

PCC DECISION

REF 2019/006

Decision Title: Process Automation

Decision summary:

It has been agreed to progress the creation of a Process Automation Centre of Excellence embedded within our IT Directorate over the next three years at a total additional cost of £1,911,257.

Background or reference to supporting papers:

Avon and Somerset Constabulary has an ongoing requirement to free up Officer and Staff time from repetitive tasks to achieve better outcomes and efficiencies. The use of established Process Automation capabilities through what is known in the industry as Robotic Process Automation (RPA) presents opportunities for us to meet this requirement.

RPA is the automation of business processes using a 'digital workforce' which can be trained to mimic the activities of business users. The technology is non-invasive, i.e. existing systems are not affected, it therefore lends itself to an agile approach and can rapidly deliver additional value each time a process automation build is complete.

IBM were initially chosen as the RPA services supplier of choice to support us through a Proof of Value (PoV) project, following discussions with several service and technology providers. During the PoV we have:-

- Developed an object library around some of key systems (including NICHE, SAP, Assyst and Outlook)
- Successfully built and tested 2 automated processes, on within enabling services and one within operational services;
- Created detailed Process Definition Documents for 6 other processes; and
- Initial Process Assessments for 5 other processes.

Following completion of the PoV the force has concluded that there is significant potential to automate a large number of key processes in both back and front office systems.

Based on the two processes built during the course of the PoV, it is estimated that ASC could scale the RPA operation leading to potential cost savings as well as other benefits, including:-

- Greater levels of consistency;

- Reduction, or removal of human error, and;
- Improved compliance, quality of data, and productivity.

This approval includes continued contracting with IBM which will be done through G-Cloud framework and a call-off contract.

Avon and Somerset Police & Crime Commissioner

I confirm I have considered whether or not I have any declarations of disclosable interest in this matter. Any such interests are disclosed.

The above request has my approval.

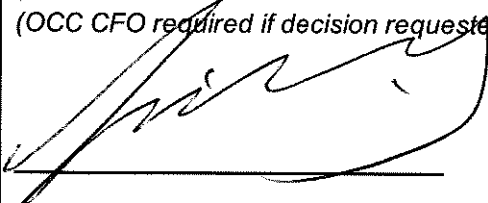
 9/10/19

Police & Crime Commissioner for Avon & Somerset

Date 9th October 2019

Chief Finance Officer Signature/s

(OCC CFO required if decision requested or presented for approval by Constabulary)



PCC CFO

Date 9th October 2019



OCC CFO