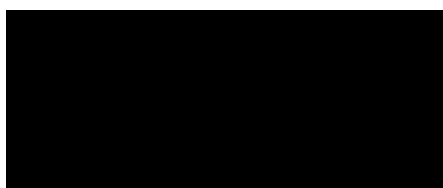


3. If you are unable to respond to this survey, please upload any documents explaining the reasoning, details on how to appeal and any other related information that you believe is relevant.

Choose File

No file chosen

4. Please enter any text regarding FOIR that you wish to be declare such as reasons for not responding to this Survey, details of the appeal process etc. Please feel free to input here any comments. (Max 20,000 words)



FOIR - Public Sector RPA use and adoption with exemption clauses

Definition

RPA Definition

Robotic process automation (RPA) refers to software that can be easily programmed to do basic tasks across applications just as human workers do. For example, local authorities are automating processing of applications from web forms (direct debits over web, waste garden subscriptions etc.).

The objective of the questions on this page is too ascertain if and how far you have progressed using AI and Robotic Process Automation (RPA)

* 5. Has the Authority published a plan for using Robotic Process Automation (RPA)

- | | |
|---|---|
| <input type="radio"/> a) No - We have no current plans to do so | <input type="radio"/> d) Yes - We have published a draft outline |
| <input type="radio"/> b) No - Not yet, it's at least 12 months away | <input type="radio"/> e) Yes - We have a fully published approach to RPA |
| <input type="radio"/> c) No - It is going to happen soon | <input type="radio"/> f) Yes - We have both plans and implementation in process |
| <input type="radio"/> For offline PDF responses, please enter appropriate value (a,b, c etc). | |

a) No - we have no current plans to do so

* 6. Has the Authority published a plan for using Artificial Intelligence

- a) No - We have no current plans to do so
- b) No - Not yet, it's at least 12 months away
- c) No - It is going to happen soon
- d) Yes - We have published a draft outline
- e) Yes - We have a fully published approach to AI
- e) Yes - We have both plans and implementation process
- For offline PDF responses, please enter appropriate value (a,b, c etc).

a) No - We have no current plans to do so

* 7. How many areas in the Authority are considering using RPA?

- a) None - The Authority has no insight or plans for RPA
- b) None - The Authority has plans with no action as yet
- c) None - The Authority is interested in learning more
- d) Some - Less than 2 Robots
- e) A Few - Less than 6 Robots
- f) More than 10 Robots, less than 20
- g) Lots of RPA, more than 20 Robots
- For offline PDF responses, please enter appropriate value (a,b, c etc).

a) None - The Authority has no insight or plans for RPA

* 8. If applicable, where is the Authority on its journey with RPA?

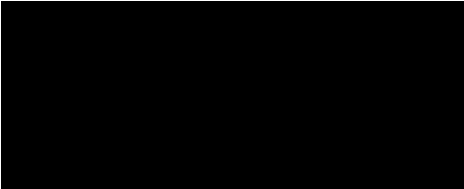
- 1) Considering
- 2) Researching
- 3) Piloting
- 4) Deployed as single project/process
- 5) Deployed multiple projects/processes
- 6) Scaling Enterprise-wide
- 7) Retiring Solutions
- 8) Ad-hoc usage (transferring data or systems)
- 9) End User Computing type deployments
- 10) No plans
- For offline PDF responses, please enter appropriate value (1,2, 3 etc).

10) No plans

* 9. If applicable, what Automation products are you considering reviewing?

- 1) Automat on Anywhere
- 2) B ue Pr sm
- 3) Ep ance
- 4) Infosys
- 5) Jacada
- 6) Kryon Systems
- 7) Lexmark (Kofax Kapow)
- 8) N ce
- 9)OpenConnect
- 11) Pegasystems
- 12) Redwood Software
- 13) U Path
- 14)WorkFusion
- 15) Xerox Serv ces (Soon to be Conduent)
- 16) None
- For off ne PDF responses, p ease enter appropr ate va ue (1,2, 3 etc).

16) None



FOIR - Public Sector RPA use and adoption with exemption clauses

Business Case

* 10. What areas within the Authority are currently using RPA? (Please select as many areas as appropriate)

- | | |
|---|---|
| <input type="checkbox"/> 1) Revenue and Benefits | <input type="checkbox"/> 8) Leisure and Sport |
| <input type="checkbox"/> 2) Care Support and Housing Services | <input type="checkbox"/> 9) Licensing |
| <input type="checkbox"/> 3) Planning, Environment and Waste | <input type="checkbox"/> 10) Regeneration |
| <input type="checkbox"/> 4) Transport, Parking and Streets | <input type="checkbox"/> 11) Environmental Health |
| <input type="checkbox"/> 5) Libraries, Culture and Heritage | <input type="checkbox"/> 12) Trading Standards |
| <input type="checkbox"/> 6) Schools and Learning | <input type="checkbox"/> 13) Business Rates |
| <input type="checkbox"/> 7) Regulation and Bereavement Services | <input type="checkbox"/> 14) None |
- For offline PDF responses, please enter appropriate value (1,2, 3 etc).

14) None

FOIR - Public Sector RPA use and adoption with exemption clauses

Benefits and Budgets

11. What RPA benefits have been realised?

	a) - 50% deterioration (Very Poor)	b) - 25% deterioration (Poor)	c) - Zero Improvement (disappointing)	d) + > 25% Improvement (good)	e) + > 50 Improvement (very good)	f) + > 100% improvement (excellent)
Quality Improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For offline PDF responses, please enter appropriate value (a,b, c etc).						
Not applicable						
Speed of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For offline PDF responses, please enter appropriate value (a,b, c etc).						
Not applicable						
Reduced Costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For offline PDF responses, please enter appropriate value (a,b, c etc).						
Not applicable						
Return on Investment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

a) - 50% deterioration (Very Poor)	b) - 25% deterioration (Poor)	c) - Zero Improvement (disappointing)	d) + > 25% Improvement (good)	e) + > 50 Improvement (very good)	f) + > 100% improvement (excellent)
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For offline PDF responses, please enter appropriate value (a,b, c etc).

Not applicable

Customer Satisfaction

For offline PDF responses, please enter appropriate value (a,b, c etc).

Not applicable

Employee Satisfaction

For offline PDF responses, please enter appropriate value (a,b, c etc).

Not applicable

Staff Retention Rates

For offline PDF responses, please enter appropriate value (a,b, c etc).

Not applicable

Staff Absence Rates

For offline PDF responses, please enter appropriate value (a,b, c etc).

Not applicable

Staff Efficiency

For offline PDF responses, please enter appropriate value (a,b, c etc).

Not applicable

* 12. How much RPA/AI budget for this Financial Year do you have?

Not applicable

* 13. How much budget has been invested on the RPA investments to date?

Not applicable

* 14. How much money has been returned on the RPA investments to date?

Not applicable

Service Improvements

15. If RPA has been deployed, has Robotic Process Automation enabled the means to provide more services with the same or less staff?

- a) Strongly agree
- b) Agree
- c) Disagree
- d) Strongly disagree
- e) No deployment thus No opinion
- For offline PDF responses, please enter appropriate value (a,b, c etc).

e) No deployment thus No opinion

16. If RPA has been deployed, has Robotic Process Automation enabled the Authority to do more work for less monetary expenditure?

- a) Strongly agree
- b) Agree
- c) Disagree
- d) Strongly disagree
- e) No deployment thus No opinion

For offline PDF responses, please enter appropriate value (a,b, c etc).

e) No deployment thus No opinion

17. If RPA has been deployed, has Robotic Process Automation enabled the means to redeploy staff to other value add activities?

- a) Strongly agree
- b) Agree
- c) Disagree
- d) Strongly disagree
- e) No deployment thus No opinion

For offline PDF responses, please enter appropriate value (a,b, c etc).

e) No deployment thus No opinion

18. if applicable, what challenges to Automation have you experienced?

- a) Workforce resistance
 - b) Business process mapping errors
 - c) End to End process flow gaps
 - d) Organised workforce rejection
 - e) Education and Enablement of workforce
 - f) Management resistance
 - g) Public or Partnership resistance
 - h) No deployment thus No opinion
- For offline PDF responses, please enter appropriate value (a,b, c etc).

h) No deployment thus No opinion

FOIR - Public Sector RPA use and adoption with exemption clauses

Partnerships

* 19. Does the Authority have an RPA partner and if so who?

Not applicable

* 20. When does the current RPA partnership arrangement end?

Not applicable

* 21. Are you planning additional RPA projects in the next 3-6 Months?

- Yes
- No
- For offline PDF responses, please enter appropriate value (Yes, No).

Not applicable

22. Please provide an email address for the area responsible for Process Automation within the Authority?

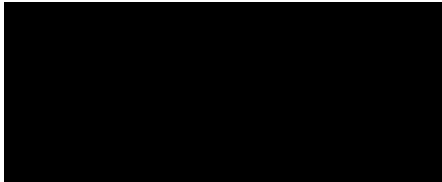
Not applicable

* 23. If [REDACTED] were to run a series of Local Government RPA 20K Hackathons, would you be interested in learning more? (£20,000 to the Winning Authority)

Yes

No

For offline PDF responses, please enter appropriate value (Yes or No). If yes, please provide contact details.



FOIR - Public Sector RPA use and adoption with exemption clauses

Investment and Return

* 24. What is your preferred commercial model for deploying RPA?

a) Time & materials projects

b) Fixed-price projects

c) Revenue-share mode

d) Risk & reward

e) Cost per transaction

f) RPA-as-a-Service (e.g. monthly subscription)

g) No viewpoint at this moment in time

For offline PDF responses, please enter appropriate value (a,b, c etc).

* 25. What cost size of cost saving do you require from RPA?

a) > £10,000

e) > £1 MM

b) >£ 50,000

f) > £10 MM

c) >£100,000

g) No viewpoint at this moment in time

d) >£500,000

For offline PDF responses, please enter appropriate value (a,b, c etc).

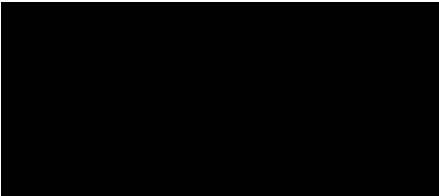
26. Would a Cloud based - low cost model be of interest?

Yes

No

For offline PDF responses, please enter appropriate value (Yes or No).

Not applicable



FOIR - Public Sector RPA use and adoption with exemption clauses

Thank you for completing our survey

We sincerely hope that filling out this survey was not too onerous. We plan to publish the outcomes from the answers provided. if you would like to discuss your ranking or require any further information. Please do not hesitate to contact



Thank you once again.

