

AUTOMATION IN LOCAL GOVERNMENT

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“ Deliver change in the user experience that;

- improves customer satisfaction,
- reduces time to take action, and
- improves trust in council.”

“ Improve employee satisfaction, provide them with more time to satisfy the customer and develop future skills capability.”

To RPA or Not.....

- Understand the **challenges** that the organisation, employees and clients/customers face
- **Quantify** the challenges with the people who know
- Work through **solutions** to address a challenge
- How do we **build** the solution and capability that delivers the desired outcome
- Build and put into **production** the identified solution
- **Realise** the improved operating environment that is delivering the **outcome** identified

“ Don't say NO, identify ways to support and assist! ”

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BOT's Delivering Results

Animal Management

- Lack of integration
- Transparency/visibility issues between teams
- Delay in job dispatch
- Dissatisfaction

SAP & GEOP

6,200 hrs / 40,000 requests



TOA

Rates Clarification

- Payment detail issues
- Legacy systems
- Multiple checks
- Debt collection
- Contingent workforce

SAP

3,500 hrs / 24,000 rates



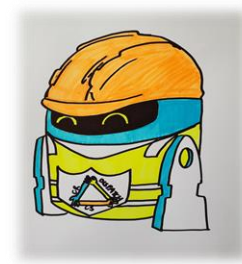
ARK

Compliance & By-Laws

- Lack of integration
- External data sources
- Delay in job resolution
- 'Neighbors in dispute'

SAP, GEOP & API's

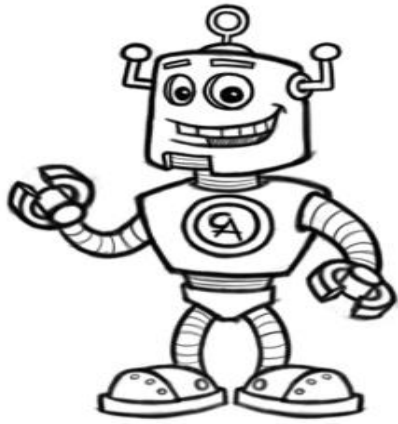
2,200 hrs / 13,000 requests



R2D2

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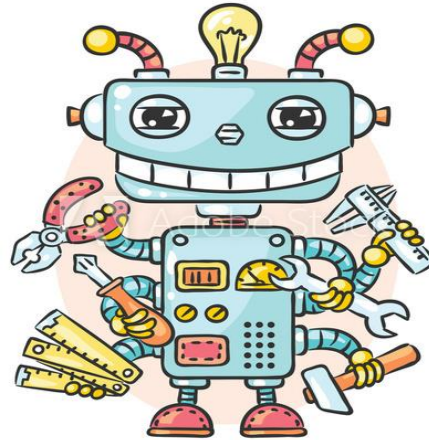
Snapshot of Other BOT Activities



Russel

Public consultation activities to support the Long Term Plan and Regional Land Transport Plan.

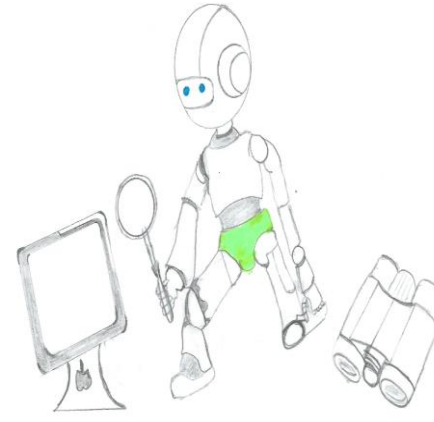
35,000 submissions /
8,000 hrs



Wanda

Project Management platform (Sentient) to SAP Integration.

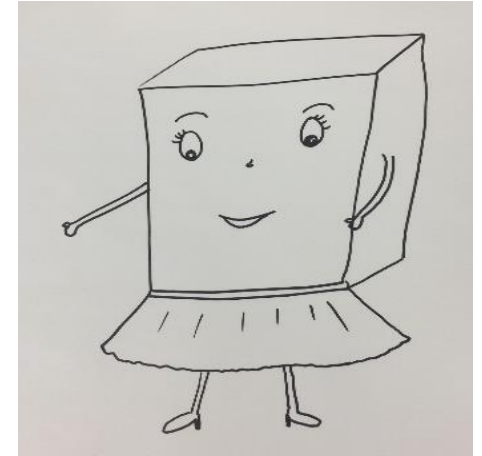
1,500 hrs



Zac

Unallocated credit matching in SAP for customer payments

11,800 payments /
1,500 hrs



Sam

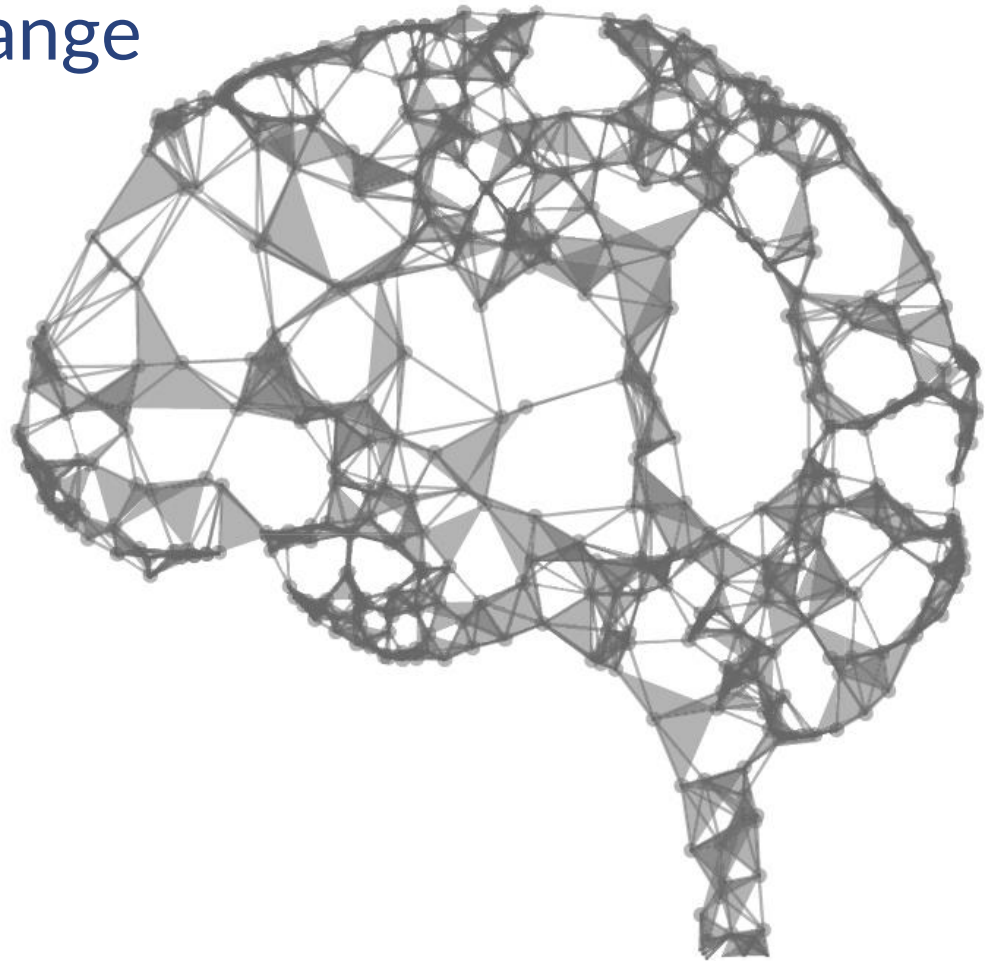
Goods receipting in SAP for Accounts Payable

14,000 invoices /
3,600 hrs

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Delivering Sustained Cultural Change

- ICT Engagement
- Executive Support
- Manage the dialogue
- Inclusive and collaborative
- Change management
- Employee capability development
- Community engagement
- Don't become complacent





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