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OUR RPA JOURNEY

REVOLUTIONIZING BUSINESS PROCESSES WITH
ROBOTIC PROCESS AUTOMATION (RPA)

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PRESENTED BY: ESDC - CFOB

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WHO WE ARE



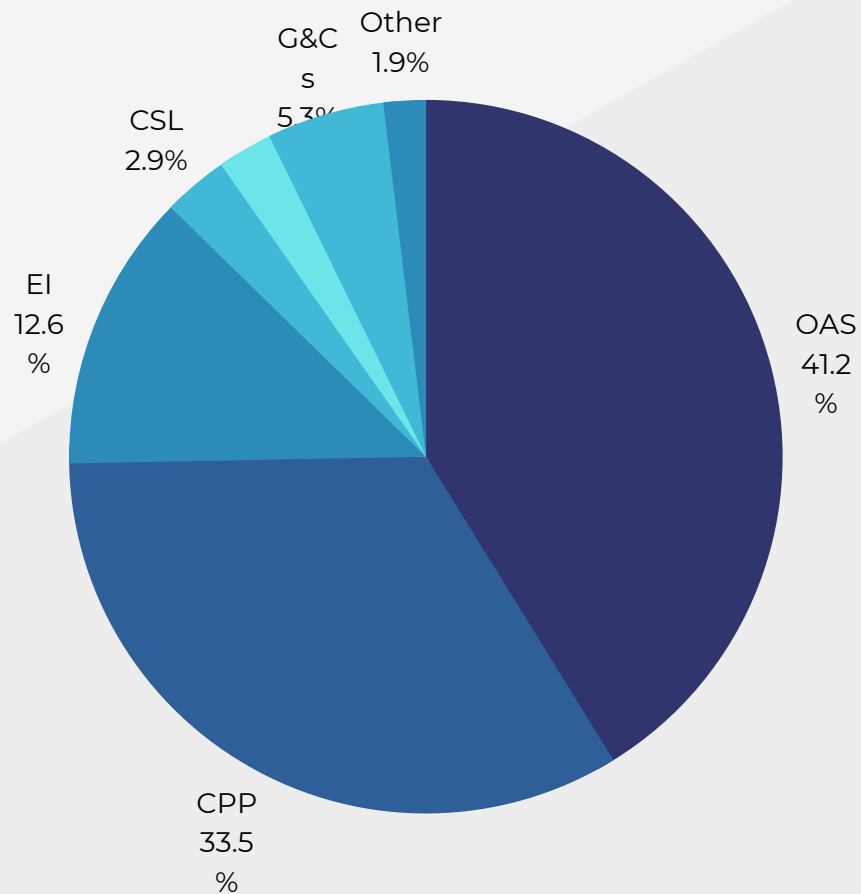
ESDC is responsible for a wide range of programs and initiatives related to employment, social development, and the labor market.

The department plays a crucial role in supporting Canadians in various aspects of their lives, including employment opportunities, income support, skills development, and social benefits.



WHO WE ARE

For fiscal year 2023-2024, the department's planned expenditures on programs and services total \$185.9 billion. Of that amount, \$167.7 billion will directly benefit Canadians through statutory transfer payment programs.



WHO WE ARE

Integrated Corporate Accounting and Accountability Directorate (ICAAD)

Our directorate provides financial enabling services to ESDC and is one of the directorates of the Chief Financial Officer Branch (CFOB).

We are responsible for the provision of services offered by six major divisions:

Debt Management and
Innovation

Financial Policy

National Accounts
Payable

National Accounts
Receivable

Financial Oversight and
Business Management

Corporate Accounting

MEETING AGENDA

- What is RPA
- Where we started
- RPA implementation lifecycle
- Auxiliary activities
- Lessons learned



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WHAT IS RPA

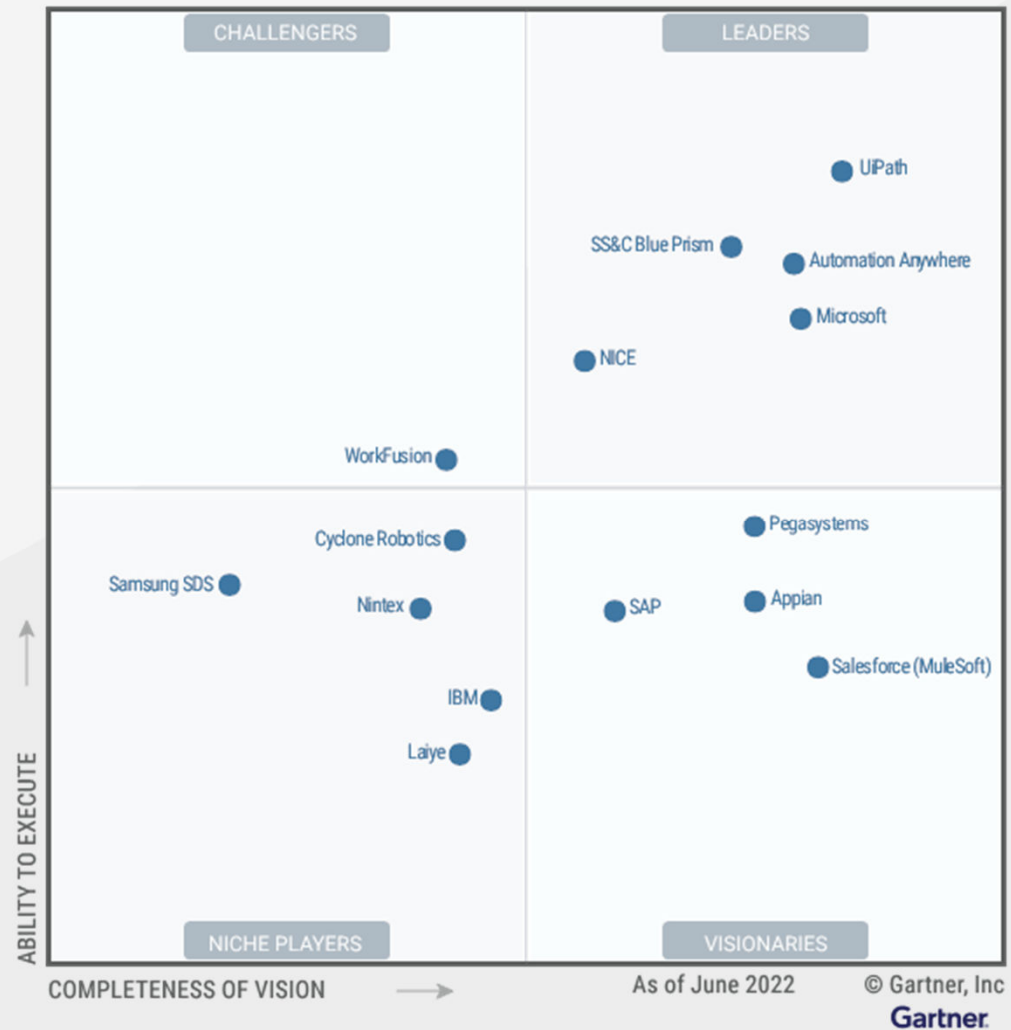
- RPA is an innovative technology that uses software robots to automate repetitive, rule-based tasks within business processes.
- Benefits of RPA: Increased efficiency, improved accuracy, cost savings, enhanced employee productivity, and scalability.





MARKET ANALYSIS

Magic Quadrant for Robotic Process Automation (2022)



WHERE WE STARTED



Engaged with Other Government Departments (OGD) to understand their journey.



Collaborated with Deloitte to leverage their expertise and experience in implementing RPA.



Selection of an Enterprise-wide solution and creation of an IT development group for RPA.



RPA IMPLEMENTATION LIFECYCLE

PROCESS
QUALIFICATION

PRIORITIZATION

PROCESS
DESCRIPTION

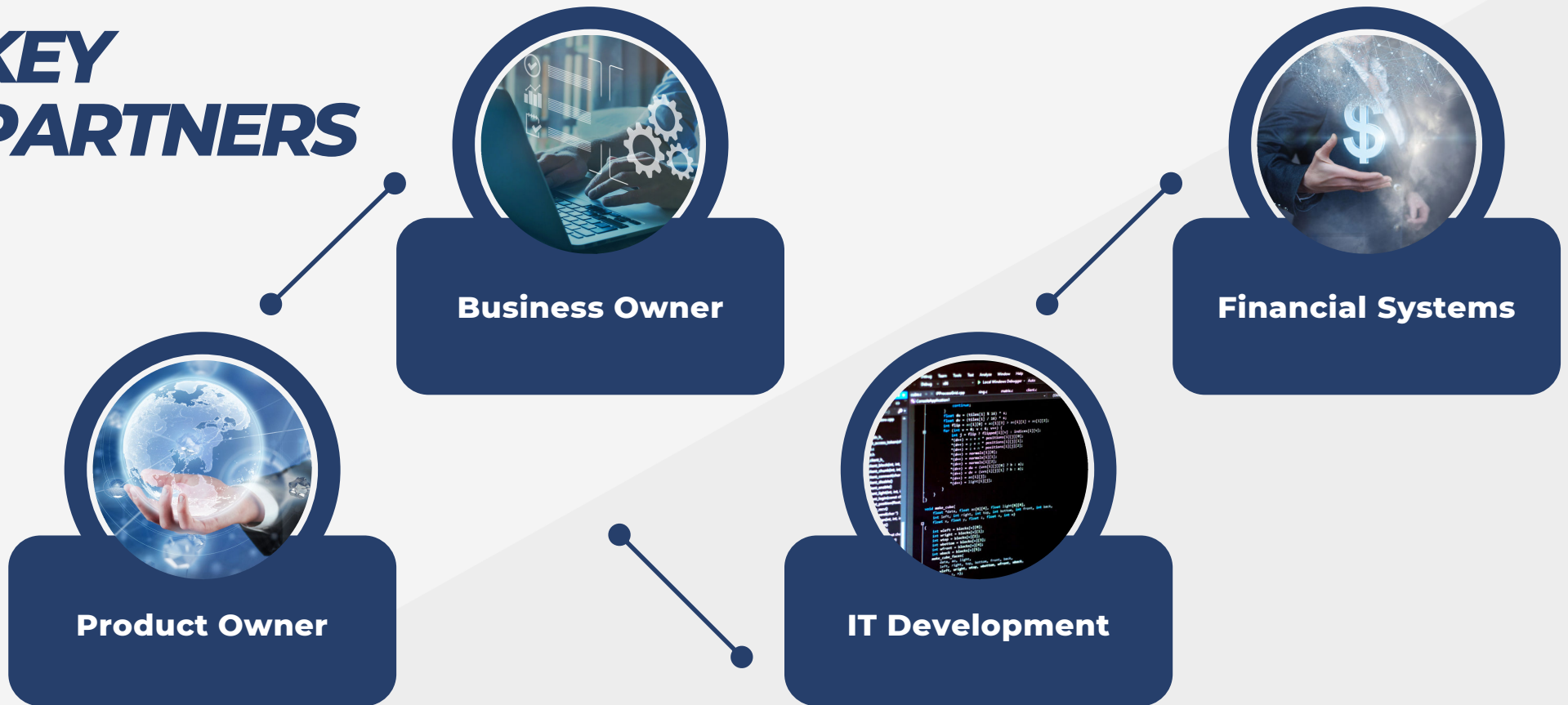
DEVELOPMENT

STAGING

PRODUCTION



KEY PARTNERS





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RPA IMPLEMENTATION LIFECYCLE

Process Qualification:

- Identifying processes suitable for automation based on predefined criteria.
- Involving process owners and subject matter experts in the evaluation process.



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RPA IMPLEMENTATION LIFECYCLE

Prioritization:

- Ranking qualified processes based on potential benefits, ROI, and impact.
- Considering factors such as time savings, error reduction, compliance, and customer satisfaction.

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RPA IMPLEMENTATION LIFECYCLE

Process Description:

- Documenting selected processes in detail, including inputs, outputs, rules, exceptions, and dependencies.
- Collaborating with business analysts and process owners to capture accurate process details.





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RPA IMPLEMENTATION LIFECYCLE

Development:

- Building and configuring software robots to automate the identified processes.
- Collaborating with RPA developers, IT teams, and process owners to design efficient automation workflows.

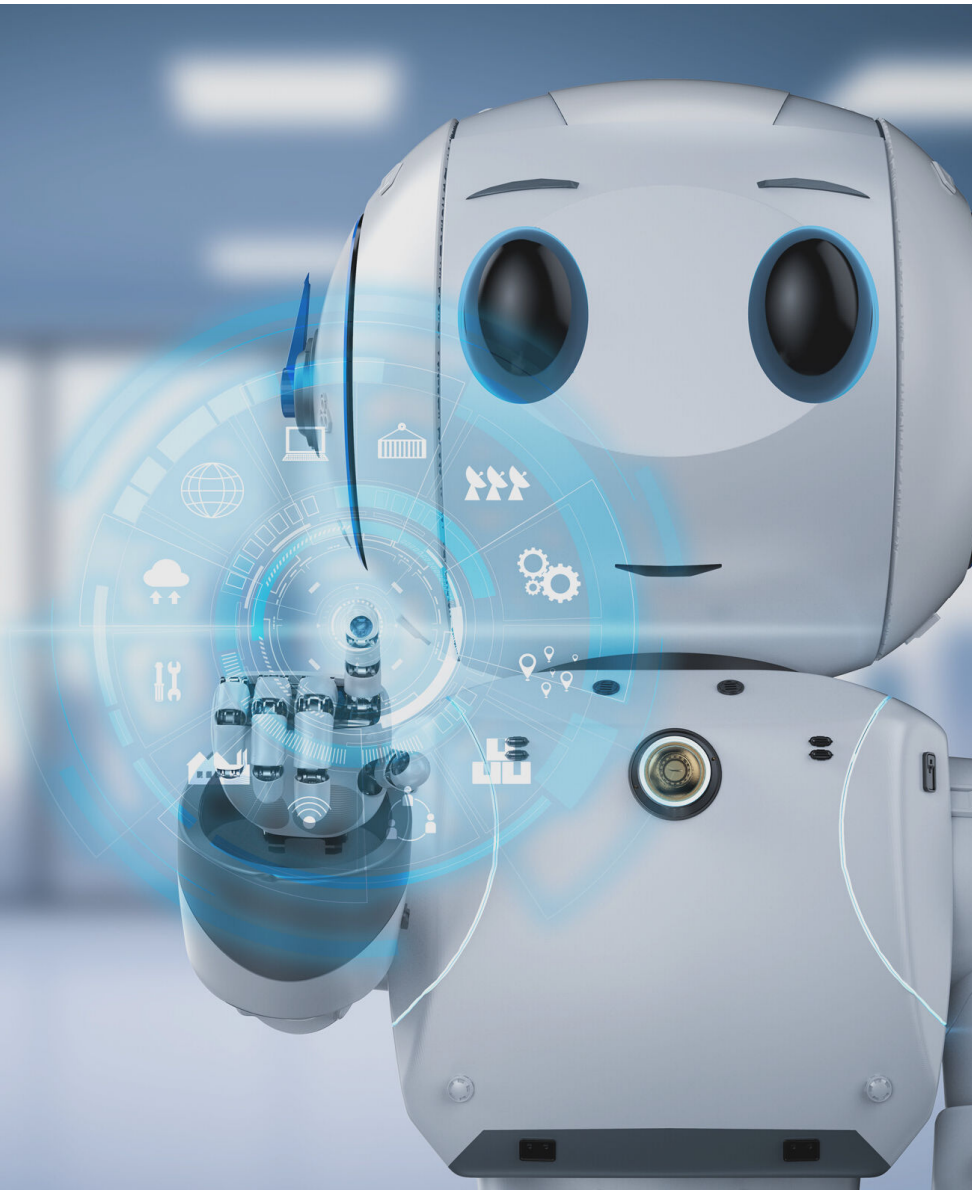


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RPA IMPLEMENTATION LIFECYCLE

Staging:

- Testing the developed automation in a controlled environment.
- Involving testers and process owners to conduct rigorous testing and address any issues or errors.



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RPA IMPLEMENTATION LIFECYCLE

Production:

- Deploying tested and approved automation solutions into the live environment.
- Monitoring the production environment and addressing performance or stability issues.



RPA DEMO

Interdepartmental Settlement - Invoice to OGD

An Interdepartmental Settlement (IS) is a non-cash transaction to transfer funds between two government departments or agencies.

Process trigger:

- An IS invoice request is received by email for processing from OGD to recoup funds. An ESDC employee validates the information and triggers the bot.

RPA process:

- Input the information in the financial system (SAP), generates the invoice and responds to OGD with a copy of the invoice. It then archives the communication and updates an excel log for tracking purposes.

Human Processing:

- 15 min per transaction
- 4,598 transactions (FY2023)
- 1,150 hours / 230 FTE days

Robot Processing:

- 5 min per transaction
- 4,598 transactions
- 383 hours / \$76.6 @ \$0.20 per hour



AUXILIARY ACTIVITIES

Ensuring the quality of the software's output and its continued maintenance.

Quality Assurance

- Data Analytics

Create dashboards to analyze the bot's performance and identify anomalies.

- Periodical Sampling

Perform quarterly sampling of the bot's transactions. Ensure that it is attaching the correct documents.

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AUXILIARY ACTIVITIES

IT Support

- Incident Management
Resolution of system and business exceptions
- Software Enhancements
Regular maintenance and amendments/upgrades to processes.



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LESSONS LEARNED

Growing Pains

- Tempering expectations, the software only does what it is developed to do.
- Adapting to changes in requirements and their impact.



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LESSONS LEARNED

Governance:

- Addressing compliance, security, and regulatory challenges.
- Overcoming resistance to change and organizational culture shifts.



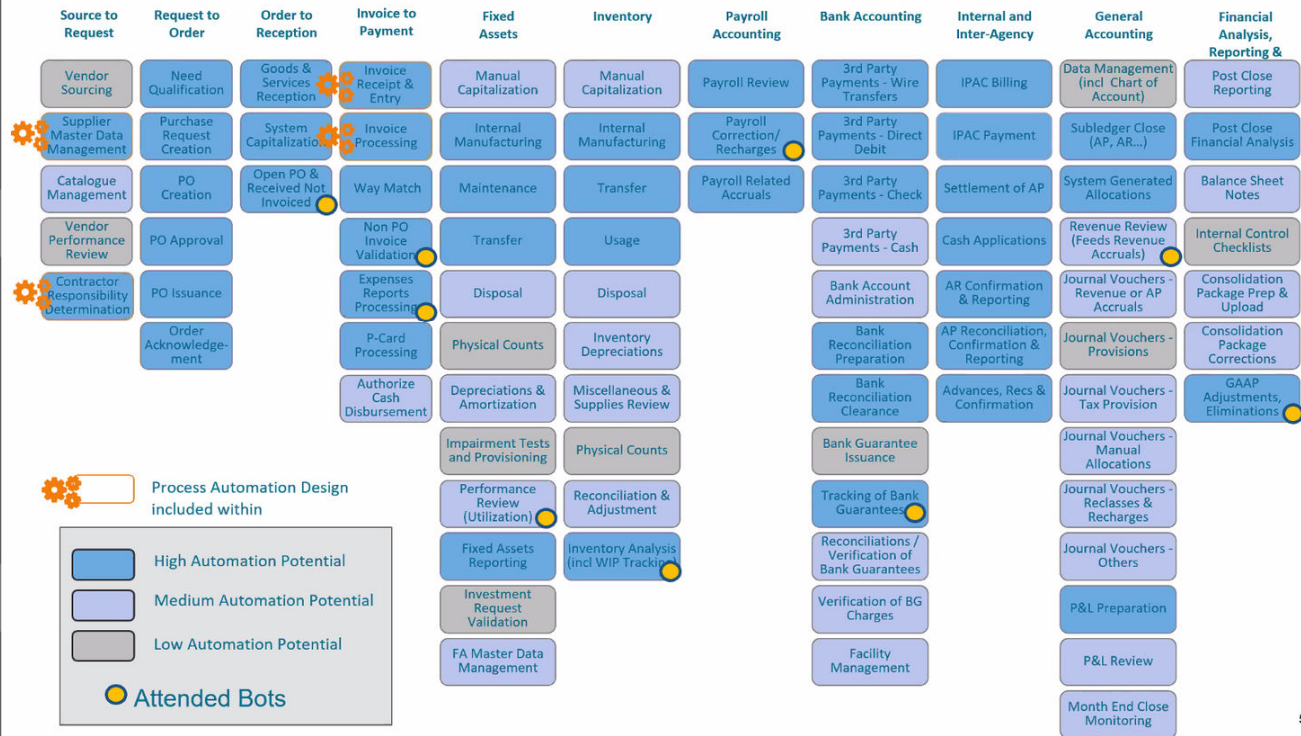
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LESSONS LEARNED

Start Small, Think Big:

- It is important to start small and scale RPA initiatives gradually.
- Look for quick wins achieved through targeted automation.

Process Heat Map: Financial and Procurement



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THANK YOU



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