

Digital Labor

“Can we use Digital Labor for this? Yes!”

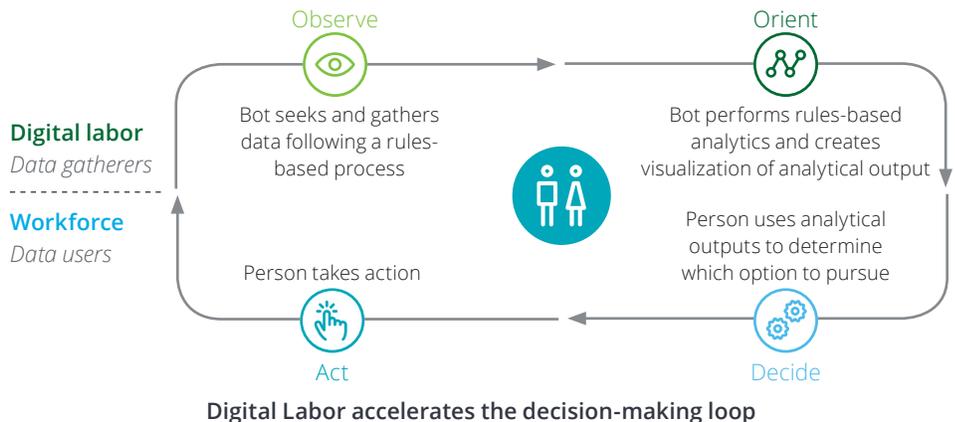
The future of how we do work is changing. Solutions and technologies that help make life easier are being introduced and embraced at a pace like we have never seen. This dynamic follows Moore’s Law, which essentially states that over time technology of yesterday establishes a foundation for newer technologies to be developed at a much faster rate and with enhanced capabilities. Enhanced capabilities allow for improved products and services, but just as importantly they allow for improved delivery of products and services. As organizations improve how they deliver to society, something happens. Society begins to get used to the improved way of interacting and consuming the service, and it starts to increase expectations on all service providers. Since the federal government provides all types of services to society, it is safe to assume that citizens are raising the expectations of how the federal government should provide services. And while expectations are rising, the funding of budgets is not. The federal government is diligently working to improve efficiency, align its workforce to the needs of today and the future, and remove barriers to deliver results to citizens.¹ Digital Labor is a solution that can help federal agencies improve service delivery to citizens.

What Is Digital Labor?

Digital Labor couples today’s capabilities of Automation and Data Analytics to empower the workforce as ‘data users’ instead of ‘data gatherers’

Digital Labor is an innovative solution that is driving improved efficiency and service delivery to the nation and its citizens. Digital Labor should be thought of as a new category of resources that leaders can tap into – a pool of digital labor that provides leaders with access to new capabilities and options to achieve mission goals. No longer

are federal executives limited to the options of simply hiring new federal employees, procuring new contractors, or implementing a new infrastructure changing technology. Instead, federal executives have a new lever to pull that combines the benefits of scalability, shorter stand-up times, and rapid ROI. Simply put, Digital Labor can be viewed as a tool that empowers the workforce by improving the decision-making cycle. Digital Labor can effectively automate manually repetitive rules-based processes, perform rules-based analytics on the data gathered, and then configure the data into



"NASA/NSSC issued a sole source award contract to Deloitte Consulting under the authority of FAR 13.106-1(b)(1)(i). It has been determined that **Deloitte Consulting is the sole provider of the design and development** of the proof of concept for Robotic Process Automation software."

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a file that can be plugged into a number of visualization tools or dashboards to provide end-users with high impact insights. These insights can enable quicker and more effective decision-making and drive actions. The typical business user, sometimes unknowingly, engages in a four-phase decision-making cycle that can be described as Observe, Orient, Decide, and Act.

Currently, the business user is doing all four phases, but with Digital Labor we are finding that a good portion of the predictive Observe and Orient processes can be completed using Digital Labor, so that the business user steps into the decision making cycle at the Decide and Act phases. No longer does your workforce need to be 'data gatherers'...they can be 'data users'. The best thing about Digital Labor is that it is not an over-the-horizon, futuristic technology...this is here, it's now and in production.

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Digital Labor is in production at client locations today and it is completing low-value, transactional work, enabling the workforce to focus on higher-value activities. By empowering the workforce to focus on higher value Decide and Act actions, we typically see benefits such as processing times improving up to 80%, throughput times improving 3-5x, capacity increasing 300%, and accuracy rates increasing up to 99.9%. However, it is not just about the numbers. We consistently see qualitative improvements in the shape of increased employee morale, happier customers, increased compliance, and better government service.

A Roadmap for Building Digital Labor Since Digital Labor is a capability attained through a software tool, implementation is typically light so agencies can quickly begin the journey

Deloitte introduced a robotic automation capability in a 2015 paper titled Process Robotics², which also won the 2016 GCN Discovery & Innovation in Government IT (GCN DIG-IT) award³ in the Robotics and unmanned category. Since then we have built an inventory of bots for clients that perform a variety of tasks, such as processing invoices, executing data queries, connecting disparate systems, providing automated status updates to customers and executing compliance related reporting. Armed with a growing inventory of bots, we have essentially built scale and created Digital Labor. Our

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rapidly expanding inventory of pre-built bots can be used to help agencies address unfunded mandates, reduce low-value transactional spend and drive resources back to mission needs. Digital Labor can be implemented in a matter of weeks. The days of long assessments leading to even longer implementations are a thing of the past. Whatever manually repetitive rules-based low-value task that your workforce is performing ... Deloitte has a bot for that, ready to provide autonomous, efficient, and flexible Digital Labor to your organization.

Conclusion

Getting started on the journey to implementing Digital Labor can seem overwhelming at first, but by following a path that delivers initial quick wins while building infrastructure for the future, federal agencies can build sustainable digital workforce in relatively short order. A core advantage of Digital Labor is that it operates at the user-interface layer, which means that the software bots execute tasks and interact with applications and systems just like their human counterpart. Operating in this fashion means that Digital Labor does not require you to reconfigure your existing systems and applications – a huge time and resource advantage for both the business and IT organizations. Federal organizations can use Digital Labor to tackle many of the immediate and long-term challenges they face. By following a roadmap to building a digital workforce government agencies can smartly move from "What if?" to "Let's get started!"

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¹ Mulvaney, Mick. "Memorandum for Heads of Executive Departments and Agencies". Office of Management and Budget. M-17-22. 2017.

² Deloitte Consulting, LLP. "Process Robotics". 2015. <https://www2.deloitte.com/us/en/pages/public-sector/articles/process-robotics.html>

³ Lohmeyer, Suzette. "Targeting data pain points with process robotics". 2016. <https://gcn.com/Articles/2016/10/05/DIG-IT-Process-Robotics.aspx>

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