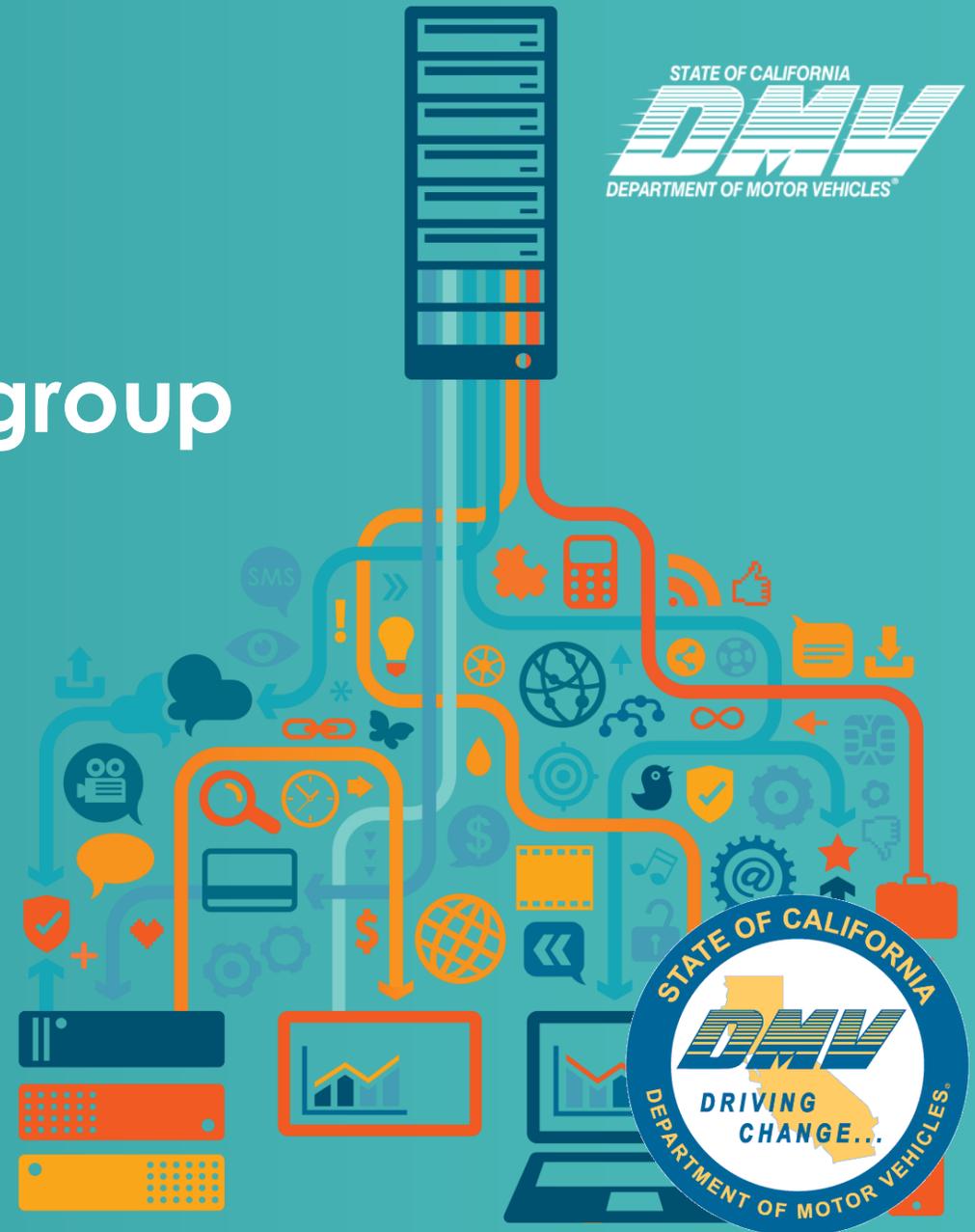


# State of California Intelligent Automation Workgroup

## Sharing our IA journey

DMV, CDPH, FI\$Cal, Energy, DOT, EDD, JCC, Wildlife, CalPERS, CDT, CHP, CoveredCa, SCO, DGS, DOR, CalSTA, SCIF, HCAI, NV DMV, NASA, UC DAVIS, DHCS, OTS, FTB, State of Nevada

July 12, 2024



# Agenda

- Roundtable introductions and topic collection
- Guest speaker and panel discussion
- DMV updates – Upcoming Design Pattern on Identity Management/Contact Center automation via RPA and AI
- Tool demonstration
  - Automation Hub - Centrally capture, manage, collaborate and visualize automation ideas and process improvements, prioritized by impact and ROI
  - Insights - Automation monitoring, ROI tracking, reporting and bot scheduling optimization
- Roundtable

# Objectives of this forum:

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

# Introductions

Role, possible needs, Topics of interest (14/25)

**DMV, CDPH, FI\$Cal, Energy, DOT, EDD, JCC, Wildlife, CalPERS, CDT, CHP, Covered Cal, SCO, DGS, DOR, CalSTA, SCIF, HCAI, Nevada DMV, HSR, UC Davis, DHCS, OTS, FTB, NASA**



# Guest Speaker and Panel Discussion

- Introduction to Keith Briggs
  - Innovation Director and Chief Architect –  
Department of Information  
Technology/North Carolina Information  
Technology Strategy Board
- Startup story, current state,  
challenges, roadmap
- Panel discussion with Keith, and  
Forum members on Automation  
and AI use cases.

# DMV's 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



**55\***

**Use Cases Deployed**

OPS: 31 | FOD: 13 | DSD: 3 | INV: 1  
ISD: 1 | ASD: 5 | POL: 1



**> 429k**

**Tech Hours Saved**

OPS: 278k | FOD: 118k  
DSD: 22K | INV: 6k | ASD: 4k



**> 14.5M**

**Transactions Processed**

OPS: 8.3M | FOD: 4.8M  
DSD: 1.3M | INV: 25k | ASD: 11k



**> 6.6M**

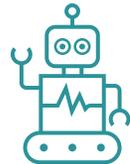
**Sheets of Paper Saved**



**20**

**Workflow based Use Cases**

OPS: 11 | FOD: 4 | INV: 1  
ISD: 1 | ASD: 3



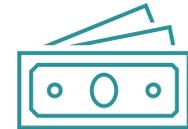
**33**

**Bot Based Use Cases**



**4**

**AI / ML Use Cases**



**> \$19.5M**

**Cost Avoidance**

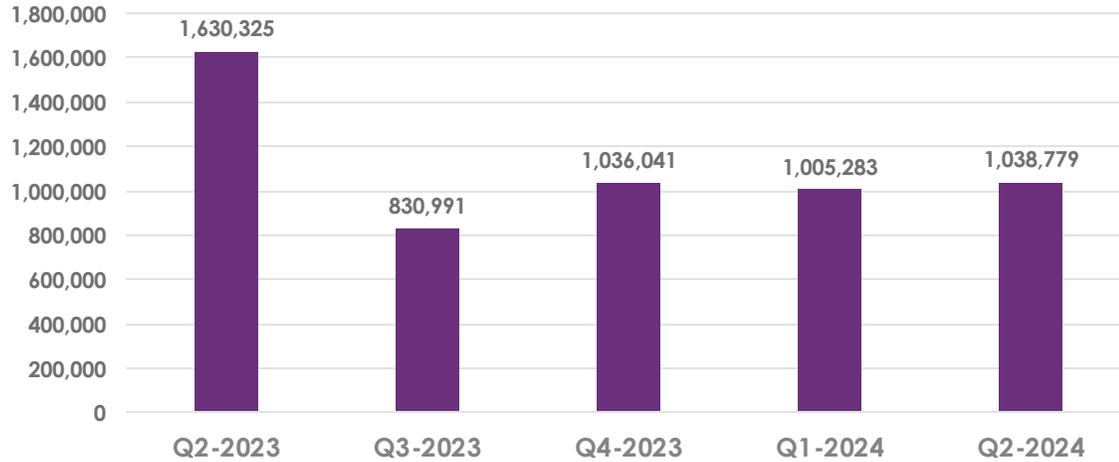
OPS: \$12.9M | FOD: \$5.2M  
DSD: \$986K | INV: \$264K

\* 10 use cases end of life/fully realized | Data current as of 6/27/2024

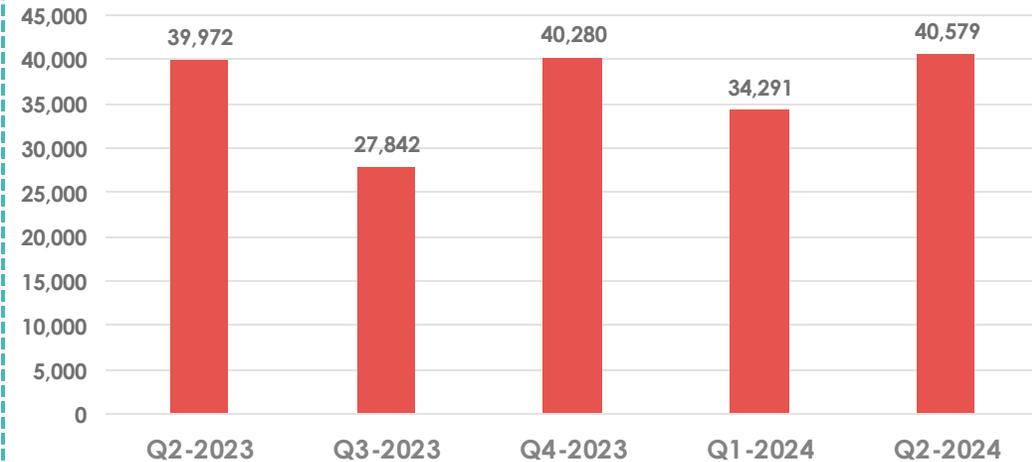
# Quarterly Automation Statistics



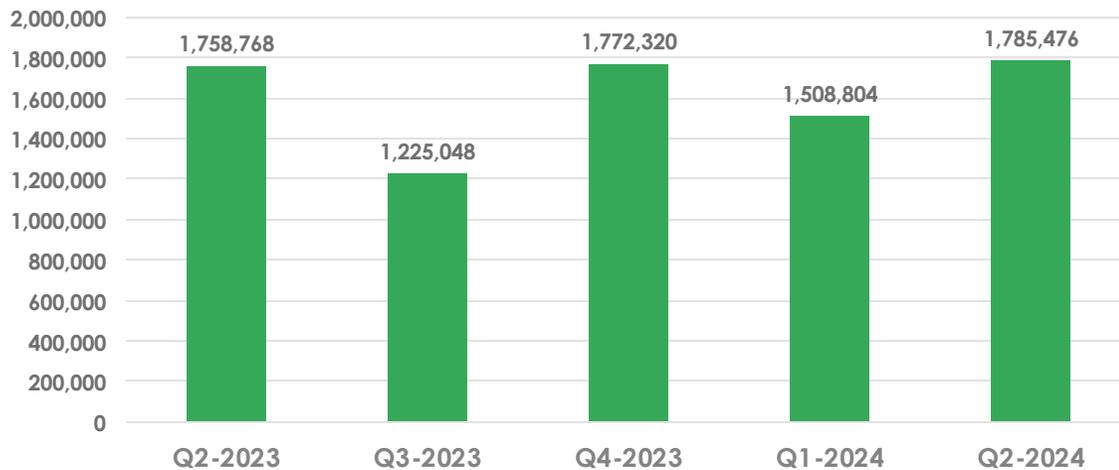
### Transactions Processed



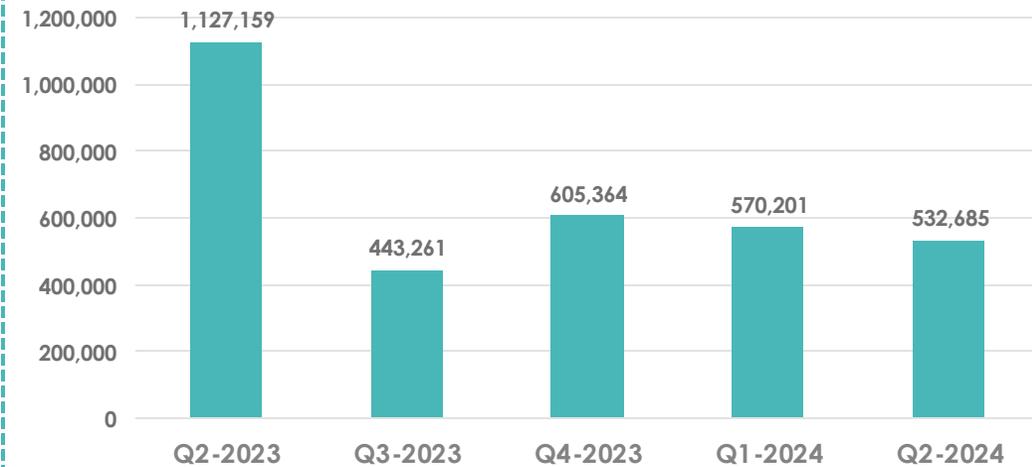
### Recovered Capacity (Hours)



### Cost Avoidance (USD)



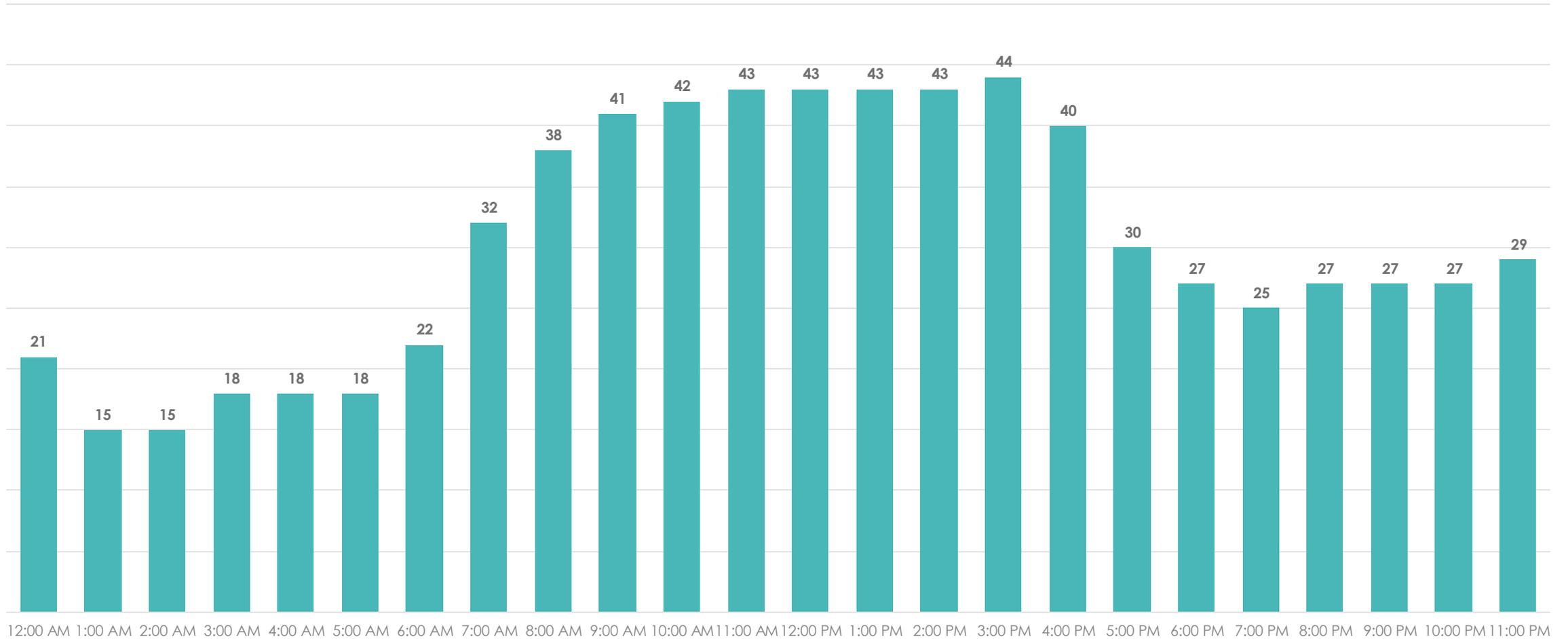
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# Automation bots at work



Working bots by hour



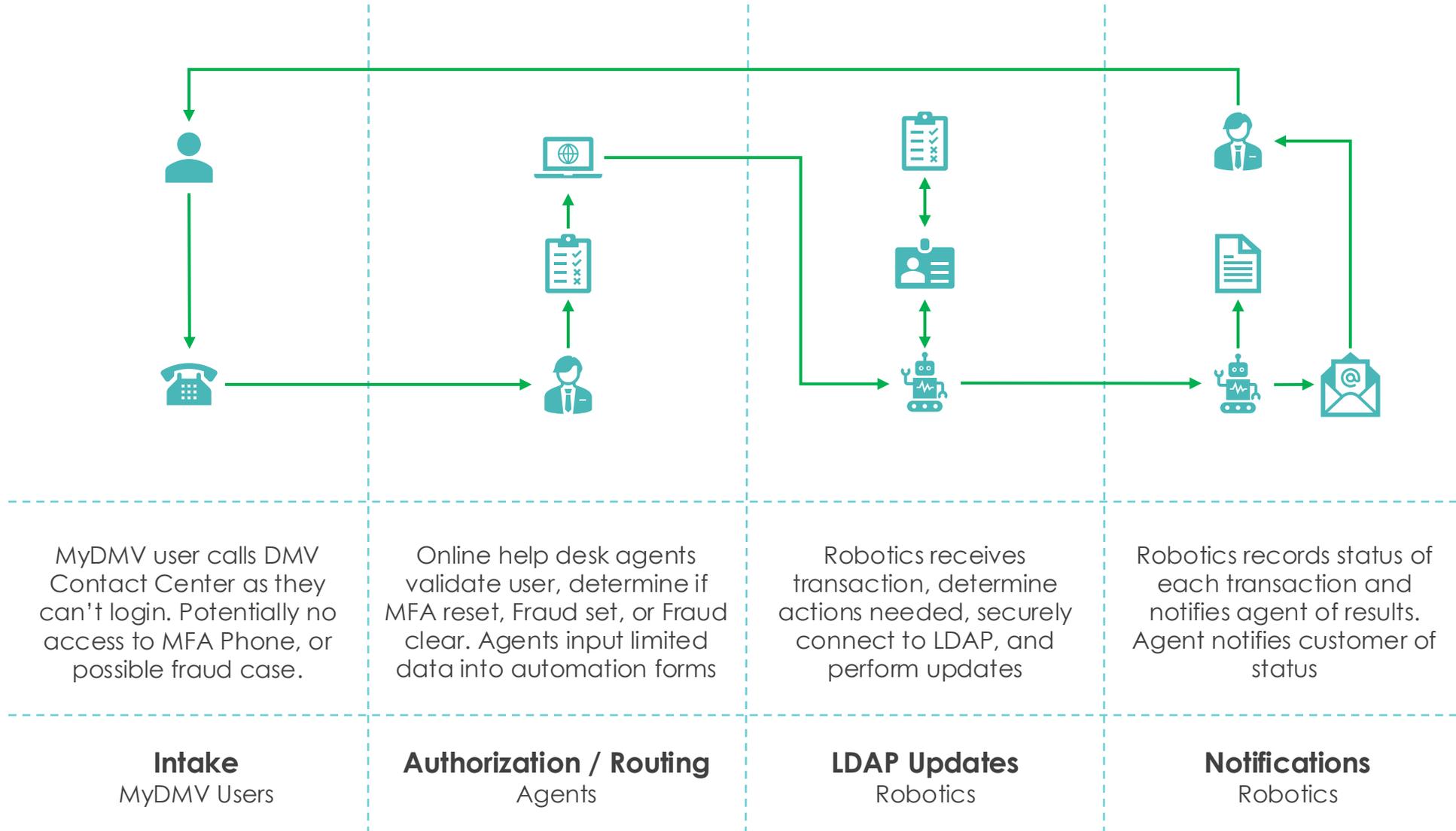
# New design patterns

Previously shared bot patterns: Web Bots with Workflow Engines and Payment Processing, Intelligent Document Processing/Decision Bots with AI Augmentation, Legacy Integration Bots, Contact Center Bots, Batch Processing/Queue Bots, Long Running Workflow Bots..

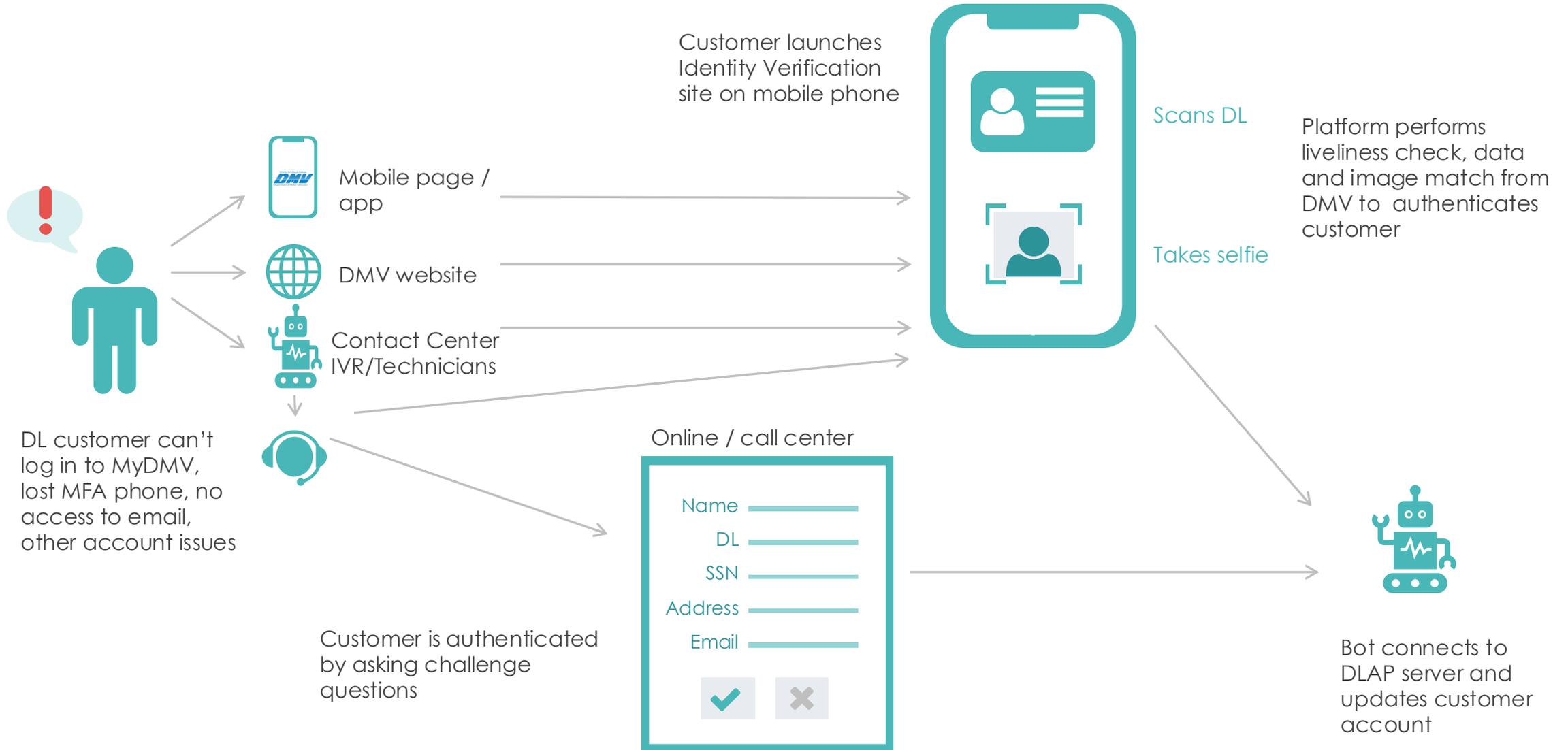
Statewide reuse cases: State Controller's Office Time Reporting, HR Employee Action Request, CalHR ECOS/eRecruitment

AND NOW.. Identity/Account Recovery Bot

# MFA Reset / Fraud Flags



# Self Service Account Resets



# Self Service Identity Verification with AI (and bots)

Remote Identity Verification

# Productivity Tools

Previously shared tools:

Estimation tools, Roles and Responsibilities Matrix, Scheduling Optimization model, Idea Concept and Execution Pitch templates

AND NOW Automation Hub and Insights

# Innovation and Automation Hub

- **Centrally capture and manage automation opportunities, process improvements** - prioritized by impact and ROI
- **Centrally manage ideas** - Track everything from idea to production in one place - with visibility and control
- **Prioritize most impactful opportunities** - Invest in opportunities that matter to your business by prioritizing them based on your own KPIs, maximizing organizational impact
- **Implement faster with efficient collaboration** - Accelerate improvement and automation with efficient collaboration across SMEs, developers, and the CoE
- **Visualize your map to ROI** - Visualize automation complexity and estimated costs and benefits to project your ROI.

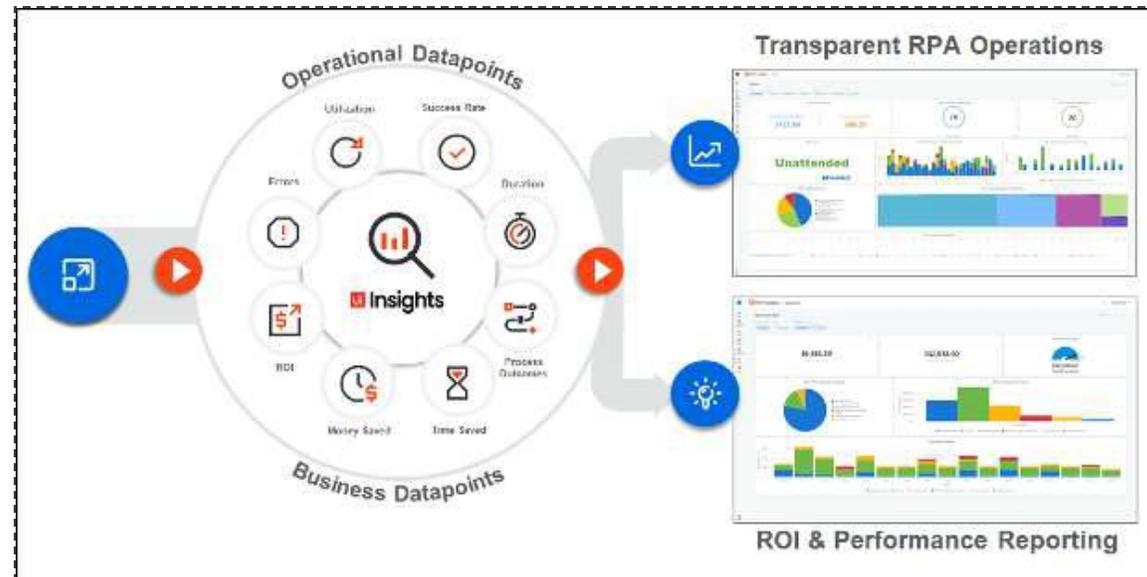
# Automation Hub Demo



# Intelligent Insights

- **Measure RPA Performance in real-time**
- **Calculate Business Impact & ROI**
- **Sharable Reports**
- **Program-wide Transparency**

# Intelligent Insights Demo





# Open discussion

# What's New? - Roundtable

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

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