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Office of Government Procurement
Robotic Process Automation
Framework
Impact Report

MAKING AN
IMPACT THAT
MATTERS
since 1845

Department of Social Protection

An Roinn Coimirce Sóisialaí
Department of Social Protection

The Department of Social Protection (DSP) saw a huge surge in Jobseeker's applications in March 2020 as the Covid-19 pandemic closed businesses across Ireland. RPA has proved to be highly successful in rolling out quick and stable solutions to deal with increased demands associated with the Covid-19 pandemic. The automation was further expanded to provide a solution to automate the issuing of PUP Arrears Statements which was designed, developed and deployed in 3 weeks. Automation has further assisted in the issuing of Medical Certificate Reminder letters for those applying for Illness Benefit again freeing up staff from the repetitive and simple workloads to focus on more rewarding work.

Key Benefits

109,025
applications processed

14,236 hours
admin burden reduced

Accuracy
in completion of processes, removing handover delays.

Scalability
Robots could be scaled quickly to deal with increased volumes of application.

Testimonials:

"Automation is proving successful in the automation of mundane and repetitive work thus freeing staff to undertake work of a more stimulating and fulfilling nature"

TJ Keaveney – Assistant Principal Officer

"Automation has provided a non-disruptive option during a pandemic, to implement an impactful solution which allows officers to focus on mission critical activity – processing PUP payments. RPA enabled our teams to deliver efficient smart technology solutions quickly that can be applied across a number of business areas and can be adapted quickly for future enhancements."

Louise McKeever – Department of Social Protection

Case Study 1

Automation of Jobseekers Requests

The RPA challenge

Facing a backlog of over 100,000 Jobseeker's applications to be processed and registered, and being under significant strain processing large volumes of Pandemic Unemployment Payment (PUP) claims, the DSP looked to RPA as a solution. Jobseeker's applications can take an officer approx. 5-10 minutes to be processed manually. In May 2020, work commenced with Deloitte to automate this large work load.
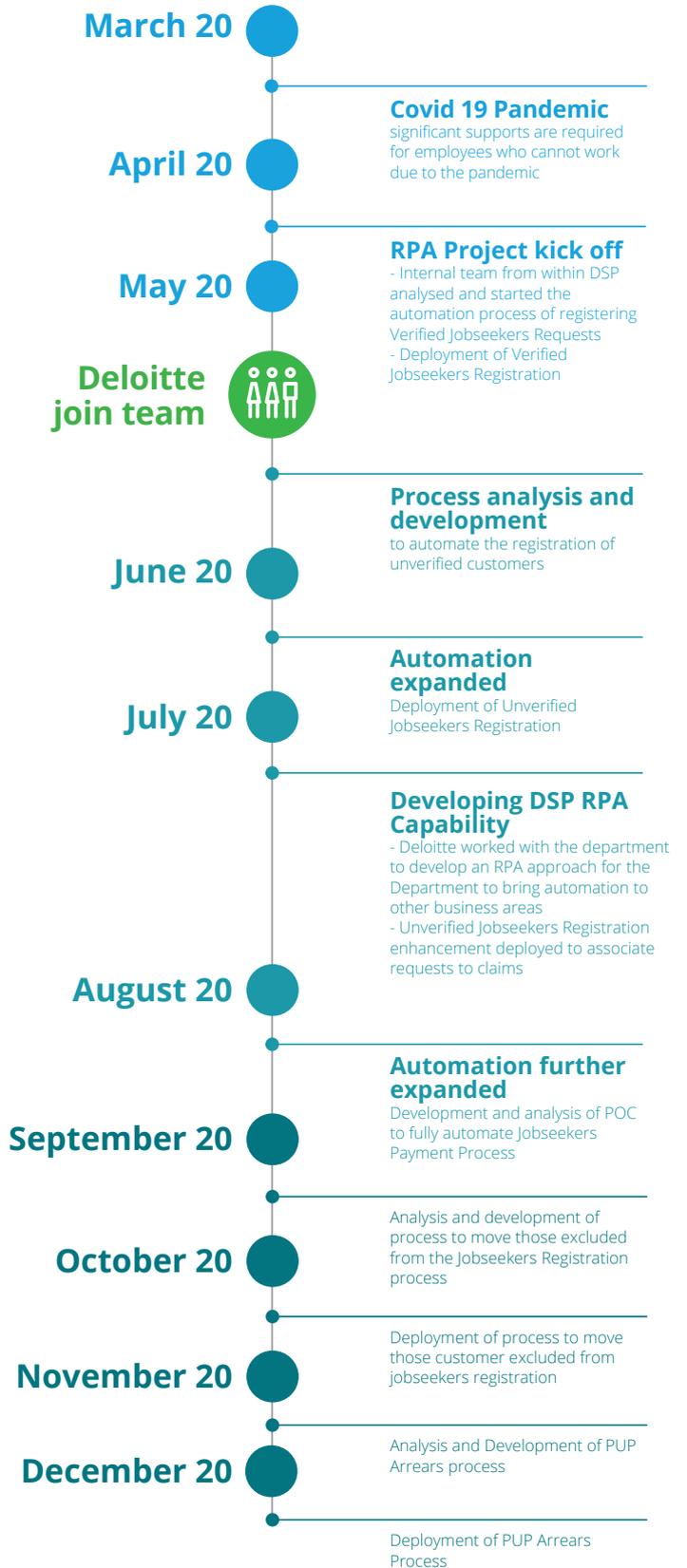
Results Delivered

103,000+
The backlog of applications RPA was able to clear

Application Processing **reduced by 50%**

600
number of applications bots register daily

The RPA system implemented is fully scalable with the ability to add more licenses and instantly increase capacity to deal with any further spikes in applications.

Staff have been able to move away from repetitive rule-based tasks associated with registering claims and to focus on more challenging and higher value activites during one of the Department's busiest periods.

March 20

Covid 19 Pandemic
significant supports are required for employees who cannot work due to the pandemic

April 20

RPA Project kick off
- Internal team from within DSP analysed and started the automation process of registering Verified Jobseekers Requests
- Deployment of Verified Jobseekers Registration

May 20

Deloitte join team

Process analysis and development
to automate the registration of unverified customers

June 20

Automation expanded
Deployment of Unverified Jobseekers Registration

July 20

Developing DSP RPA Capability
- Deloitte worked with the department to develop an RPA approach for the Department to bring automation to other business areas
- Unverified Jobseekers Registration enhancement deployed to associate requests to claims

August 20

Automation further expanded
Development and analysis of POC to fully automate Jobseekers Payment Process

September 20

Analysis and development of process to move those excluded from the Jobseekers Registration process

October 20

Deployment of process to move those customer excluded from jobseekers registration

November 20

Analysis and Development of PUP Arrears process

December 20

Deployment of PUP Arrears Process

109,000+
Applications processed

10 New RPA bots now running full time in the department

7 Processes automated

Case Study 2

Pandemic Unemployment Payment (PUP) Arrears Communications

The RPA challenge

The RPA team was approached to assist in the issuing of PUP arrears communications at the end of November 2020. With PUP arrears due to be paid in December 2020, the department were faced with an influx of requests for PUP Arrears statements and looked for RPA to assist in the processing.

Results Delivered

1,000+
PUP arrears cases that could be processed daily by bots

less than 24 hours
PUP arrears queries processed and communicated

3 weeks
RPA solution developed and deployed for PUP Arrears communications to all applicants

The automated solution was:
fully scalable, allowing the Department to add and remove bots to meet demand.
Capable of processing a request in half the time it would take an officer.

Staff could continue focusing on executing critical tasks rather than having to juggle this new repetitive process with existing work.

Case Study 3

Illness Benefit Medical Certification

The RPA challenge

An automated solution has been implemented to issue communications to Illness Benefit claimants who have not submitted supporting medical evidence with their application. The bot works by extracting records of pending Illness Benefit claims with no "Certificate of Incapacity for Work" attached and then issues a general correspondence communication for each record. The communication is intended to prompt the claimant to submit their supporting medical evidence to complete the processing and eventual reward of their claim.

Results Delivered

150
illness benefits communications that robots will process daily

2
employees released to focus on higher value work

8 minutes
Processing time reduced per case

Automation has eradicated any human error from the process.

Capacity to deal with any spikes in demand greatly increased.

Acknowledgements

About the Deloitte Government & Public Services team

Deloitte Government & Public Services is committed to improving public outcomes through a focus on people, processes and technology.

Deloitte is a leading provider of professional services to the Public Sector in Ireland and globally. We are recognised as being able to support Government with the most complex issues, through our advisory and implementation capability.

For more information, please visit our website Public Sector Enabling evolution and change

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