Robotics Process Automation (RPA)
Introducing RPA through the OGP Single Supplier Framework
Introduction and Overview

Following a competitive process run by the Office of Government Procurement (OGP), Deloitte was awarded the Single Supplier Framework Contract for the provision of Robotic Process Automation Software, Training, Support and Services*.

This document provides a brief introduction to RPA, and provides an overview of services available under the Framework Contract and how to access them.

*OGP Reference SSB025F
What is RPA and the key benefits?

RPA is the automation of rules based processes, where typically human intervention was required at certain steps. Automation software can interface with productivity tools (e.g. spreadsheets), web-based applications, ERP systems, mainframes and so on.

**What is RPA?**
RPA is the automation of rules based business processes, where typically human intervention was required at certain steps. Typical benefits of RPA therefore include reduced manual effort, increased productivity and compliance and reduced error rates. Examples of the types of tasks RPA can include:

- Opening e-mail and attachments
- Moving files and folders
- Copying and pasting
- Filling in forms
- Reading from and writing to databases
- Scraping data from the web
- Connecting to system APIs
- Making calculations
- Extracting structured data from documents
- Collecting social media statistics
- Following “if/then” type decision rules.

In summary many of the things that humans do when interacting with computers systems and data.

**What RPA is not**
Basic RPA does not apply logic or decision making to business processes, nor can it process paper based data. However, it can be combined with other technologies to enable these functions in certain cases.

Key benefits of RPA automation include:

- Less time spent on repetitive tasks, freeing up time for value-adding work
- Higher quality of process execution through elimination of human errors
- Satisfied employees after not having to perform tasks which are tedious and repetitive
- Increased traceability through detailed transaction logs of the robot execution
- Secure processing with elimination of human eyes on data
- Faster process execution ensuring SLAs are kept, even at night time
- Reduce backlog by rapidly delivering automations
Assessing process suitability for automation

The first step to benefitting from RPA is identifying where the solution can be leveraged.

There are several indicators to be aware of to evaluate processes for RPA automation. These evaluation criteria consist of both prerequisites and enablers.

The prerequisites for a process for RPA automation are:

☑ Fully digital: A robot will not be able to handle paper or other physical objects.*

☑ Rule-based: The process must be describable in clear rules not based on intuition.

While many processes live up to these prerequisites, they are not necessarily profitable processes for automation. The following attributes are indicators of good processes to automate:

☑ Repetitiveness: High level of repetitiveness, whether carried out on demand or in batches.

☑ Volume/time: Either a high volume of cases, a large amount of time spent per case or both.

☑ Consistency: A low level of differentiation between each case going through the process.

☑ Quality: Issues with quality due to human errors.

☑ Compliance: A high level of compliance which requires strict control and logging.

☑ Tiresome: Decrease in worker satisfaction from carrying out the process manually.

The more of these attributes that apply the higher likelihood the process might be suitable for automation.

*Using cognitive automation technologies such as OCR (Optical Character Recognition) and NLP (Natural Language Processing), some non-digital processes can be made fully digital.
RPA in action

Understand how your organisation can benefit from RPA through the following example case-studies

**Transactional automation**
Automate back-office processes, letting the robot do the job without any intervention.

**Assisted automation**
Run automated processes and routines on-demand based on continuous human input.

**Lightweight integrations**
Avoid the cost of developing a high cost integration and use robots to align data across systems.

**Data migration**
With a Graphical User Interface-based automation, transfer large amounts of diverse data into new structures with no errors.

**New hire on-boarding**
On-boarding new employees is often a complex process which has many stakeholders involved. RPA allows for automation of many aspects of the on-boarding process including setup of software and hardware, sending out relevant invitations and registration of the position in the HR system.

**Change of circumstance**
On-boarding new requests for changes come from many channels, and can be a sporadic, tedious job. Automation using RPA can make sure that change of circumstance are immediately done at high quality, to the benefit of both public employees and citizens.

**Ordering a medical card**
Self-service solutions can be costly to implement, in particular automating orders of medical cards through an online form. With RPA, the end-to-end process can be automated to deliver self-service in only weeks and not months as with standard integrations.

**Deploying core systems**
Data transfer from legacy to new systems takes a lot of time, and is often prone to errors, as outlier cases must be dealt with manually. RPA serves as a good alternative when moving data by combining quick development and ability to handle diverse cases.
Supporting you to successfully deliver RPA

With four distinct offerings in the framework you will have the support you need no matter where you are on your automation journey.

Whether you are looking to explore what RPA is and what it can be used for, trying to establish RPA as a central tool or just looking for development assistance, there is an offering to support this. The following categories are part of the agreement:

**Software and licenses**
Delivery of software licenses for any of three available RPA platforms as well as installation and support of these platforms.

**Training and development**
Training of business resources and developers to support ongoing scaling of your RPA initiatives.

**Expert technical assistance**
Provision of a helpdesk facility via telephone and/or web portal, as well as support on changes to process environments and processes themselves.

**Consultancy services**
General consultancy services including all aspects of RPA configuration and deployment including skills transfer. On the following pages you will find more details on what you can gain from these individual offerings. For more information on these offerings, feel free to contact IE_GPS_RPA@deloitte.ie.
Software and licenses

Deloitte offers software and licenses for three RPA providers; Blue Prism, UiPath and NICE.

Software licenses
Deloitte has established relationships with all three vendors and have agreed dedicated license costs for the framework.

Each vendor delivers license models which suit different needs. Deloitte can therefore assist on vendor selections by providing relevant information on each platform in the cloud or on-premise.

Training and development

Acquire business and technology skills within RPA by using the globally tested Deloitte training programme.

Software installation
When installing RPA software, the particular platform will need to be installed either in the cloud or on premise based on your IT requirements. Deloitte offers installations of the individual platforms which allows for operationalisation and scaling.

<table>
<thead>
<tr>
<th>Training level</th>
<th>RPA Role</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginner</td>
<td>Business Analyst</td>
<td>5 days</td>
</tr>
<tr>
<td></td>
<td>Developer – Tier I</td>
<td>4 days</td>
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<tr>
<td></td>
<td>BOT controller</td>
<td>1 day</td>
</tr>
<tr>
<td>Intermediate</td>
<td>Developer – Tier II</td>
<td>5 days</td>
</tr>
<tr>
<td>Advanced</td>
<td>Solution Architect</td>
<td>2 days</td>
</tr>
<tr>
<td></td>
<td>Infrastructure Architect</td>
<td>1 day</td>
</tr>
</tbody>
</table>
Expert technical assistance

Whether you need ongoing helpdesk support or updates to processes after change requests, Deloitte can support with expert knowledge.

**RPA helpdesk facility**
Using an existing incident and change management service desk with a broad industry experience within both CMMI and ITIL based services. This service enables users to raise incidents, ask questions, log change request and suggest enhancements.

**Process & environment changes**
Have change requests related to processes or robotics environments carried out by highly experienced and accredited developers and architects to maximise the efficiency of robotics maintenance.

Consultancy services

Establish a Center of Excellence (CoE) or define your RPA strategy with the RPA consulting services

**Experimentation (PoC/PoV)**
Try out one or more of the RPA platforms and bring all relevant stakeholders together to discuss and see the value of RPA.

**RPA strategy definition**
Definition of an RPA strategy will include identification of internal targets and set up an overall governance model for RPA.

**RPA operating model**
Designing an organisation with the correct roles, processes, governance structures as well as technology layers.

**Portfolio and pipeline identification**
Using a structured methodology for identification, evaluation and prioritisation of processes for automation.

Technical assistance and consultancy services can be provided in an advisory capacity, or in more “hands on” roles to support your in-house teams.
Getting started

The Framework for the provision of RPA training, support and services makes it very easy to get started. To learn more about RPA and other automation technologies, or to discuss how to get started with RPA, please contact IE_GPS_RPA@deloitte.ie or contact any of our representatives.

Initiation of projects happen after agreement through a NASF (Notification to Activate Services Form). The form can be provided by Deloitte, by DPER (Department of Expenditure and Reform) or be found on www.ogp.gov.ie.
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