

# Robotic process automation (RPA)

Software robotics drives digital delivery



## Introducing RPA

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 growing workload facing the public sector today.

Recently, there has been significant growth in the use of automation tools throughout public and private sectors. RPA, a technology that was first conceived more than 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.

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

- 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 impacting higher value efforts

## RPA + the public sector

Perspecta believes RPA can provide substantial benefits to our customers across the public sector. In fact, it is predicted that RPA can supplement the hours worked by more than 850,000 public sector full time employees by 2030. RPA can reduce the amount of time staff spends on repetitive and

routine activities, allowing more time to be spent interacting with citizens and on tasks that require more complex problem solving or decision making.

## How it works

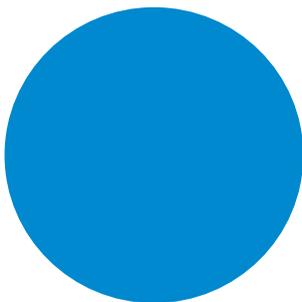
RPA allows government agencies to configure software robots (or bots) to interface with an application's native user interface (UI) for processing a transaction, manipulating and inputting data and communicating with other systems.

Bots are set up to manage these processes, performing tasks that users typically assign, monitor and control—allowing for appropriate human intervention when additional input is required, or 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.

RPA process development comprises of these three core components:

- **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, but for which large scale or desktop automation tools are too limited to effectively address. 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 key attributes.

- Highly manual and repetitive processes are a strong candidate for an RPA solution
- 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**

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—building a strong business case for the subsequent implementation. To be clear, 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 implementation.

##### **Design and build**

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**

During the implementation phase, we often find a pilot deployment to be useful. Deployment of a 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 Perspecta difference**

At Perspecta we see opportunities in automation where others might see problems in process. When it comes to the public sector, Perspecta is at the forefront of the RPA revolution, driving innovation and supporting our customers in adopting this emerging technology. At the heart of our offering is a comprehensive methodology and set of best practices for RPA implementations.

For organizations beginning their RPA journey, we can provide up-front strategic guidance, 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?

For many of our customers, we have developed proof of concept bots to introduce them to automation. Our 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**

Engage our team of experts with a consultation to help formulate the ideal approach to jump-start your digital transformation journey. Whether it's for back/front office tasks or legacy services integrations, we can assess process readiness and suitability, rationalize your portfolio and plan for RPA to build your digital workforce.