



Cabinet Office

# Automation in Government

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# History

**Why RPA?** – Government scale and potential

**HMRC** – first adopters. 78 automations,  
>15 million transactions to date

**DWP** – recently passed 1 million transactions

**Cabinet Office Centre of Excellence** - set up  
to help other Departments get started

- **Year 1** - Engagement and Pilots
- **Year 2** - Live Deployments and building capability. Setting standards - RPA Register / Codifying Best Practice.

## Use Cases



HMRC

- Call-Centre Dashboards
- Employer Registration



DWP

- PIP Bundle Builder
- FIT Notes



DFE

- Correspondence



# Future

## Government Automation Capability

**Central capability**  
to set standards and coordinate

**Local capability** to develop to business solutions in Departments

## Challenges

1

### Adoption

Still a lot of government that hasn't started to explore automation.

2

### Scale

Starting is easy, scaling is hard.

3

### Intelligent Automation

Combining robots with other technologies to create a virtual workforce.