Robotic process automation (RPA) at the Regional Authority

Moravskoslezský kraj

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What is and what is not RPA

A robot that is able to perform routine activities instead of an employee. It mimics human work in an electronic environment. It can perform on-demand activities or run permanently in the background.

RPA is not artificial intelligence, it doesn't understand what is doing. Therefore it is appropriate and most effective in routine, time-consuming processes and stereotyped activities, preferably with no or only minimal discretion. For example rewriting or pasting the same values into applications, comparing data between applications, sorting and storing data, etc.

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Automation goals

- acceleration of processes and activities
- reducing error rates
- FTE saving, possibility of transferring employees to work with higher added value
- improving the quality of public services

The robot can take over part of the proces (or even the whole process) to maximize the effectiveness of the combination of human and robotic capabilities.

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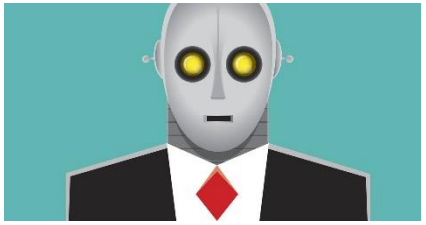
RPA at the Regional authority
Robot Karel



The Regional Authority of the Moravian-Silesian Region has been using RPA technology since the end of 2018, when it had three processes automated.

First we tested the technology on three processes, nowdays we have 15 processes in varying degrees of complexity automated.

We use UiPath automation software.

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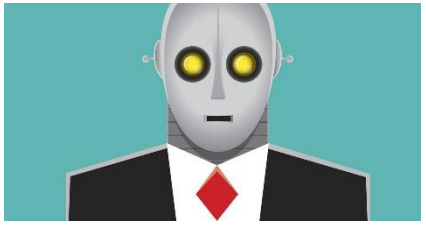

For example, the robot verifies the data provided by applicants in grant program for boiler replacement, sends them e-mails, prepares and prints letters or verifies in the databases whether the applicant has previously submitted the application for the same purpose and/or for the same property. The robot also identifies earnings on authority's bank accounts or registers training events.

Using a robot, we are also able to distribute incoming electronic records (via oficial data box) or anonymize data in documents stored on the employee's local disks.

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techstra

Automatizace procesu:

Identifikace příjmů

Ukázka automatizace v prostředí GINIS

Benefits and risks

RPA technology benefits

- the robot saves time and mental health of employees
- the robot does not get confused and works at night and on the weekend
- it helps in situations, when goals can't be achieved by reprogramming the application itself

Risks

- the robot doesn't like when the environment is changing under his hands
- the robot hates unknown error messages
- the robot is not free of charge, it has to pay off

Implementation experiences

- An important prerequisite for the successful deployment of the robot is education. Employees must not perceive it as a threat.
- It is good to know own processes and be able to adapt them to maximize the benefits of automation, preferably at the preparation process. There is often no room for this during programming. Therefore it is advisable to get acquainted with the robot first.
- It is appropriate to establish an implementation team. It should analyze and select processes and activities suitable for automation first. Then it should be decided whether to run the robot on a dedicated user station or in virtualization. This may also affect the resulting license price.

Implementation experiences

For each process it is necessary to know how often it runs, what software is used (internal and external), how often is this software updated and whether we are able to manage the deployment of updates somehow.

It should be remembered that the robot reacts negatively to changes even if they are not visible. It is advantageous if we know exactly what has changed in the application or even better, if we can agree the changing rules (especially the description of selectors and elements, etc.) with the supplier.

Although the robot can function flawlessly, only few processes are not adversely affected by the external environment. It is therefore advantageous to learn at least the basics of robot programming and to be able to make repairs and automate simple self-help processes.

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Thank you for listening.
If you have any questions, do not hesitate to ask me now or to contact me.

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