



## Objectives of the discussion forum :

To share ideas, experiences and our robotic process automation journey across the State to improve operations and gain efficiencies

# Agenda

- Roundtable
- What's new – DMV
- Latest Trends in State Government Intelligent Automation
- State of New York's RPA Strategy in a Time of Crisis



# Roundtable

# Latest Trends in State Government Intelligent Automation

- *Ricardo Vilanova, EY Executive Director, Intelligent Automation, Americas*
- *Don Page, EY*

# State of New York's RPA Strategy in a time of Crisis

- *Don Horan, Former Executive Deputy Director CIO for the State of New York*
- *Molly Fitzgelard, UIPath*



# What's new? - DMV

# RPA@DMV in Action

 <p><b>28*</b> Use Cases Deployed</p>	 <p><b>&gt;114K</b> Tech Hours Saved</p>	 <p><b>&gt;5.1 million</b> Transactions Processed</p>
 <p><b>9</b> Web Automation Use Cases*</p>	 <p><b>19</b> Bot Only Use Cases</p>	 <p><b>\$5.7 million</b> Savings/Cost Avoidance</p>

\*5 use cases end of life/fully realized (Temp DL ext., 2<sup>nd</sup> Residency, and Digital Mailroom (NRL), 2 Payment Catchup Bots)

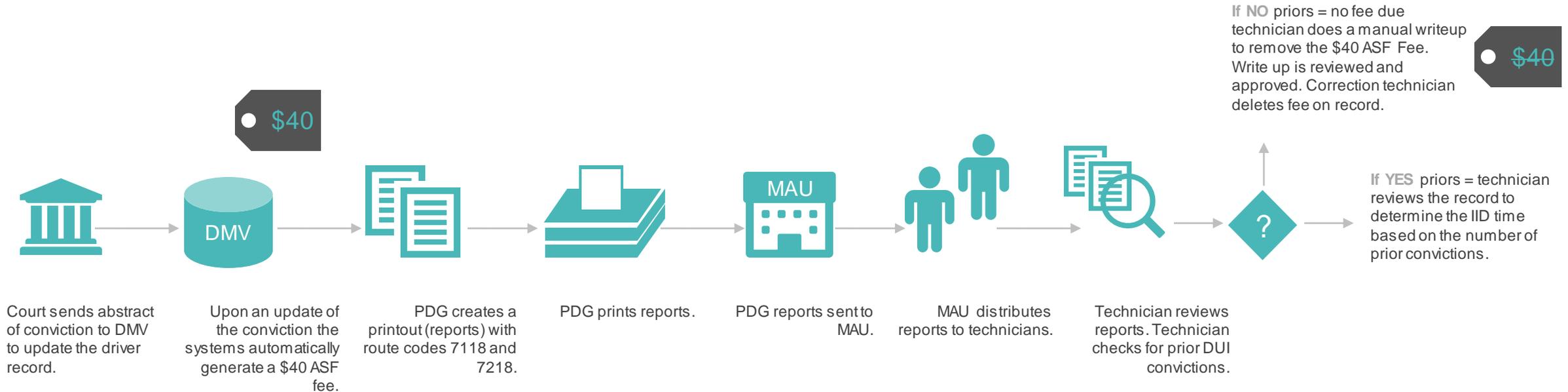
# RPA Center of Excellence Artifacts – Available

- Picking the right projects
  - Business Case Development
  - Concept Commit
  - Execution Commit
  - Readiness Validation
  - ROI Calculations
- Picking the right design pattern
  - Paper to Digital Bots (Using online workflow accelerators)
  - Backoffice Processing Bots (augmenting steps in a complex process)
  - Integration Bots (Queues and APIs. Design pattern for Near Real Time)
  - Conversion/File Bots (One time/ad hoc use in bulk)
  - Intelligent Document Processing Bots (digitizing paper mail processing using AI)
- Sharing responsibilities
  - RACI for bot manager, business owners, technical team, executives, compliance
  - Organization readiness
- Execution and support model
  - Timelines and milestones
  - Status reporting and continuous improvement
  - Bot scheduling optimization model and templates\
  - RPA portfolio ROI calculation sheet

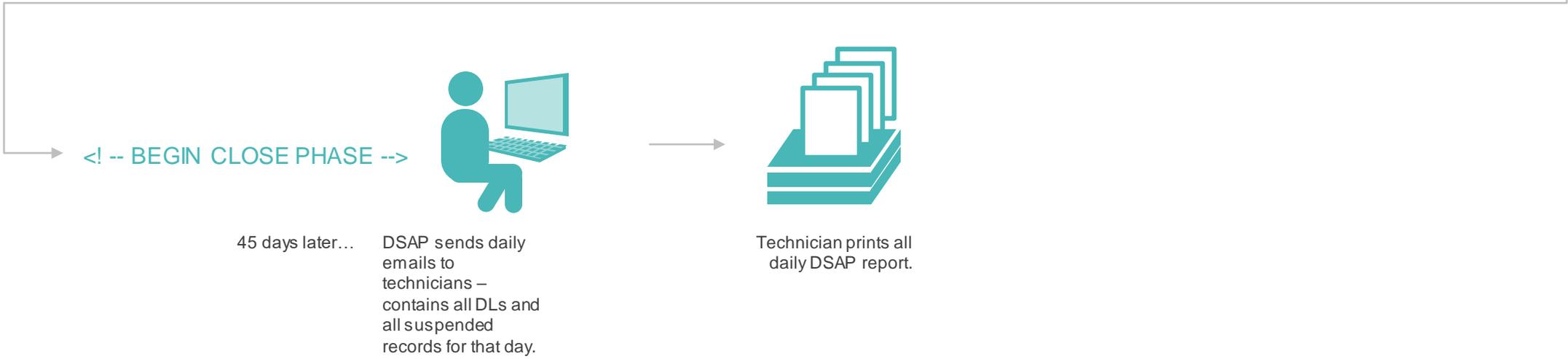
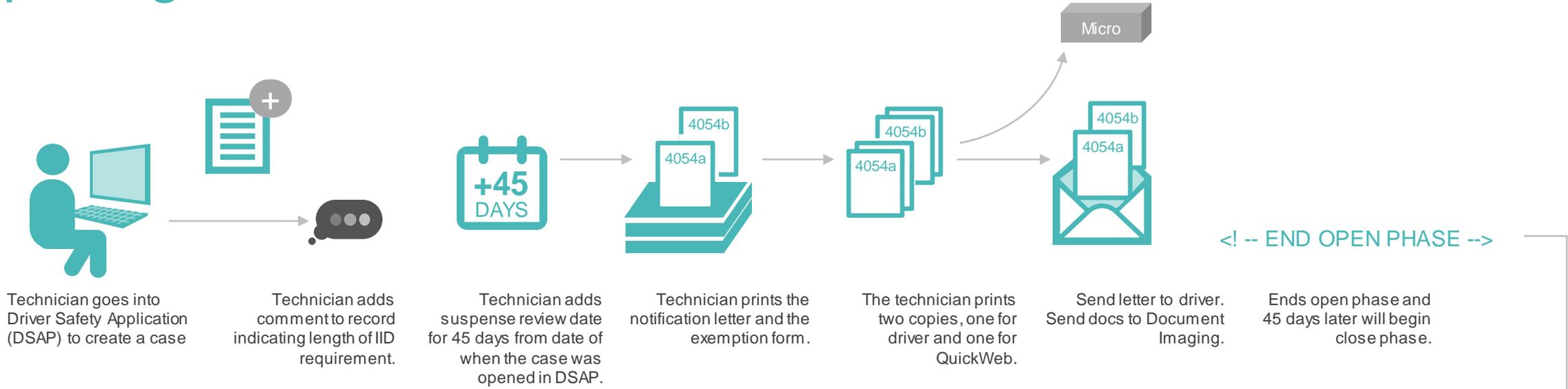
# New design pattern

- Long running workflows
  - Create business processes that follow service/product lifecycle with time base triggers
    - Create a letter for the customer and the court.
    - Track the compliance timeframe.
    - Add the IID restriction to the record.
    - Add document images to document repository.

# SB 1388 (Ignition Interlock Device Compliance) Process

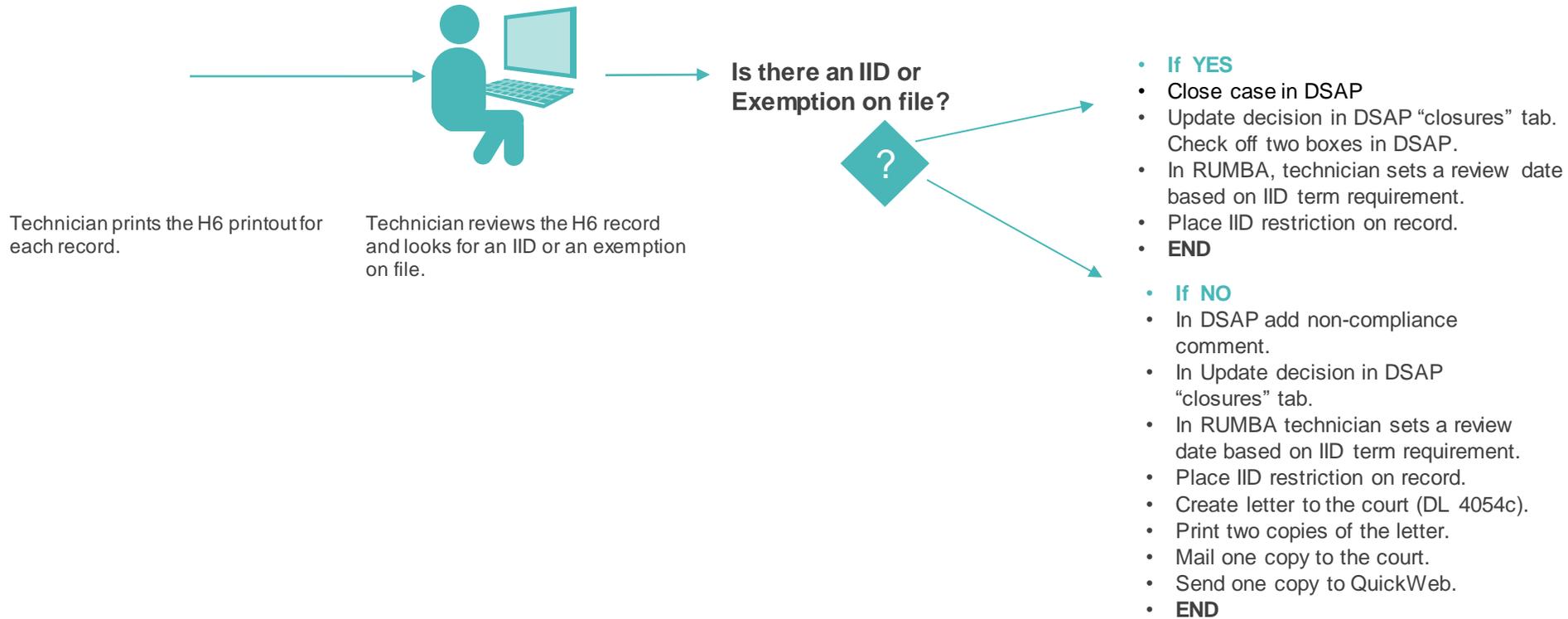


# Opening Phase

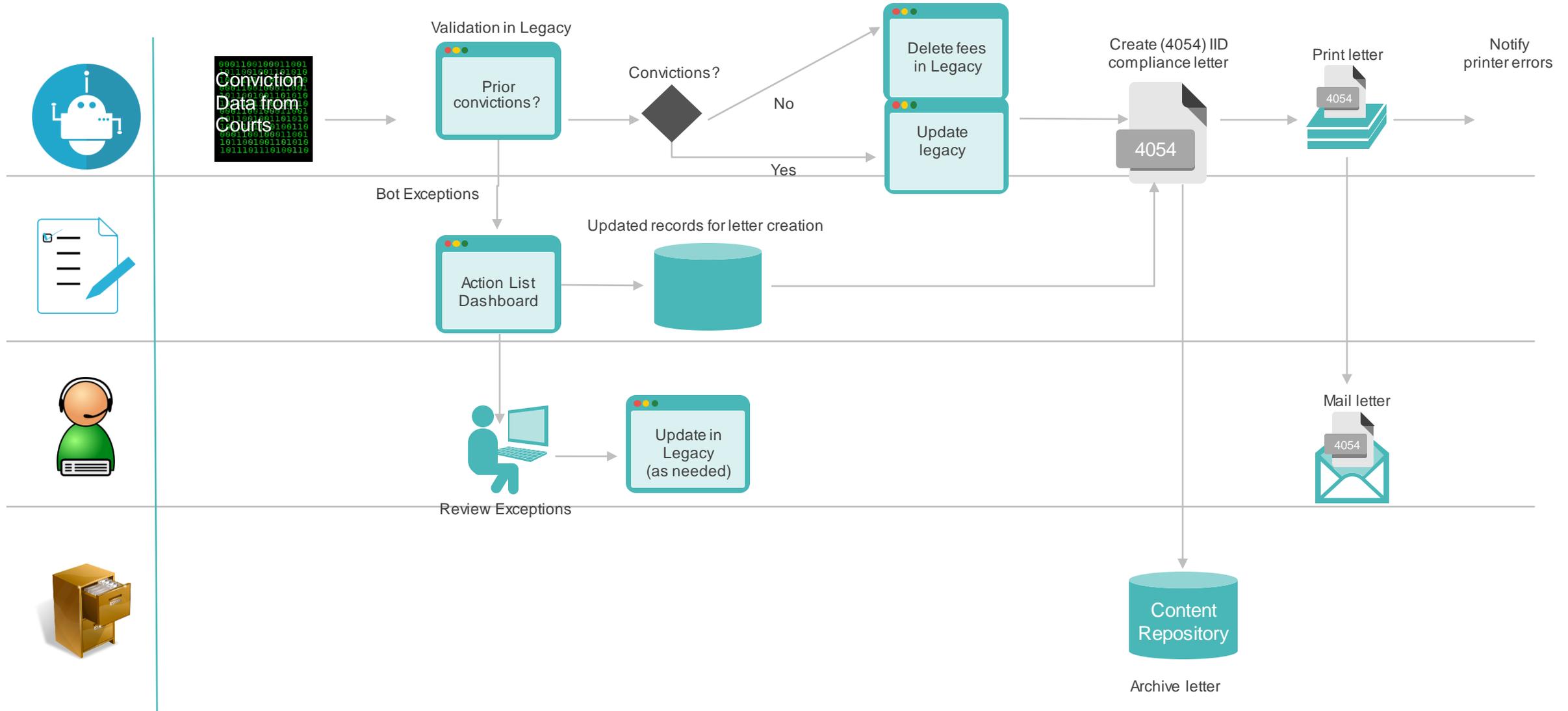




# Complete Closing



# Conviction Opening Process



# Conviction Closing Process

