



Department
for Environment
Food & Rural Affairs

Digital Robotic Automation Centre of Excellence

Our unique and innovative low risk delivery methodology into
a mix of modern and legacy estate

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Who we are

The Department is responsible for developing and implementing the government's policy on the environment, food and rural issues.

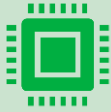
It has a large and very varied portfolio.

Its responsibilities include:

- protecting biodiversity, the countryside and the marine environment;
- supporting the growth of a sustainable green economy, including rural communities;
- British farming and food production;
- preparing for and managing risk from animal and plant diseases, floods and other environmental emergencies; and
- negotiating EU agricultural, marine and environmental policy on behalf of the UK.

Covent Garden Market Authority **Veterinary Medicines Directorate**
Dartmoor National Park Authority Marine Management Organisation
Joint Nature Conservation Committee **New Forest National Park Authority**
South Downs National Park Authority Peak District National Park Authority
Independent Agricultural Appeals Panel **Northumberland National Park Authority**
Yorkshire Dales National Park Authority Board of Trustees of the Royal Botanic Gardens Kew
Plant Varieties and Seeds Tribunal **Consumer Council for Water** Exmoor National Park Authority
National Forest Company Sea Fish Industry Authority **The Water Services Regulation Authority**
Lake District National Park Authority **Centre for Environment Fisheries and Aquaculture Science**
Veterinary Products Committee Advisory Committee on Releases to the Environment
Drinking Water Inspectorate **Agriculture and Horticulture Development Board**
Science Advisory Council North York Moors National Park Authority
Rural Payments Agency **Animal and Plant Health Agency**
Forestry Commission UK Co-ordinating Body
Broads Authority **Environment Agency**
Natural England Defra

Legacy – a modern challenge.



There is always more work than we are funded to deliver



The applications our staff use in our services often force them to work in a way we don't want them to and inefficiently. Staff spend a lot of time transferring information from one system to another to maintain and manage the data we need to operate.

Our Robotic Process Automation journey so far

Environment Agency - Proof of Concept – Nice Ltd (2017/18)

Environment Agency - Showcase – Nice Ltd/UI Path (2018/2019)

Creation of Defra Centre of Excellence for all – UI Path (2020 -

Our CoE service design principles

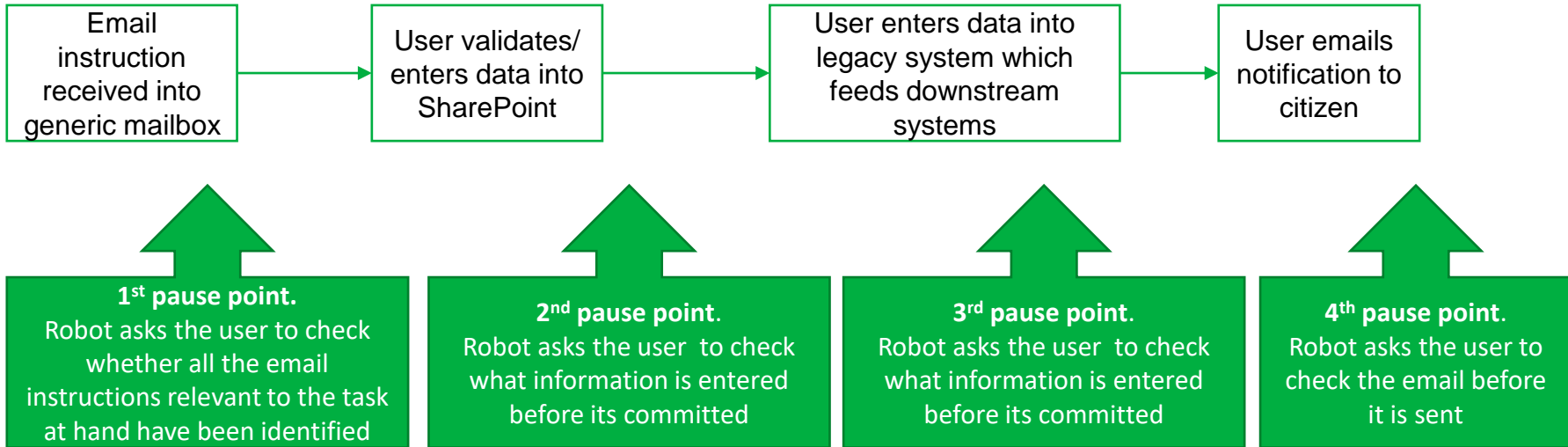
1. We build Partnerships with the Defra Group Business owners. Our Service will not feel like a customer/supplier relationship.
2. Our Partners must have a sponsor, empowered business lead and a budget before they submit a proposal.
3. Our service will help our Partners understand the feasibility of their proposal and whole life costs.
4. We will recharge our costs, only where we can take a proposal beyond stage 2.
5. We will work with our Partners in an agile way to enable a fast return on investment.
6. We support our Partners in owning the necessary business change management and subsequent realisation of benefits.
7. We will ensure our service processes, activities and costs are transparent.
8. Automation proposals deemed higher risk or higher complexity will require our Partners to initiate a “project” to resolve wider barriers or blockers.
9. **We don't assume our colleagues in the Defra Group business can tell us everything we need the first time.**
10. **We recognise the importance our Partners place on managing data quality and accuracy, so our build approach is low risk, deploying our solutions in high supervision mode until validated by our Partners.**
11. We build our partners knowledge and understanding they require for ownership of successful automations.

Focussing on 2 key principles that led to our low risk delivery method

9. We don't assume our colleagues in the Defra Group business can tell us everything we need the first time.

10. We recognise the importance our business teams place on managing data quality and accuracy, so our build approach is low risk, deploying our solutions in high supervision mode until validated by our Partners.

Hypothetical back office process



- VIDEO SLIDE



Key takeaways

1. We want our business users to think of robots as new starters in the team. New starters will put their hand up and ask for help.
2. We recognise that incorrect data entry has downstream consequences
3. We deploy in a high supervision state, where the robot pauses and asks the user to check their work before its committed. We call this live proving and we start seeing immediate user ROI.
4. This approach negates the need for traditional UAT environments and UAT Manager resources meaning lower cost / rapid
5. Once the robot is “trusted”, we remove the pause points.