

TAKING AUTOMATION FROM TACTICAL TO **TRANSFORMATIONAL**

MOVING BEYOND DISCREET
DEPLOYMENT TO HARNESS TO FULL
CAPABILITY OF ENTERPRISE
INTELLIGENT AUTOMATION



Introductions



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Blue Prism

“With the power to free time, release scarce resources and supercharge innovation, the question is, should these be specialist skills or embedded as foundational tools for the future of public services?”

Why ask the question?

- Statutory services *have* to be maintained
- Low hanging fruit has already been addressed
- Salami slicing for the last 10+ years has stripped back any ‘fat’
- Business units still function in silo’s
- Need for multi-agency working is increasing
- Teams and Depts are running on skeleton staff... and often rely on good will....!

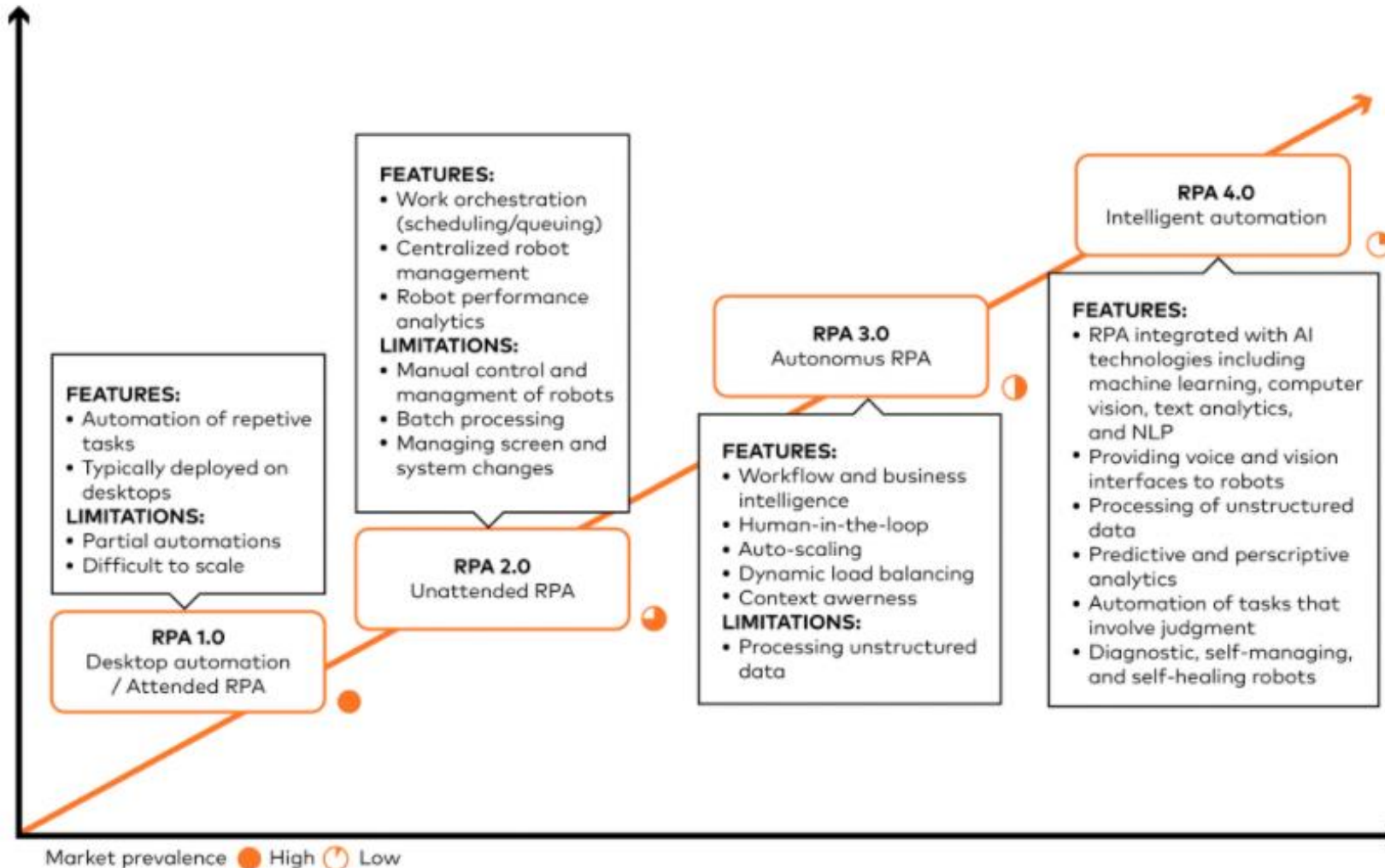
It is not a questions of IF but rather a WHEN and HOW

What are Digital Workers?

A scalable pool of digital resources designed to help you and your team
do more and achieve more



The Evolution of Automation



What is Intelligent Automation?

What does it do?



Powered by RPA

- Frictionless deployment
- No integration requirement
- No coding or agent deployment
- Unlimited scope across applications



Cloud-based SaaS

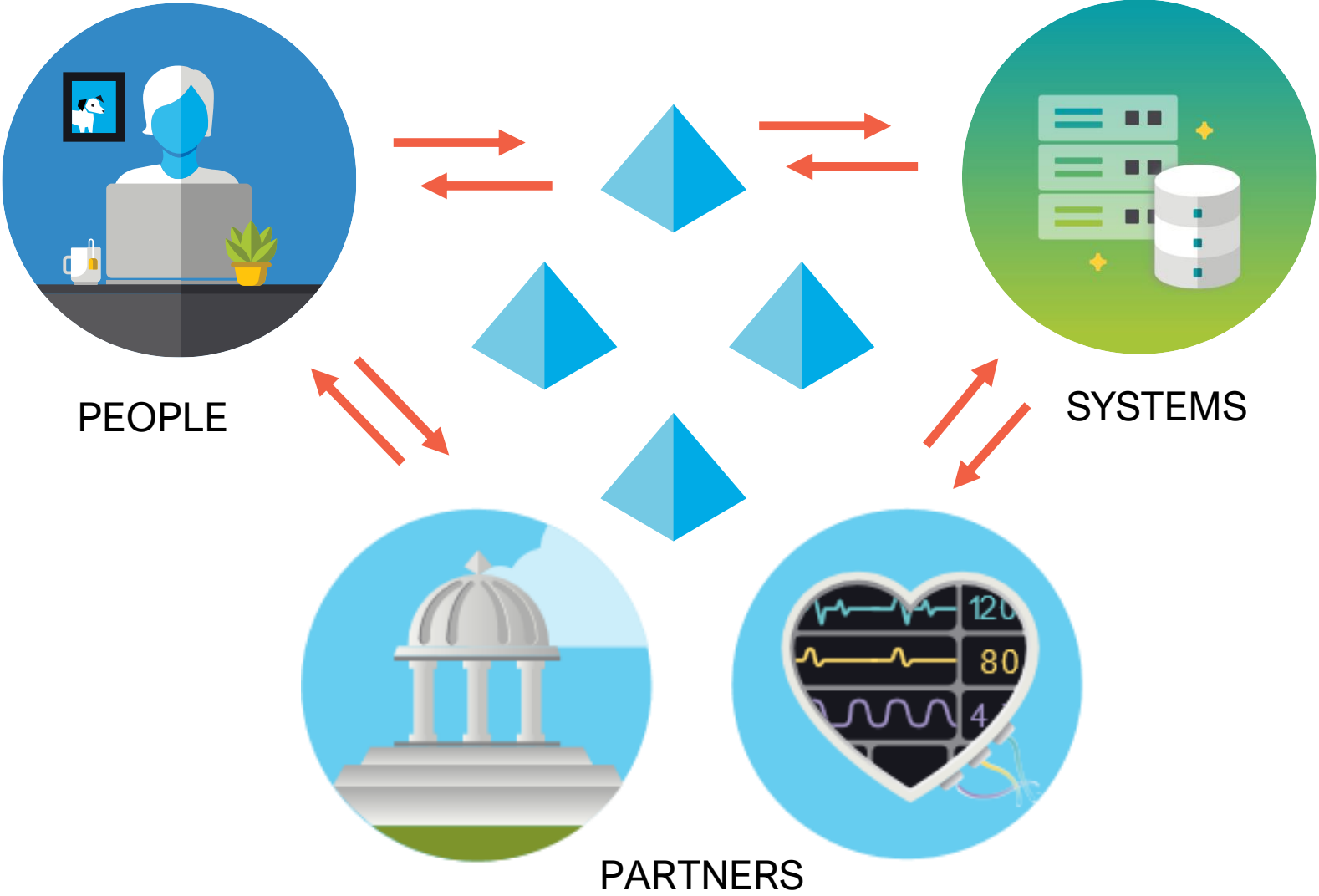
- Rapid and repeatable deployment
- Elastic Scalability
- Global Readiness
- Zero client infrastructure footprint



Cognitive Artificial Intelligence

- Extraction, translation and interpretation of information
- Intelligent orchestration of work
- Continual improvement

Intelligent Automation for Public Sector





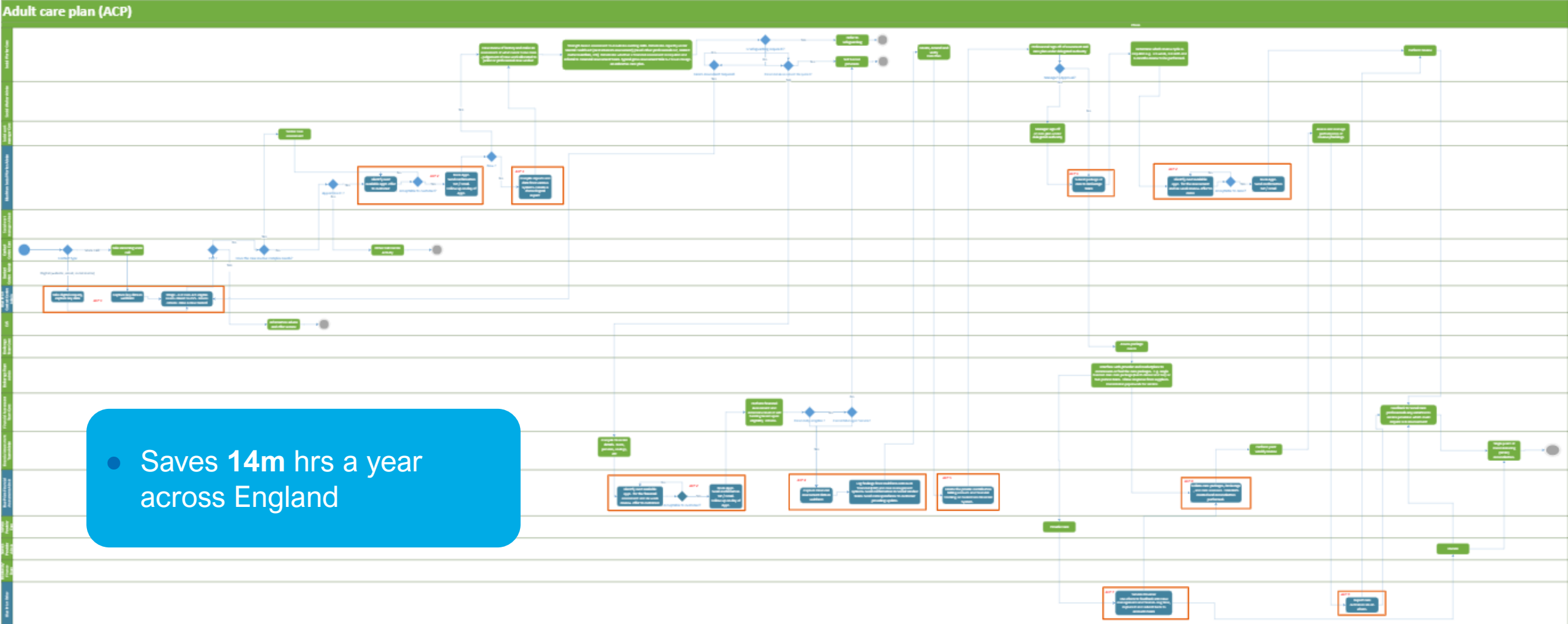
Up to 80% of Social Care time is taken up with administrative tasks



The demand is growing but there is less time available for social work practitioners to support vulnerable people.

— Assistant Director, Adult Social Care

Not about tasks, but **whole systems...**



• Saves 14m hrs a year across England

Intelligent Automation: Driving long-term and strategic value



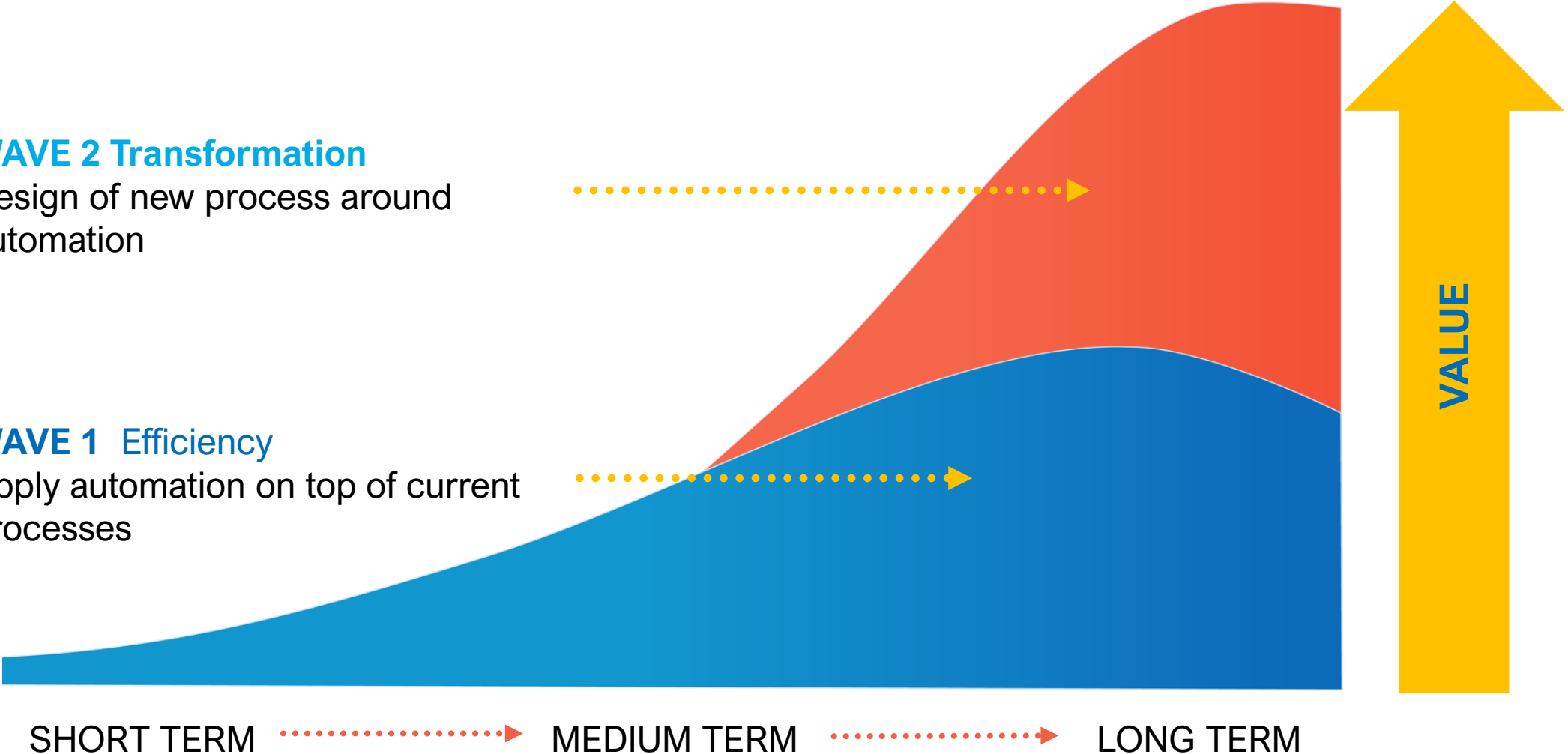
WAVE 2 Transformation

Design of new process around automation



WAVE 1 Efficiency

Apply automation on top of current processes





Norfolk
County Council

Technical Programme & Resource Management

Intelligent Automation

... How the RPA Platform was rolled out?

Let me share with you our story.



How the RPA Platform was rolled out?

Agenda

2 mins

- Understanding the Journey

2 mins

- Benefits and Use Cases

2 mins

- Citizen Development vs Intelligent Automation

4 mins

- Three Keys Delivery Strategies

2 mins

- Key Takeaways



Understanding the Journey?

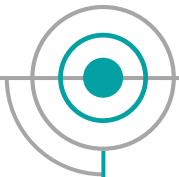
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Number of Automation
Delivered?

26

Number of Automation
Delivered?

2019

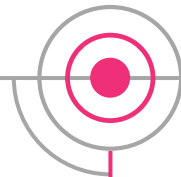


Blue Prism Platform /
Delivery

2020

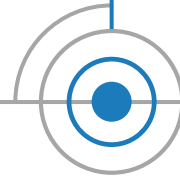


2021



Automation Team
Delivery

Now





Understanding the Journey?

Why are we using IA?

Significantly contribute to our authority's efficiency and savings agenda

IT Operations

Business
Operations

Finance
Operations



Understanding the Journey?

... How the RPA Platform was rolled out?

IT Operations

Prescriptive Maintenance

Up-keep of applications and infrastructure by periodic Maintenance schedules

Backup and Patch Management

Routine, repetitive tasks that require meticulous handling or data and management of the same.

Service Desk and L1 support for first contact resolution of incident tickets.

Ensure health of Infrastructure and Applications is a extremely critical.

Proactive Monitoring

Repeated requests have typical and consistent structure, with very few exceptions.

Active Directory Reservice request

Incident Management

Network Support

Load balancers or firewalls, requires constant monitoring and measurement to ensure that your company can actually make the most out of it.

Software Installations

Support ad-hoc install for complex systems with interconnected

Governance & Reporting

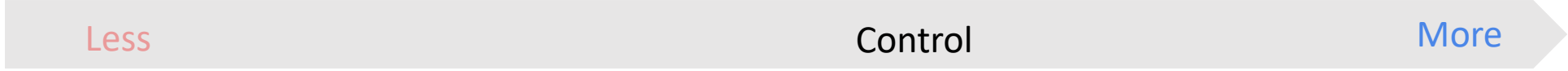


Benefits and Use Cases

Business Process	Use Case	Time	Quality Improvement	Benefits
Direct Payment: Update Her Majesty's Revenue and Customs (HMRC)	Each month the DPSS Payroll Finance Exchequer Services team has to get data from one system via an exported excel file then enter the data into DPSS Oracle. This process is very convoluted so it takes a team of 6 resources at 5hrs per staff to complete in five days	134hrs per month to support	100%	1,584 hrs savings per yr.
Records Management (Retention)	Records destruction/retention records are not in sync. We have over 151,000 records that require to be validated and updated. Its estimated that it would hire to hire four FTE to get records update over a period of 10 to 11 months.	151 weeks to complete	100%	9 weeks to complete
Procurement Data Cleansing	Data needs to be accurate for reporting and for publishing of statutory reports Ensuring records are shut down across all 3 systems (Oracle, ContrOCC, Contract Register) will ensure that users cannot continue to use the contract or supplier beyond the expiry date. To maintain data accuracy is a must.	20hrs per month	100%	2hrs



Citizen Development vs Intelligent Automation



Citizen Development

- Target Single User tasks
- High Level of user commitment
- Lower ROI
- Requires a very technical savvy business user
- Target for desktop automation
- Limited integration available



Enterprise Development

- Target Departmental processes (ie. payroll, HR, Procurement etc.)
- Low level of user commitment
- Higher ROI
- Requires no technical business user
- Target for server or cloud
- API, OCR, AI integrations available
- More secure and governable
- Business Continuity

Key Takeaways:

- It doesn't have to be one or the other it can be both.
- NCC adoption rate for citizen development has been very small, due to the technical training and support required for citizen development





Three Key Delivery Strategies

FOCUS On Smarter working

Information Management and
Technology

Strategic Alignment

IT initiatives clearly **aligned** to business goals

People
Process
Technology



FOCUS On Pipeline

Technical Programme & Resource
Management

Discovery / Definition

Review, recording and analysis of the target process, develop activity scenarios

Intelligent
Automation
Champions



FOCUS On DELIVERY

Intelligent Automation Delivery Team

Automation Development

Focus on delivery capacity. This means that more processes are implemented when the relevant business units are ready for automation.

Intelligent
Automation
Champions





Automation Delivery Framework

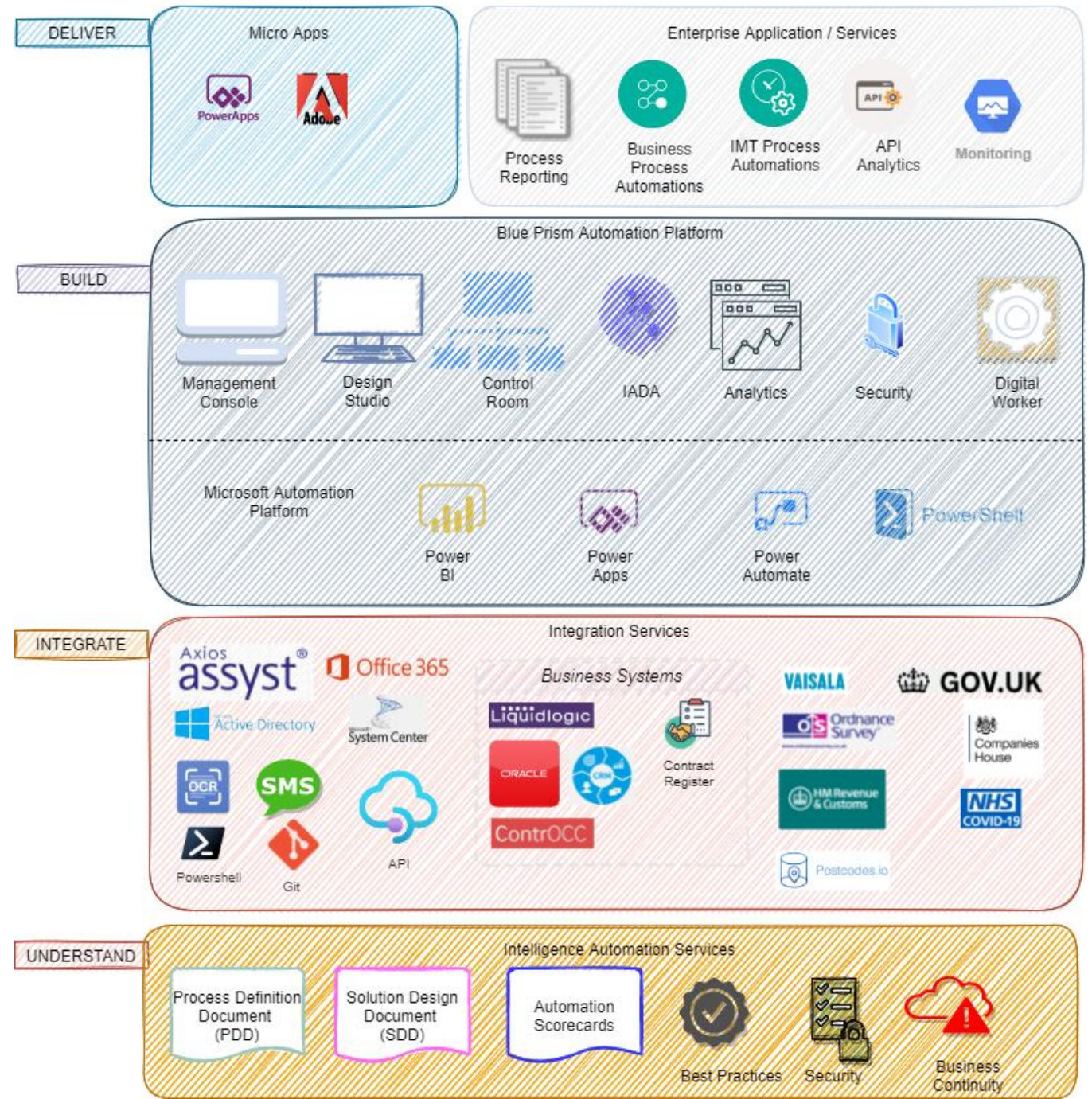
TIP 1: Think Intelligent Automation

TIP 2: Focus on Outcome

TIP 3: Focus on Delivery

TIP 4: Establish Best Practices

Intelligent Automation : Delivery Solution Architecture





Automation Delivery Framework

... How the RPA Platform was rolled out?

Business RPA Scorecard

This is part 2 of 2 of the Intelligent Automation scorecard framework and how it can be used as a tool to track and evaluate the effectiveness of our automation delivery projects in NCC.

Hi, Keith. When you submit this form, the owner will see your name and email address.

* Required

General Information

1. Please enter your Name *

Enter your answer

2. What is the process name that you enter on the RPA Scorecard? *

Enter your answer

3. Select Your Department *

- Community and Environmental Services
- Adult Social Services
- Finance & Commercial Services
- Ch Servs - Non Schs
- Legal & Democratic
- Strategy and Transformation

4. How many estimated hours saved per month? (If you don't know just enter 1) *

Enter your answer

Next

Automation Scorecard

This is part 1 of 2 of the Intelligent Automation scorecard framework and how it can be used as a tool to track and evaluate the effectiveness of our automation delivery projects in NCC.

Hi, Keith. When you submit this form, the owner will see your name and email address.

* Required

1. What is your process name? *

Enter your answer

2. Please enter the process description *

Enter your answer

3. What is your expected Outcome? "What results do you want?" *

Enter your answer

4. What is your email address? *

Enter your answer

5. Primarily rules-based, or many exceptions requiring human judgment?

Rate your organization's process on a scale of 1 to 5 for this attribute. A score of 5 describes a process that follows strict rules that don't often require independent human judgment; a score of 1 describes a process that often needs human judgment. *

- 1 2 3 4 5

6. Manual and repetitive?

A score of 5 describes a process that is highly repetitive and manual; a score of 1 describes a process that is not often repetitive. *

Process/Project Approval Form (PAF)

Use this form when the project outcome has been measured against its acceptance criteria and has been formally accepted or rejected by the business user.

Hi, Keith. When you submit this form, the owner will see your name and email address.

* Required

1. What is the project Name? *

Enter your answer

This question is required.

2. What is the Project ID? *

Enter your answer

This question is required.

3. What is the Process Owner name? *

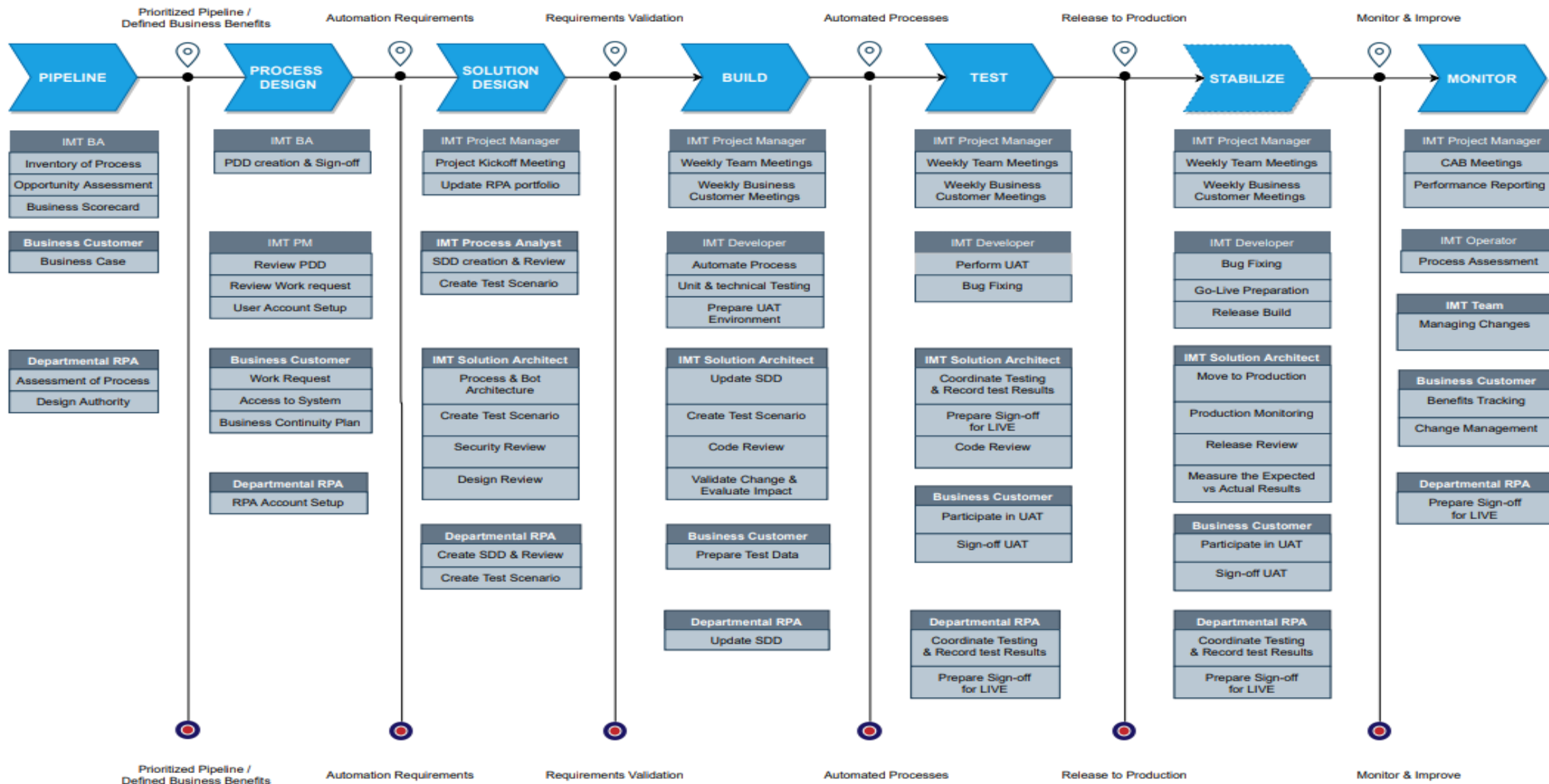
Enter your answer

This question is required.

4. What are you giving your approval for? *

- Approve Process to be moved to UAT
- Approve Process to be moved to LIVE
- Reject going to UAT
- Reject going to LIVE

This question is required.



Checkpoints

Responsible Party (by Roles)

Activity to Deliverables

Key Takeways

Communicate success

Build RPA Team maturity

Keep an open mindset

Clearly define the Customer journey

Avoid thinking automation is Easy

This can create a false belief that anyone can create high-quality, robust, and stable bots and start capturing enormous business value within weeks.

Our IA projects account for how the human will interact with the bot. Don't forget that IA is nothing more than a tool to make life easier for people to complete business processes.

SME is essential, however, they may not provide the right mindset. Most process owner simply does not possess the perspective or skills to recognize how they are limiting the final outcome of the automation.

This leads to a lack of imagination in problem solving.

Invest in your team.

The team must have confidence. Allow your team to work on pilot projects. That will improve their skills.

We created 3 pilot projects for the developers to work on.

Consider bring in a consultant to upskill /mentor the team.

We create a IA news letter that get sent out of what happening in the IA world within NCC.

We promote our success. This has increased our pipeline.