ROBOTIC PROCESS AUTOMATION IN THE PUBLIC SECTOR

SOFTWARE ROBOTICS DRIVES DIGITAL DELIVERY THROUGH ROBOTIC PROCESS AUTOMATION

In this environment of unprecedented budgetary pressures and rising demand on public services, where more is increasingly demanded from less, advances in software robotics have made automation a viable way to address the ever-increasing workload facing the public sector today.

The past 18 months have seen significant growth in the use of automation tools throughout both commercial and government. Robotic process automation (RPA), a technology that was first conceived over a decade ago, is finally coming into its own with recent advances. At its core, RPA is a software tool that can replicate and automate manually executed, repetitive, and transactional processes while improving both accuracy and speed. It is considered a key component to intelligent automation.

RPA serves as a lever for efficiency gains by freeing up resources to tackle more strategic priorities. Many commercial sector organizations that have established an RPA capability do so in response to the same issues the public sector is grappling with:

- Hiring freezes/delays or lack of resources to handle a growing backlog of work while moving their organization forward
- Policy changes that need to be quickly integrated into business practices
- Constant fatigue from repetitive, lower-value tasks and rework

In the public sector, Peraton believes RPA presents substantial benefits to our customers: hours worked by over 850,000 public sector FTEs are forecast to be saved through automation by 2030. RPA can reduce the amount of time staff spend on repetitive and routine activities, allowing more time to be spent on interaction with the public and jobs requiring more complex problem solving or decision-making.

WHAT IS RPA?

RPA allows government agencies to configure software (robots) to interface with an application's native user interface (UI) for processing a transaction, manipulating and inputting data, and communicating with other systems.

Software robots ("bots") are set up to manage these

processes and perform tasks that users typically assign, monitor, and control. The software allows for appropriate human intervention when additional input is required or when exceptions are noted.

RPA activities can be tracked via an easy-to-use dashboard. Additionally, the RPA software monitors processes, execution, errors, and task completion that can be further examined using advanced analytics algorithms and reports. Three core components of RPA process development include:

- **Process activity:** the business workflow that matches the steps of the use case
- **RPA application server:** provides scheduling and management capabilities for the bots
- **Software bot:** a software program that executes the process activity

In most organizations, many routine digital tasks lack the scale or value to warrant allocating budget for comprehensive automation via IT transformation. RPA can help address this gap, reducing the "minimum viable scale" of process automation compared to other traditional options.

What can be automated?

Although highly adaptable, RPA technology works exceptionally well when certain digital processes possess these attributes:

- **Highly manual and repetitive processes** are a strong candidate for an RPA solution that frees up time and allows the government workforce to do higher value work
- **Policy-based processes** are well suited for RPA because instructions are centered on a codified framework that requires accuracy and a reduction of errors
- **High volumes** of work done on digital systems can be done by RPA at an accelerated pace without human error

How does RPA integrate into the enterprise?

RPA implementations can be boiled down into three major phases: discovery, design and build, and implementation.

Discovery Phase

Integration begins with a discovery phase. This involves reviewing target processes for automation and conducting a value stream mapping exercise around the processes. This enables identification of the component parts of each process that are suitable for automation, and builds a business case for the subsequent implementation.

RPA should not be regarded as a quick fix for suboptimal or broken processes. If needed, processes should be optimized before or as part of the RPA solution.

Design and Build Phase

Once discovery is complete, the design and build phase occurs. Processes are analyzed, decomposed, and transcribed into RPA workflows. These workflows enable software robots

to execute the processes accordingly. Software robots are tested against these workflows to ensure fidelity to the original business processes.

Implementation Phase

After the design and build phase are complete, the implementation phase can begin. For this phase, a pilot deployment is often useful. Deployment an RPA solution can be done in days or weeks, making it a cost-effective way to build confidence in the technology and validate the analysis behind the business case.

THE PERATON DIFFERENCE

At Peraton we see opportunities in intelligent automation where others might see problems in process. When it comes to the public sector, Peraton is at the forefront of the RPA revolution, driving innovation and supporting our customers in adopting this emerging technology.

Our offering is grounded by a comprehensive methodology and set of best practices for RPA implementations—the Peraton Bot Factory. This is a foundational piece to intelligent automation and serves as a digital accelerant to an organization's digital transformation journey. For many of our customers, we have developed proof of concept bots to bring the experience of automation.

For organizations beginning their RPA journey, we can provide up-front strategic guidance including answering questions such as:

- What is the potential size of the opportunity, and how can the benefits be maximized?
- Who are the leading vendors, and what differentiates their products?
- What deployment and robot management strategy should be pursued?

Our factory services can help customers understand what a full-scale deployment looks like, what technical skills are required for RPA, and what the change management implications are for enterprise implementations.

Take the next step

Request a consultation: engage with our team experts to help formulate the ideal approach to bring digital delivery to you—an RPA project to jumpstart your digital transformation journey whether it's in back/front office tasks or with legacy services integration

Request an advisory session: we will help you assess process readiness and suitability, rationalize your portfolio, and plan for RPA to build your digital workforce.
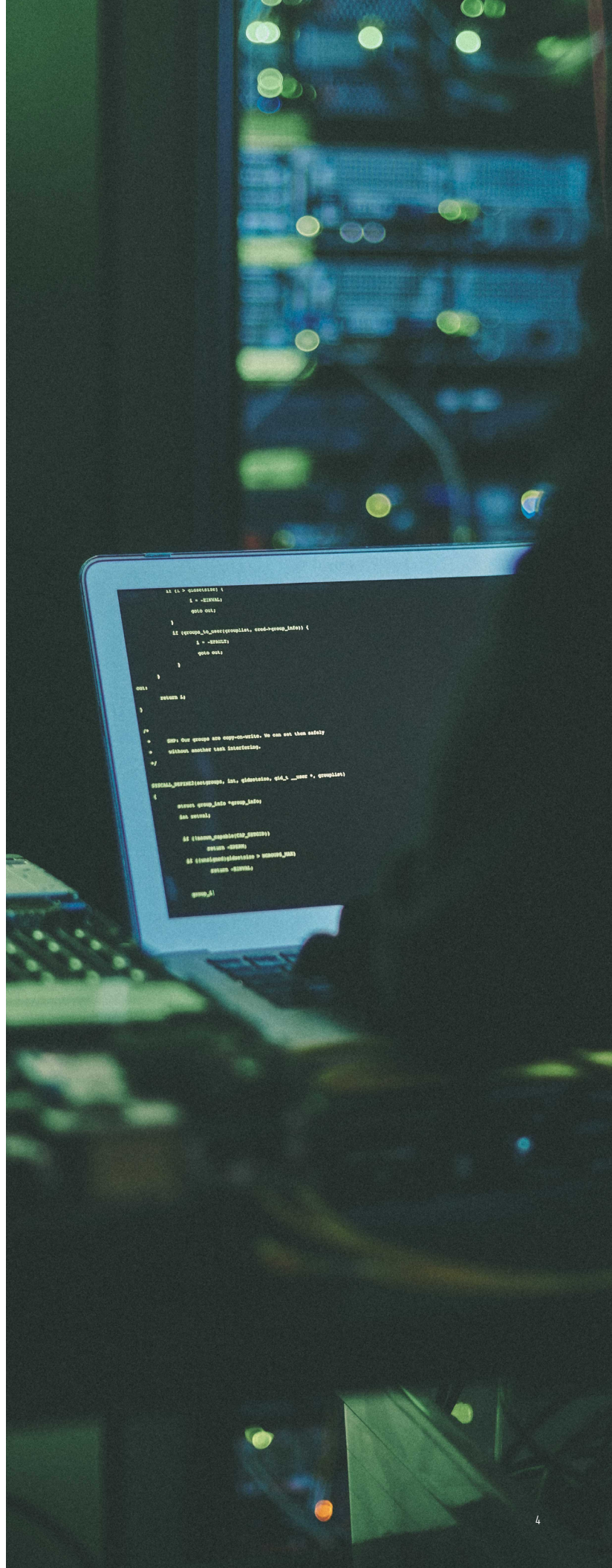
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