# Robotic Process Automation for the Federal Government

**CGI**

Robotic process automation (RPA) enables the federal workforce to focus on the mission by enhancing employee productivity and reducing tedious tasks. With RPA, agencies are able to keep up with the rapid pace of change, the demands of the digital worker, critical security, continuous compliance and rising citizen expectations.

## The Need for RPA

An aspect of intelligent automation, RPA technology platforms enable a software robot to interact with applications to perform repeatable tasks by automating rule-based processes.

With the combination of RPA and the workforce's expertise, government agencies are realizing targeted improvements within specific transactions, processes and systems for internal and external benefits that include:

- Consistency of responses and service across interactions
- Real-time off-hours processing of needs or requests
- Continuous compliance and security
- Real-time reporting on speed, performance, issues, etc.
- Integration of work involving multiple systems

## How to Get Started

CGI is helping organizations evolve from human-first to hybrid, human-robot workforces, addressing both technological and organizational change.

### RPA For Government

RPA helps the people who serve others through their public service keep up with the changing world.
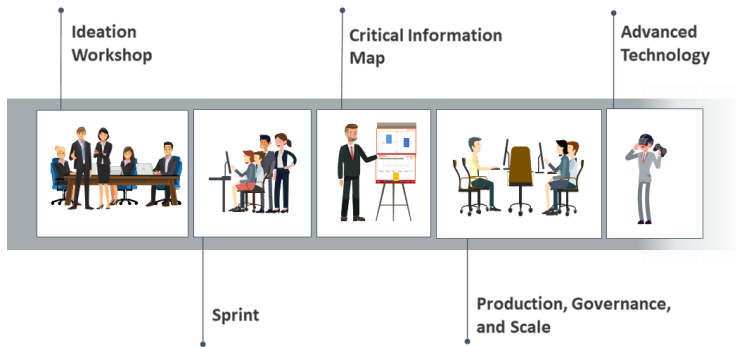
*The Benefits of Automation*

- Improved compliance and reduced fraud
- Improved digital service delivery
- Transformation of burdensome legacy operations
- Improved workforce flexibility

*Client Impact Use Case*

CGI successfully assessed a client's process and observed that significant gains could be achieved by using RPA to create a new operating model for back-office functions.

Using a team of CGI RPA experts to conduct business process analysis, RPA design, implementation and test services, over 350 processes were identified for automation. Of those, 34 processes have been automated and are in production to date, while 173 are currently in design in the pipeline.
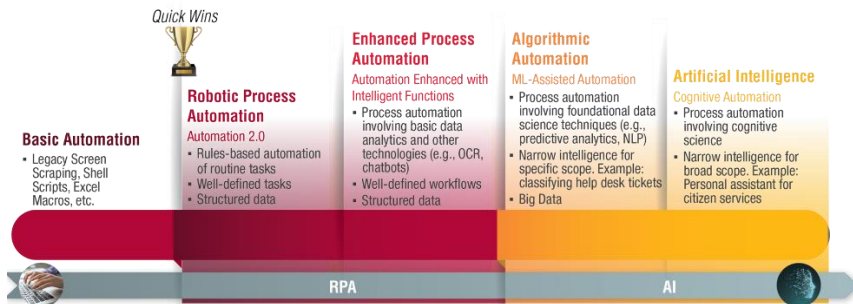
For this client, RPA efficiencies to date boast a 20 to 50 percent process cost reduction.

Ideation Workshop | Critical Information Map | Advanced Technology

Sprint | Production, Governance, and Scale

# How CGI Can Help

CGI develops RPA solutions to help clients address the challenges impacting federal agency operations today, such as bottlenecks, backlogs and a human workforce tied up performing tedious, repetitive work.

CGI has been leveraging the latest in technology innovation to help government agencies improve business processes for more than 40 years. Our RPA services are specifically designed for the unique needs of government agencies to realize the benefits of automation without added complexity or risk. Beyond saving the workforce from performing rote tasks, RPA creates positive outcomes by optimizing services levels, reducing cycle time, reducing errors and mitigating negative downstream impacts.



**Basic Automation**
- Legacy Screen Scraping, Shell Scripts, Excel Macros, etc.

*Quick Wins*

**Robotic Process Automation**
Automation 2.0
- Rules-based automation of routine tasks
- Well-defined tasks
- Structured data

**Enhanced Process Automation**
Automation Enhanced with Intelligent Functions
- Process automation involving basic data analytics and other technologies (e.g., OCR, chatbots)
- Well-defined workflows
- Structured data

**Algorithmic Automation**
ML-Assisted Automation
- Process automation involving foundational data science techniques (e.g., predictive analytics, NLP)
- Narrow intelligence for specific scope. Example: classifying help desk tickets
- Big Data

**Artificial Intelligence**
Cognitive Automation
- Process automation involving cognitive science
- Narrow intelligence for broad scope. Example: Personal assistant for citizen services

RPA | AI

# CGI RPA Implementation Capabilities

**Phase 1: Assessment—**CGI works with executive stakeholders to capture organizational automation goals and desired outcomes as well as – through a series of workshops – identifies and prioritizes automation business processes.

**Phase 2: Strategy—**CGI works with an agency's RPA leadership committee to develop a comprehensive enterprise roadmap including governance, change management and security. We also document initial processes and develop a short-term ROI and long- term business case.

**Phase 3: Pilot—**CGI develops and/or configures a pilot bot and collaborates with agency stakeholders to develop an operational deployment plan, including standard procedures for development,

## CGI Management Consulting

CGI's strategic Management Consulting Services provide agencies with the expertise to help streamline operations, improve efficiency and become more agile through multiple capability domains, including Robotic Process Automation.

CGI's Management Consulting Services help agencies reengineer processes to improve project management and create a successful multi-year strategy.

testing and deployment – all the way to production – as well as exception processes.

**Phase 4: Implementation—**CGI deploys the pilot scenario as a solution suitable for production, defines service level agreements (SLAs) and enables planned mechanisms to assure automations operate within the SLAs.

**Phase 5: Operations—**CGI operates and maintains production bots in agency environments, including audit and management activities via the CGI Robotic Operations Center (ROC). The ROC is CGI's unified approach to achieve strategic outcomes with automation at scale. The ROC enables a robust cybersecurity posture for RPA as an enterprise-wide initiative. The ROC is deployed as a CGI managed service or as a collaboration with existing agency staff.

## About CGI

**Insights you can act on**

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-based to help accelerate returns on your investments.

Nearly 7,000 of our experts help the U.S. federal government achieve comprehensive, scalable and sustainable IT and business goals. We enable our clients to execute digital transformation, build the federal workforce of the future, achieve operational excellence, enhance citizen engagement and protect America's assets. As the federal government faces unprecedented challenges, we remain committed to enabling its success, using our deep understanding of clients' goals and mission-essential needs to provide consultative insights and develop solutions for maximum results.

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