

FOI Reference Number: FOI/158/1819

Date: 06 August 2018

Request:

Please see below

Response:

Thank you for your information request which Mid and East Antrim Borough Council received on 04 July 2018, apologies for the delay in response.

Please find below Mid and East Antrim Borough Council's response to the information you requested in relation to RPA in local government.

██████████ are surveying every local Authority in England, Scotland and Wales to understand if, and how you are using Robotic Process Automation (RPA) technology, seeking to discover if Authorities are realising the benefits to enable better public services for less cost.

When you have completed the survey, ██████████ we will send you both a summary of the survey and we will make available a "hard copy" of your responses so that you might publish this data for future FOIR inquiries.

This Freedom of Information request in the form of an online survey that should take less than twenty minutes to complete.

We sincerely hope using this form will help to satisfy this request with the least amount of effort.

The surveys also allow the Council to input the statutory paragraphs required whether or not the Council holds the information, how to submit and internal review, complain etc.

██████████ seeks to help local governments tackle the challenges of automating essential practices in an efficient and cost effective manner. Identifying councils with need is the first part of that journey.

This Survey is also provided in PDF form, so that authorities can answer offline as necessary.

Please feel free to use either online or offline versions and return the PDF version to either ██████████ or ██████████. We also will answer any questions pertaining to this survey.

* 1. Which Authority do you represent?

Mid and East Antrim Borough Council

2. Please provide an email address for PDF of your answers.

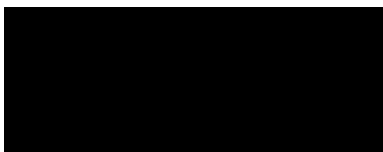
foi@midandeantrim.gov.uk

3. If you are unable to respond to this survey, please upload any documents explaining the reasoning, details on how to appeal and any other related information that you believe is relevant.

Choose File

No file chosen

4. Please enter any text regarding FOIR that you wish to be declare such as reasons for not responding to this Survey, details of the appeal process etc. Please feel free to input here any comments. (Max 20,000 words)



FOIR - Public Sector RPA use and adoption with exemption clauses

Definition

RPA Definition

Robotic process automation (RPA) refers to software that can be easily programmed to do basic tasks across applications just as human workers do. For example, local authorities are automating processing of applications from web forms (direct debits over web, waste garden subscriptions etc.).

The objective of the questions on this page is too ascertain if and how far you have progressed using AI and Robotic Process Automation (RPA)

* 5. Has the Authority published a plan for using Robotic Process Automation (RPA)

- a) No - We have no current plans to do so
- b) No - Not yet, it's at least 12 months away
- c) No - It is going to happen soon
- d) Yes - We have published a draft outline
- e) Yes - We have a fully published approach to RPA
- f) Yes - We have both plans and implementation in process
- For offline PDF responses, please enter appropriate value (a,b, c etc).

A

* 6. Has the Authority published a plan for using Artificial Intelligence

- a) No - We have no current plans to do so
- b) No - Not yet, it's at least 12 months away
- c) No - It is going to happen soon
- d) Yes - We have published a draft outline
- e) Yes - We have a fully published approach to AI
- e) Yes - We have both plans and implementation in process
- For offline PDF responses, please enter appropriate value (a,b, c etc).

A

* 7. How many areas in the Authority are considering using RPA?

- a) None - The Authority has no insight or plans for RPA
- b) None - The Authority has plans with no action as yet
- c) None - The Authority is interested in learning more
- d) Some - Less than 2 Robots
- e) A Few - Less than 6 Robots
- f) More than 10 Robots, less than 20
- g) Lots of RPA, more than 20 Robots
- For offline PDF responses, please enter appropriate value (a,b, c etc).

A

8. If applicable, where is the Authority on its journey with RPA?

- 1) Considering
- 2) Researching
- 3) Piloting
- 4) Deployed a single project/process
- 5) Deployed multiple projects/processes
- 6) Scaling Enterprise-wide
- 7) Retiring Solutions
- 8) Ad-hoc usage (transitioning data or systems)
- 9) End User Computing type deployments
- For offline PDF responses, please enter appropriate value (1,2, 3 etc).

N/A

9. If applicable, what Automation products are you considering reviewing?

- | | |
|--|---|
| <input type="checkbox"/> 1) Automation Anywhere | <input type="checkbox"/> 8) Nice |
| <input type="checkbox"/> 2) Blue Prism | <input type="checkbox"/> 9)OpenConnect |
| <input type="checkbox"/> 3) Epiance | <input type="checkbox"/> 11) Pegasystems |
| <input type="checkbox"/> 4) Infosys | <input type="checkbox"/> 12) Redwood Software |
| <input type="checkbox"/> 5) Jacada | <input type="checkbox"/> 13) UiPath |
| <input type="checkbox"/> 6) Kryon Systems | <input type="checkbox"/> 14)WorkFusion |
| <input type="checkbox"/> 7) Lexmark (KofaxKapow) | <input type="checkbox"/> 15) Xerox Services (Soon to be Conduent) |

For offline PDF responses, please enter appropriate value (1,2, 3 etc).

N/A



Business Case

10. What areas within the Authority are currently using RPA? (Please select as many areas as appropriate)

- 1) Revenue and Benefits
- 2) Care Support and Housing Services
- 3) Planning, Environment and Waste
- 4) Transport, Parking and Streets
- 5) Libraries, Culture and Heritage
- 6) Schools and learning
- 7) Registration and Bereavement Services
- 8) Leisure and Sport
- 9) Licensing
- 10) Regeneration
- 11) Environmental Health
- 12) Trading Standards
- 13) Business Rates
- For offline PDF responses, please enter appropriate value (1,2, 3 etc).

NONE



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Benefits and Budgets

11. What RPA benefits have been realised?

a) - 50% deterioration (Very Poor)	b) - 25% deterioration (Poor)	c) - Zero Improvement (disappointing)	d) + > 25% Improvement (good)	e) + > 50 Improvement (very good)	f) + > 100% improvement (excellent)
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Quality Improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text" value="N/A"/>						
Speed of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For offline PDF responses, please enter appropriate value (a,b, c etc).						
<input type="text" value="N/A"/>						
Reduced Costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text" value="N/A"/>						
Return on Investment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For offline PDF responses, please enter appropriate value (a,b, c etc).						
<input type="text" value="N/A"/>						
Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text" value="N/A"/>						
Employee Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For offline PDF responses, please enter appropriate value (a,b, c etc).						
<input type="text" value="N/A"/>						
Staff Retention Rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text" value="N/A"/>						
Staff Absence Rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For offline PDF responses, please enter appropriate value (a,b, c etc).						
<input type="text" value="N/A"/>						
Staff Efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text" value="N/A"/>						

12. How much RPA/AI budget for this Financial Year do you have?

13. How much budget has been invested on the RPA investments to date?

ZERO

14. How much money has been returned on the RPA investments to date?

ZERO



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Service Improvements

15. If RPA has been deployed, has Robotic Process Automation enabled the means to provide more services with the same or less staff?

a) Strongly agree

b) Agree

c) Disagree

d) Strongly disagree

For offline PDF responses, please enter appropriate value (a,b, c etc).

N/A

16. If RPA has been deployed, has Robotic Process Automation enabled the Authority to do more work for less monetary expenditure?

a) Strongly agree

b) Agree

c) Disagree

d) Strongly disagree

For offline PDF responses, please enter appropriate value (a,b, c etc).

N/A

17. If RPA has been deployed, has Robotic Process Automation enabled the means to redeploy staff to other value add activities?

- a) Strongly agree
- b) Agree
- c) Disagree
- d) Strongly disagree

For offline PDF responses, please enter appropriate value (a,b, c etc).

N/A

18. if applicable, what challenges to Automation have you experienced?

- a) Workforce resistance
- b) Business process mapping errors
- c) End to End process flow gaps
- d) Organised workforce rejection
- e) Education and Enabling of workforce
- f) Management resistance
- g) Public or Partnership resistance
- For offline PDF responses, please enter appropriate value (a,b, c etc).

N/A



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Partnerships

19. Does the Authority have an RPA partner and if so who?

NONE

20. When does the current RPA partnership arrangement end?

N/A

21. Are you planning additional RPA projects in the next 3-6 Months?

- Yes
- No
- For offline PDF responses, please enter appropriate value (Yes, No).

NO

22. Please provide an email address for the area responsible for Process Automation within the Authority?

N/A

23. If [REDACTED] were to run a series of Local Government RPA 20K Hackathons, would you be interested in learning more? [REDACTED]

- Yes
- No
- For offline PDF responses, please enter appropriate value (Yes or No). If yes, please provide contact details.

NO



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Investment and Return

24. What is your preferred commercial model for deploying RPA?

- a) Time & materials projects
- b) Fixed-price projects
- c) Revenue-share model
- d) Risk & reward
- e) Cost per transaction
- f) RPA-as-a-Service (e.g. monthly subscription)

For offline PDF responses, please enter appropriate value (a,b, c etc).

N/A

25. What cost size of cost saving do you require from RPA?

- a) > £10,000
- b) >£ 50,000
- c) >£100,000
- d) >£500,000
- e) > £1 MM
- f) > £10 MM



For offline PDF responses, please enter appropriate value (a,b, c etc).

N/A

26. Would a Cloud based - low cost model be of interest?



Yes



No



For offline PDF responses, please enter appropriate value (Yes or No).

NO



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Thank you for completing our survey

We sincerely hope that filling out this survey was not too onerous. We plan to publish the outcomes from the answers provided. if you would like to discuss your ranking or require any further information. Please do not hesitate to contact

[Redacted] or [Redacted]



Thank you once again.

If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Chief Executive at the Braid Ballymena Town Hall, 1-29 Bridge Street, Ballymena, BT43 5EJ.

Please remember to quote the reference number FOI/158/1819 in any future communications.

If you are not content with the outcome of an internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please be advised that Mid and East Antrim Borough Council may release the response to this information request into the public domain via our website at <https://www.midandeantrim.gov.uk/>.

If we publish our response to your request, your personal data will be removed to protect your privacy.