

# From Response to Resilience: Putting the Digital Workforce to Work

The COVID-19 federal response has further shown that not all agencies have what they need to meet citizen demands, and many public sector workforces are overwhelmed as a result. While federal agencies move from their initial reaction to long-term planning for digital work realities, robotic process automation (RPA) needs to be in their future. **First, they need to build a foundation.**

## What is RPA?

**Robotic Process Automation** is a software that eliminates repetitive tasks through user-programmed instructions.

RPA Digital Workers are part of a modern workforce that works side by side with human employees.



## Robotic Operating Model

Reaching a mature state of RPA requires the right foundation. Blue Prism's Robotic Operating Model defines **seven areas for a successful RPA implementation.**

-  **Vision:** Identifying expected benefits and aligning them to mission gains
-  **Organization:** Defining a clear organizational design that matches agency culture and strategy, enabling the delivery of projects
-  **Governance & Pipeline:** Prioritizing demand in order of maximum benefits in the discovery phase
-  **Delivery Strategy:** Embedding policies for rapid delivery in a structured, controlled and repeatable environment
-  **Service Model:** Structuring an engagement model to support the operations of management, reporting, scheduling and referral
-  **Technology:** Ensuring a highly scalable and maintainable architecture to allow for growth, security and user interaction
-  **People:** Outlining roles and responsibilities, and allocating appropriate training to staff

## The People Alongside Digital Workers

Here are some of the primary people who work to make RPA a success.



### Head of Robotic Automation

Owns the vision and strategy for how RPA fits into the mission and oversees delivery



### Robotic Operating Model Architect

Defines RPA core capabilities and models that meet the vision



### Process Analyst

Redesigns processes and tests pipelines to maximize RPA functionality, ensuring resilient processes that are scalable and repeatable



### Developer

Develops and delivers automated projects



### Technical Architect

Understands how RPA fits into the enterprise's existing technical architecture and makes necessary adjustments



### Progress Controller

Administers, monitors, coordinates and controls the day-to-day running of digital workers

## 3 Levels of Automation

Not all automation is the same. Here are the three common levels of automation for agencies.

### Basic Automation

Digital workers carry out tasks that can be done through a series of predetermined pathways and actions. Digital workers cannot make logic-based decisions and all tasks are simple.

Copying and pasting information from a spreadsheet



### AI-Enabled Automation

Digital workers are an integrated handshake with artificial intelligence (AI) and machine learning (ML). They can process unstructured information and deal with more logic-based, decisioning activities. These digital workers amplify time savings for federal agencies and tackle considerable challenges that would have been difficult for human employees.

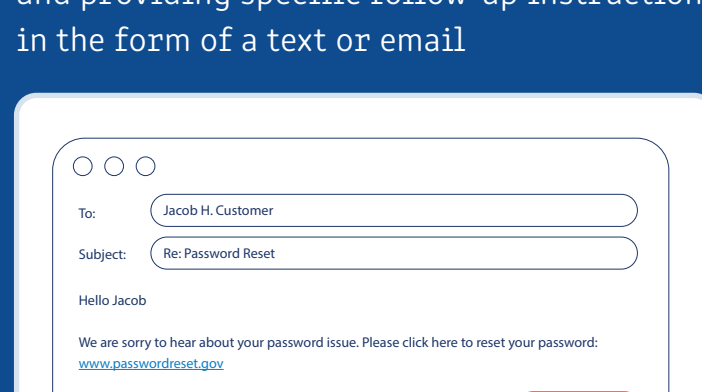
Scanning through legal documents to reduce time in discovery and searching for relevant words or phrases



### Connected Intelligent Automation

Digital workers solve end-to-end processes using AI, ML and cloud technologies. Human employees can directly drag and drop capabilities so they can tailor RPA digital workers to their processes. In connected, intelligent automation, users drive the use of RPA – not developers. The result is that RPA is widely deployed and connected throughout an enterprise, even for use cases that technology departments hadn't conceived of.

Processing information from call centers and providing specific follow-up instructions in the form of a text or email



**Connected RPA = Basic Automation + Cloud + AI + ML**

When modern demands are too much or innovation is stifled by monotony, RPA is the answer. Just add imagination!

### Checklist Items

To Do:

- Training
- Coordination
- Role Definition

- Employee Engagement
- Strategic Planning
- Process Evaluation
- Regular Monitoring

## The Right RPA for Future Government

The benefits and capabilities of digital workers should be geared to a new era of mobile, resilient government endorsed by federal directives.

### RPA for accelerated mission intelligence and accomplishment helps:

- ▶ Complete work quickly and accurately.
- ▶ Point the way to better processes.
- ▶ Reduce citizen interaction times and improve satisfaction.

### RPA for the future helps:

- ▶ Optimize workloads and processes for human employees.
- ▶ Bring IT and business teams together to collaborate on automation.
- ▶ Generate more overall business efficiency.
- ▶ Create more agility to respond to needs.

### How Blue Prism Helps: The COVID-19 4 9\$ Program

Blue Prism helps agencies go beyond basic automation and even AI-enabled automation. By bringing in connected intelligent automation, agencies can expect relief from pain points, noticeably increased efficiency and bigger mission gains. All of this comes in a FedRAMP-compliant, cloud-based model that can be quickly integrated into federal agencies.

Blue Prism currently has a special program to help agencies get started with RPA. As part of this program, Blue Prism will work with a client to develop a 45-day proof of concept. For a fixed price of \$9,999, Blue Prism will work with a federal, state or local agency to develop agreed-upon automations with our highly experienced professional services team within five days. All of this can be purchased with a government P-card through our digital exchange.

For more information and to get going, visit: [blueprism.com/solutions/industry/public-sector-automation](https://blueprism.com/solutions/industry/public-sector-automation)

