



STATENS ADMINISTRATION

Robotics Process Automation (RPA)

Streamlining accounting processes for the Danish Agency for Governmental Administration

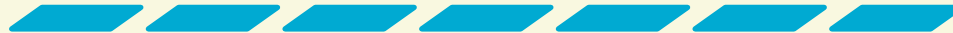


AGENDA

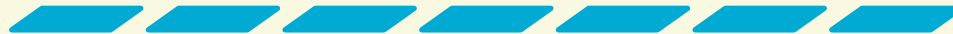
1. RPA at work in SAM



2. Our point of departure



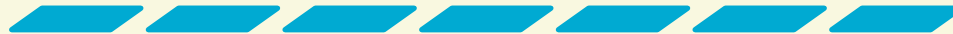
3. Progression from idea to operation



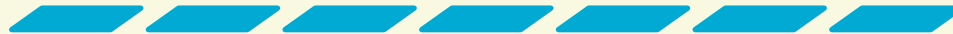
4. RPA operation organization



5. Backlock to automation



6. Result – Expectations met



7. Roadmap to center of Excellence



Envisioning the future

AUTOMATION OF REPETITIVE, MANUAL PROCESSES

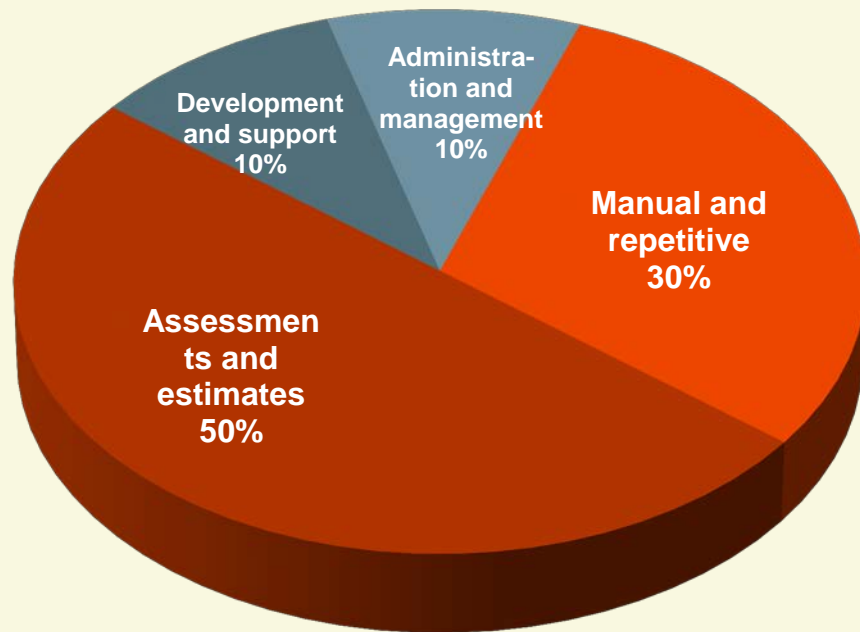
“Automation and artificial intelligence are capable of replacing 40% of Danes’ working hours”

Analysis by McKinsey & Company

- Robotic Process Automation (RPA) is the automation of repetitive, manual and rules-based processes
- Automation is done with what are known as software robots
- The robot “copies” the way humans interact with IT systems – e.g. data entry

GREAT POTENTIAL FOR AUTOMATION

Estimated distribution of processes at the Danish Agency for Governmental Administration



The Danish Agency for Governmental Administration handles the same tasks for many clients

The tasks are to a great extent transactional in nature, and many FTEs are used for repeated processes

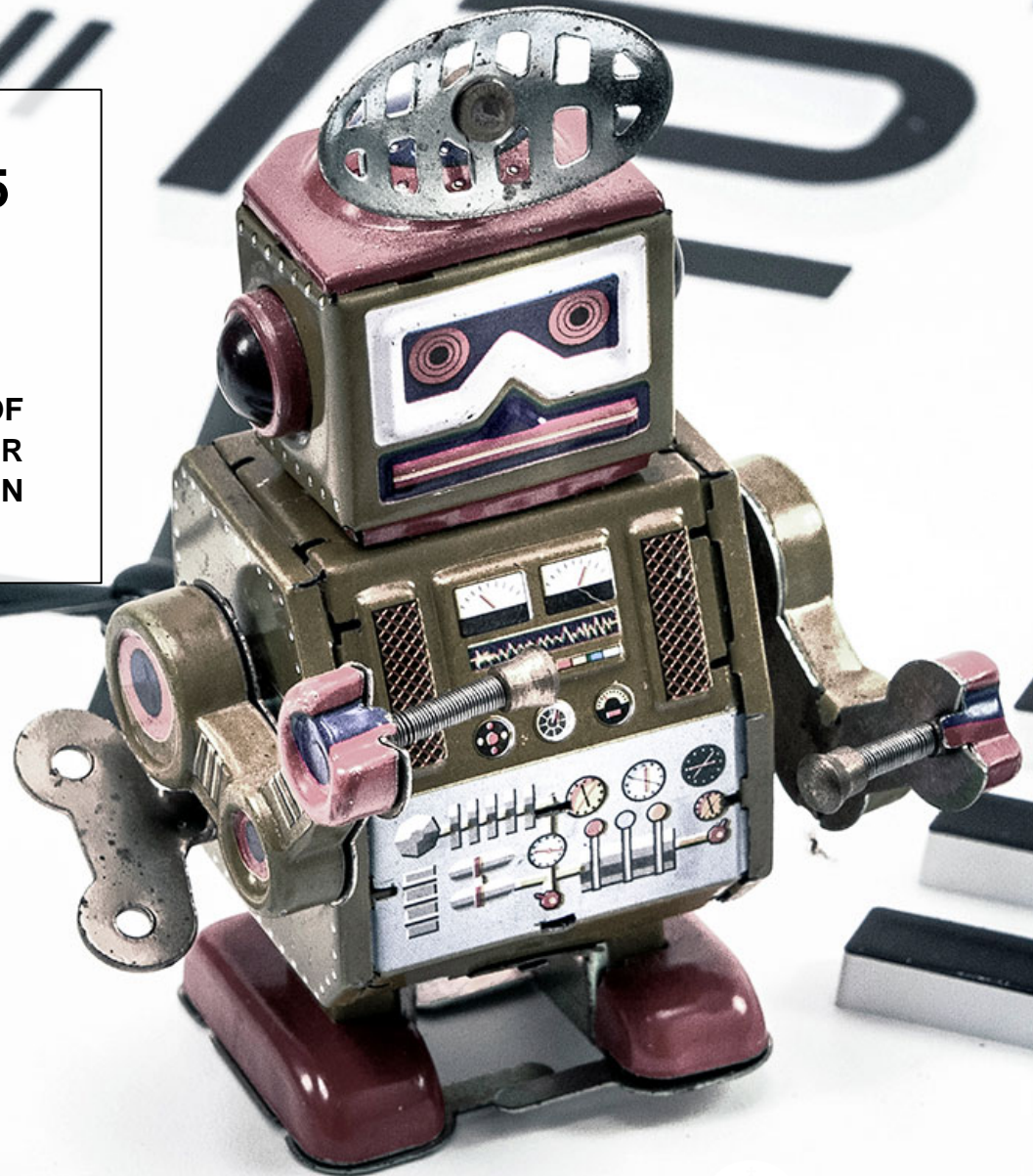
Great potential for automating repetitive processes, which can be “assigned to a formula”

OUR POINT OF DEPARTURE

- Proof of concept in 2015 for RPA
- Results: Clear expectation of being able to generate improvements and a boost in quality through RPA, in addition to a positive business case
- The Danish Agency for Governmental Administration decides to launch the RPA pilot project
- The pilot project commences in November 2016
- Establishment of organisation and structuring of methodology
- The first three robots are put into service in April 2017
- 14 robots are in production in January 2018

What it takes a person 25 minutes to do, takes a robot only 4.

EXPERIENCES FROM PROOF OF CONCEPT AT THE DANISH AGENCY FOR GOVERNMENTAL ADMINISTRATION



PROGRESSION FROM IDEA TO OPERATION



Identification

Desire for efficiency • assessment of suitability • Estimate on potential (saving) • evaluation of quality parameters



Description and documentation

Clarify the 'as-is' • break down processes to robot-step • visualize and document robot process (SDD) • Business case for each process



Development and test

Development of robot in UiPath • documentation of robot • Test of robot • Deployment to production-setup



Change and incident management

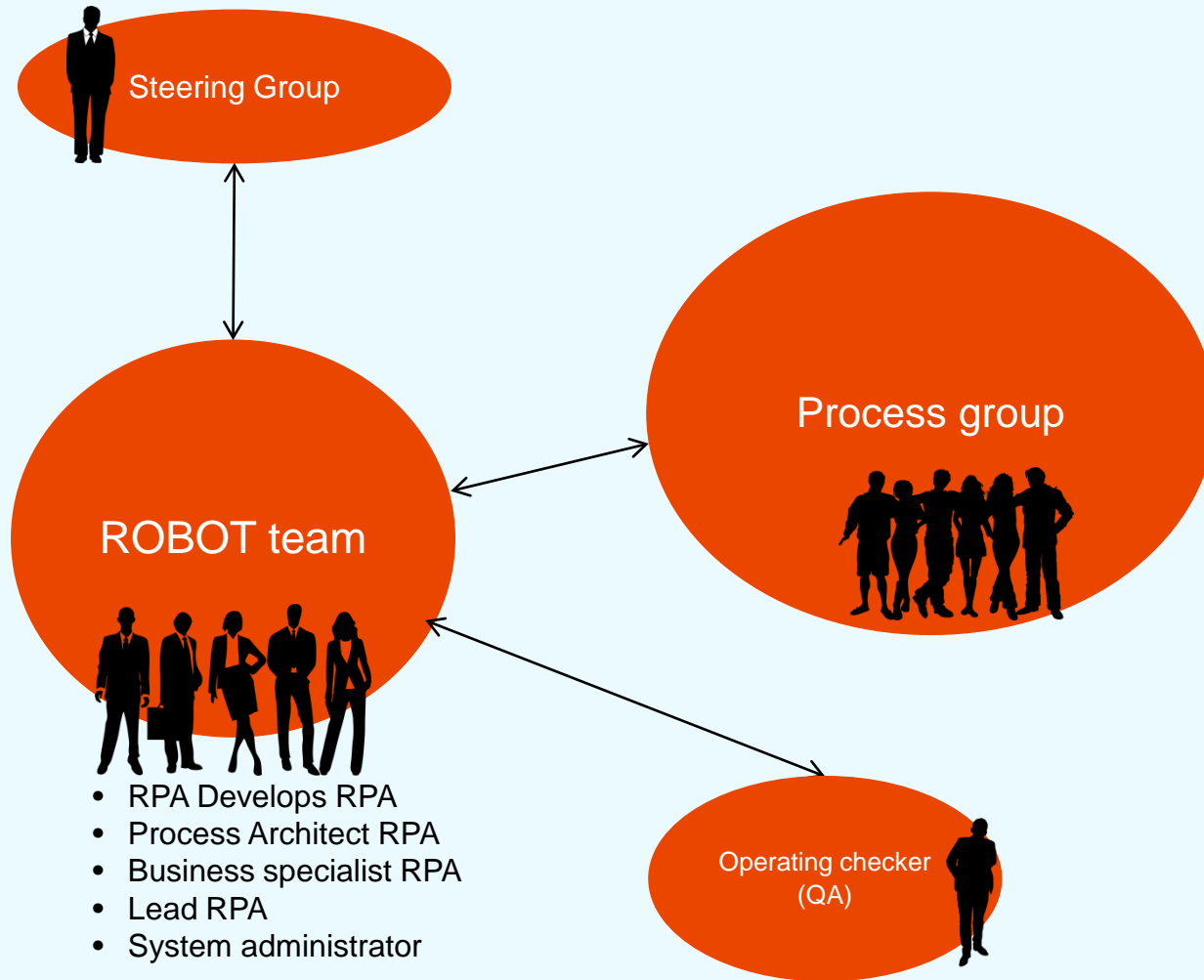
Follow-up on proceedings of the robot • debugging and maintain in cooperation with SIT and other stakeholders



Operating management

Continuous control of vehicular robots • help for testing of robots by development, errors and changes • feedback on the effect of the operation on the BC

RPA OPERATING ORGANIZATION



Aktivitet	Proces group	Operating checker	RPA - team
Idea generation			
Description and evaluation of the Ide	R/A		C
Approval of the Idea to the Backlog	R/A		C
Development of robot			
Identification of the AS-IS process	C		R/A
Design of TO-BE (SDD)	C		R/A
Preparation of BC	C		R/A
Coding of robot incl internal test of robot	C		R/A
Test, q &a and transfer			
Preparation of test case for verification of robot	C	C	R/A
Plan and implementation of test	C	C	R/A
Entrustment agreement, including quality and control plan	C	C	R/A
Approval of transfer	A		R
Update of manual process	R/A		C
Follow-up on running robots			
Monitoring of changes in business times/laws	R/A	C	C
Monitoring of various changes in systems	C	C	R/A
Check out the results of the robot	A	R	C
Error search failed robots	C	C	R/A
Updating miscellaneous documentation	A	C	R
Test of fixes	C	R	A
Commissioning and approval of transfer	A	C	R
Follow-up on BC (effect in operation)	A	C	R

R - Who is assigned the task/who should perform the task

A - Who can make decisions/who is accountable

C - Anyone who has information/who should participate

BACKLOG TO AUTOMATION



BACKLOG over processer der ønskes automatiseret					
ID	Proces	Effektiviserings-potentiale	Udviklings-estimat	Kvalitet	Status
R00001	Udtræk af rapporter til RE pkt. 5.	Mellem	Middel		I pilotdrift
R00002	Udtræk af rapporter til RE pkt. 1.	Lille	Simpel		I pilotdrift
R00003	Virk lister - indbetaling	Mellem	Middel		I pilotdrift
R00004	Udtræk af rapporter til RE pkt. 2	Mellem	Middel		Klar til pilotdrift
R00005	Udtræk af rapporter til RE pkt. 4	Mellem	Kompleks		I gang
R00006	Brugerkontrolliste til RE	Lille	Simpel		I pilotdrift
R00007	Robotics på E-indkomst - RE pkt. 18	Mellem	Kompleks	Vigtig	Analyse
R00008	Kunderrapporter til RE pkt. 15	Lille	Simpel		I gang
R00009	Kunderrapporter til afrapportering	Lille	Simpel		I gang
R00010	Beregning af feriepengeforpligtelsen	Lille	Middel		Oprettet
R00011	Kontrol af ej modtaget betaling	Mellem	Simpel		Oprettet
R00012	Forhåndsregistrering af flex fra 2017	Lille	Middel		Oprettet
R00013	Afstemning af anlæg - RE punkt 6	Stor	Middel	Vigtig	Oprettet
R00014	Send Opkrævning	Mellem	Middel		Oprettet
R00015	Send Rykker	Stor	Middel		Oprettet
R00016	Indlæs lønposter i NS - RE pkt. 9	Lille	Simpel		Oprettet
R00017	3. punkts afstemning til RE pkt. 8	Mellem	Middel	Vigtig	Analyse
R00018	Bankafstemning: (Robot 1)	Mellem	Middel		Oprettet
R00019	Bankafstemning: (Robot 2 uden Nets)	Stor	Kompleks	Vigtig	Oprettet
R00020	Bankafstemning: (Robot 3)	Lille	Kompleks		Oprettet
R00021	Tilføj Prokura på regnskaber	Mellem	Simpel	Vigtig	I gang

RESULTS: EXPECTATIONS MET

- Conclusion from the pilot project:
Satisfied experiences with pilot project
- The robot can complete tasks 5-6 times faster than employees
- Resources are freed up for operations
- Build-up of strong skills base within RPA
- Governance – takes time 😊



ROADMAP TO CENTER OF EXCELLENCE (COE)

Pilot testing

Capacity-building in the RPA establishing methods and templates

Definition of roles and governance

Management model for RPA-development the establishment of temporary setup
"

Automation of selected processes start up of pilots

Cooperation established between SIT and SAM

The establishment in SIT and SAM

Statens Administration

Pilot projects the console's Complexity increases

Governance implemented

Maturation of transition to RIA services setup

Statens IT

RIA ready with service description
Monitoring, SLA and governance implemented

Sikkerhedsmæssige overvejelser og revision

Joint initiatives

Roadmap against a COE

ERFA groups goes live

Center of Excellence i FM

Partnership model for COE at RPA

Business model established

Service catalog from COE

> 2Q 2017

3Q 2017 – 2Q 2018

From Q3 2018

QUESTIONS



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