



RPA and NCC

Our Journey

November 2020

Why did we choose RPA technology?

- Implementing RPA, give us the opportunity to increase our process efficiency and reduce operating costs.
- Improve staff well-being.
- Improve compliance targets.

First step in our journey selecting right partner

Selecting the right RPA vendor **is not as easy** as it seems, particularly because of the overload of information provided on the internet.



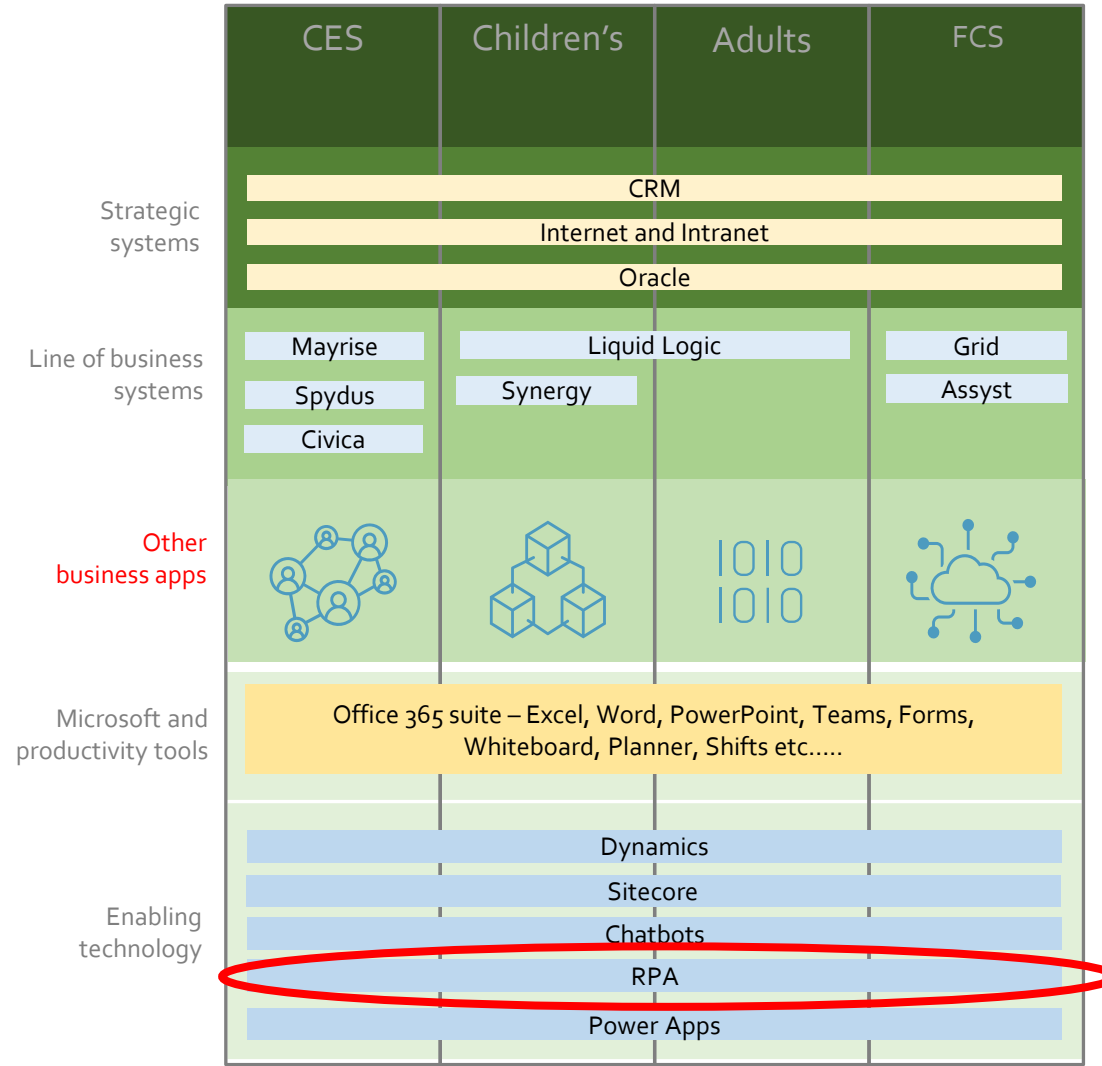
Choose the right partner based upon your business needs.

Background: NCC's Application Strategy

Increase: Fully exploit functions in our key line of business systems

Reduce: Costly, old and expensive to support

Increase: Modern technology and exploitation of our investment in enterprise level technology



By applying Corporate Standards in the way we manage apps....

...there are a number of benefits we can realise

- Data standards
- Security standards
- Support standards?
- Design standards?
- Standard approach to working with strategic partners

- Getting corporate value from our data
- Deriving value from strategic contracts
- Simpler support model – reduced specialisation
- Consistent development model



Prepare for change. People. Process. Technology

IMT Opportunities – what is it?

Portals

- Automated SharePoint site creation
- Managing SharePoint group membership
- Managing Sitecore role assignment.

Applications

- Clearing the Unified Service Desk (USD Logs)
- Clearing the USD Cache
- Log a MyIt support ticket including machine logs, USD logs (previous 2 days) and machine number/username
- Automate web application deployment - Octopus Deploy
- Web application testing

Programme & Projects

- SystemOne to LAS transfers
- Potential opportunities around the monthly reporting process - copy and pasting in the process
- Each month we give customer services the latest number of MyNorfolk sign up numbers, but we are not sure what they do with them.

Business Systems Architecture

- Automate the re-issuing of 3rd party code of connections forms to suppliers annually.
- Automate the collation of dashboard reporting for security controls.
- Automate allocating tasks in Assyst for PSN IT Health Check remediation work.



Not every Opportunity is an leads to RPA.

IMT Opportunities – what is it?

Data Services

- Capacity Tracker – monitoring the Covid situation in Care Homes
- Automate the downloading and publishing the various GIS datasets, eg Ordnance Survey maps

Schools

- Raising emails received in team mailboxes to Assyst
- Assyst tickets – identifying breaches, sending out reminders to teams / team members
- Creation of purchase orders & their reference numbers

Fire Service IMT

- Firewatch / Oracle Cloud Integration
- Recovery of Equipment – Automatically send a list of equipment to member of staff and manager
- Service Desk Chatbot
- Logging calls automatically for alerts raised in System Centre



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How did we choose the first project?



Highly skill technical person responding to user access request.



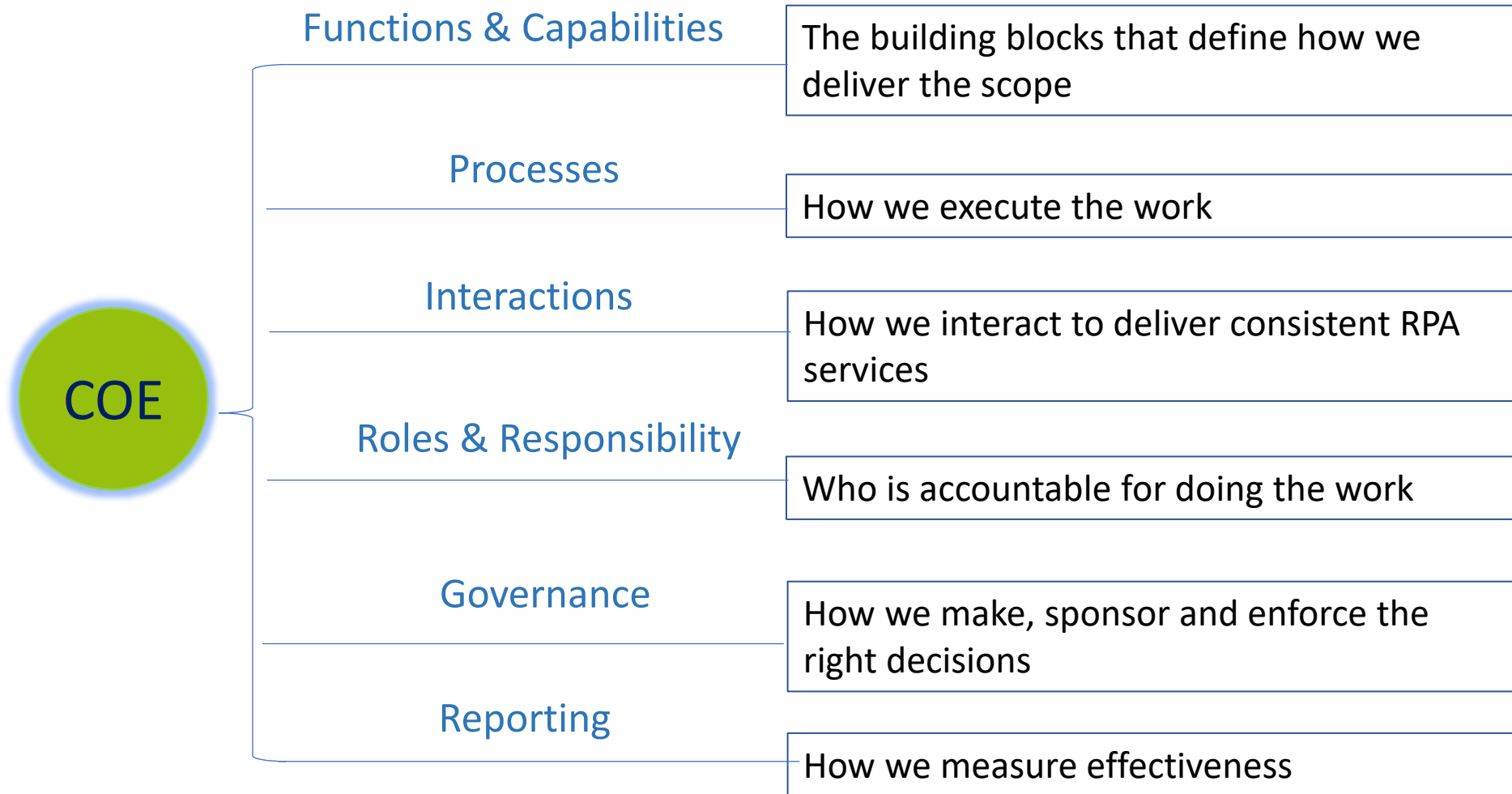
Performing repetitive task everyday.

- ✓ Access the time it took an experience technical person to perform an activity
- ✓ Determine the cost savings
- ✓ Assess will it improve our SLA's
- ✓ Evaluate the impact on our customers
- ✓ High volume processes with high resource costs



Start small and show quick results.

Building the Center of Excellence



Resist taking shortcuts. Get the foundation built first.

RPA Delivery Life-Cycle

	Discovery	Design	Development	Deploy	Run/Monitor	Improve
Activities	<ol style="list-style-type: none"> Create a RPA service request in myIT Using the Toolkit create the Business Case Review Assessment documentation Approve Assessment 	<ol style="list-style-type: none"> Process demonstration: Meet with SME to review/clarify the Assessment Verify/Update Assessment documentation Create Design/Development plan Team/SME Review Gate Review 	<ol style="list-style-type: none"> Solution development Unit Testing Solution design walkthrough Code Review QA review for Objects and Process Team Review Gate Review 	<ol style="list-style-type: none"> System Integration Testing QA review for Objects and Process 	<ol style="list-style-type: none"> Monitor the bots Report any errors 	<ol style="list-style-type: none"> Assess As-is process
Governance	<ol style="list-style-type: none"> MyIT Assessment Toolkit Gate 1 Approval If approved moved to next Assigned to SLED 	<ol style="list-style-type: none"> Review by SLED team the Assessment document which includes test cases and exceptions handling Update myIT Ticket Gate Review with the Business DPIA 	<ol style="list-style-type: none"> Review/signoff of Test Cases by Team Lead Code Review Development Guidelines Gate Review with Customer Deployment signoff 	<ol style="list-style-type: none"> If everything is acceptable move to live Review Delivery & Lessons Learnt Close myIT ticket 	<ol style="list-style-type: none"> Bots usage reports Potential Bot threats report 	<ol style="list-style-type: none"> Daily Monitoring Monthly review of SLA
Deliverables	<ol style="list-style-type: none"> As-Is workflow Completed Scorecard Business Case Approve Assessment 	<ol style="list-style-type: none"> Assessment document Prototype (as-needed) Iteration Project Plan Test Cases Gate Review 	<ol style="list-style-type: none"> Process Bot Team Report Gate Review 	<ol style="list-style-type: none"> System Integration Testing QA review for Objects and Process 	<ol style="list-style-type: none"> Bots usage reports Potential Bot threats report 	<ol style="list-style-type: none"> Pipeline report of all As-is process Metrics of potential savings and/or efficiency

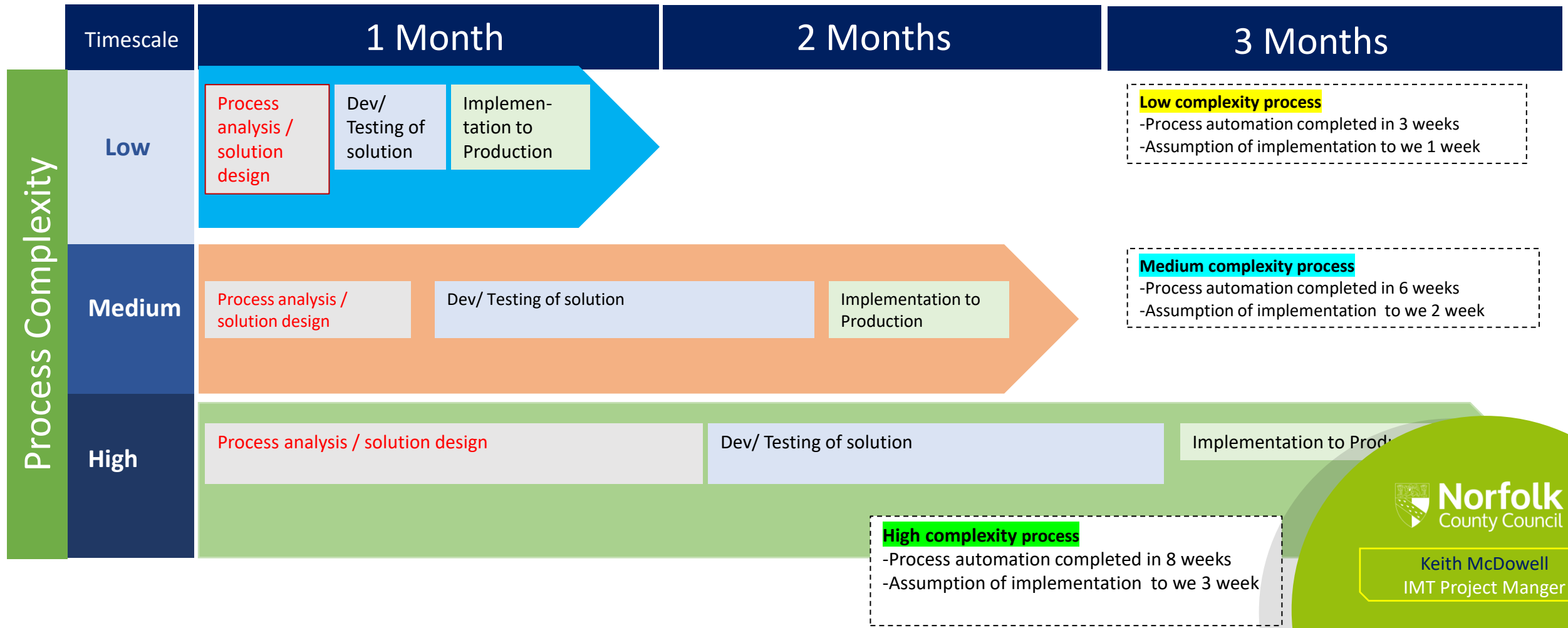
Phase 1

Responsible



RPA - Timeframes

The average time taken for a process to be analyzed, defined, developed and deployed to production depends on the complexity of the processes.



Tips



Choose the right partner based upon your business needs.



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Sidebar

- ✓ **Choose use cases wisely**
- ✓ **Don't let perfection be the enemy of good enough**
- ✓ **Establish key performance indicators**
- ✓ **Don't forget qualitative payoffs**
- ✓ **Establish visibility and control.**
- ✓ **Anticipate resistance**
- ✓ **Seek expert advice**