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Smart Policing with PIIMS

(Police Integrated Information Management solution)

Peter Nevitt - Director, Justice and Public Safety,

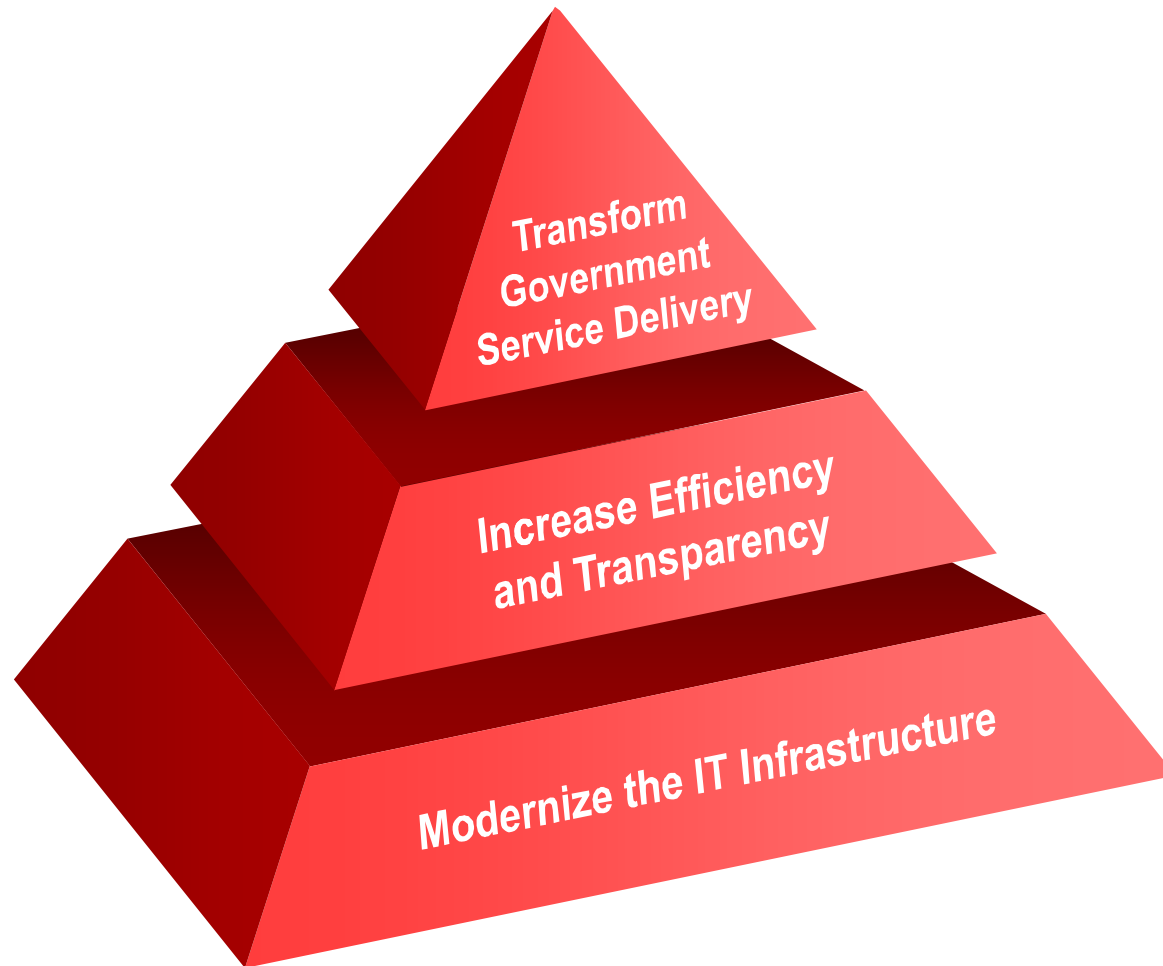


The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remain at the sole discretion of Oracle.



From eGovernment to...

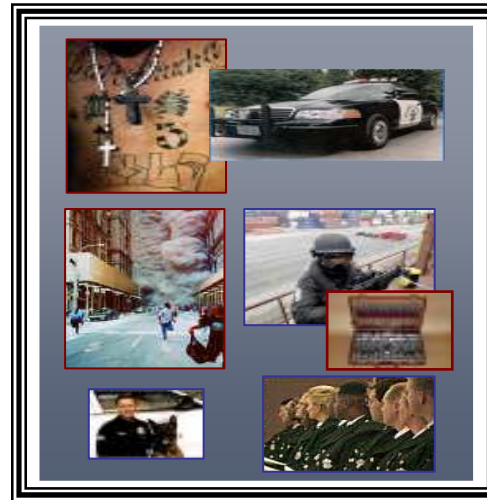
Oracle iGovernment



Justice & Public Safety/ Homeland Security Solutions

Justice & Public Safety

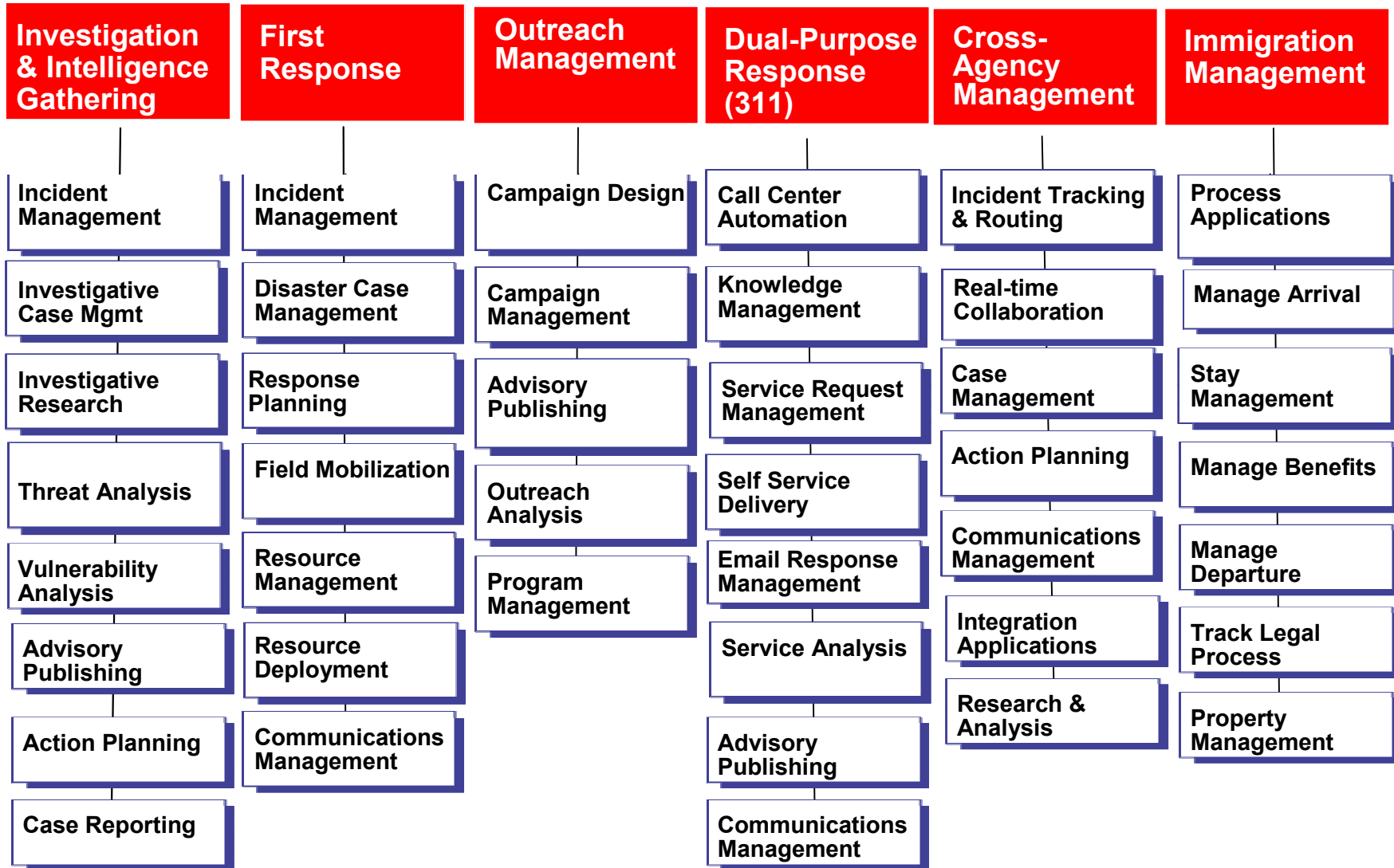
- **Law Enforcement**
 - Tips/Lead Management
 - Intelligence
 - Tickets/Citations
 - Incident/Investigation
 - Gangs
 - Evidence Management
 - Criminal History
 - Legal documents [warrants, etc]
 - Prosecutions
- **Courts**
 - Court Case Management
 - Litigation Case Management
- **Corrections**
 - Institution/Community offender management
- **Emergency Services**
 - Emergency Operations
 - Prepare, Respond, Recover



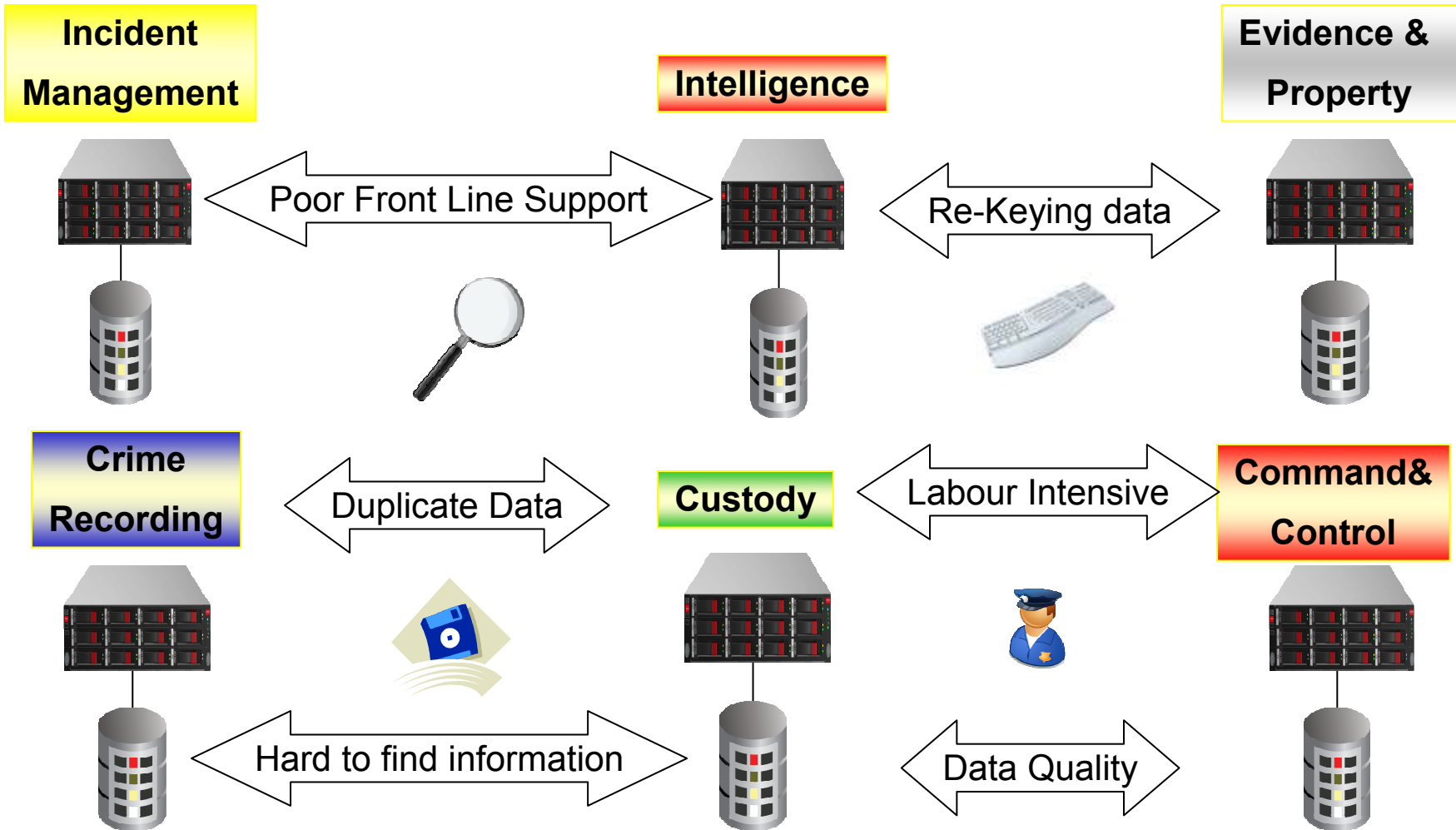
Homeland Security

- **Intelligence**
 - Tips/Lead Management
 - Source [HUMINT] Management
 - Intelligence Request, Tasking and Tracking
 - Intelligence Product Catalog management
 - Intelligence Database
- **Immigration**
 - Visa/Passport Management
 - Border Controls
 - Asylum Applications
 - Detention/Removal
- **Customs**
 - Import/Export Controls
 - Ports of Entry Management
 - Land/Air Operations
- **Border Management**
 - Border Security

Siebel Solution Map for Public Safety



Disconnected Systems lead to Operational Issues



Policing is an Integrated Process



System of Systems Approach

System of Systems Approach

Comprehensive investigation and intelligence program (grass roots emphasis, fusion and analysis, actionable products)



Oracle's Enterprise Solution for Police

Provide an end-to-end comprehensive integrated solution leveraging our world class database, fusion middleware, and applications and **selected partner products.**

Re-use and integrate existing applications

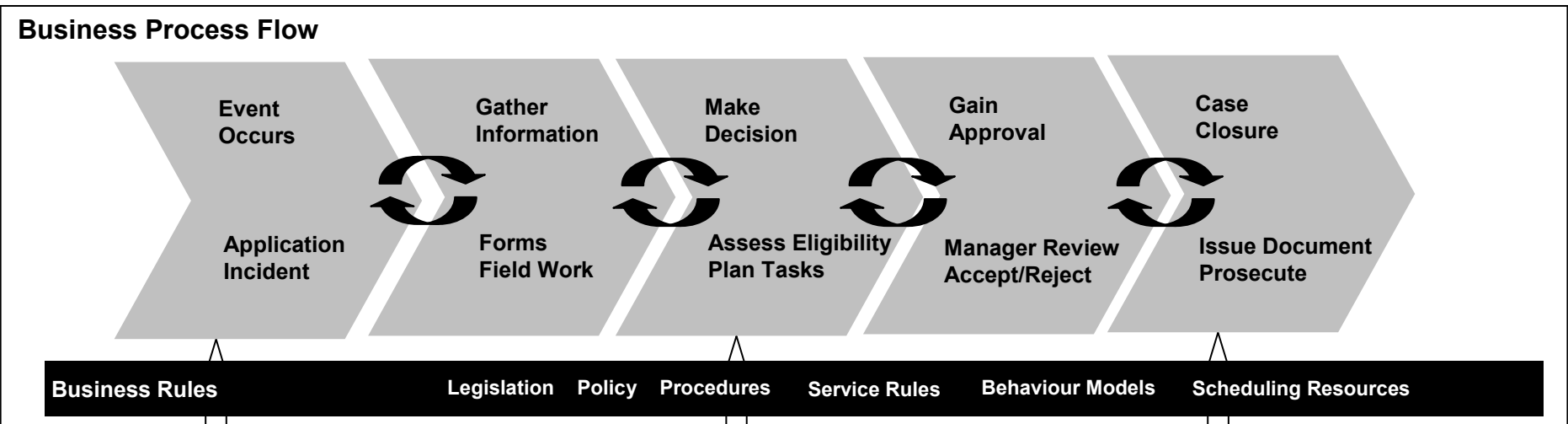
- Improved tasking, investigation, evidence gathering, arrest processing and court file preparation
- Real time analytics and visualisation tools from i2
- Improved real-time integration and trusted information sharing
- Secure, scalable, reliable infrastructure



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**Oracle's Police Integrated Information solution -
PIIMS**

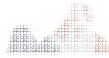
Police Architecture requirements



Oracle delivery Architecture

Involves parties

Citizens



Businesses



Trusted 3rd parties



Government Employees

Middleware - Oracle Service Bus, BPEL, BAM

Portal - Oracle Self Service - Contact Center Anywhere

Business Process Flow

Event

Gather

Make

Gain

Case

Process Modelling - BPM

Case Management - Siebel

Incident

Field Work

Plan Tasks

Accept/Reject

Prosecute

Rules Management - Haley, RTD, Real Time Scheduler

Content & Document Management - UCM

ERP - Oracle E Business Suite - Peoplesoft

Business Intelligence, Hyperion EPM, GRC and i2's iXV

Database, Clustering, IDAM, Spatial

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Oracle – 30 Years of Security Leadership

1977

2006

Audit Vault
Database Vault
Content DB, Records DB
Secure Enterprise Search
Thor & Octet String (IdM Acquisitions)
Phaos, Oblix, (IdM Acquisitions)
Database CC Security Eval #18 (10g R1)
Transparent Data Encryption
VPD Column Sec Policies
Fine Grained Auditing (9i)
1st Database Common Criteria (EAL4)
Oracle Label Security (2000 8.1.7)
Virtual Private Database (1998)
Enterprise User Security (8i)
Database Encryption API
Kerberos Support (8i)
Support for PKI
Radius Authentication
Network Encryption (Oracle7)
Oracle Advanced Security introduced
First Orange Book B1 evaluation (1993)
Trusted Oracle7 MLS DB
Government customer (CIA – Project Oracle)



Oracle Security Strategy Built the “Protected Enterprise”

Identity Management

- Secure and Control Access to applications
- Manage and Provisioning of Identity
- Store Identity

Secure & Manage Web Services

- Authentication, Encryption

Databases Security

- Database protection with encryption, control access
- Control of DBA's, separation of Duties,
- Audit access activities.



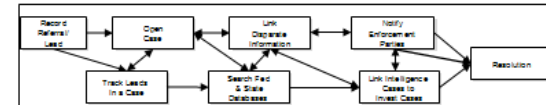
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Oracle's Police Case management / work flow

Siebel Investigative Case Management

- Manage Complex Business Process

- Flexible Process Flows
- Business Rule Driven



- Information Management

- Flexible Data Model
- Master Data

Lead Management • Use as a secure collaboration tool, available to all • Route to the right resource for follow-up or review as part of the process case	Evidence Management • Track all forms of evidence disposed • Ensure visibility to all parts of the organisation • Take 'hard' assets	Incident Management • Capture complete law enforcement information on external events • Capture local dispute request for service
Offenses Enter and track all crimes that the perpetrator allegedly committed as part of the incident ('actual')	Locations Track specific locations using GPS coordinates or continually updated ('the old mill')	Subjects Track individuals whose names are unknown, but statistical data known ('John Doe')
Offenders Track known perpetrators of criminal offenses	Circumstances Track the 'what', 'how' or 'aggravating factors' that surrounded a case ('blackmail')	Suspects Connect with a case track all suspects
Identities Track multiple aliases of individuals in the system	Arrests Track arrests made in the course of an incident investigation. Arrests are tied to individuals	Victims Track victims in the context of offenses or incidents

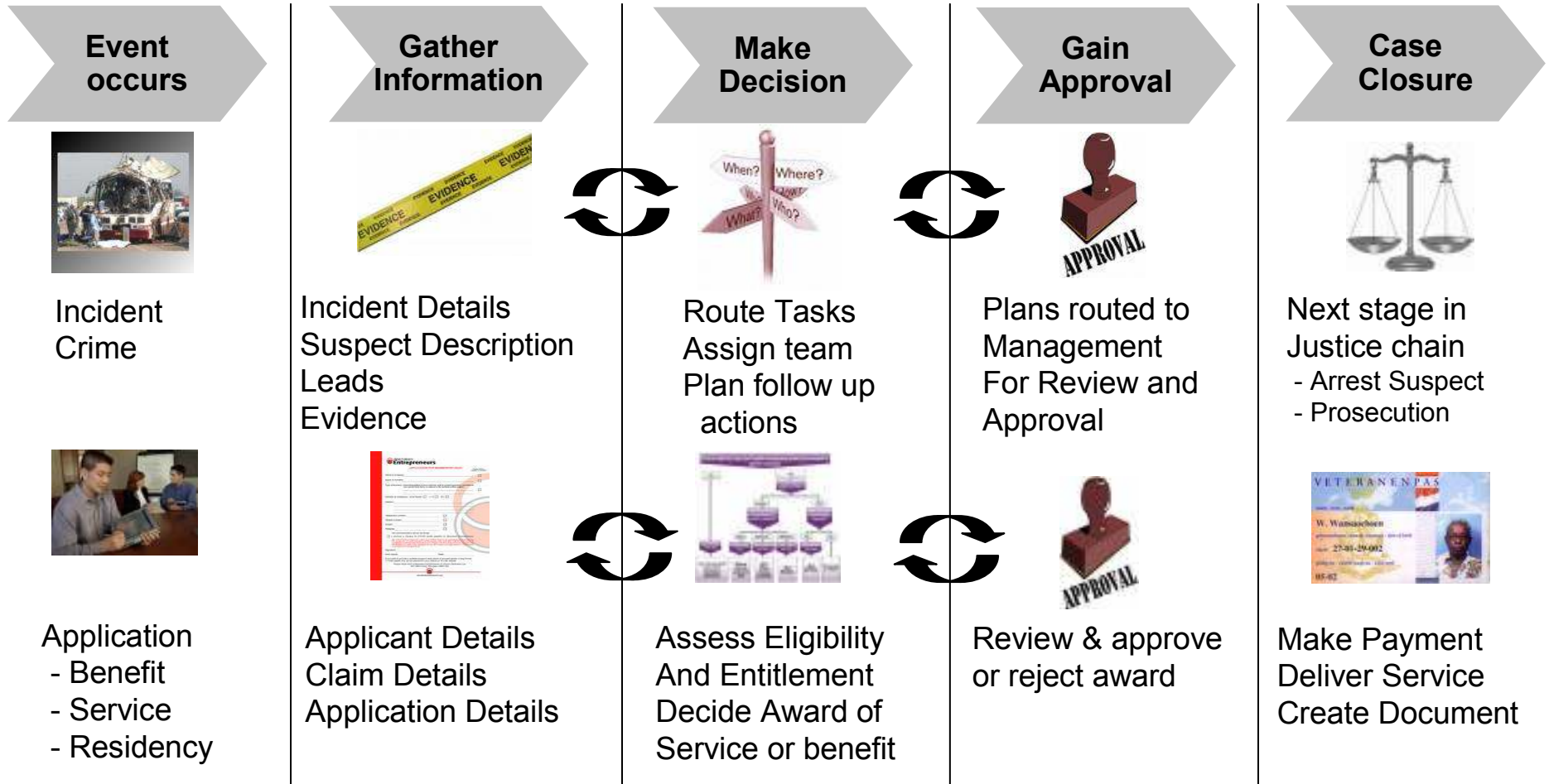
- Business Insight

- Provide organisational performance tracking
- Intelligence Led Operations



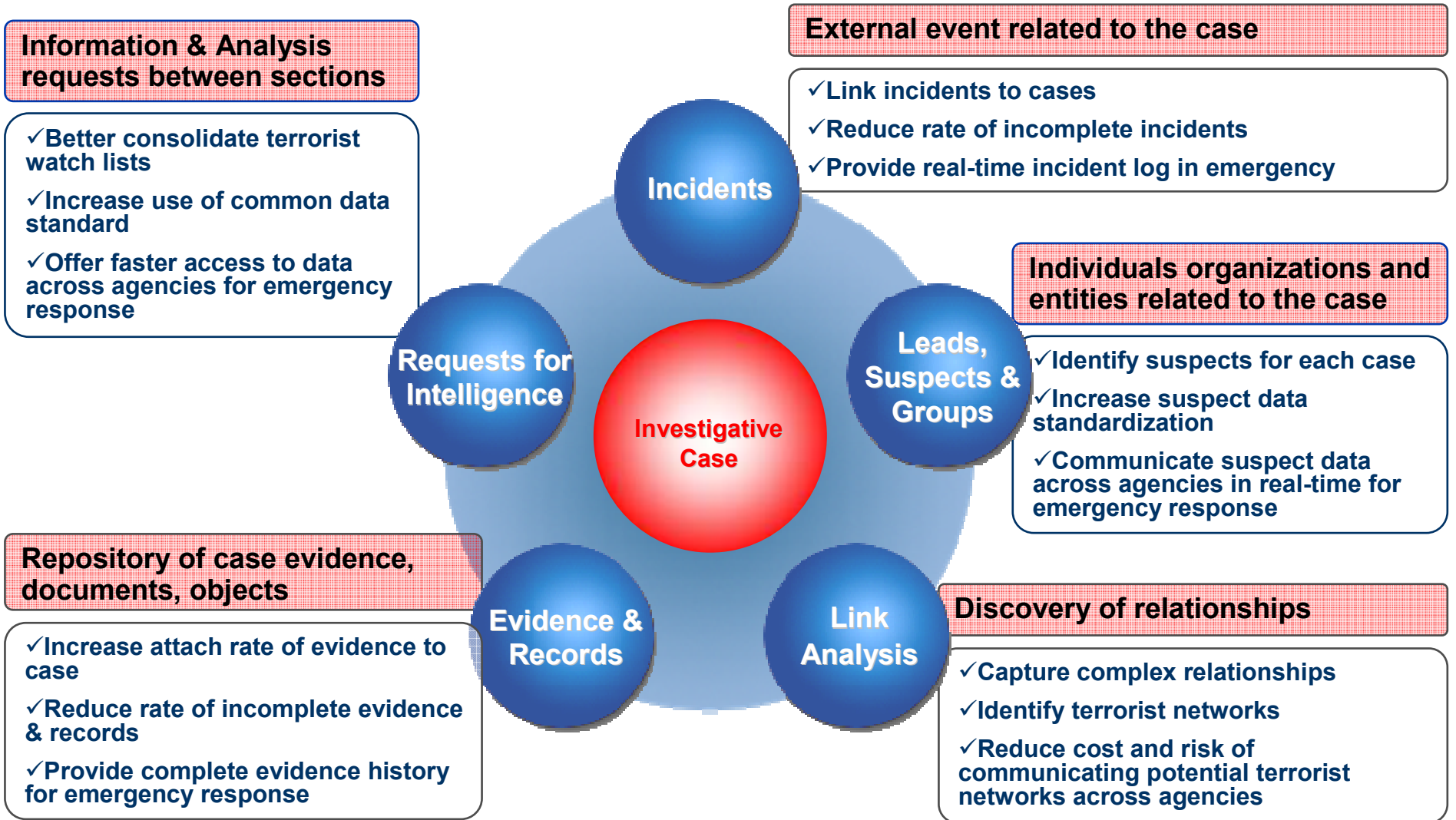
Channels	Security	Integration	ID Management	Manageability	Scalability
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The Case Management Lifecycle



Investigative Case Management

Police Strategic Objectives



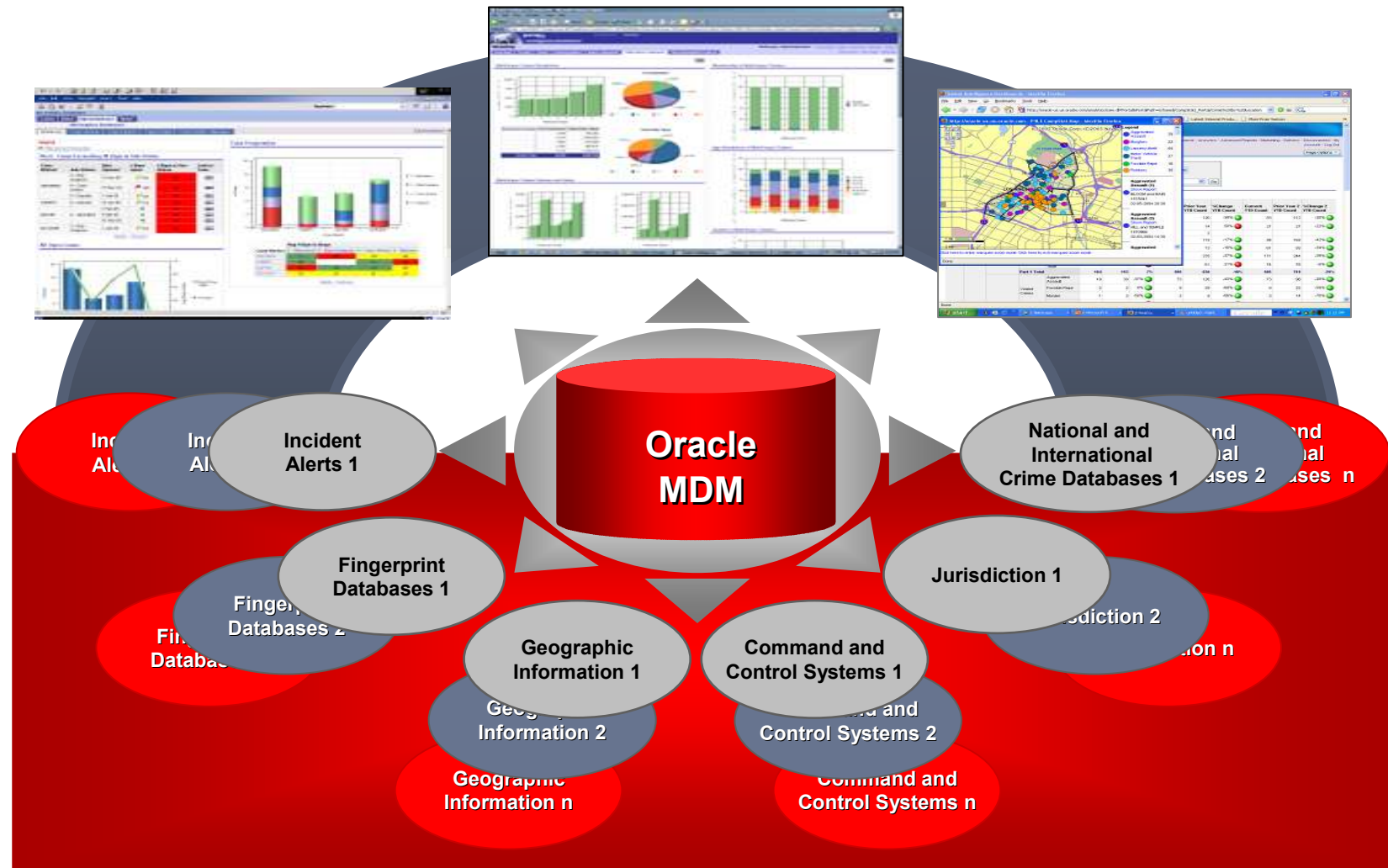


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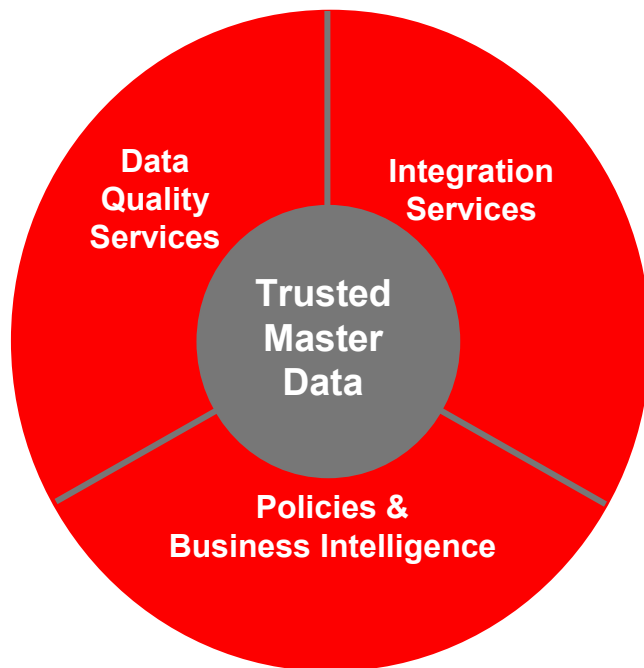
Master Data Management for Police

Oracle Master Data Management

Foundation for effective Investigative Case Management



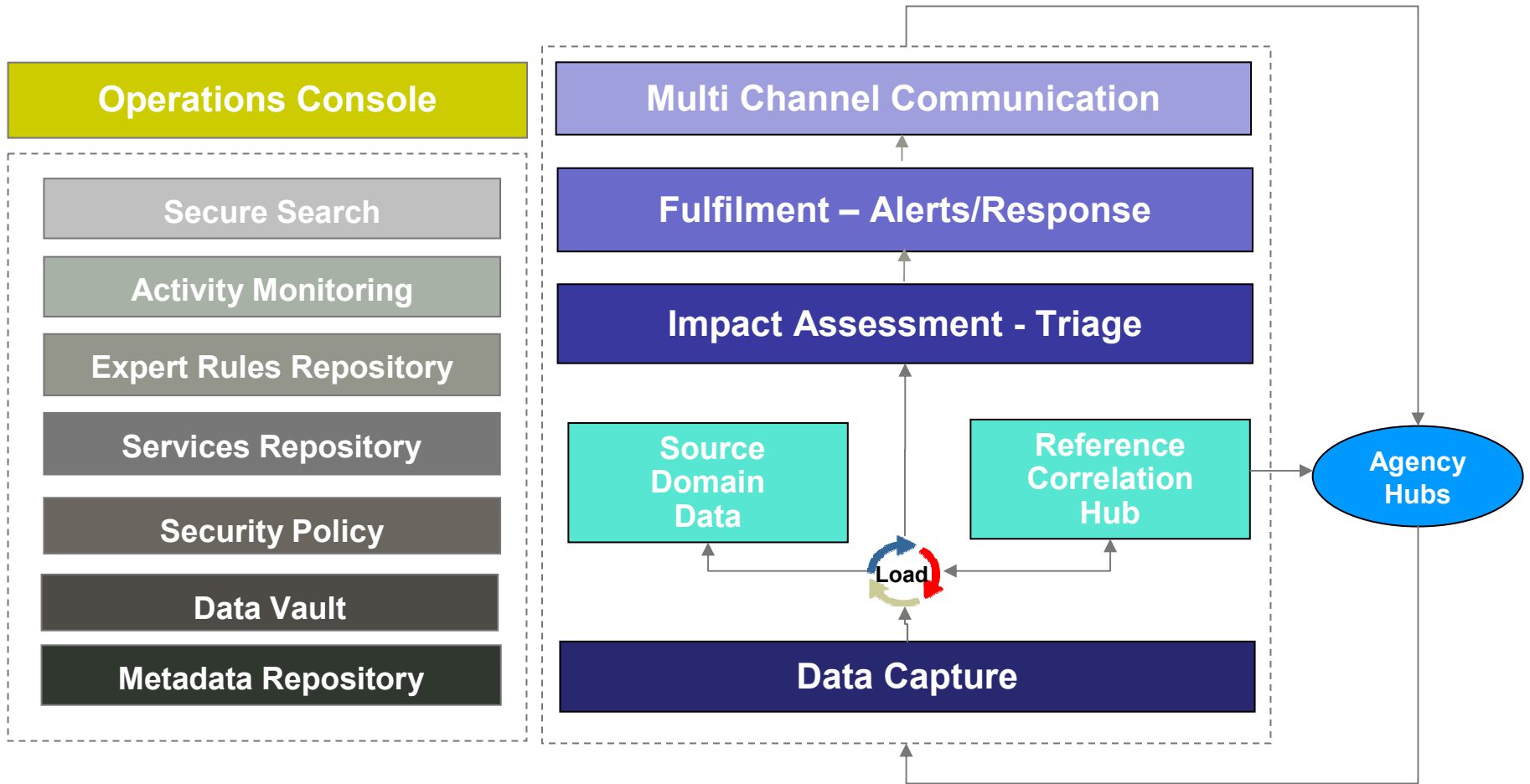
Master Data Management



Master Data Management provides the ability to...

- Consolidate/Federate** master & shared information into one place
- Cleanse and Enrich** data centrally
- Distribute data as a single point of truth** as a service to consuming applications, enterprise business processes and decision support systems
- Integrate Best of Breed** - Consistency in a siloed environment
- Enterprise agility** (easier migration ability)
- BI Accelerator**

Active Information Hub





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Business intelligence for Police – incident and case analytics

Case Analytics

Targeting & Delivery



Outcome Modeling

- Correlation of case outcomes with services delivered and citizens served
- Root cause analysis into process and organizational bottlenecks

Organizational Efficiency



Rapid Realignment

- Direct, normalized comparisons of performance against organizational averages and stated targets
- Exception-based analyses highlighting problem areas

Performance Scorecard



CUSTOMER

Informed Action

- Intelligent, prioritized To Do lists
- Automated alerts serving up insight directly to the point of greatest impact
- Seamless navigation from role-based dashboards to case processing

Work Center (Real-Time)



Embedded Analytics



Predictive Insight

- Proactive case processing with current work queues, case load pipelines, backlog and overdue activities
- Identification of changes in resolution rates and processing times

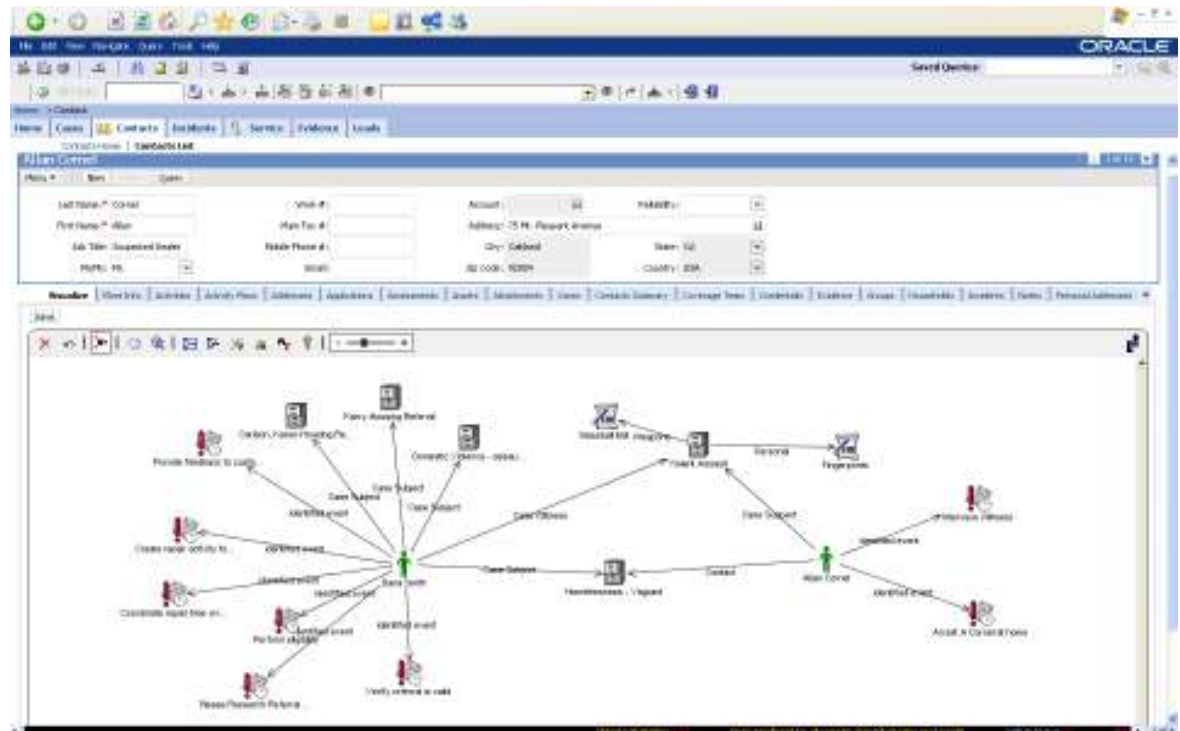
Workloads & Backlogs



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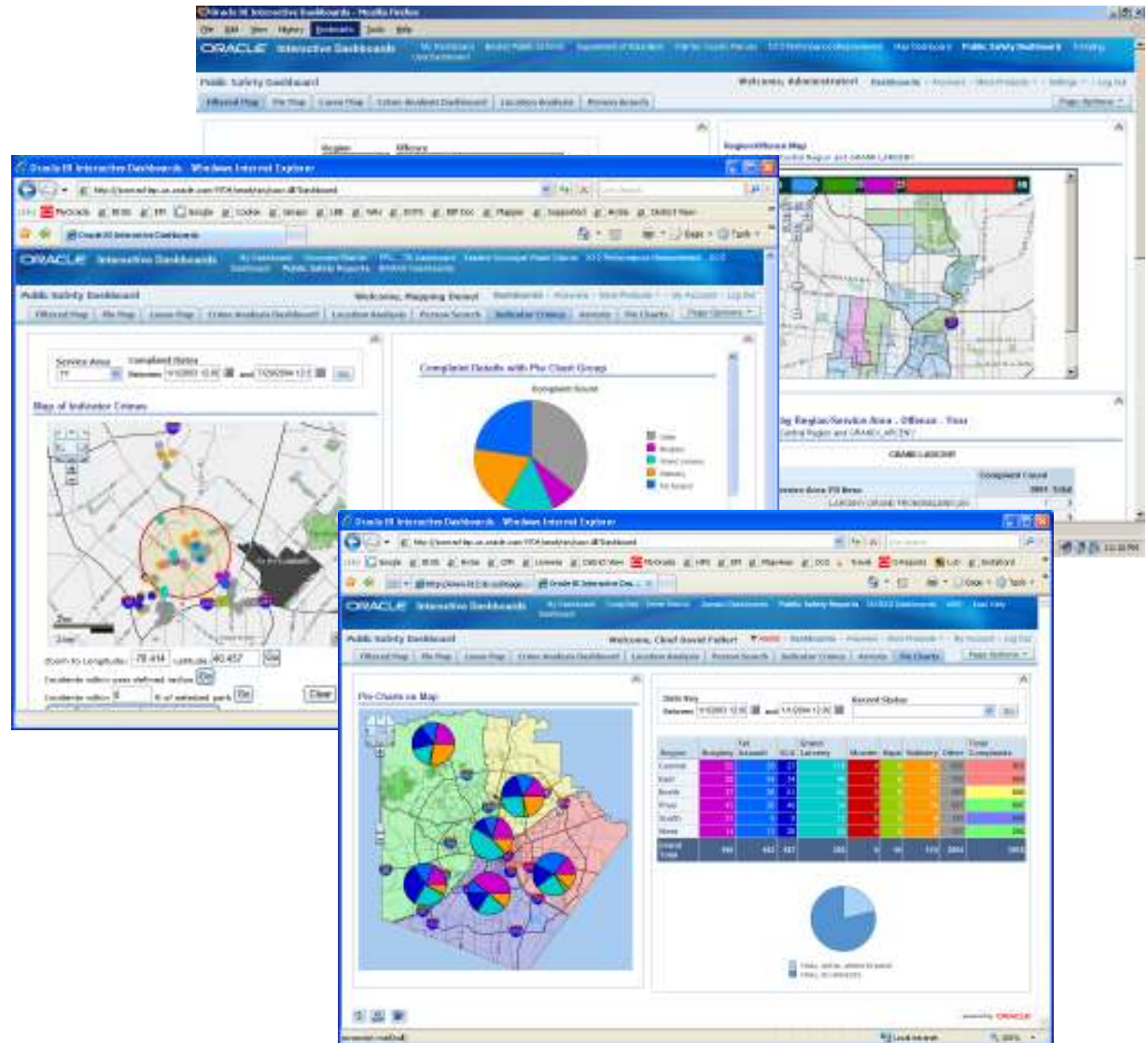
Integration with Visualisation tools

- Working with i2
- iXv embedded into Case Management
- Direct links to live case data
- Extends Analysis tools to front line officers



Integration with Location Intelligence

- Oracle Spatial and Business Intelligence working together
- To map crimes in the territory
- Providing Location and Proximity Analysis
- As a stand alone BI solution or embedded in Case Analytics





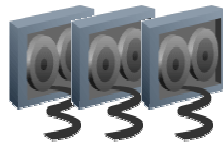



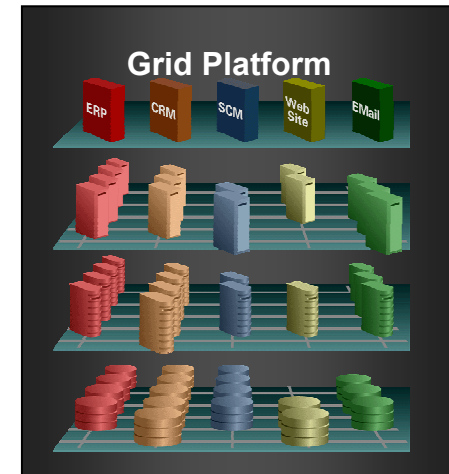


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Technology Solutions for Public Sector

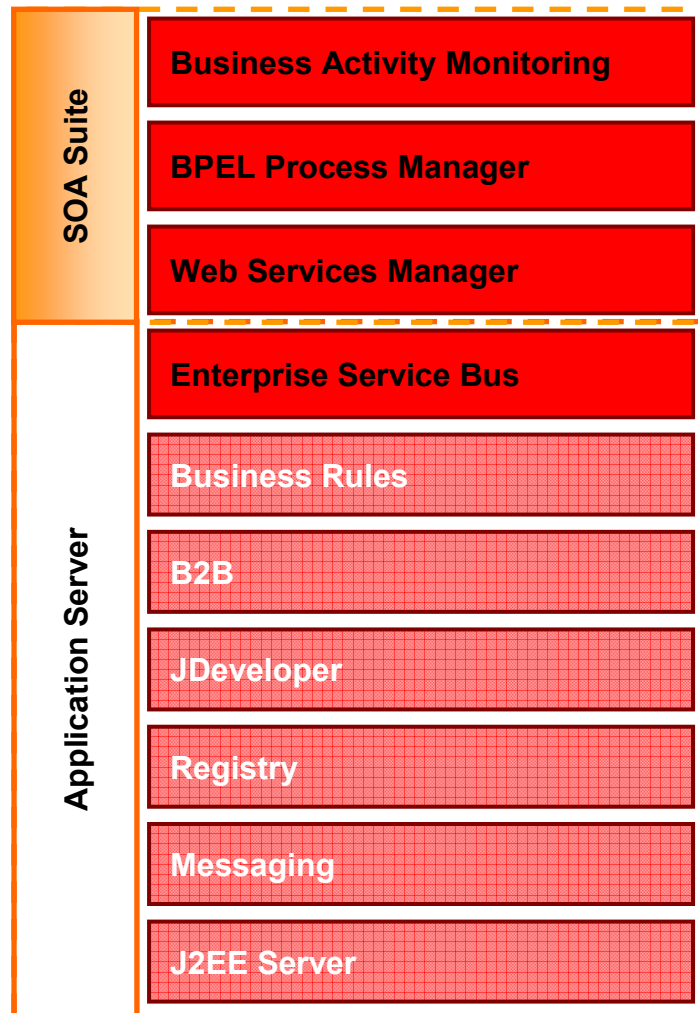
ORACLE[®] DATABASE 11^g

<p>Audit Vault</p>	<p>Database Vault</p>	<p>Label Security</p>	<p>Advanced Security</p>	<p>Secure Backup</p>	<p>Configuration Mgmt Pack</p>
					
<p>Monitor, Alert, Consolidate</p>	<p>Multi-factor DBA Controls</p>	<p>Data Classification</p>	<p>Encrypted Data</p>	<p>Encrypted Data on Tape</p>	<p>Secure Deployments</p>



Service Oriented Architecture Suite

BAM, BPEL Process Manager, and Business Rules



- **Enterprise Service Bus**
 - Messaging, connectivity and data distribution
- **BPEL Process Manager**
 - Standards based orchestration, workflow management
- **Web Services Manager**
 - Service intermediation, security and policy management
- **Business Application Monitoring**
 - Application Monitoring, SLA, KPI management
- **Universal Description and Discovery and Integration [web registration]**
 - Full featured UDDI service registry
- **Business Rules**
 - Engine, repository, analyst rules editor
- **Application Server**
 - Full featured J2EE deployment, scalability, reliability, HA

Collaborative Policing & Security

Key Business Pains

Enable Trusted Information Sharing

- Fragmented police and intelligence information hinders sharing of critical information across departments and jurisdictions required to resolve and prevent incidents

"Clues and evidence related to criminal or terrorist activity are often spread across disconnected databases and paper files stored in thousands of law enforcement databases." – Gartner, Facing Information-Sharing Challenges Among Law Enforcement Agencies



Customer Value Proposition

- **Secure Intelligence**
Ensures intelligence data is only ever accessible to authorised users, both within the system and outside.
- **24 Hours Per Day Policing**
24 hours per day systems availability ensuring 24 hours per day Policing
- **Criminal Intelligence Data Management**
Manages vast quantities of structured data alongside documents, video, images and GIS data

Product offers

- **Security**
Advanced Security, Database Vault, Data Masking, Audit Vault, Secure back up, Label security
- **High Availability**
Real Application Clusters, Active Data Guard
- **VLDB & ILM**
Partitioning, Compression, Spatial, Secure Files
- **BI & DW**
OLAP, Data Mining

Biometrically Enabled Identity Assurance

Key Business Pains

Effectively Deploy Limited Resources

- Reduce administrative time for front line personnel
- Maintain inventory of resource skills, availability and location
- Control staff and support costs

Names can be changed and identification documents can be forged. Whether delivering high value services or ensuring citizen safety, it is vital that agencies have the necessary tools to identify exactly who they are dealing with.

Customer Value Proposition

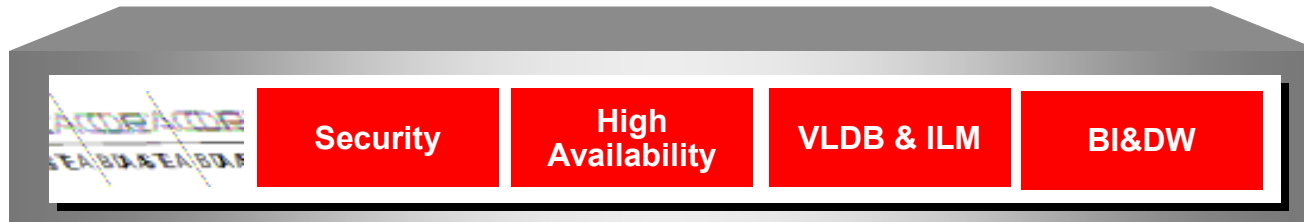
- **Secure Identity Data**
Maintains a trusted and tamper proof repository of identity information whilst protecting the privacy of the citizen
- **Critical Governmental Service**
Supports a service that will increasingly be relied up on by many aspects of Government
- **Scale With Demand**
Platform for high performance and highly resilient biometric identity services

License Opportunity

- **Security**
Advanced Security, Database Vault, Data Masking, Audit Vault, Secure back up, Label security
- **High Availability**
Real Application Clusters, Active Data Guard
- **Grid & OLTP**
Real Application Clusters, Partitioning



Benefits



- Ensures all intelligence data is protected at all times, both inside and outside the system
- 24 hours per day systems availability ensuring 24 hours per day Policing
- Manages vast quantities of both of data alongside documents, video, images and GIS data
- Enables analysis of vast amounts of intelligence information



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Summary



Meets the Business Requirements

- **Integrated Approach** supporting the end to end process
- **Simple Access** to key information, readily and timely from any location
Web based Comprehensive Electronic Case Management solution
- **Better Target** scarce investigation resources for greatest impact
Integrated Case Analytics and Workflow capability
- **Support Distributed working** across sub groups, between agencies
Regional Deployments, Remote Users
- **Easy to Use System** for all users with minimal training
Process Guidance, Task based User Interface
- **Business Insight** through comprehensive flexible reporting
Integrated, Pre-built Case Analytics Dashboards



Meets the Functional Requirements

- **Electronic Case File** supporting a wide range of case types and life cycles
- **Information Visualisation** through open interfaces to existing tools
Open, standards based interfaces
- **Audit Trail** to see who has accessed or changed information
Inbuilt Application Level audit Trail, including Read Audit
- **Security System** controlling access to information
Explicit Access Teams control who sees what
- **Integrating with Existing IT Systems** for a complete case view
- **Flexible, Scalable, Adaptable** for constantly changing environment
Existing deployments to over 60,000 users
Wide range of business processes supported across customer base
- **Reliable, Resilient System** managing large case volumes
High Availability Architecture Proven across 4 million live users



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THANK YOU