

Corporate O&S Committee – 8th Dec Update on Intelligent Automation

What is Intelligent Automation?

- Intelligent automation **simplifies processes, frees up resources and improves operational efficiencies**
- What we mean by that is
 - A “virtual worker” does everything on a computer that a human would do
 - But it can do it all day and all night, every day – **24/7 365 days a year**
 - The best processes for the virtual worker to do are large volume, regular & repetitive processes and ones that follow “rules”
 - Some of the processes can be thought of as mundane or even boring, but that really doesn’t matter to the virtual worker

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Background

- 2 Year contract with Codebase8 to support the roll out of the project from November 20 to October 22

What's currently happening

- Currently undertaking 2 Proof of Concept processes
 - Invoice Processing
 - Free School Meals

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- Invoice Processing is split into 2 sub parts :-
 - Email validation – went “live” in June with a success rate of 94% and is up to 96% for the last 2 months
 - Voucher Register – currently undertaking UAT, with “go live” currently scheduled for w/c 29th Nov
- Free Schools Meals – Project Development Document has just been signed off and work is starting on this now
 - Noting an online application form has already been developed to help support the automation of the process
- 3 workshops with Services have been held to identify future pipeline of processes to automate – **in excess of 90 processes have been identified**, now working with Codebase8 to prioritise these.

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Financials

- Savings of £30k in 21/22 increasing to £105k in 22/23 have been built into the ledgers.
 - Currently on target to meet the £30k in 21/22 through the removal of a post in Revs & Bens
 - It is hoped that pipeline of c90 opportunities that have been identified will help increase the savings to the £105k in 22/23

Upskilling our workforce

- 2 staff in Resources undertaking training on the software / methodology
- Looking to recruit 2 * 0.5 FTE (Business Analyst & Developer) in Business Solutions Team to help support the future roll out