

UKA “Powering Digital Public Services”

March 2022

Automation accelerating the digital transformation of Public Services


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Top Trends & Predictions

Predictions 2022: The Global Public Sector Will Transform itself — And Society

10% of government administrative work-load will be executed by RPA¹



Digital government acceleration and momentum 

Robotic process automation in action in government 

60%

of governments will have tripled citizen digital services but...

19%

of government respondents are already using RPA³...

33%

intend to deploy RPA by 2023³

24%

A government report using RPA for IT modernization³

86%

of employees are willing to use automation in the future⁴

< 25%

will be integrated across organizational silos²

79%

of employees are comfortable with automation⁴



¹ Forrester; Predictions 2022: The Global Public Sector Will Transform Itself – And Society; Rick Parrish et al; 3 Nov. 2021 | ² Gartner; Digital Government Acceleration and Momentum; Dean Lacheca; 17 Jun. 2021
³ Gartner; Robotic Process Automation in Action in Government; Dean Lacheca, Cathy Tornbohm; 6 Oct. 2021 | ⁴ UiPath and Bain & Company, Overcoming the Automation Paradox

Legacy IT : “Running just to stand still”

£480bn

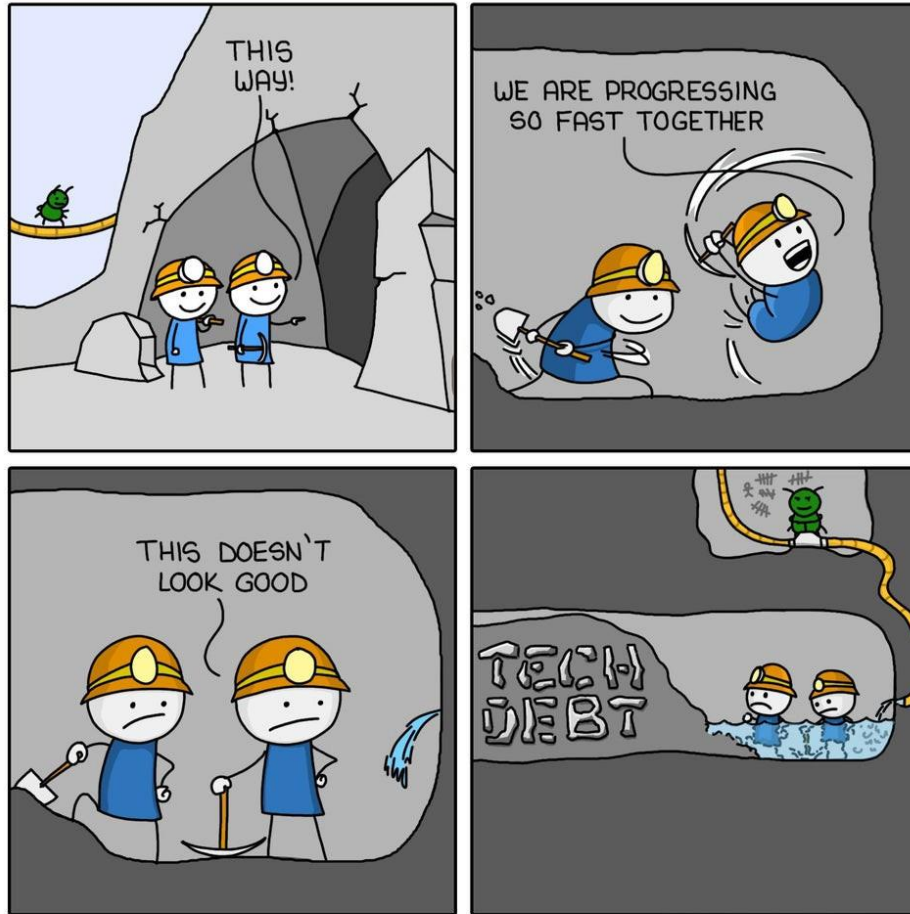
of Government revenue is
reliant on systems that
are out of date ¹

>£600m

to fix outdated IT in 2020
spending review ²

Intelligent Automation for Digital Transformation

TECH DEBT



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UK CDDO recommended approach

5 top-line strategies:

1. Retain (do nothing)
2. Retire (drop)
3. Re-host (lift and shift)
4. Repurchase (shop and drop)
5. Re-platform (lift and shape)

7 principles for managing legacy technology:

1. Continuous improvement planning to keep technology up-to-date
2. A complete and accurate register of data assets
3. Know the full extent of systems and infrastructure
4. Building the skills and capabilities of the IT team
5. A flexible and responsive service model, which can adapt to changing technology
6. Consider business needs, processes and culture
7. Use the Technology Code of Practice

Automation accelerates the Digital Journey

UiPath provides a critical path towards achieving both transformation and operational excellence.

Transforming Operational Processes

- Automate infrastructure and operations process
- Integrating service management with other systems
- Ensure security compliance



Reduce Cost



Improve Compliance

Transforming Citizen Experience

- Enable self-service abilities for citizens
- Enable data democratization for citizen 360 view
- Shared citizen insights



Enhance Civic Engagement



Increase Transparency & Trust

Transforming Business Models

- Accelerate transformation projects life cycle activities
- Integrate new systems with legacy systems
- New value propositions using predictive AI/ML capabilities



Scale Service Delivery



Deliver Citizen Centric Services

Thank You