

# Manjula Pindoria

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# Our journey so far....

- RPA proof of concept – May 2018
  - Followed by opportunity assessment
- Board approves RPA roll-out – Nov 2018
- Vendor Assessment – Dec 2018
- RPA deployment begins Mar 2019
- 17 processes automated to date
- Chatbot proof of concept – July 2019
- Board approves roll-out – Jan 2020
- 4 Chatbots deployed to date



# Current Automations

- HB Rent Changes
- Debt in Treatment
- Debt Recovery Campaigns
- Housing Benefit Debt Service
- CYP Target Children – Matching
- CYP EYFS Dataset - Matching
- CYP Target Children – Tagging
- Schools – Council Tax Checks
- School Admissions Waiting List
- Family Wellbeing Centres Registration Dates
- Synergy Covid Response ‘One Time’ process

- 8x8 Account Deletion
- 8x8 Data Transfer
- Potholes Reporting
- R&N Covid 19 Statistics
- R&N Certificates
- Housing Leasehold Repairs
- Recycling & Waste Chatbot
- R&N Chatbot
- Portal Chatbot
- School Admissions Chatbot

# Pipeline

- Noise complaints
- Regulatory Services – Inspection Summary Recording
- Payment to Claimant – Finance
- AR process – Finance
- ASC Invoicing process (also potential use case for OCR / Document understanding)
- Libraries chatbot
- STS Helpdesk chatbot
- Customer Services Chatbot / RPA

# Key Learnings

- Know your stakeholders and gain buy in early on
- Involve IT and IG – bring them on the journey
- Start small and let the CoE evolve organically
- Focus on training and shadowing activities during the first 12 months
- Invest in staff – give them the opportunity to learn and get involved
- Communication is key – spread the word, keep the momentum going
- Governance – get this right and continue to improve it