

Agenda

- Attendance and new attendee introductions
- Christine Gex – NASA IA Service Leader
- New RPA use cases at the DMV
 - Disabled Person Placards, Lien Sales Under \$4k, Personalized License Plates, E-Recruitment
- Roundtable - Latest trends, Updates, Opportunities, Needs

Objectives of this forum :

To share ideas, experiences and our Intelligent Automation journey across the State to improve operations and gain efficiencies

Guest Speaker – Christine Gex

- **NASA Shared Services Center IA Service Leader**
- Previously: CIO – Office of US Army
- Sharing:
 - RPA journey
 - Challenges and solutions
 - Favorite use cases





What's new? - DMV

DMV's Robotic Process Automation COE is now **Intelligent Automation COE:**

Manage the technology, process and governance to support department wide intelligent automation initiatives while creating secure, reliable and repeatable implementations of robotics, **AI/ML and workflow based** automation

Intelligent Automation in Action



45*

Use Cases Deployed



> 252K

Tech Hours Saved



> 8.8M

Transactions Processed



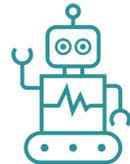
> 2.98M

Sheets of Paper Saved



16

Web/Workflow based Use Cases



28

Bot only use Cases



4

AI / ML Use Cases



> \$11.6M

Cost Avoidance

* 9 use cases end of life/fully realized (Temp DL ext., OL DxP, OL Survey, 2nd Residency, and Digital Mailroom (NRL), 2 Payment Catchup Bots, AKTE bot) | Data current as of 4/17/2023

Recent Intelligent Automation Highlights



Disabled Person Placards (Production)

- 2.2 Million renewal notices, 2-year cycle
- Historically paper driven process
- Manual keying / validation into backend systems
- Includes over 10% change of address
- Time sensitive as delayed placards can lead to citations

Personalized License Plates (Enhancements)

- Over 15k configuration requests per month
- Different plate types, different fees
- Manually reviewed by multiple units
- Denials & Approvals - reviews, legal, lawsuits
- Backend plate assignments, CalPIA processing, backlogs

Lien Sales Under \$4k (Production)

- 40k submissions every month
- 100% paper intake as it requires certified mail
- Complex business rules for approvals / denials
- 10 days to respond, causing backlog and overtime
- Bad actors in the industry

E-Recruitment (Development)

- 200+ Classifications, 400+ Locations, 10k+ Employees
- FileMaker, Oracle, CalHR ECOS
- Posting, Extending, HRB Reviews
- Duplicate work between hiring managers & HRB
- Highly complex process / approvals / justifications

Personalized License Plates

[Generative AI as a reviewer]



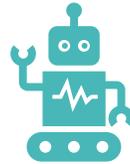
Customers use online system, field offices, or auto clubs to request custom license plates

Customer Intake



Online intake checks for already issued plate, already denied plates, business rules for patterns

Databases



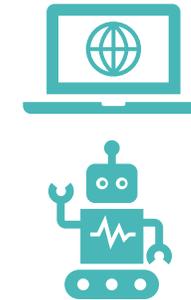
AI / ML based models (BERT / GPT 4.0) review each request for toxicity, hate, offensive words, reverse words, mirror words, character substitutions and provide approve / deny recommendations to staff.

AI / ML



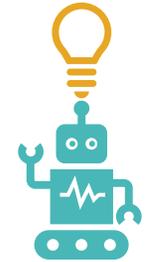
DMV Staff approve or deny requests. AI/ML picks up the disagreements to improve its models. Currently AI/ML is 93% in agreement with humans.

Web Workflow



A bot performs final checks on business rules, performs plate assignment in the backend systems. Web workflow generates a report of approved plates for CalPIA.

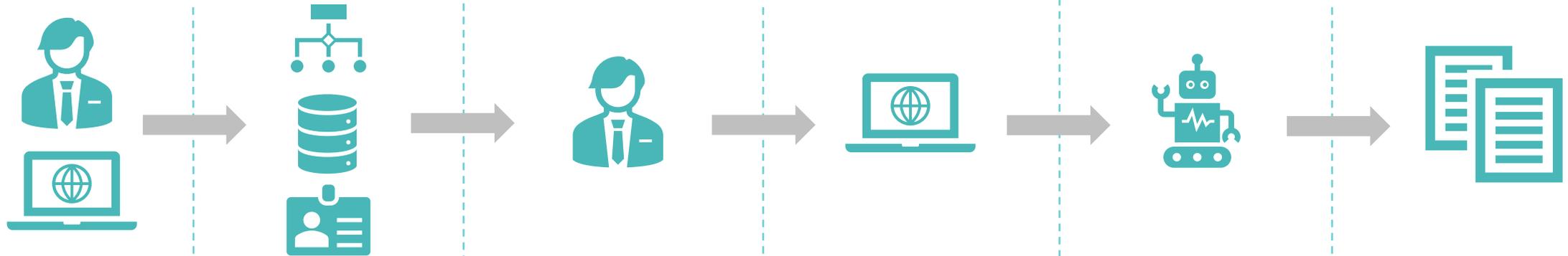
AI + UiPath Bot



Our goal is to train our AI/ML models to be in 100% agreement with staff. Model is learning from previously denied plates, current social trends

Future

E-Recruitment [a statewide reusable pattern]



Hiring manager uses web workflow to start recruitment process. Allows for straight refills, changes, or establish new position.

System pulls existing position details from database, org charts, classification details. Allows edits for changes, or starts blank for new positions.

Workflow decides if position needs HR review, updates. If yes, then assigns task to staff in HR, and HR can make comments and sent back Hiring manager if needed.

Web workflow puts together a PDF version of duty statement and all position details into structured format for next step

Bot receives job posting details from web workflow. Checks business rules and then types in data into over 50 fields in ECOS

Job posting is posted on CalHR website. Bot also notifies web workflow status of the posting, notifies hiring manager about expiring postings

Web Workflow

Position Repository

Web Workflow

Web Workflow

UiPath Bot

ECOS



Roundtable – ALL

Latest trends, upcoming opportunities, possible needs, Topics of interest

DMV, CDPH, OSHPD, FI\$Cal, Energy, DOT, EDD, JCC, Wildlife, CalPERS, CDT, CHP, Covered Cal, SCO, DGS, DOR, CalSTA, SCIF, HCAI, Nevada DMV, HSR