



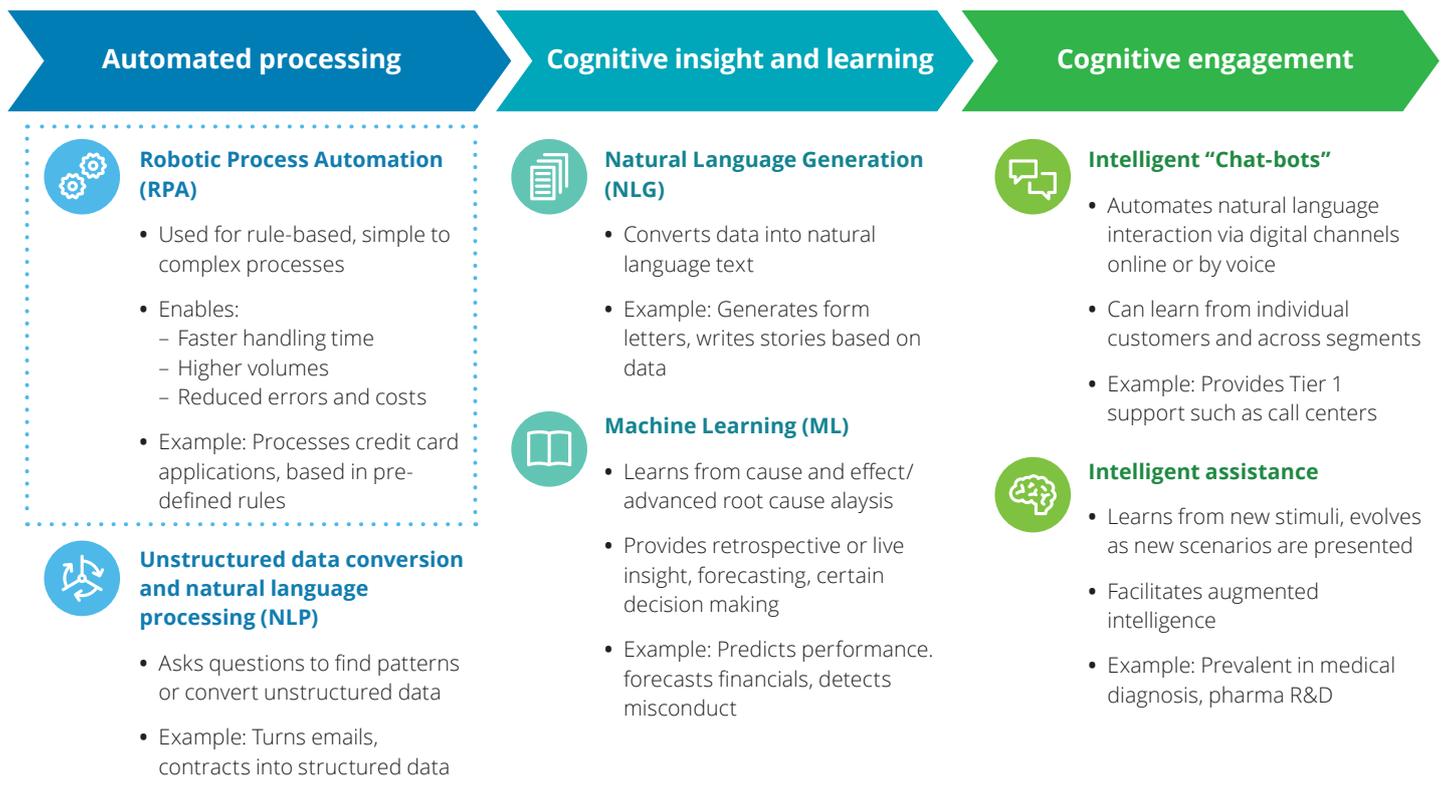
## Office of Government Procurement Robotic Process Automation Framework Impact Report

# Where to next?

## RPA is here to stay....but it is only the beginning

The RPA Framework has presented the opportunity to build capability and expertise across the Irish public sector to re-design services using RPA as a key component. Significant progress has already been made in accelerating the provision of digital services through Our Public Services 2020, and an opportunity now exists to accelerate these services and support further digital transformation.

By continuing to invest in the development of shared capability and infrastructure for RPA, it will also create the right environment and capability to drive the adoption of these technologies, fast track the implementation of change through sharing of expertise, assets, automations and use cases across the whole public service. This type of approach is already delivering value in the Irish public sector. The HSE Robotic Process Automation (RPA) Centre of Excellence is driving this type of approach to collaboration by building skills across the whole health sector.



The success of implementations through the RPA Framework to date show that robotic process automation offers a host of benefits; the automation of mundane, repetitive processes can save time, increase accuracy, decrease costs, and increase capacity. Moreover, RPA allows staff to refocus their efforts and talents on work which is more fulfilling, and which creates more value.

Yet, by itself, RPA also has limitations: Bots can only follow logical rules-based processes. They do not see patterns in data or extract meaning from images, text or speech. RPA software is programmed to process functions, such as registration, invoicing or data transfer, without understanding the logic behind them. As organisations exhaust the opportunities to automate such simple processes, it

becomes necessary to implement more intelligent automation in order to continue reaping rewards.

Automation, robotics, artificial intelligence (AI), and cognitive technologies are changing the way work gets done, they can process unstructured data and automate tasks that previously required human intelligence or judgment, such as extracting meaning from images, text or speech, detecting patterns and anomalies, and making recommendations, predictions or decisions. These technologies are used by public services to reduce backlogs and cut costs, to handle tasks, to reduce fraudulent transactions and to transform how services are provided to citizens. There are a host of tools and technologies which, combined with RPA, will allow Irish public sector organisations to move towards more intelligent automation:

- **Computer vision:** analysing digital images or videos and creating classifications or high-level descriptions that can be used for decision-making and action.
- **Deep learning:** a specific type of machine learning that uses cascading layers of model parameters to learn and represent a hierarchy of concepts. Examples include speech and image recognition.

- **Intelligent Character Recognition:**

ICR is the next generation of Optical Character Recognition (OCR) technology, which uses AI to enhance the quality of data extracted from documents through context and machine learning.

- **Natural language processing or generation:**

systems that help computers analyse or generate human language. Examples include automated analysis of customer emails or conversational technologies such as chatbots.

- **Optical Character Recognition:**

OCR is a technology that enables the conversion of non editable documents, such as scanned paper or PDF files, into digital text.

- **Predictive algorithms or other machine learning-based solutions:**

systems that can learn from and make decisions and predictions based on data.

- **Process mining:**

This refers to the use of specialised data mining algorithms to identify trends, patterns and details contained in event logs recorded by an information system, to define and understand the underlying business process.

## Office of Government Procurement RPA Framework is there to support you

The OGP Framework for the provision of RPA services, training, and support makes it very easy to get started on your automation journey. To learn more about RPA and other automation technologies, or to discuss how to get started with RPA, contact the Deloitte or Department of Public Expenditure & Reform teams:

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**Email:** [rpa@per.gov.ie](mailto:rpa@per.gov.ie)

**Web:** [Introducing RPA through the OGP Single Supplier Framework | Deloitte Ireland](#)

## Acknowledgements

The success of the RPA Framework to date has been truly driven by a partnership approach. The Deloitte Government & Public Services Team would like to thank a number of key people for their tireless work in championing RPA technology across the Irish public sector, and for their role in devising, developing and implementing the RPA Framework:

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## About the Deloitte Government & Public Services team

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