OUR RPA JOURNEY

REVOLUTIONIZING BUSINESS PROCESSES WITH ROBOTIC PROCESS AUTOMATION (RPA)

PRESENTED BY: ESDC - CFOB

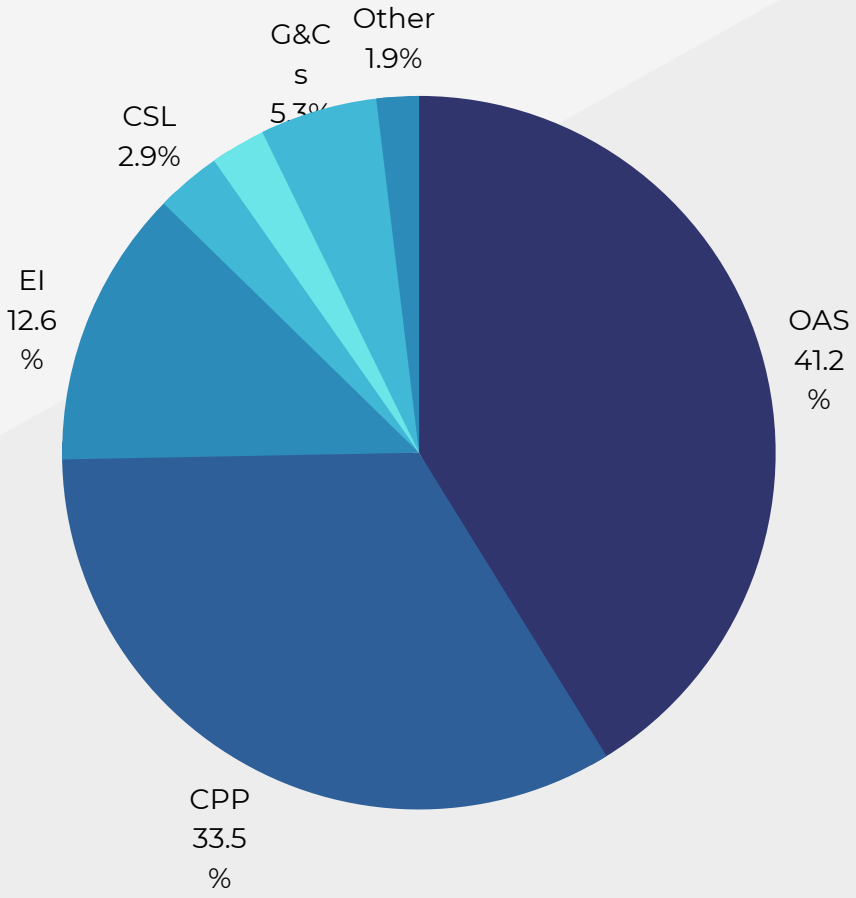
WHO WE ARE

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

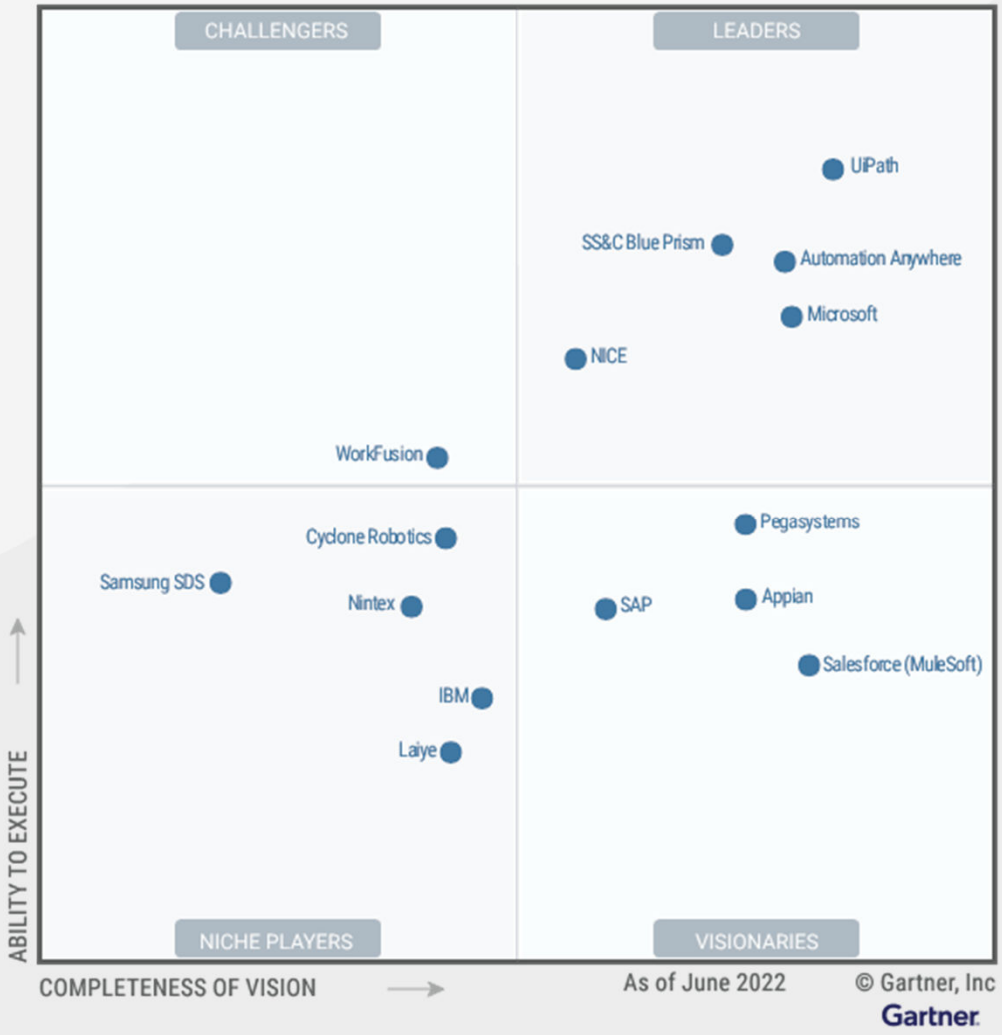
WHAT IS RPA

- 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)



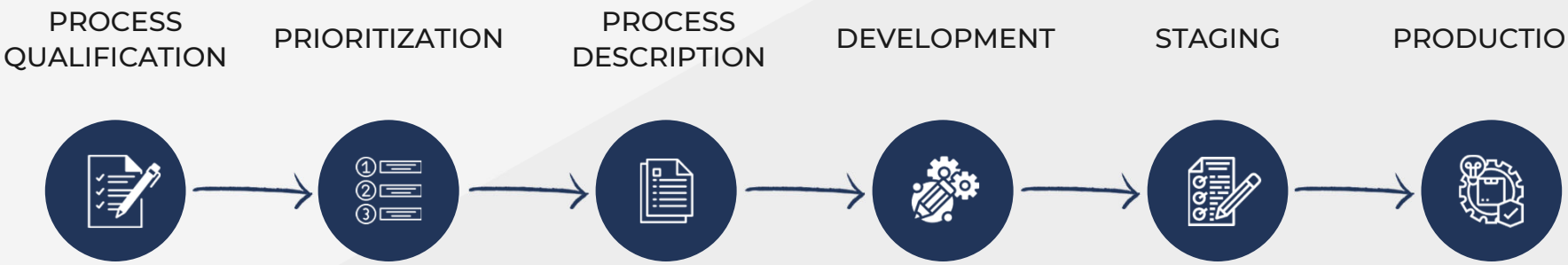
WHERE WE STARTED

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



KEY PARTNERS

Business Owner

Financial Systems

Product Owner

IT Development

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.