivery Platform
 - CRM (client centric)
 - Case Management
 - Portals and Content
 - Automated Workflow and Assignment
 - GIS
 - Mobile Computing
 - Rules Engine
- Manage Master Data
- Enable Self-Service
- Embed Business Intelligence and Analytics

Common Service Delivery Platform

Transform Customer Service for Government



Case Analytics

File Edit View Navigate Query Tools Help powered by SIEBEL

Queries:

Analytics Dashboard: **Analytics Dashboard** Cases Suspects Incidents Groups

Analytics Dashboard

Case Analysis **Suspect Analysis** Lead Analysis Edit Dashboard

Case by Region by Type - Midwest

Cases by Type

Region	Case Type	Number of Cases
MIDWEST	Auto Theft	6
	Bank Robbery	39
	Money Laundering	16
	Smuggling	24
	Violent Crime	18

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Cases by Status

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Cases by Region

Cases by Geography

My Case List

Case Id Number	Case Name	Case Status	Case Link
130258-2224304	Dole-Income Appeal	Closed	Link
130258-22244125	Picard-Family Support Appeal	Closed	Link
130258-25685734	Severe juvenile diabetes for uninsured 12-year old	Solved	Link
130258-3688901	Armed Robbery - First National Bank of Chicago	Active	Link
2626-10066	OH, 09/04 - 903 North St, Wachovia	Solved	Link
2626-12124	IL - 09/03 - 502 N Columbus St, Bank of America	Active	Link
2626-22661	IN - 02/03 - 707 King St, National Bank	Solved	Link
2626-54118	IL - 01/04 - 140 Lite St, Citibank	Solved	Link
2626-55431	IL - 06/04 - 1000 Arena Dr, Royal Bank	Inactive	Link
2626-88352	IL - 04/04 - 1005 N 12st, Royal Bank	Solved	Link
2626-98882	IL - 10/04 - 1200 Leedom St, Suntrust	Active	Link

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FBI issues alert to FAA: Shoulder mounted roc 1 of 7

Oracle's recommendations on e-Government strategy and execution

- Define e-Government strategy and long-term goals
 - Most countries have it
- Define execution plan for the e-Government strategy
 - Most countries don't have it
- Avoid gap between e-Gov strategy and procurements driven by short-term interests
- A strong agency (Ministry) should be in charge of execution of e-Government strategy
- Create citizen awareness, motivate them to use the services, make it easy to use

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