



NORWICH
City Council

UK Authority Bots4Good: Breathing Space at Norwich

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- Focus on new Digital channels
- Adoption of 'self-serve' where suitable
- Released combined Customer Experience & Digital Strategy

- RPA is a key component of this





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- History of RPA (NDL awiSX) at Norwich
- Email synchronisation
- All contact detail synchronisation
- Tell Us Once



Project - Tell us Once

- Government initiative
- Customer should only need to contact the Council once
 - Change of circumstance, specifically a notification of death
- 15 disparate systems
- Not all systems all relevant
- Time consuming for Services



Tell us Once – setting RPA to work

- Council receive notification of the death of a resident
- Initiates process within Civica Digital360
- ‘Bots’ search 15 systems using Unique Identifiers
- Create workflow **only for relevant stakeholders**

Key Focus: Creating easily reusable/adaptable code

Tell us Once – the results

375

Days saved pa

14,000

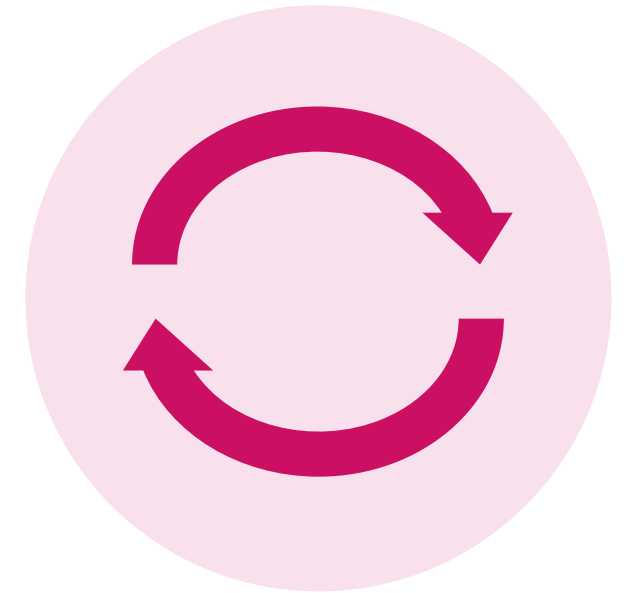
Hours since implementation

Improved Customer Service

Significant library of reusable code

Reusability & Repeatability

- Numerous different functions - system specific
 - Logging and error handling
 - Reading databases
 - General utility
 - System specific knowledge
 - search functions etc.



Project – Breathing Space

- Another central government initiative
- Last-minute request
 - 2 weeks notice
- Ability to ‘freeze’ debts for 60 days

- 5 disparate systems
- Not all systems all relevant
- Uncertain workload – **100’s – 1,000’s of applications!**



Breathing Space



Email in from Citizen



Initiates process within Civica



SSIS – who should be informed?



'Bots' create workflow for relevant stakeholders

(Includes 'unfreeze' after 60 days)

Breathing Space – the results

0.5

Days of development

0.5

Days of testing...and then live!

Significant time savings

Next step: 'Bots' will freeze debt automatically

Summary

- Future proofing scripts
- Greatly increased ability to rapidly respond
- Repeatability remains key for the Council moving forward
- Excellent feedback from teams!