

# The role of RPA in COVID-19 response

Tuesday 29 September 2020, 14:30 BST

## SPEAKERS



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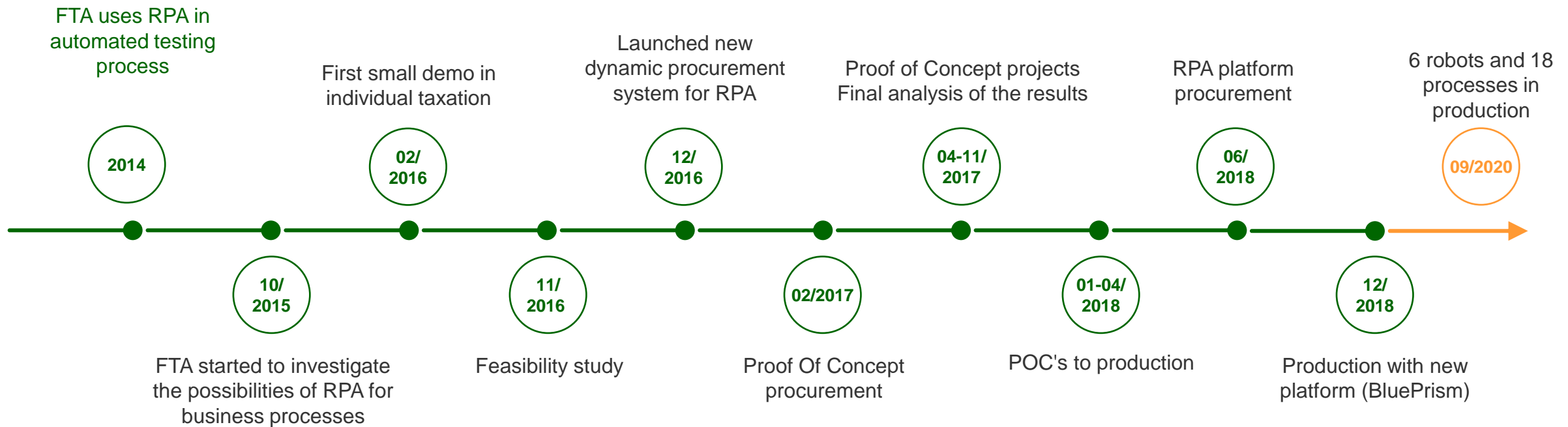
# Robotic Process Automation in Finnish Tax Administration (FTA)

Mikko Laakso

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Development and ICT unit

# RPA in Finnish Tax Administration (FTA)



# Identified use case categories for RPA in FTA

## "Manual mass work"

Tasks which do not require deep professional expertise. Tasks are often "boring" and repetitive routine tasks. These tasks can be for example copy-paste, check lists and simple corrections or comparison of data. Main target is to ***get rid of unmotivated tasks***.

## "Hidden tasks"

Tasks which are not done in the first place because of lack of human resources. These undone tasks create extra work later in the processes. Main target is to ***increase effectiveness and reduce extra tasks on later steps*** of taxation processes.

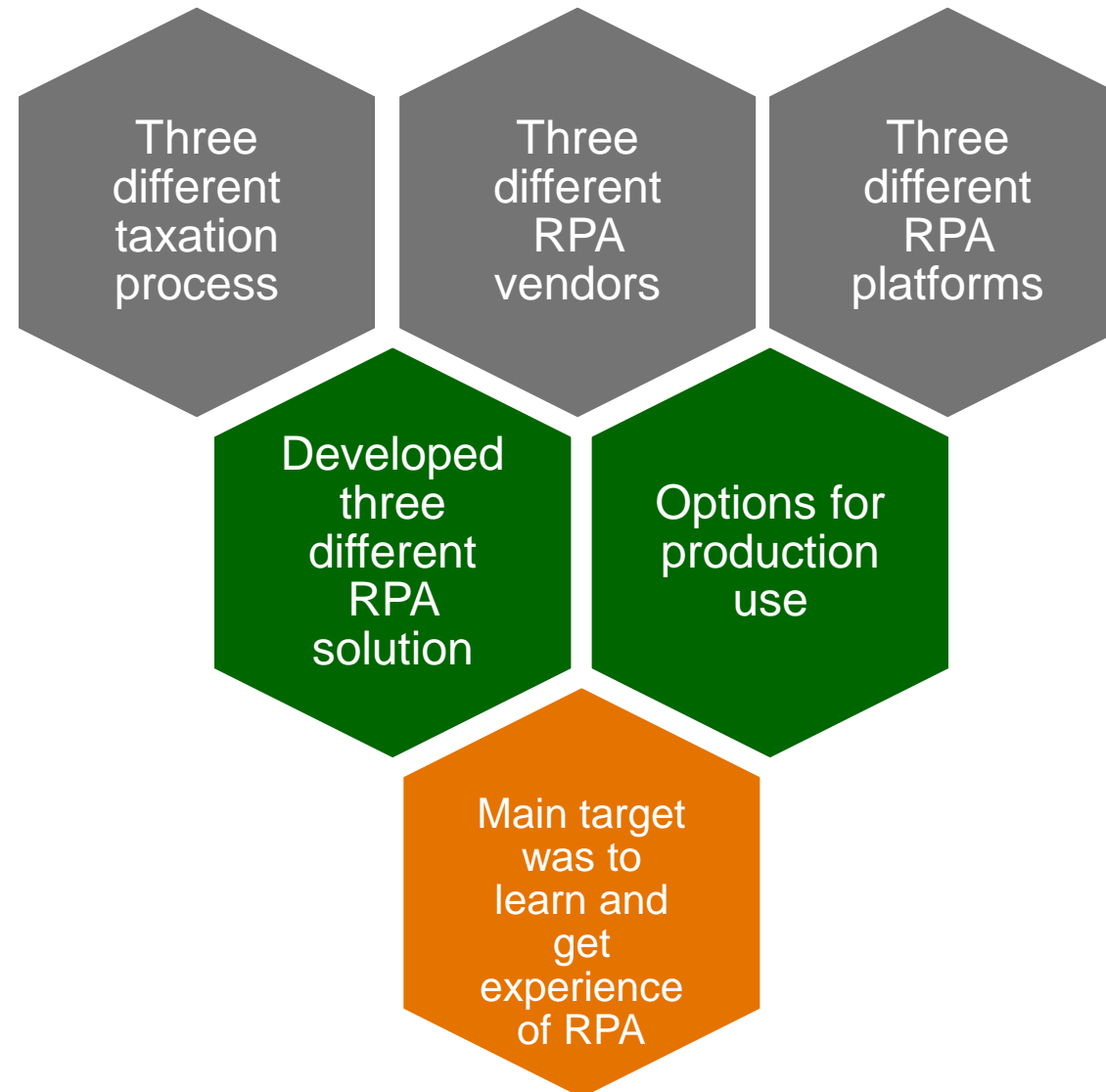
## "Multisystem work"

Tasks where the manual work is done using several different taxation systems at the same time. Completing the work process requires the user to save or collect data from several different taxation systems. Main target is ***quality assurance and reduction of errors***.

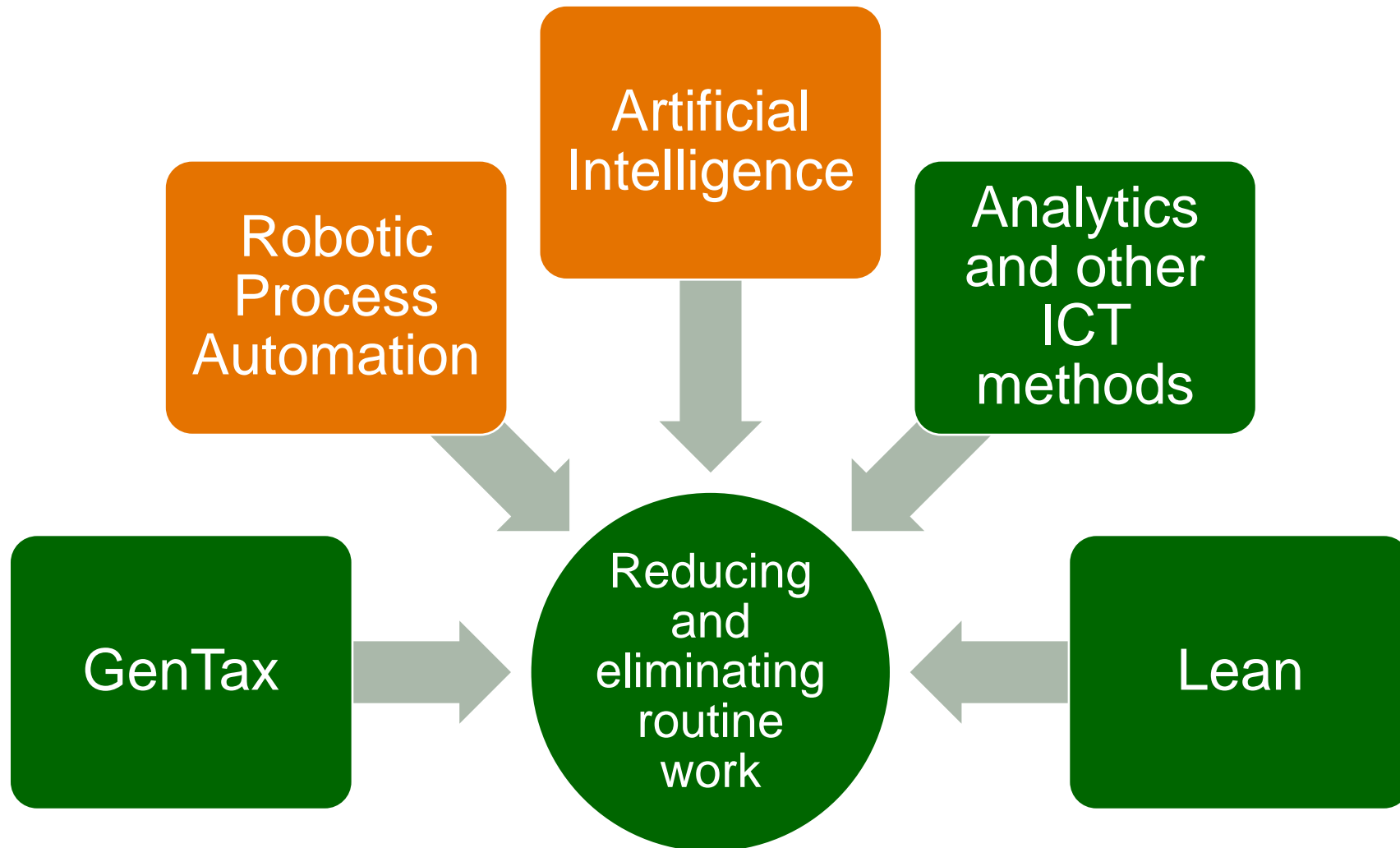
## "Pulled data"

Tasks where RPA sort out and collect data from one or several different systems or from third parties systems to be used in analytics or tax audit and other needs of taxation. Main target is to ***improve collection of information*** for taxation and analytics.

# Proof Of Concept project in FTA



Strategic goal is to reduce or eliminate routine work and use employees skills to more meaningful tasks





# THE ROLE OF RPA IN COVID-19 RESPONSE

LACRAMIOARA CORCHES - General Secretary  
National Agency for Employment - Ministry of  
Labor and Social Protection of Romania

Tuesday 29 September 2020

# THE ROLE OF RPA IN COVID-19 RESPONSE IN PUBLIC ADMINISTRATION

## NATIONAL AGENCY FOR PAYMENTS AND SOCIAL INSPECTION (NAPSI)

- I. Payments of all social benefits from the state budget
- II. Monitoring and control of the social services



## OUR MISSION .... ON PAYMENTS

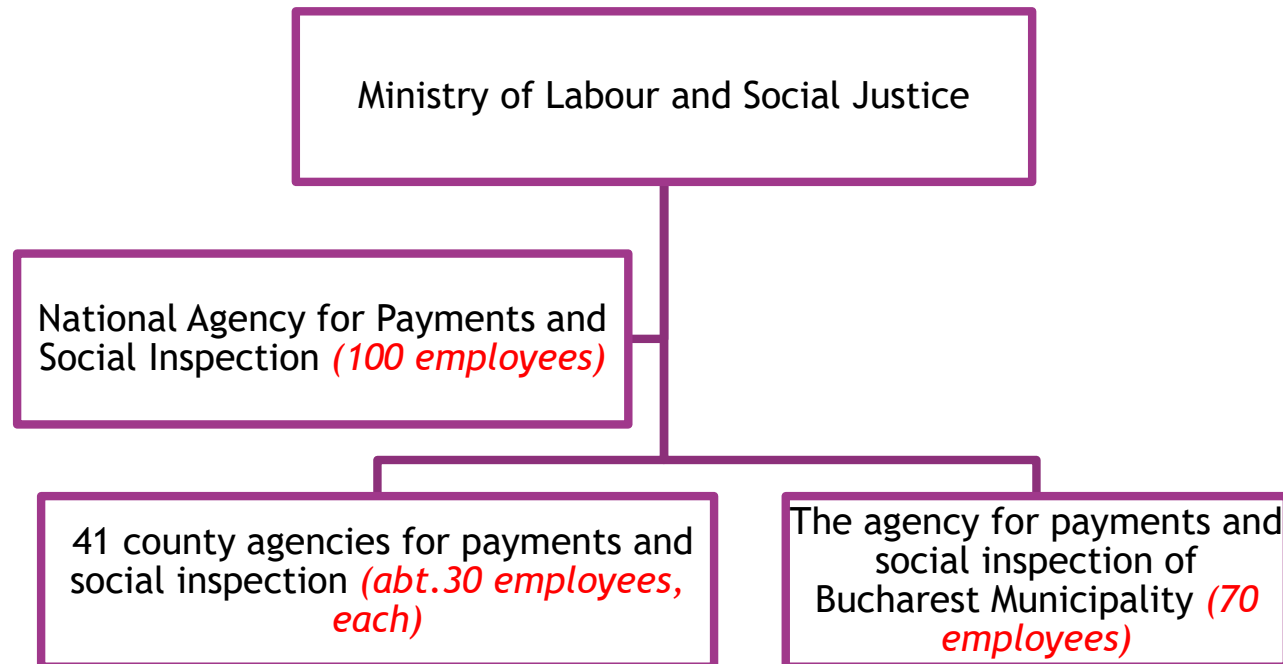
- ◉ To manage the payment of all the benefits of social assistance supported by the state budget in a unitary payment system



= all 42 counties apply the same procedures of payment + everything goes through an informatic system (SAFIR)

# NAPSI

- ◉ NAPSI is a public institution with legal personality under the Ministry of Labour and Social Justice;
- ◉ NAPSI has under its coordination the 41 county agencies for payments and social inspection, plus the agency of Bucharest Municipality = 1500 employees



# SAFIR INFORMATION SYSTEM

- ◉ The main functions of the SAFIR computer system include:
  - (i) registering the beneficiaries;
  - (ii) maintaining the register of social benefit recipients;
  - (iii) verification of eligibility for benefit
  - (iv) calculation of the due amount for each person
  - (v) reassessment of beneficiaries.
- ◉ System data is stored and used for ex-post cross-reporting and cross-check functions.
- ◉ Number of monthly beneficiaries= **5,2 millions** (with abt 7 millions payments/some of them receive many)
- ◉ Last year amount= 18 bilion lei = abt **.3,8 bilion EURO**

# COVID-19 PANDEMIA RO -RESPONSE

- ◉ 15 march-15 may: EMERGENCY STATE due to Covid pandemia
- ◉ 21 march: Emergency Ordinance no. 30 = benefits for employees and self employed
  - For employees: technical unemployment = 75% from the salary...*paid by National Agency for Employment*
  - For self-employed: 75% from medium salary...*paid by National Agency for Social Payments*

# SELF EMPLOYED



- Number of beneficiaries: 284.519
- Amount paid: March- August =185.747.242 lei  
(abt. 38 mil euro)



# UIPATH & NAPSI = SUCCESS STORY

- ◉ 30 march : discussions started
- ◉ 2 april: delivery of the RPA
- ◉ 9 april: development
- ◉ 15 april: testing in IASI and BOTOSANI counties (*UAT - user acceptance testing*)
- ◉ Roll-out production + hypercare
- ◉ 27 April: scaling for the whole country

# THE CHALLENGE

- ◉ 110.000 PAYMENT REQUESTS from the citizens to be processed in a 10 days time-frame
- ◉ During the pandemic, all the 42 regional authorities had to :
  - validate and process in a 10 days time-frame,
  - many unemployment applications and benefits requests which were coming
    - via email,
    - in different formats,
    - and had missing documents or inconsistent information → ***big delays in payment, not covered by the law***

# UIPATH SOLUTION

- **38 Attended Robots** which:

- run across 38 counties,
  - 1) login to a web platform, where the citizens request the payment,
  - 2) download the intelligent PDF submitted by the requester,
  - 3) validate the information,
  - 4) write the output to an Excel file,
- and send an email notification the results.

- The request may be valid / invalid

- The processing time was reduced from abt 15-20 min to 36 seconds

# RESULTS

- ⦿ 14 DAYS TO IMPLEMENT
- ⦿ 95% of transactions automated
- ⦿ 15% human error eliminated
- ⦿ AHT reduced by 96%
- ⦿ 38 out of 42 counties used the solution

## PROS...& CONS...

- ◉ **Processes automated: Unemployment applications and benefits processing**
- ◉ **Speed work**
- ◉ **Time & sanitary constraints= training of human resources in short**
- ◉ **Psychological resistance from people (...in month one)**



# FUTURE PLANS

- ◉ All the repetitive processes to be automated
- ◉ **Replicate the experience to the National Agency for Employment**

# THANK YOU VERY MUCH

## Lacramioara Corches

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# The Role of RPA in COVID-19

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## TODAY'S AGENDA

- 1/ Who is USDS
- 2/ Who is Gina
- 3/ What has Gina worked on
- 4/ Q&A



# What is USDS?

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The U.S. Digital Service uses design and technology to **deliver better services to the American public.**



# WHO WE'RE HELPING



VETERANS



MILITARY  
SERVICEMEMBERS



DOCTORS /  
PATIENTS



FARMERS



IMMIGRANTS



SMALL BUSINESS  
OWNERS



# Medicare Payment System Modernization

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**POSITIONING CMS TO PAY FOR MEDICARE FOR THE NEXT 50 YEARS.**

## THE REACH

**53 M**

Medicare beneficiaries

**1.2 B**

claims per year

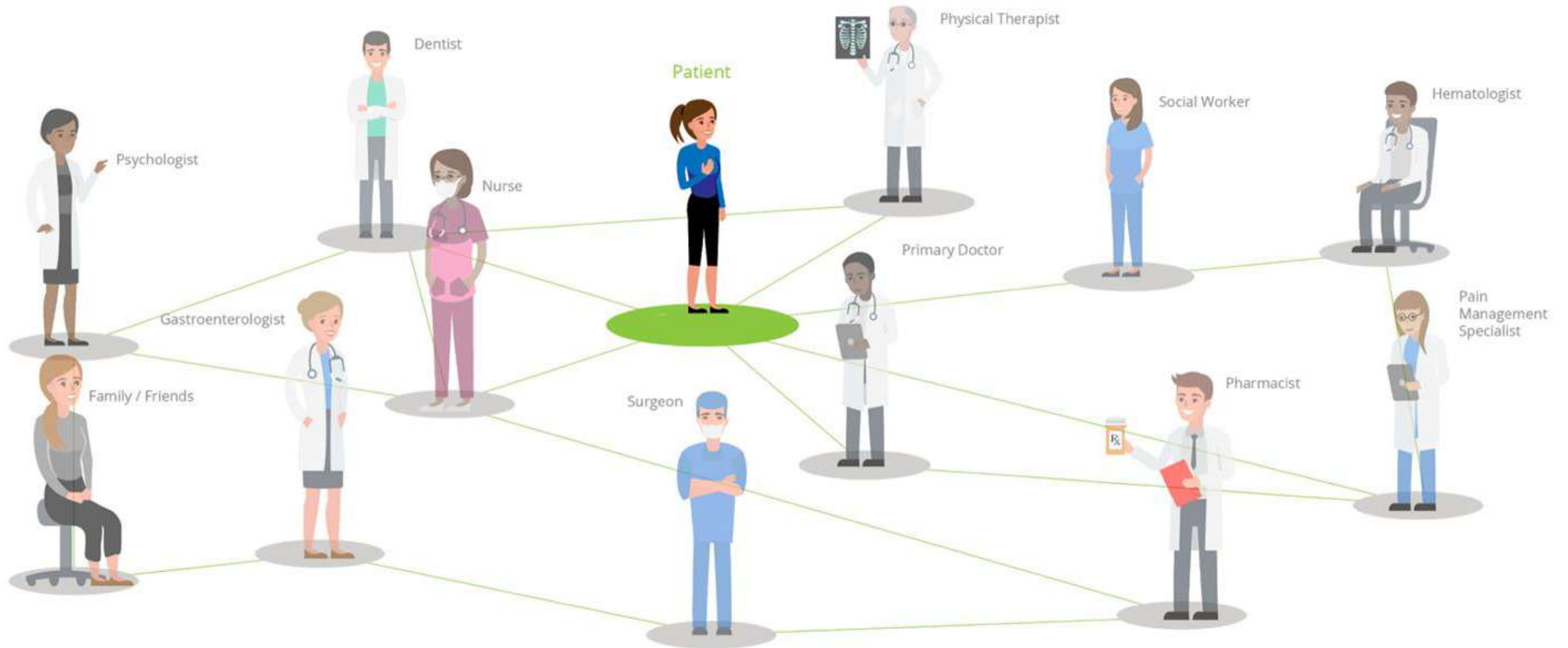
**\$500 B**

paid out each year

**~4%**

of GDP processed

## MEDICARE PATIENTS' DATA IS IN SILOS





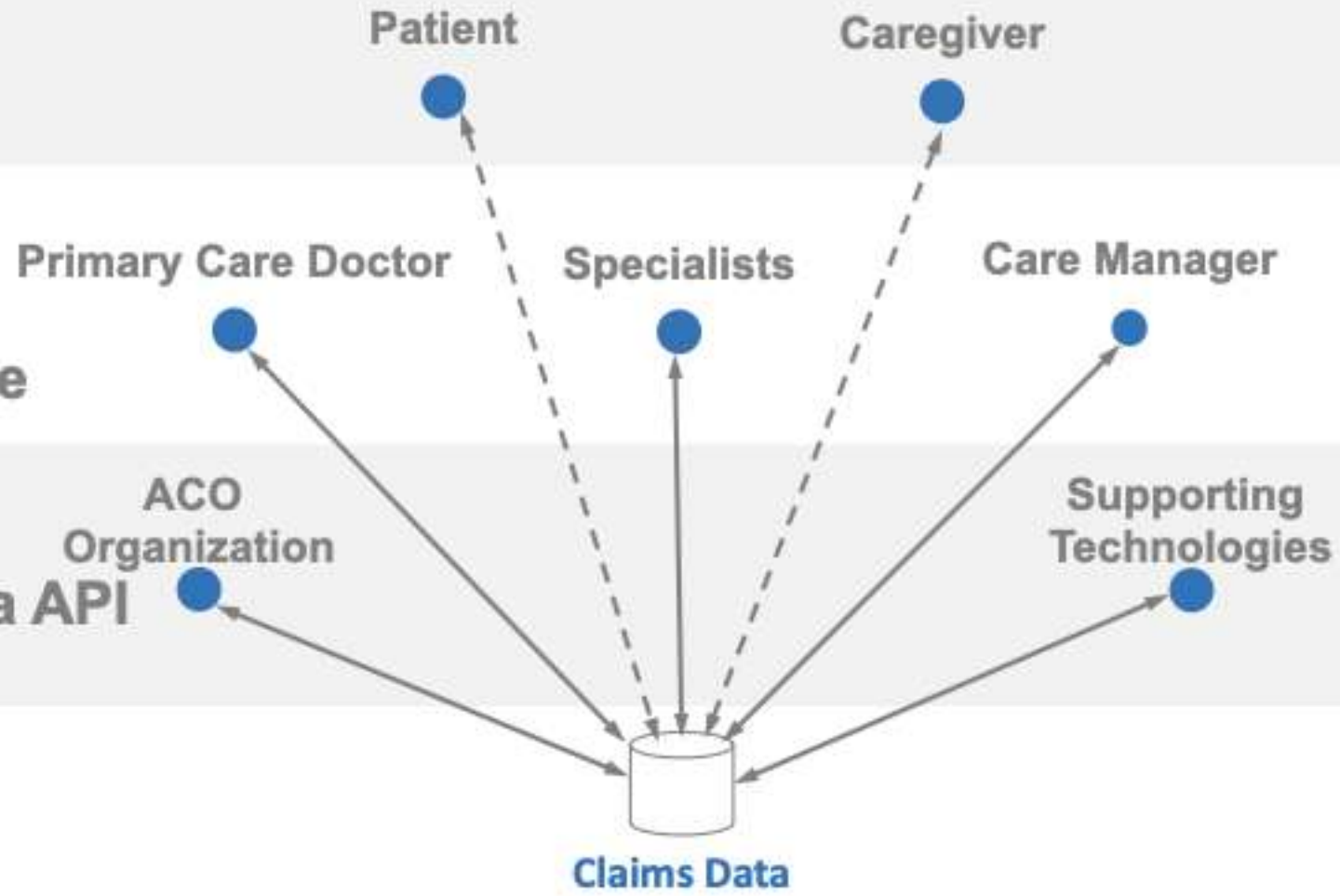
## ALL STAKEHOLDERS HAVE ACCESS TO THE DATA

Patient- Blue Button

FFS Providers:  
Data at the Point of Care

ACOS:  
Beneficiary Claims Data API

CMS Claims Data



# Gina Maini

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@wiredsis

## ENGINEERING CHALLENGES

- 1/ 1:20 Feds to Contractors
- 2/ Cobol Batch Jobs on Mainframes  
+ LCD & NCD = Business Logic
- 3/ Bootstrapping Devops & SRE

## ENGINEERING DELIGHTS

- 1/ In-Patient Rehabilitation Pricing
- 2/ Mainframe Data Alongside Cloud Data
- 3/ Amazing Feds & Contractors At CMS Who Support Me

Where does  
my **passion**  
come from?

This is my  
**mom**, Susie.







[USDS.gov/apply](https://usds.gov/apply)