

WHITEPAPER

EXPANDING POSSIBILITIES WITH INTELLIGENT AUTOMATION

Intelligent Automation

Plan, govern and optimize data, people, and automation technology, to achieve operational excellence and improve citizen experiences with Intelligent Automation

Amidst ongoing geopolitical changes, public sectors face aging workforce issues, budget reductions, and citizen expectations for quick turnaround time.

Technology has the potential to bridge the gap between new technologies and legacy systems and allowing for the transformation of public sector service delivery and performance- but how?

Intelligent automation is the solution to this pressing issue. Intelligent automation increases operational efficiency and reduces employee overload allowing employees to focus on higher-value tasks. While public healthcare has been at the forefront of the pandemic, multiple public agencies have been inundated with additional work due to the government efforts to alleviate the effects of the pandemic. From rapid legislative changes and systematic closures to hundreds of thousands of applications for multiple government subsidies, the public sector must adopt technology more quickly than ever.

RPA transforming the public sector IT landscape

According to a recent survey conducted by the Federal RPA CoP, suggests that roughly 25 organizations in the federal government are piloting RPA technology or have automation in production. Approximately ten additional programs have five or more automation in production, and five programs have 20 or more RPA automation deployed. According to the RPA Program Playbook published by the Federal RPA Community of Practice, deploying RPA to save all civilian employees just 20 hours per year, that would result in roughly \$3 billion in capacity created.

New age Digital Assistants

"Any company that uses labour on a large scale for general knowledge process work, where people are performing high-volume, highly transactional process functions, will boost their capabilities and save money and time with robotic process automation software".

The Institute for Robotic
Process Automation

Consider bots as humans with digital skills who can interact with any system or application and adapt to any interface or workflow. Automation does not necessitate the modification of existing business systems, applications, or procedures. By performing repetitive tasks, these bots allow you to focus on higher-value tasks.

Many agencies across the federal government have existing RPA programs to automate tasks of varying complexity. To-date, automations have focused on multiple functional areas, including finance, acquisition, IT, human resources, mission organizations, and security/mission assurance



Intelligent Automation Maturity level

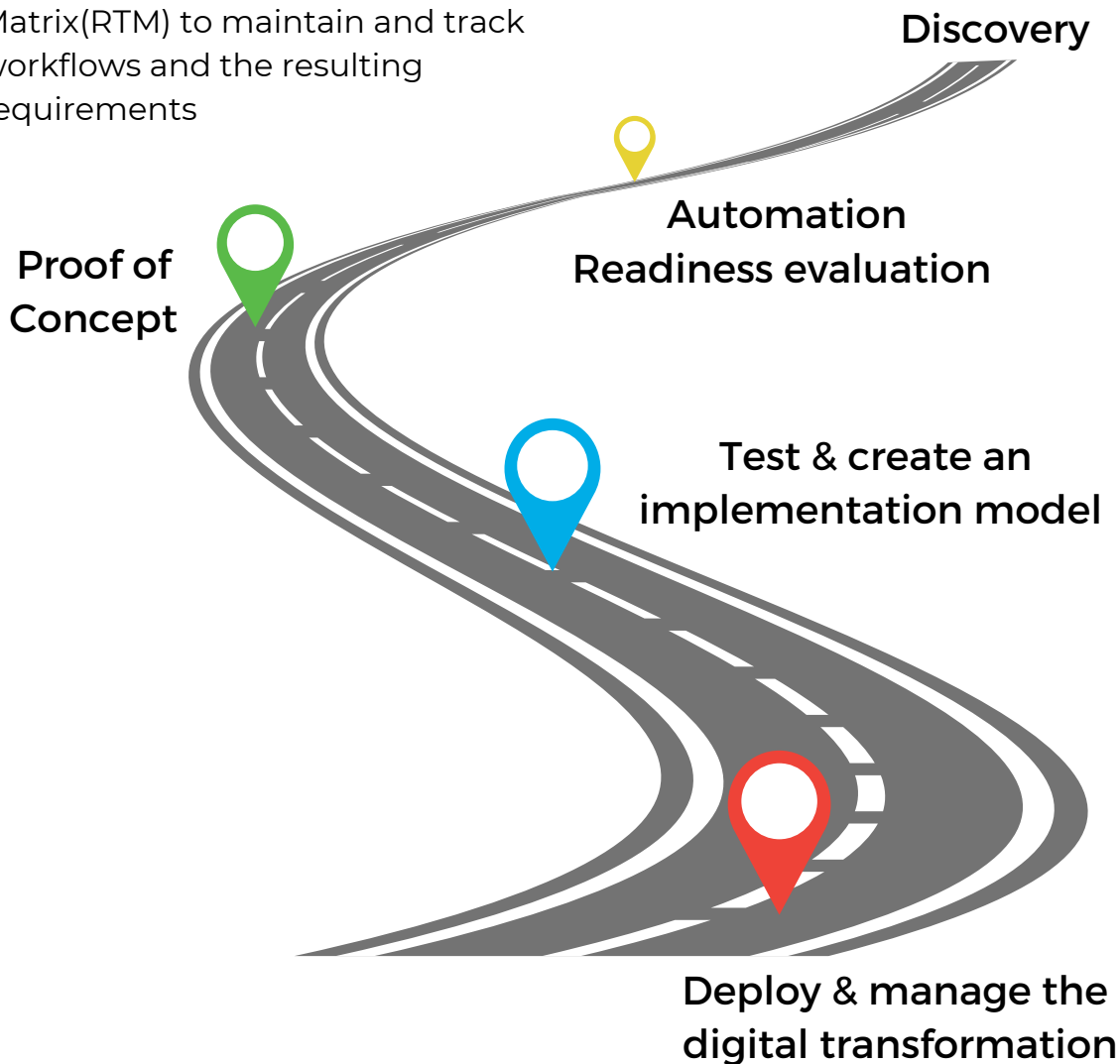
Helps you identify and assess the current state of automation within your agency and outlines steps to achieve the next level.

The automation maturity level helps you identify at which your organization is and what lies ahead. This maturity model below represents how to best gauge the evolution of RPA programs and the types of indicators/milestones required to convey agency progress in improving and expanding automation capabilities.

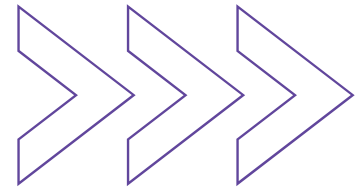


Roadmap for automation readiness - next steps

To gauge the automation readiness of an organization, start with discovery phase. In the discovery phase, review the existing business processes to identify workflows, assess and prioritize, shortlist processes, and define business cases. Later, test the POC to see if the assumptions made during the process were accurate and give desirable implementation results. After the readiness evaluation, create process accelerators to facilitate this process. Create a Requirements Traceability Matrix(RTM) to maintain and track workflows and the resulting requirements



Measuring Progress



Performance goals are a good way to monitor and measure progress.

While RPA offers many benefits, companies still want to ensure that implementing an Intelligent automation solution will outweigh the initial advantages.

Many valuable methods are available today to assess the impact of process automation, which organizations can leverage to make an informed decision regarding RPA implementation. Below is a glimpse of one of many methods.

Key Indicator	Activity / Project	Data / Outcome
ROI of a project	Add a few details describing the related activities	<ul style="list-style-type: none">• What results did you obtain from your project?• Write them here.
Increase Compliance	Add a few details describing the related activities	<ul style="list-style-type: none">• What results did you obtain from your project?• Write them here.
Process Outcomes	Add a few details describing the related activities	<ul style="list-style-type: none">• What results did you obtain from your project?• Write them here.



**Get on discovery call today
to start your automation
journey!**

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