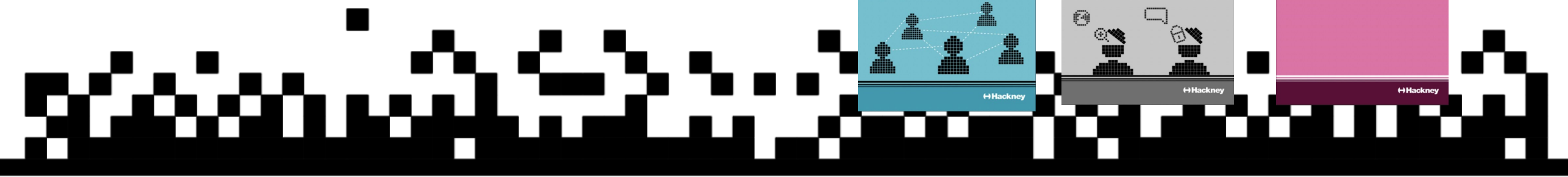
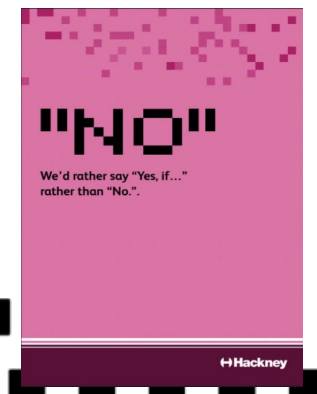
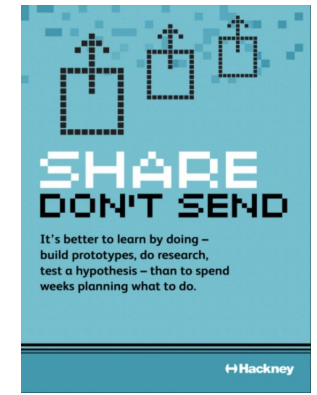
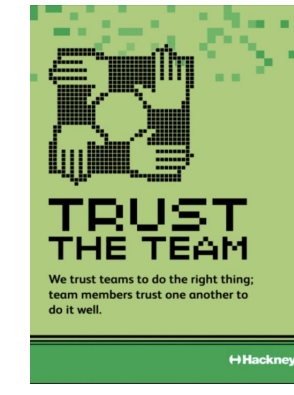
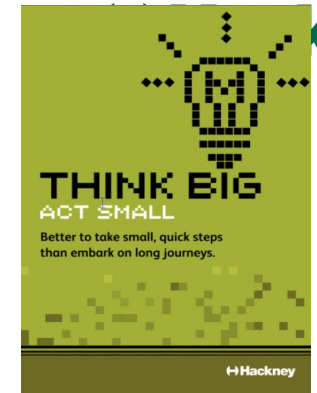
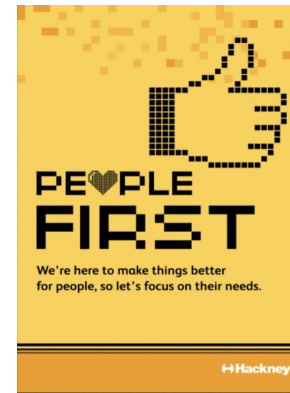


Are bots marching through Hackney?

@mcaino



In Hackney, we're using national government approaches to build empathic services



# So why are we using Robotics Process Automation?



**Tom Read**  
@thommeread

Following

Robotic process automation ("RPA"): always pitched by consultancies to the business rather than technology leaders, and always as "free" tests or loss leaders. Kind of says it all, doesn't it?

5:01 PM - 29 Oct 2018

14 Retweets 51 Likes



17 14 51



**Paul Downey** @psd · Oct 30

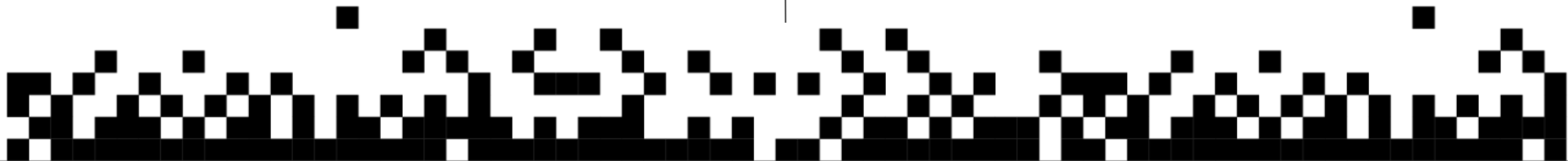
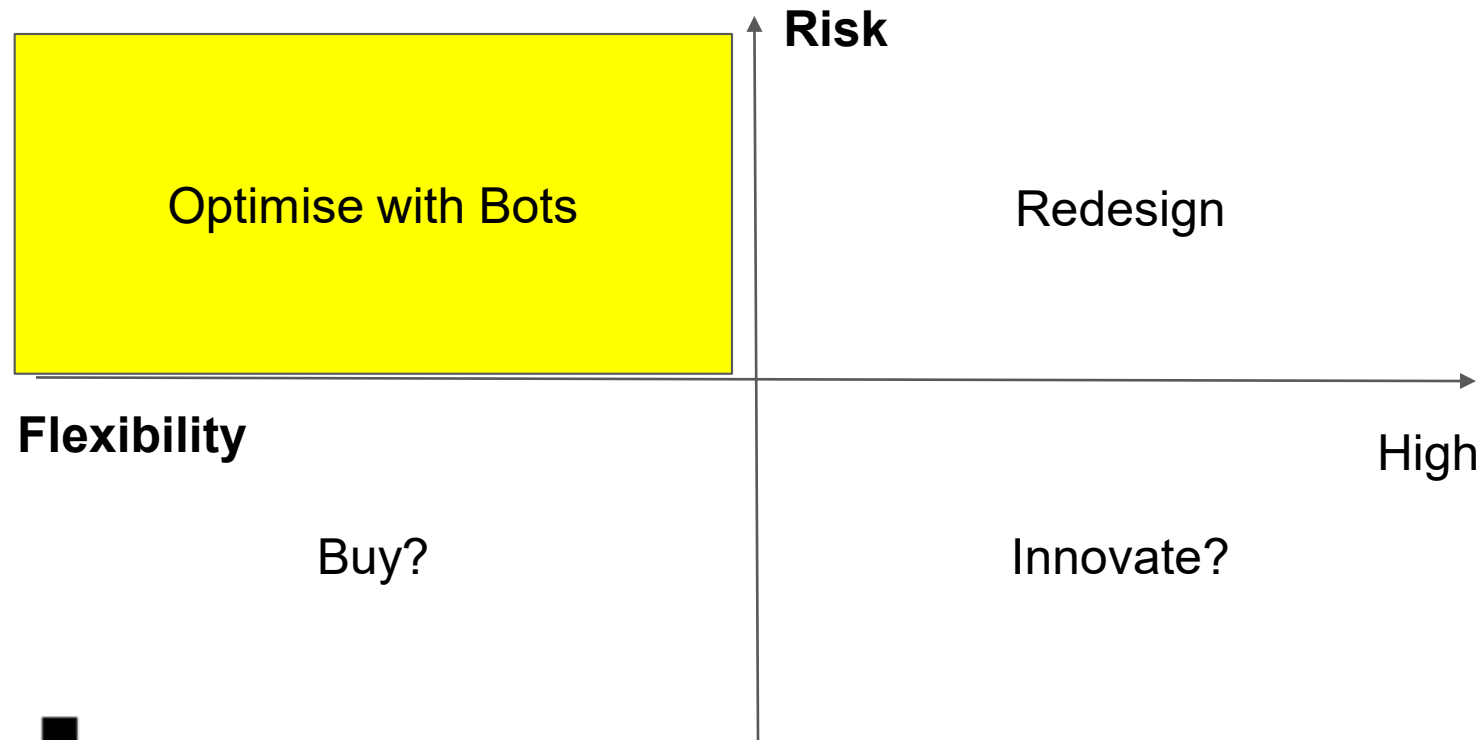
Replying to @thommeread @gavinbeckett

The R stands for Rubbish. Rubbish for users, rubbish for operations, rubbish data and records as a result.

6



RPA is an important tool in our armoury to reduce cost and improve the customer experience

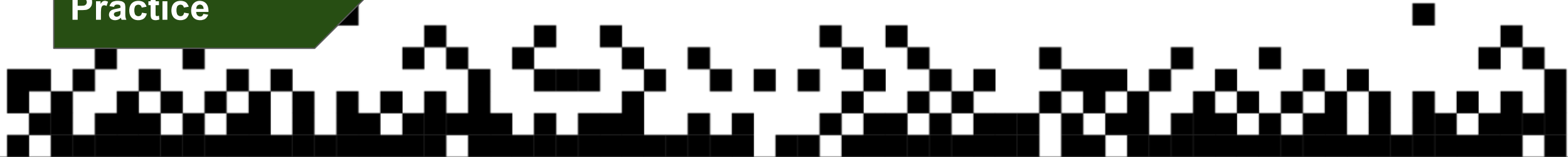


Our core digital approaches still apply

User need

Agile

Code of Practice



# From opportunity to delivery in six weeks

GOV.UK Digital Marketplace **RMFA**

Help us improve the Digital Marketplace  
Sign up to be a potential user research participant

Digital Marketplace > Supplier opportunities

**Awarded to T-Impact Limited**

Start date: Monday 26 June 2017  
Value: £7,500  
Company size: SME

## Hackney Council Pilot of Robotics Process Automation

**9**  
Incomplete applications  
7 SME, 2 large

**8**  
Completed applications  
5 SME, 3 large

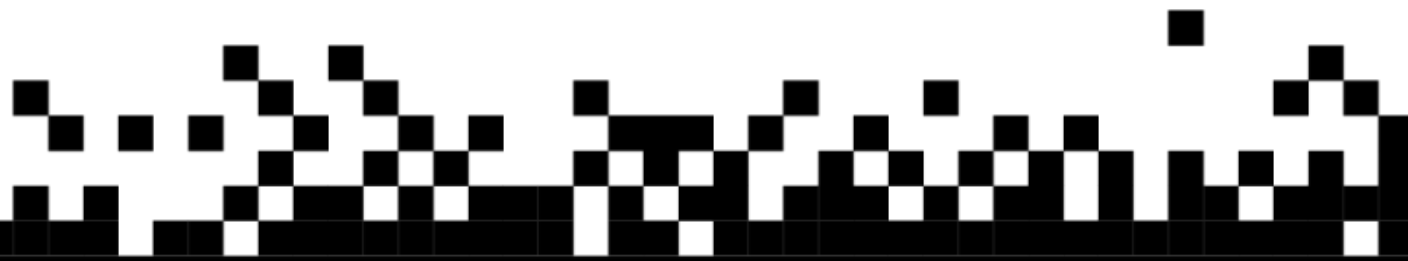
Published	Monday 29 May 2017
Deadline for asking questions	Monday 5 June 2017 at 11:59pm GMT
Closing date for applications	Monday 12 June 2017 at 11:59pm GMT

### Overview

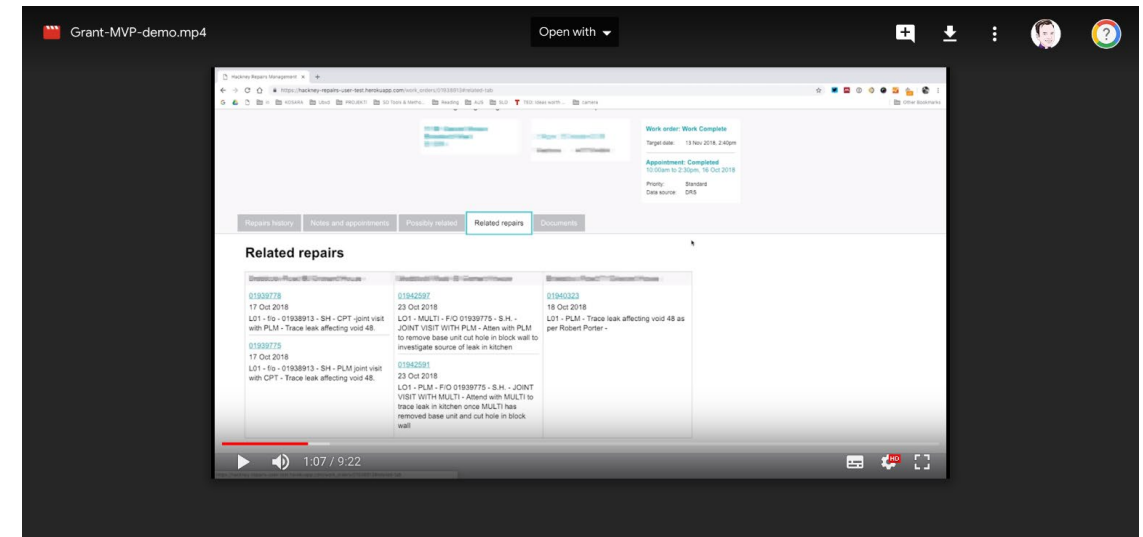
Summary of the work	A short pilot of Robotics Process Automation to build a business case; understand the skills required; identify additional business processes that could benefit (achieved through internal comms) and provide assurance around technical, data and security risks.
Latest start date	Friday 30 June 2017
Expected contract length	6 weeks
Location	No specific location, eg they can work remotely
Organisation the work is for	Hackney Council
Budget range	Up to £10,000 for the pilot.

### About the work

Why the work is being done	The Council would like to understand the potential for Robotics Process Automation to support the delivery of end-to-end digitisation. A short pilot and internal communications will help the council, build a business case and identify a range of processes which could benefit from RPA, understand the skills it needs to maximise the potential of RPA, and provide assurance around technical, security and governance questions.
Problem to be solved	The Council has automated key parts of high volume business processes. However, due to challenges in the design of back office systems and the limitations of some older software there remains significant amounts of manual intervention.  Based on soft market testing, the Council believes that Robotics Process Automation can deliver significant efficiencies and error reduction in business processing. Piloting RPA can give the Council better data to understand the costs and benefits of the solution, and develop its knowledge for the range of services to which it can be applied.
Who the users are and what they need to do	As a Head of Service I need to see RPA in action on a business process so that I can have confidence in the business case. As an ICT professional, I need to see RPA training so that I can understand what skills are required to support its expansion. As an ICT professional, I need to see RPA in action so that I can provide assurances around security and data governance. As the Head of another council service I need to see RPA in action so that I can understand where it might benefit my service.
Early market engagement	
Any work that's already been done	The Council has seen demonstrations of RPA and spoken to three suppliers to understand the variety of solutions. Subsequently it has evaluated a number of business processes in revenues and benefits that could benefit from RPA, and produced detailed process maps of three processes on which it would like to pilot RPA.  The preferred processes to be subject to the pilot are available here: <a href="https://live.southsidesystems.com/ViewWebContent/1071748111/01x2user/shaney">https://live.southsidesystems.com/ViewWebContent/1071748111/01x2user/shaney</a>
Existing team	The team involves the project sponsor (the Director of Customer Services), the ICT lead for revenues and benefits, the Heads of Service and team managers for each of the processes, the Head of Digital and a project manager.
Current phase	Not applicable



We began by  
'showing the  
thing'

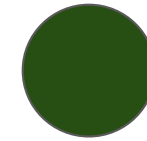


We sold the results  
to other services to  
identify opportunities

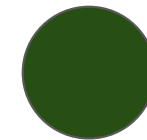




We're working  
together to make  
things better



5 mins saved per  
Direct Debit  
instruction



Temporary Event  
Notices logged in  
realtime



We're learning that good processes = good bots

**Better  
processes**

- Bots find errors people just worked around

**Better comms**

- Frontline staff, IT and vendor must work together - Product Owner important

**Effective  
teams**

- Apps, Infrastructure and Delivery all play key roles within IT

