The role of RPA in COVID-19 response
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SPEAKERS

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NetApp

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United States Digital Service
USA
FTA started to investigate the possibilities of RPA for business processes

First small demo in individual taxation

Launched new dynamic procurement system for RPA

Proof of Concept projects Final analysis of the results

RPA platform procurement

FTA uses RPA in automated testing process

02/2016

12/2016

04-11/2017

06/2018

09/2020

02/2016

11/2016

02/2017

01-04/2018

12/2018

02/2014

10/2015

11/2016

02/2017

01-04/2018

12/2018

POC’s to production

Production with new platform (BluePrism)

6 robots and 18 processes in production
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

Three different taxation process
Three different RPA vendors
Three different RPA platforms

Developed three different RPA solution
Options for production use

Main target was to learn and get experience of RPA
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
I. Payments of all social benefits from the state budget
II. Monitoring and control of the social services
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 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
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 milions payments/some of them receive many)
- Last year amount= 18 bilion lei = abt .3,8 bilion EURO
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
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
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

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The Role of RPA in COVID-19
TODAY’S AGENDA

1/ Who is USDS

2/ Who is Gina

3/ What has Gina worked on

4/ Q&A
What is USDS?
The U.S. Digital Service uses design and technology to deliver better services to the American public.
Medicare Payment System Modernization

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

- Medicare beneficiaries: 53 M
- Claims per year: 1.2 B
- Paid out each year: $500 B
- Of GDP processed: ~4%
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

Patient
Primary Care Doctor
Specialists
ACO Organization
Care Manager
Supporting Technologies
Caregiver
Claims Data
ENGINEERING CHALLENGES

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