



IBM Cúram Social Program Management Platform

Technical data sheet

Highlights:

- Provides a configurable technology foundation for social programs
 - Empowers social programs to evolve with the constantly changing requirements of clients and legislatures
 - Helps case workers, rule designers and product administrators work together to design rules, link them to information and determine client eligibility
 - Enables administrators to automate and streamline their business processes by routing work throughout the organization
 - Enables organizations to define new solution extensions and programs and to modernize so they can take advantage of technology advances when the time is right
 - Integrates with a number of middleware and business applications
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A cutting-edge, integrated solution for managing social programs, the IBM Cúram Social Program Management Platform helps drive new levels of productivity. A functionally rich business and technology platform, this solution includes built-in social-program-specific components, business processes, toolsets, interfaces and configuration capabilities, all of which help organizations support the increased demand for service effectiveness.

Innovative technology and SOA protocols provide a solution that not only provides domain-specific functionality on “day 1,” but also empowers administrators to configure and extend the solution with web services and adaptors.

A configurable technology foundation for social programs

The IBM Cúram Social Program Management Platform includes integrated components to support rapid deployment over a single or multiple programs. As a result, organizations can eliminate the definition of requirements multiple times and develop and integrate core capabilities traditionally found in transfer and framework-based solutions.

Because the platform includes the components required to run a social-program enterprise, organizations can avoid one-off software purchases, which helps reduce overall IT complexity and management costs.



Highly configurable to meet the unique requirements of almost any social program, the IBM Cúram Social Program Management Platform provides a technical framework that can rapidly adapt to constantly evolving citizen requirements or legislative mandates alongside social-program-specific content and functions.

Among the many configurable technical services provided by the IBM Cúram Social Program Management Platform are:

- Robust enterprise-grade security features, including support for integration into a social program's existing LDAP directories and security protocols
- An SOA, which enables the IBM Cúram Social Program Management Platform to act as a provider and consumer of web services to and from other SOA applications and data sources
- A social-program-specific data model that takes advantage of IBM's decades of social program expertise and experience with implementing comprehensive social program solutions
- Dynamically configurable programs that enable developers to introduce new programs, services, workflows and data types
- Preconfigured and customizable adaptors for seamless integration into a social program's enterprise applications or data sources

Dynamically configurable social programs

The IBM Cúram Social Program Management Platform is designed to empower social programs to evolve with the constantly changing requirements of clients and legislatures.

To accomplish this, the IBM Cúram Social Program Management Platform provides developers with a wealth of ready-to-use, social-program-specific content and functions alongside the ability to dynamically configure new and existing programs.

Social-program-specific content

The IBM Cúram Social Program Management Platform includes built-in, ready-to-use social program data structures and relationships that support more than 50 social programs. In addition, it can be configured for many more data object definitions to record and store content for a variety of programs.

Client-centric, multi-program data model

With domain-specific content and functions that are ready to use, the IBM Cúram Social Program Management Platform data model is a social-program-specific foundation on which you can add multiple programs and cases incrementally with no client duplication at the data model level.

Administrators can redefine many of the ever-evolving attributes of a social program, such as households, cases, clients, programs and services.

Furthermore, by capturing household-specific data in this model once, the IBM Cúram Social Program Management Platform provides the ability to utilize this data to support the eligibility and enrollment process in multiple program types.

Broad program creation

Traditional development processes require business analysts to craft requirements and send them off to IT departments or hire contractors that will customize the system and develop code to take into account new program changes. This process is arduous, expensive and flawed. Through a heavy reliance on third parties, core policies are dependent on the availability of a small set of contractors.

By providing a framework for the dynamic configuration of programs and with immediate runtime configuration, the IBM Cúram Social Program Management Platform helps social program managers achieve the goal of rapid adaptability.

As a result, users gain the tools and wizards necessary to define the program benefit, required evidence, eligibility rules and screen design for any new or existing social program, thereby reducing the necessity for development-time interactions.

Evidence management

The evidence management capabilities of the IBM Cúram Social Program Management Platform support the complete evidence lifecycle, while allowing for the reuse of evidence in multiple programs.

The predefined base structure provides uniform evidence definition with social-program-specific correction, change history, security and audit functionality.

Data mapping

The IBM Cúram Data Mapping Engine maps data using mappings configured in the visual “drag and drop” IBM Cúram Data Mapping Editor.

Administrators can map the information in their data store to their evidence without using a custom Java implementation. Mappings are saved in an XML mapping language so manual development is not necessary. Data mapping is configurable and multiple program mappings are possible so that configurations can change over time.

To make the process of designing rules more efficient, the IBM Cúram Data Mapping Engine provides a range of tools to help case workers, rules designers and product administrators collaborate.

With these tools, they can work together to design rules, link these rules to real-world information and assign them to the product to determine client eligibility.

Agencies benefit from a reduction in skill requirements during the implementation and maintenance of the product. The incremental design and runtime association of new and modified rule sets also helps keep costs to a minimum. In addition, users can start using the product sooner than they could with custom or CRM systems.

IBM Cúram Express Rules Engine

Legislation can be complex; therefore, the rules that express this legislation can also be complex. The IBM Cúram Express Rules Engine aligns the business and technical representation of rules into a single expression. Legislation can be directly translated into easily interpreted rules, which can simplify decision-making processes regarding client needs. The solution also supports the calculation of results for multiple business applications, including potential eligibility, advice, workflow allocation and custom business processing. A development environment for authoring rules and a runtime environment for executing them is provided.

IBM Cúram Express Rules Editor

The IBM Cúram Express Rules Editor is a tool that is used to define, validate and edit rules dynamically. A new program created by the dynamic product wizard provides a default eligibility and entitlement rule set that is automatically left in a state for editing by business users.

IBM Cúram Express Rules Editor provides a visual representation of rules that can be understood by rules designers and business users. Administrators can configure the exact program requirements that suit current needs and can also make changes and adapt the rules to meet future needs.

IBM Cúram Workflow Management System

The IBM Cúram Workflow Management System enables administrators to streamline their business processes by using automation to route work throughout the organization. Administrators can define strategies to assign the work to individuals and groups and provide notifications to workers of actions that have occurred.

In line with the rest of the components that are included in the IBM Cúram Social Program Management Platform, the IBM Cúram Workflow Management System can be fully configured by the IBM Cúram Workflow Administration Interface and the IBM Cúram Process Definition Tool to meet the specific needs of each social program.

The IBM Cúram Workflow Management System also integrates with other components, which adds even more ways to tailor the IBM Cúram Social Program Management Platform to customers' unique requirements.

IBM Cúram dynamic programs

The IBM Cúram Social Program Management Platform is a highly configurable and extensible solution that meets the needs of modern, evolving social programs. Organizations can define new solution extensions and programs, while incrementally modernizing to take advantage of technology advances when the time is right for them. Because the extensible platform can be extended without custom development, long-term dependence on the solution vendor is reduced.

A user-friendly wizard guides users through the steps needed to define the program, the benefit type and the delivery pattern frequency. Users can configure key aspects of the program in the right sequence accurately, consistently and rapidly, which can provide the greater agility required to respond to changing needs and regulations.

Security

The IBM Cúram Social Program Management Platform enables administrators to create and define individual or group security roles for all authorized users to any secured element in the IBM Cúram Social Program Management Platform. The ability to define a hierarchy of user security profiles is combined with the ability to define field-level and function-level authorization at the individual or group levels.

Authentication

The IBM Cúram Social Program Management Platform includes an authentication engine that restricts unauthorized

access to the solution while providing a level of configurability and extensibility to administrators that allows for multiple authentication protocols and options.

The built-in authentication process establishes the validity of a user through a secured username and password and then verifies that the user's account is enabled. However, the solution architecture provides flexibility for authentication through the JDE, which enables developers to implement their own custom authentication solutions. Furthermore, the IBM Cúram Social Program Management Platform can delegate user authentication to a corporate directory through the LDAP.

Authorization

After users are authenticated, either by the IBM Cúram Social Program Management Platform or an extension solution, the IBM Cúram Social Program Management Platform restricts visibility and access of elements and functions at the line-item level based on a highly configurable user profile. These profiles are determined by the defined user role and can be assigned at the individual or group levels.

User security profiles

Within the IBM Cúram Social Program Management Platform, administrators are able to define the required hierarchy of roles and elements that are specific to the Social Program. This hierarchy of secured elements and roles defines

the overall structure of the authorization schema that will restrict access to secure or confidential elements. By organizing secure elements and roles into groups, similar business processes that are shared between various users can be distributed without the manual declaration of all of the secured elements for each profile.

Function and field security

Based on the configurable role and profile of the user, administrators can control user access to server functions or data fields accessible from the client application. This restriction is accomplished by defining relationships between identified secured elements or functions and user roles. Access to these can be restricted or granted on a group or ad hoc, individual basis, depending on the needs of the social program.

SOA

The IBM Cúram Social Program Management Platform has been designed with an open, web-services-based architecture. This architecture enables developers to expose business functions as services to outside applications and to configure the solution to utilize functions and data from other SOA-based applications and data sources.

Business functions in the IBM Cúram Social Program Management Platform are programmed as business process objects. More than 5,000 of these objects specific to social program management are included in the IBM Cúram reference model to support business processes and functions.

With configuration and development, these business process objects can be deployed as part of a composite business application delivered by IBM or used independently to provide specific functionality in an existing SOA enterprise.

Web services

Support for industry standard protocols, such as the WS-I Basic Protocol and the basic security protocols (HTTP, SOAP, WSDL, XML and more) enables developers and administrators to extend and integrate the IBM Cúram Social Program Management Platform as a provider and consumer of web services. Through this integration, all of the business process objects in the IBM Cúram data model are available as interfaced objects with other SOA applications.

Platform independence

The IBM Cúram Social Program Management Platform is certified on a variety of industry-leading operating systems, databases and application server products. The IBM Cúram Social Program Management Platform uses open standards for development and runtime tools such as Eclipse, Java EE, XML and HTML. Furthermore, IBM actively collaborates with industry leaders such as Oracle, HP, SAP and others to ensure support for a wide range of application middleware, database and operating system platforms.

System integration and adapters

In the social program management marketplace, IBM is among the forefront of enterprise application integration leadership. Because of IBM's tight relationships with industry-leading application and database vendors, the IBM Cúram

Social Program Management Platform provides the configurability to integrate with a multitude of middleware and business applications with either the provided, built-in adaptors or through the configuration of web services interfaces.

The IBM Cúram Enterprise Service Bus architecture enables developers to connect to a wide variety of SOA applications and data sources. This extensibility provides the ability to fully integrate the IBM Cúram Social Program Management Platform into an SOA enterprise environment. The many third-party applications that the IBM Cúram Social Program Management Platform has been integrated with include:

- External databases
- Middleware applications
- Content management interoperability services
- Master data management systems
- Financial management systems
- Enterprise resource planning

Conclusion

Increased demand, higher service expectations and fiscal responsibility are challenges facing social service agencies around the world. The IBM Cúram Social Program Management Platform helps address these challenges.

A configurable, business-driven SOA solution, it is designed to enable social programs to rapidly deploy new programs and service delivery models, which can help lead to optimal outcomes for citizens and lower total costs of ownership for agencies, providers and employers.

The IBM Cúram Social Program Management Platform also provides the flexibility to deploy new programs incrementally and removes business-user reliance on the IT team to add or change programs and business processes in the system.

For more information

Learn more about the Cúram portfolio of solutions for Social Program Management:

ibm.com/software/products/us/en/social-programs/



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