



# ORACLE®

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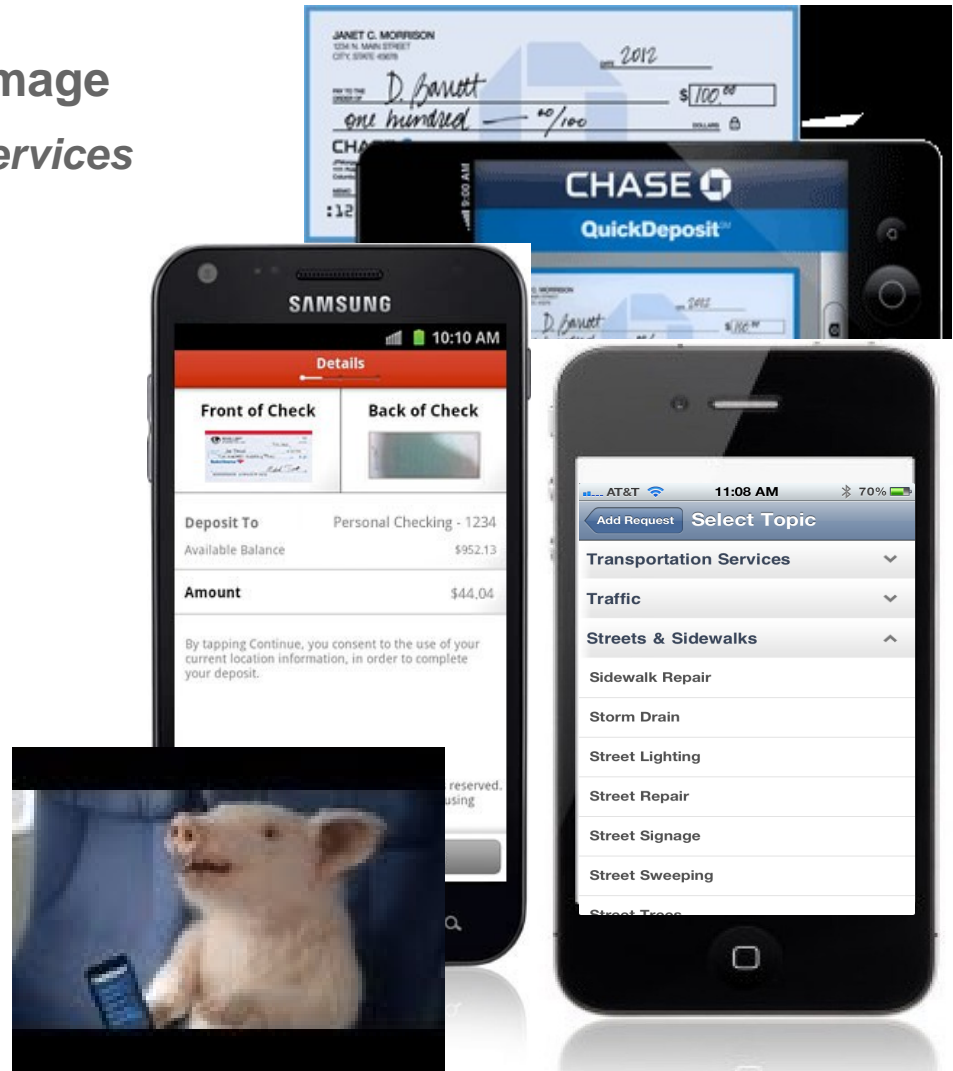
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# Financial Services Driving eGov Innovation

- > Driving a process from a mobile image
  - *Bank Deposits expanding to other services*
  - *Tracking progress and status*
  - *Strengthening brand loyalty*
- > Shifting to eGov Services
  - *From potholes to permits*
  - *Tracking progress and status*
  - *Strengthening citizen/voter loyalty*
- > Lowering Operation Costs
  - *Form/Data entry eliminated*
  - *'Service tracking' shifted to citizen*
  - *Information retrieval and 'mining' now possible*



# How will this drive JPS innovations?

## > eCourts

- *eFiling will eventually expand to mobile operating systems (security?)*
- *eDocket Management some day – already numerous iPhone apps*
- *Increase productivity of the courts AND citizens – reduce dead time and errors*

## > ePolicing

- *Citizen Watch evidence submission – accelerate the ‘beat’!*
- *Move ‘uniforms’ off the ‘desk’ and into the community*
- *Drive police/citizen collaboration and loyalty*

## > Improve citizen services in the face of reduced budgets

- *Reduce/eliminate ‘paper’ submission and retrieval (save a tree)*
- *Redirect staff to more productive tasks (conserve FTE’s)*
- *Improve ‘case’ resolution success; find, apprehend, and prosecute more effectively*  
*e.g eCharge process underway at Minnesota, Bureau of Criminal Apprehension*

# 3-1-1



Firefox

myLA

311.3disystems.com

Google

MyLA.com

Login: Password:

Use your City ID to log

**LA City Services**

**3-1-1**

- Animals
- Garbage & Graffiti
- Streets & Sidewalks

More

**Connect LA**

Join us on following networking sites

f t

More

**MyLA 3-1-1**

Click here for City Services

Copyrights 2012

- Council passes budget

More

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Consistent Constituent Experience



MyLA 311



Bureau of Sanitation  
Call Center



Department of Water  
and Power



Integrated End-to-End Process Workflow



Department Services



GIS Back Office



Knowledge Base/FAQ's



Executive Dashboards  
Mayor & Council



## Phase 1 Features for LA City 3-1-1



### Features

- **Shared identity management/security**  
("myLA" foundation)
- **GIS Integration** (maps)
- ***Reports & Dashboards***
  - Mayor (performance metric)
  - Council (district view)
  - Department (operational management)
  - Residents/Businesses (request status/neighborhood view)



4

# Mobile Application

# 3-1-1



App with Alerts & Notification



Add Photo

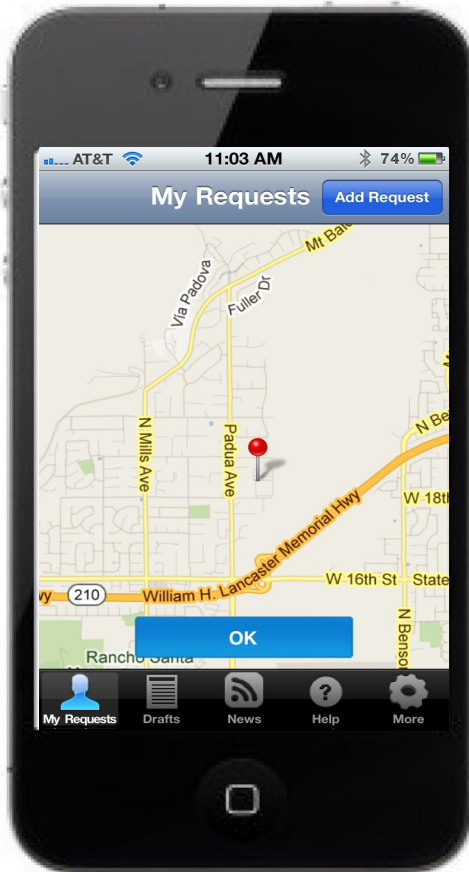


Add Photo

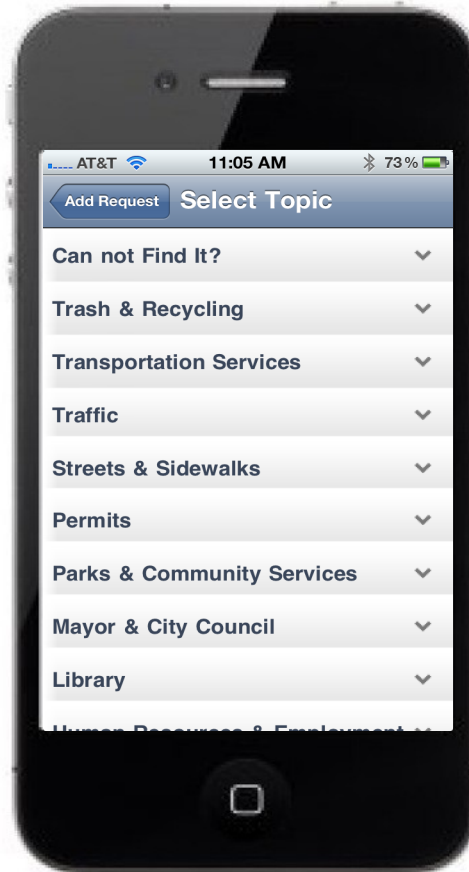


# Mobile Application

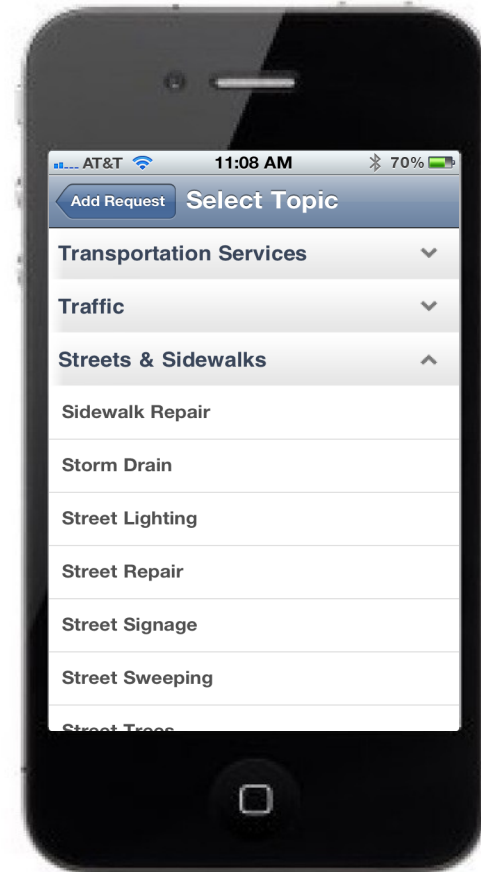
# 3-1-1



Add Location



Request List



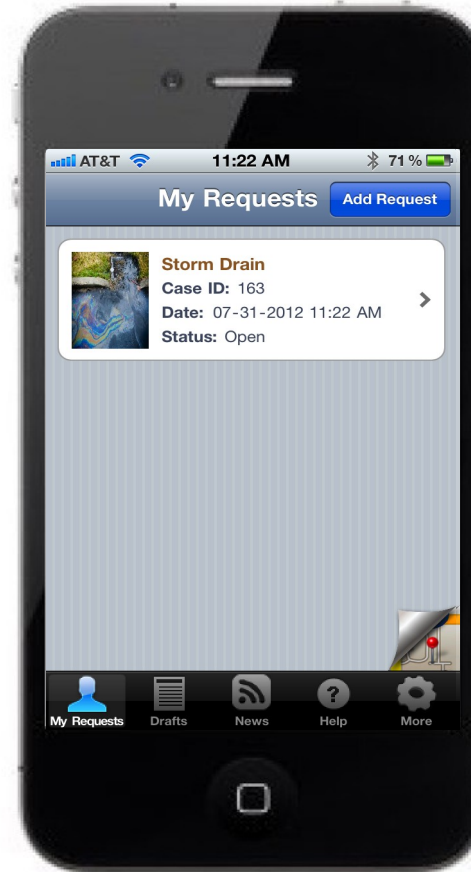
Detailed Request List

# Mobile Application

# 3-1-1



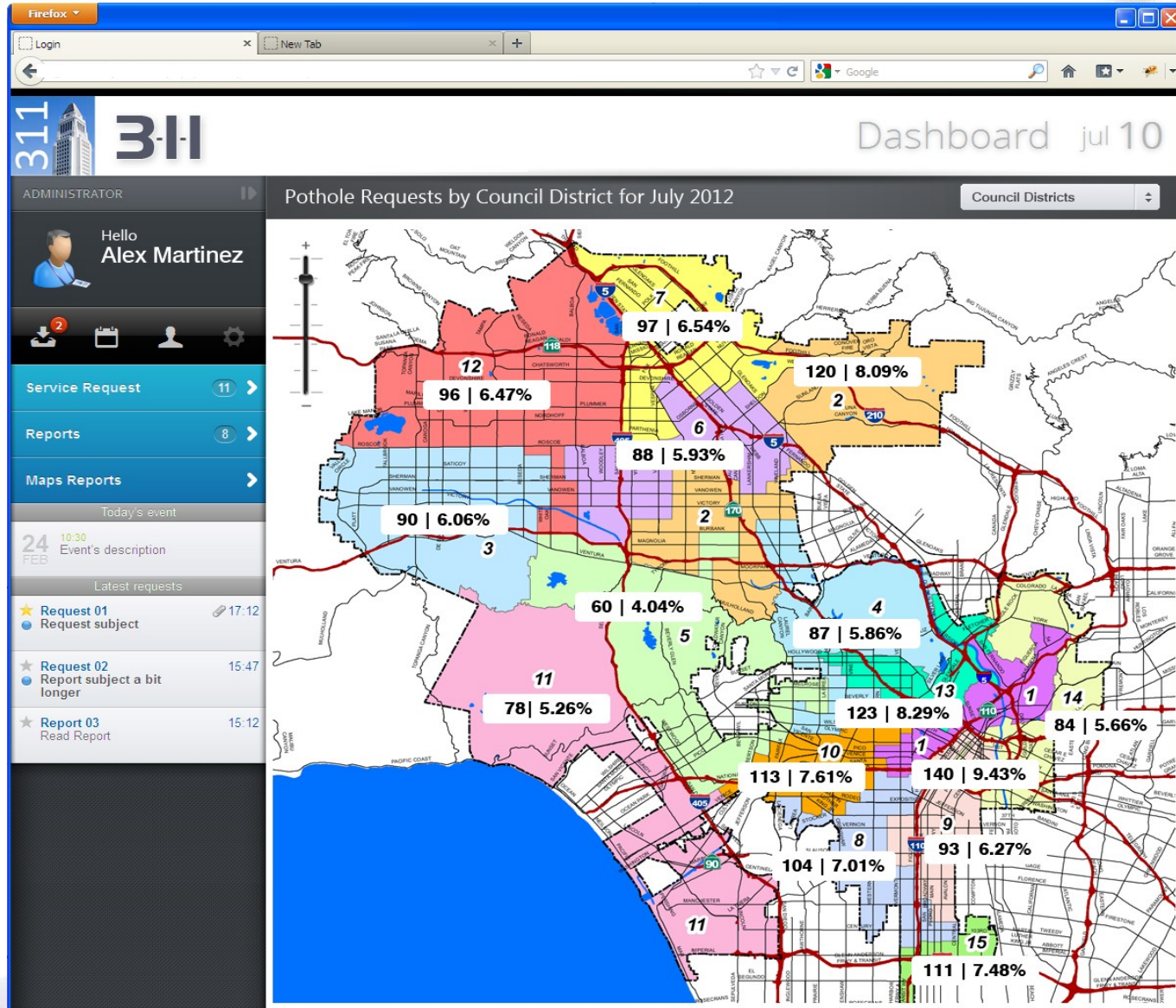
Add Comments



Request Tracking

# Pothole Requests by Council District - July 2012

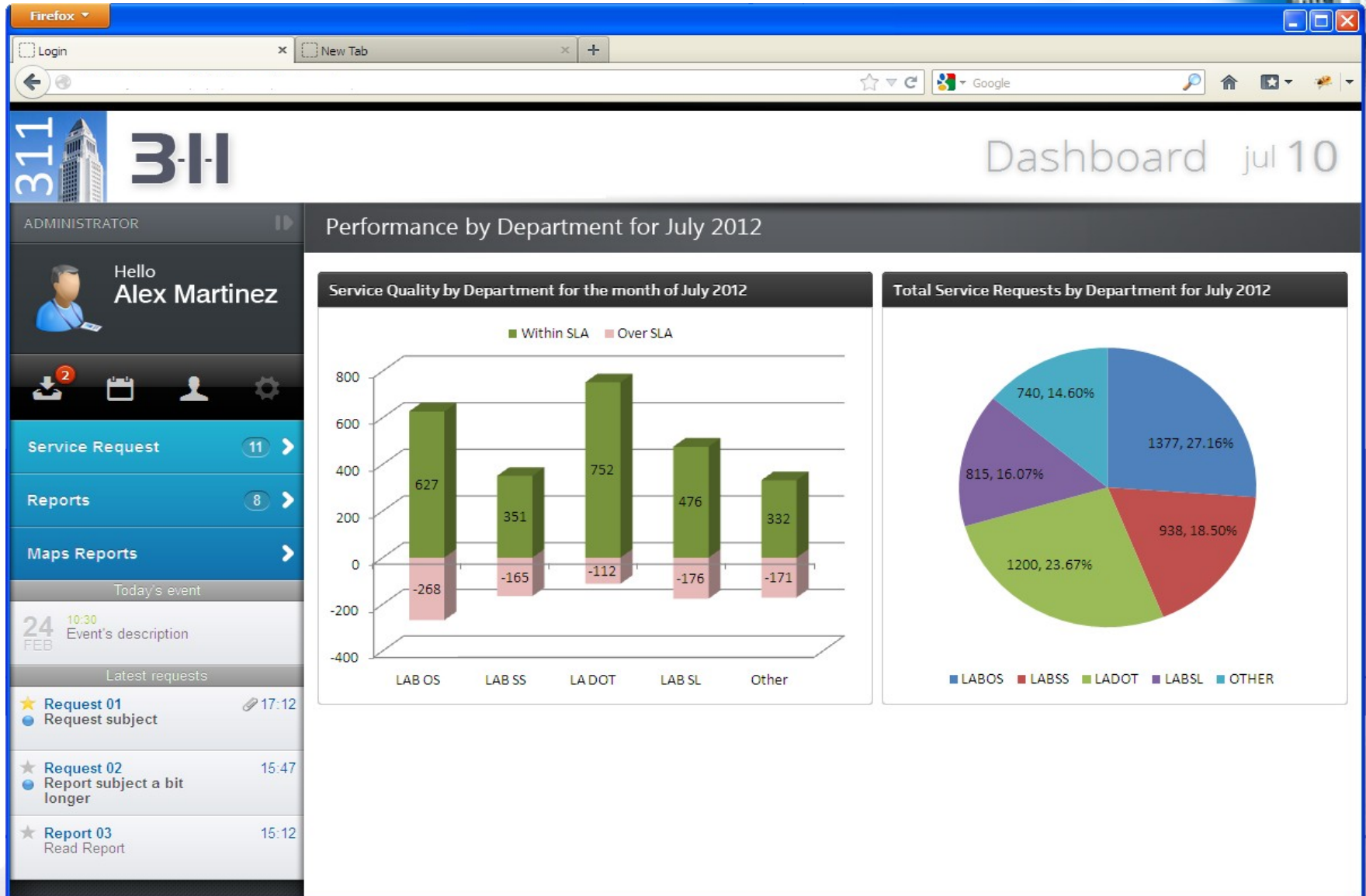
# 3-1-1





# Performance by Department – July 2012

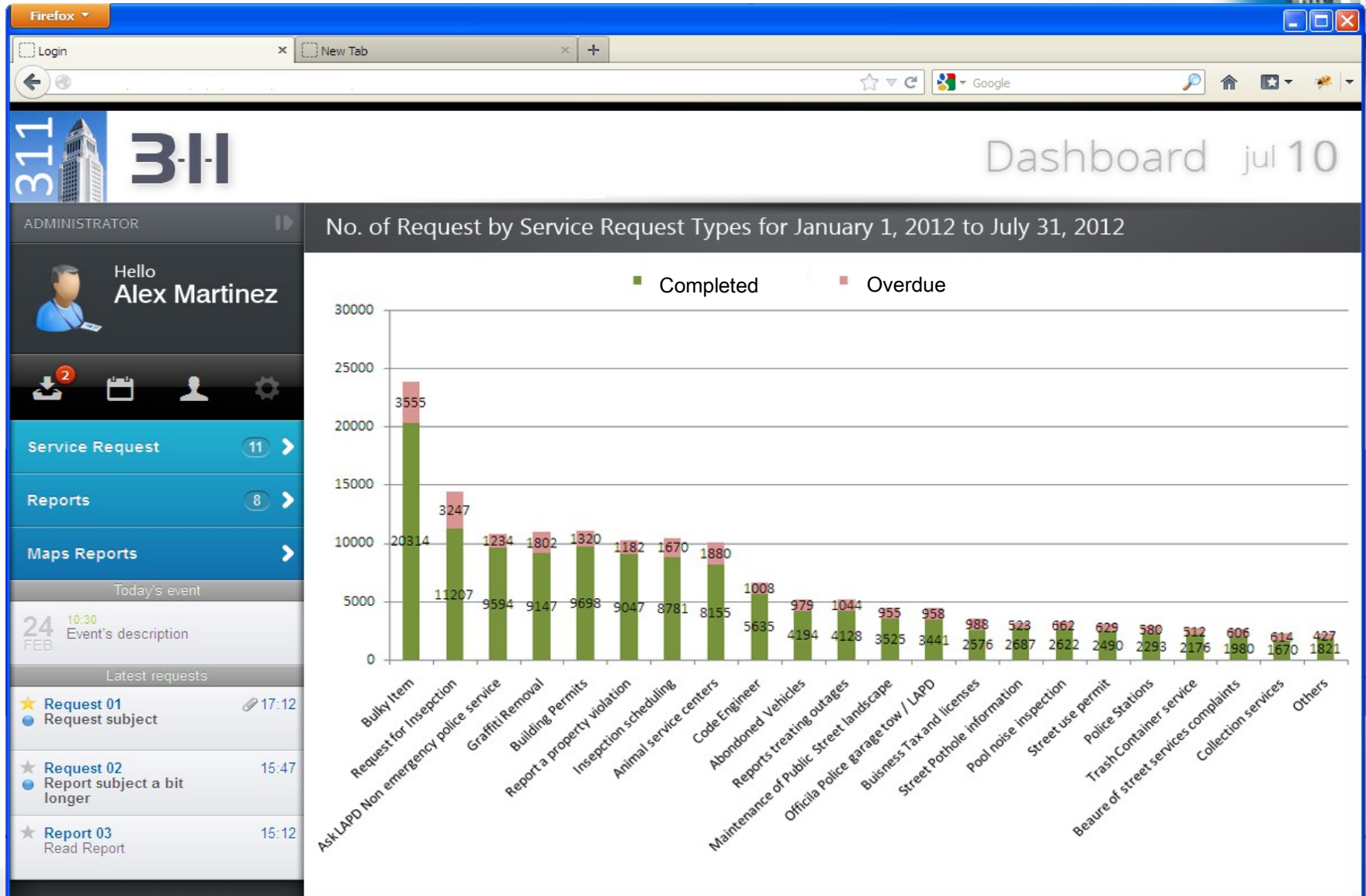
# 3-1-1





# Service Requests by Type – from 1/1/12 to 7/31/12

# 3-1-1





- Reports
  - By Departments
  - By Service Request type
  - By Council Districts
  - By Location (heat map for the city)
  - Aging Reports (performance over time)
  - By Source of Request (from Mobile, Call Center, Web)
- Alerts & Notification
  - Updates (email, alerts on mobile)
  - Department level notifications
  - SLA alerts

# List of LA Departments in Phase1 & Phase2

# 311

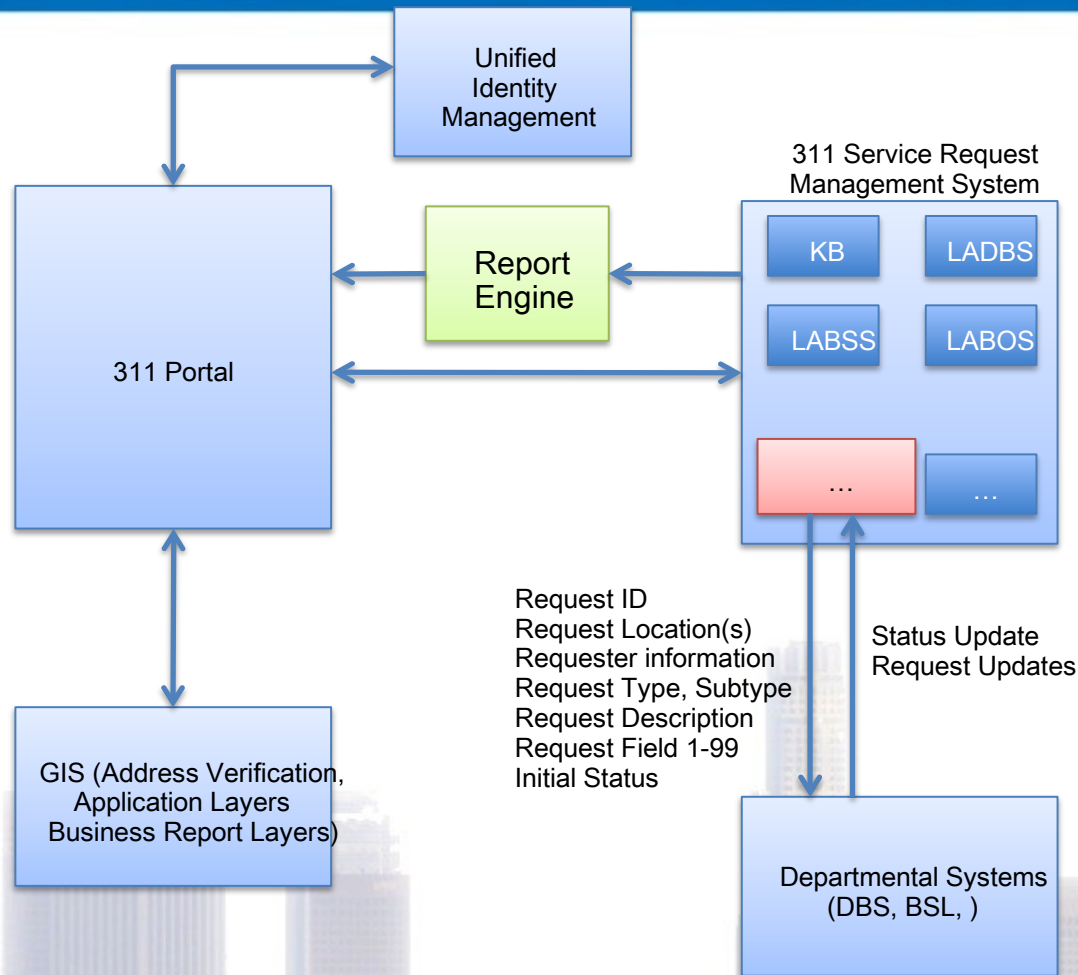


- City Administrative Office
- City Attorney Office
- City Ethics Commission
- Community Development Department
- Community Redevelopment Agency
- Department of Aging
- Department of City Planning
- Department of Cultural Affairs
- Department of General Services
- Department of Neighborhood Empowerment
- Department of Water & Power
- Department of Disability
- El Pueblo De Los Angeles Historical Monument
- Emergency Management Department
- Employee Relationship Board
- Fire & Police Pensions
- Harbor Department
- Housing Authority of the City of Los Angeles
- Human Services Department
- Information Technology Agency
- Los Angeles City Employees Retirement System
- Los Angeles Convention Center
- Los Angeles Fire Department
- Los Angeles Homeless Services Authority
- Los Angeles Housing Department
- Los Angeles Police Department
- Los Angeles Public Library
- Los Angeles World Airports
- Los Angeles Zoo
- Office of Finance
- Office of the City Clerk
- Office of the Mayor
- Office of the Treasurer
- Personnel Department
- PW/Board of Public Works
- PW/Bureau of Contract Administration
- PW/Bureau of Engineering

\*All of the city departments' services will be included in the Knowledge Base which will be accessible via mobile, web or 311 call center operators. For inquiries that are not answered by the knowledge base or do not need to be escalated by call-transfer, a common request form will be provided (mobile, web, 3-1-1- operator) to forward the request by email to appropriate department. The department will be able to follow up. 3-1-1- System will be able to track such calls.

# 311 Integration Model (Phase1)

# 3-1-1



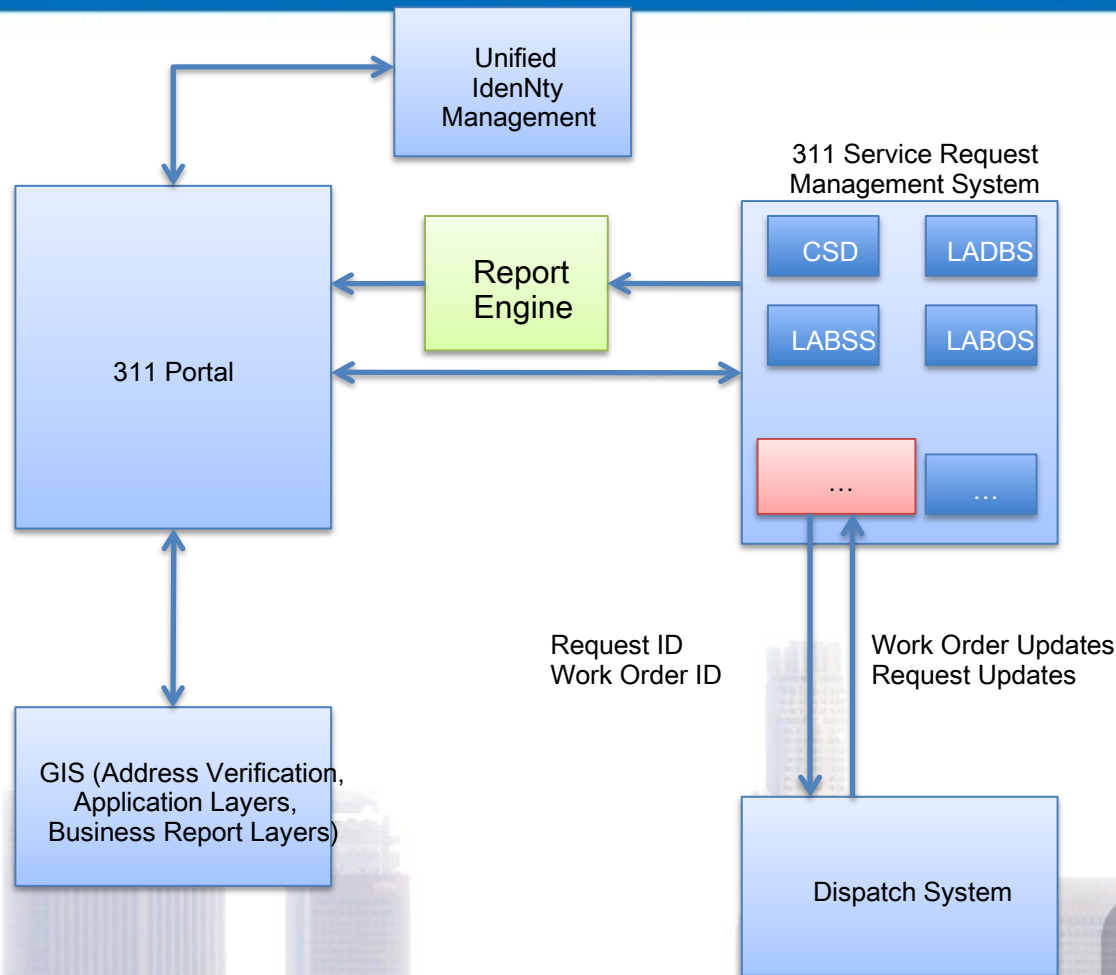
- Service Requests generated in 3-1-1 system and passed to departmental system for back office workflows
- Work Order workflow managed in back office system
- Dispatch managed by back office system (manual or automation)

- Building & Safety
- Street Lights
- Animal Services
- DOT



# 311 Integration Model (Phase2)

311

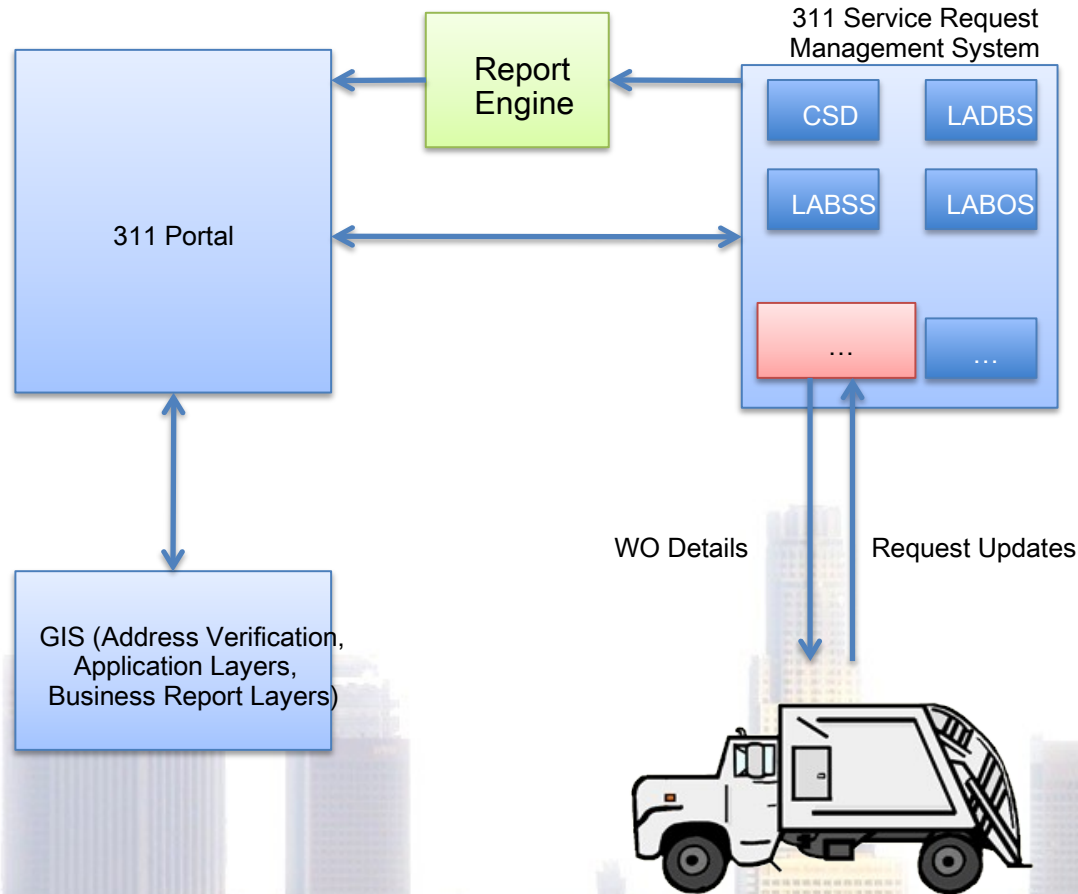


- Service Requests generated in 3-1-1 system
- Work Order workflows managed in 3-1-1 System
- Dispatch service (truck roll) managed in separate system

• Bureau of Street Services

# 311 Integration Model (Phase2)

# 3-1-1



- Service Requests generated in 3-1-1
- Work Order workflow managed in 3-1-1 system
- Dispatch managed in 3-1-1 system

(NO Back Office System)

- Bureau of Sanitation
- Recreation & Parks
- Anti Graffiti



## Oracle's Integrated Policing Platform

Patrick Nguyen  
Technical Consultant  
Fusion Middleware and Core Technology

# Agenda

- **Challenges facing Law Enforcement Agencies**
- Oracle's Integrated Policing Platform
- Customer Case Studies





# The Challenges We're Hearing

## **Fragmented Evidence, Police Investigations, and Intelligence Info:**

How can we create a trusted environment for the sharing of critical information across departments and jurisdictions?

## **Inability to Analyze and Act on Criminal and Emergency Event Info:**

How can we identify trends and patterns to anticipate and prevent incidents?

## **Limited Resources:**

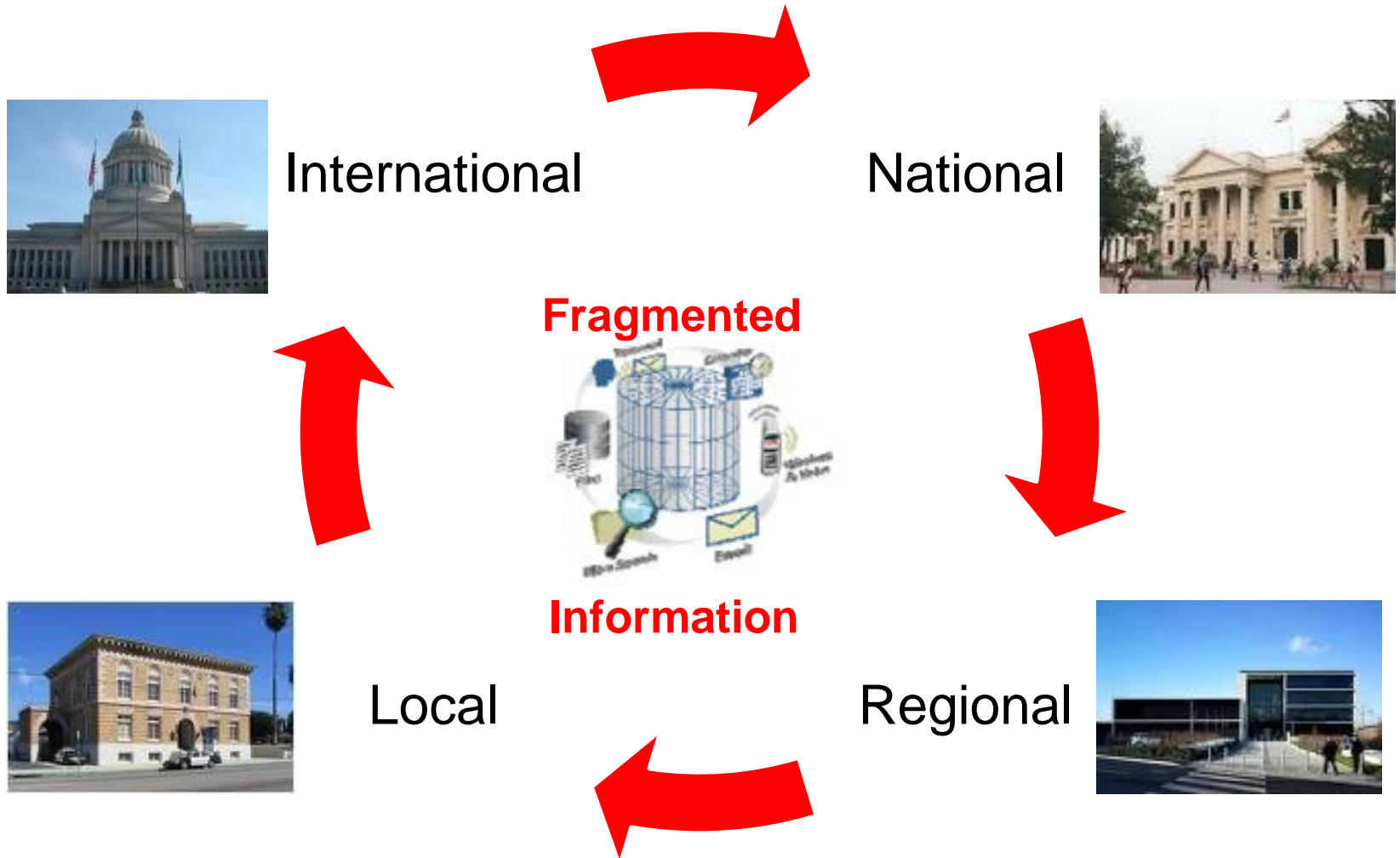
How can we reduce crime, enforce the law and protect the public with limited resources?

# Policing is an Integrated Process

## So Information should be integrated and holistic

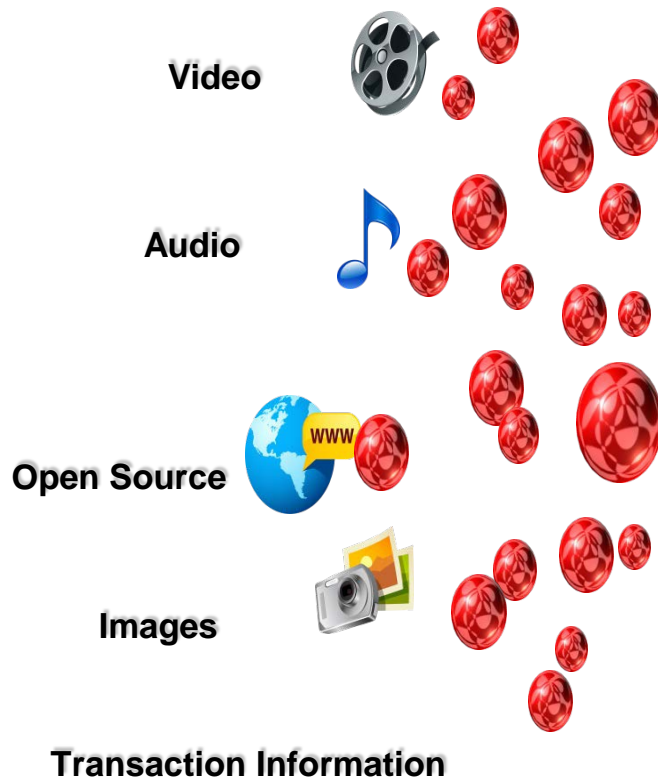


# Information Sharing is Critical

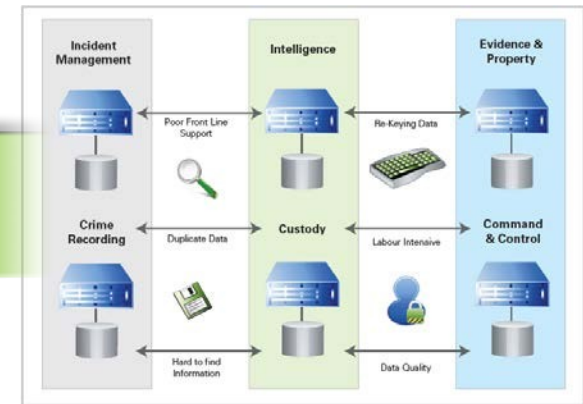


# Unstructured data is adding to the problem

## New Data Sources



## Data Overload



## Information Poverty



# Agenda

- Challenges facing Law Enforcement Agencies
- **Oracle's Integrated Policing Platform**
- Customer Case Studies

# Key Functional Components

**Self Service  
Portal**

**Non Emergency  
Call Handling**

**E-Mail & Text**

**Citizen Relationship  
Management**

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**Command &  
Control**

**Incident  
Management**

**Crime  
Recording**

**Intelligence**

**Neighbourhood  
Policing**

**Evidence & Property  
Management**

**Custody  
Management**

**Link  
Analysis**

**Missing  
Persons**

**Registers e.g.  
Firearms**

**Criminal  
Records**

**Court Case  
Preparation**

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**Duty  
Management**

**Resource  
Management**

**Fleet  
Management**

**Procurement**

**HR &  
Payroll**

**Learning &  
Development**

**Supplier  
Management**

**Financial  
Management**

# Police Business Architecture

## Involved parties

Citizens



Legal  
Representative



Trusted 3<sup>rd</sup>  
parties



Police  
Staff



## Channels



Internet



Phone



eMail



SMS Texts



Face to Face



Paper

## Operational Policing Support

Incident  
Management

Crime  
Management

Evidence  
Management

Intelligence  
Management

Information  
Analysis &  
Visualisation

Business Rules

Legislation

Policy

Procedures

Service Rules

Behaviour Models

Scheduling Resources

Document Management

Knowledge Base

Administration Systems

Finance

HR

Asset Management

Training

Procurement

Business Intelligence and Analysis

Performance Management

Information Management

Database

Master Data

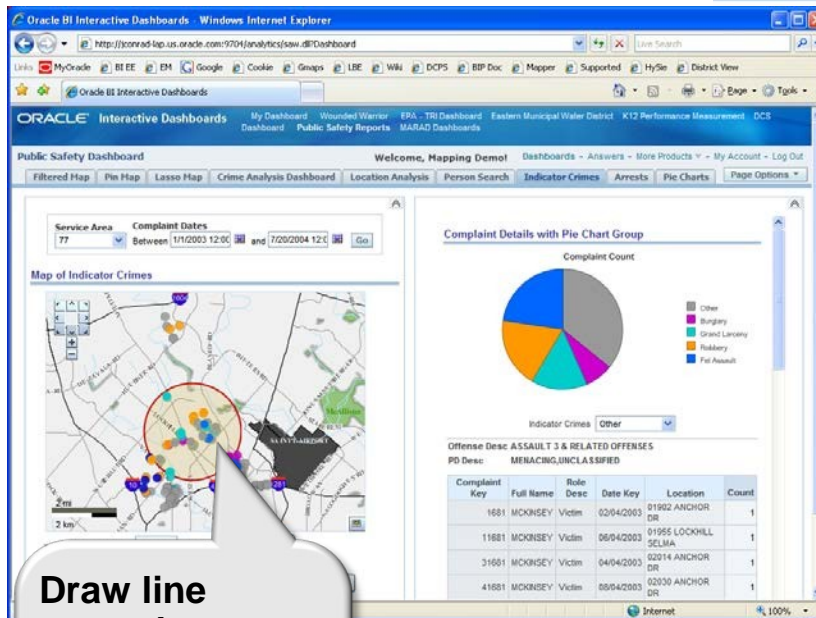
Resilience & Availability

Spatial Data

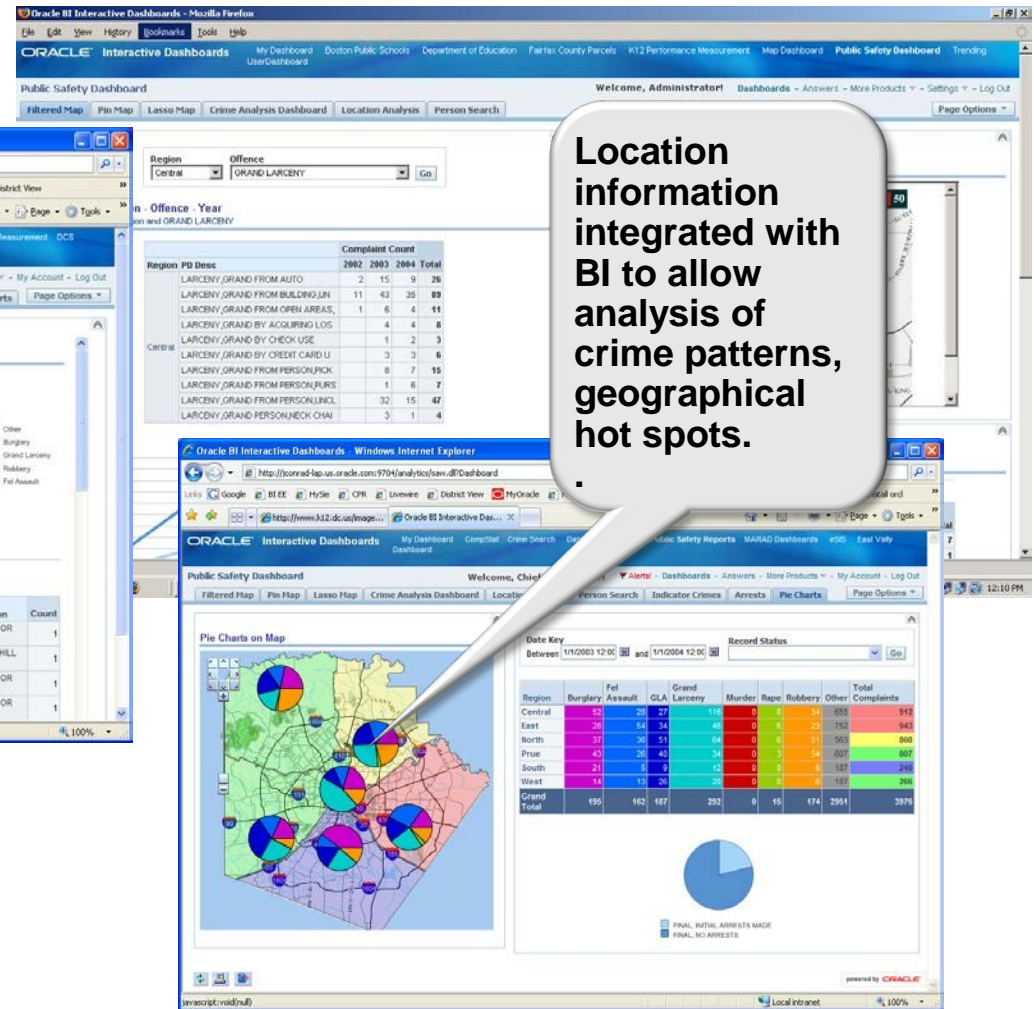
Security

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# Integrated Location Intelligence



Draw line around an area of interest and highlight all cases in area, and drill into details of a specific crime.



Location information integrated with BI to allow analysis of crime patterns, geographical hot spots.

# Agenda

- Challenges facing Law Enforcement Agencies
- Oracle's Integrated Policing Platform
- **Customer Case Studies**



# Illinois State Police



## COMPANY OVERVIEW

•The Illinois State Police is the state police force of Illinois. Officially established in 1922, the Illinois State Police have over 3,000 personnel and 21 districts. ISP also maintains the Illinois sex offender registry, administers the state's AMBER Alert program, and issues Illinois Firearm Owner Identification Cards (FOID). The Illinois State Police is also responsible for driving and physically protecting the Governor of Illinois.

## CHALLENGES/OPPORTUNITIES

- Policing rural as well as urban areas
- Need to share data with various agencies
- Need for a reliable scalable infrastructure

## SOLUTIONS

- Oracle Database
- Oracle Identity Management
- Oracle Fusion Middleware
- Oracle Business Intelligence

## CUSTOMER PERSPECTIVE

"The Illinois State Police (ISP) embarked on a statewide information sharing initiative in 2005 - Illinois Citizen and Law Enforcement Analysis and Reporting (I-CLEAR). In an effort this large and complex, the ISP required expertise in law enforcement systems, as well as an advanced computing platform. Oracle Corporation brought both. I-Case, the case management and incident reporting system, continues to scale and perform at near 100% reliability. Analytics, the business intelligence based information access system, provides near real-time information in new and innovative formats. Oracle Corporation was a huge contributor to the success of I-CLEAR, and built a foundation for future system enhancements."

- Kim Cochran, Lieutenant Colonel –  
Division of Administration, Illinois State  
Police

# City of Chicago Police Department



## COMPANY OVERVIEW

•The Chicago Police Department is the principal law enforcement agency of Chicago, Illinois, in the United States, under the jurisdiction of the Mayor of Chicago. It is the second largest local law enforcement agency in the United States behind the New York City Police Department. It has about 12,244 sworn officers and over 1,925 other employees. Dating back to 1837, the Chicago Police Department is one of the oldest modern police forces in the world.

## CHALLENGES/OPPORTUNITIES

- Reduce the time officers are required to spend inside Department offices filling out reports
- Increase tactical data available to officers in the field improving effectiveness and safety
- Provide actionable information to command staff for efficient deployment of resources

## SOLUTIONS

- Oracle Database
- Oracle Application Express
- Oracle Fusion Middleware
- Oracle Business Intelligence
- Oracle Endeca

## CUSTOMER PERSPECTIVE

"Our administrative overhead costs are down roughly 15% across the board as a result of development of the CLEAR system. The speed at which officers can pull key information during critical situations has greatly increased. Because the police force is able to do its work much faster, we've gained an equivalent of 300 officers on the street."

- Ron Huberman, Deputy Superintendent-Information & Strategic Services, Chicago Police Department

## RESULTS

- Administrative overhead costs down 15%
- Increased time officers are in the field
- Relevant data put in the hands of every officer
- Timely data available to command staff

# Mobile solution - Dutch Police



## COMPANY OVERVIEW

- 55.000 police officers
- ca 1.600.000 fines yearly
- ca 260.000 arrested suspects yearly

## CHALLENGES

- Policemen need real time access to information during their patrol on the street. They use their mobile phone or PDA.
- They have access to national information systems and national databases. This concerns information about crimes, stolen property (bikes, cars, etc) and geographical information
- They also have central office functions like mail, agenda, contacts, etc.
- Policemen are informed in real-time about incidents on the street and they can anticipate and react directly. They can see the position of their colleagues on the street on the screen.
- Information push concerning locations in the proximity of the Policeman.

## SOLUTIONS

- Oracle Database Enterprise edition
- Spatial
- Wireless option
- Internet Application Server

## CUSTOMER PERSPECTIVE

**“When I have the choice, I prefer to keep my P-Info in stead of my pistol”**

(Policeman participating in the pilot)

## RESULTS

- 20% more time for policemen to do their job on the street
- 50% less time needed concerning surveillance tasks
- Direct acces to information without intervention from others
- More quality in services and more customer satisfaction

# Finnish Police

## Criminal Justice Chain



### CHALLENGES

- Multiple bespoke legacy systems – poor front line access to data
- High cost of maintenance and slow development of new requirements
- Poor support for new ways of working, especially Mobile
- High profile gun incidents led to need for national weapon register
- Need to share information across the police and with partner agencies in the criminal justice chain.



### SOLUTION

- COTS based approach
- Full Oracle stack
- Integrated enterprise wide IT solution across the police
- One integrated shared information store across all processes and areas of the police and prosecutors.
- User focused - Process led approach rather than IT system led
- Integrated front line applications, delivered via mobile devices



### Expected Outcome

- Greater efficiency of police
  - Less need to return to Police offices
- Improved service delivery
  - National Registers
  - Crime Reporting
  - Investigations
- Reduced administration and bureaucracy
- Improved flow of information through the criminal justice chain through shared platform



# Polish National Police Improves Availability of Information

## OVERVIEW

- The National Police Service of Poland has implemented a national system of criminal information which is accessible by 100,000 officials from 11 government and local agencies including:

- Prosecutions
- Border Guards and Customs
- Police
- Immigration, asylum and citizenship
- Intelligence service

## CHALLENGES/OPPORTUNITIES

- Unite the various agencies' criminal information systems onto a common, web-enabled infrastructure based on "commercial off-the-shelf" software
- Provide real time multi channel access to data and reporting for front line officers – in progress

## SOLUTIONS

- Oracle Database including Spatial and Mobile
- Oracle Application Server
- Oracle Designer
- Oracle Developer / JDeveloper
- Oracle ADF – web based technologies.
- Oracle Business Intelligence Enterprise Edition

## CUSTOMER PERSPECTIVE

**“By implementing the new Oracle-based system, we improved the availability of information and streamlined the operations of police units”.**

**“Now, any procedure that requires access to information can be performed on a nationwide basis”**

*Polish Police*

## RESULTS

- **4000+ concurrent users from 11 different agencies accessing data within target response times proved scalability and performance**
- **Real time multi channel access to data for front line officers under development**



# Bundeskriminalamt (BKA) Pursues SOA to Automate Processes and Protect Data



Bundeskriminalamt

## COMPANY OVERVIEW

- The German federal crime agency
- Aims to make an active contribution to maintaining security in Germany and throughout Europe
- Industry: Public Sector
- Employees: 5,000

## CHALLENGES/OPPORTUNITIES

- Implement a service-oriented architecture (SOA) and automate internal BKA business processes
- Ensure a smooth integration with the existing operational IT infrastructure
- Establish a component model to support a gradual, iterative strategy and support defined, established business processes

## SOLUTIONS

- Oracle SOA Suite
- Oracle BPEL Process Manager
- Oracle Web Services Manager
- Oracle Enterprise Service Bus
- Oracle JDeveloper
- Oracle Database
- Oracle Application Server

## CUSTOMER PERSPECTIVE

“With Oracle SOA Suite, we expect the centralized processes and consistent interfaces to help us reduce costs and future-proof our investment within the context of the existing heterogeneous IT landscape.”

Matthias Memmesheimer, Project Manager

## RESULTS

- Worked with Oracle Consulting to create a SOA to improve business processes across the organization
- Developed a plan to unite disparate applications and enable simplified, secure access to data
- Created plans to ensure significantly higher flexibility and maintainability of systems

# San Joaquin County

## *San Joaquin County Moves to Oracle-based Law and Justice System Video (4:00)*

<http://www.oracle.com/us/industries/public-sector/justice-public-safety/courts-criminal/overview/index.html>



# Q A

**QUESTIONS**  
**ANSWERS**



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**THANK YOU**