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

- Call-Centre Dashboards
- Employer Registration
- PIP Bundle Builder
- FIT Notes
- 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.