

# Intelligent RPA in the Public Sector: A Look at Human Resources

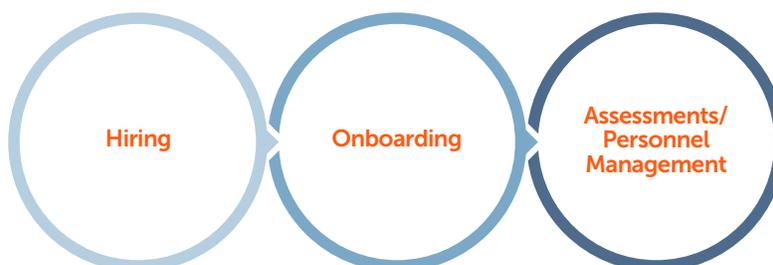


Working in a government human resources (HR) department can be one of the most challenging jobs in public service. Unless there are transparencies in service levels, hiring managers' expectations are often out of alignment with what HR can deliver.

In an effort to satisfy hiring managers, HR specialists are often under pressure to investigate, analyze, and explain circumstances around hiring status, lists of applicants, and interview timelines. In the meantime, parallel recruitments generate a fresh list of manager inquiries, keeping HR busy addressing the new questions.

HR is primed for Robotic Process Automation (RPA) deployment. Intelligent automation can improve hundreds of repetitive, rule-based HR processes in the public sector by reducing errors and speeding processing times.

## HR Processes with the Greatest RPA Potential and ROI Include



Resume indexing	Requests for security and background check data	Tracking, categorizing of employee files
Candidate ranking: minimally-highest qualified	Employee onboarding	Creation of assessment criteria
Qualified candidate forwarding to manager	Employee job analysis and classification	Training and experience evaluations vs job classification
Interview scheduling	Data integration	Initial assessment/ review of documented accomplishments
Review & Interview	Transfer processing	Job testing results analysis (cognitive ability, job fit)
Candidate status tracking (received, reviewed, advancing, paused, referred)		Review completion
Notifications: job offer or no offer		Personnel notifications intake and case creation

● High RPA Potential   ● Moderate RPA Potential   ● Low RPA Potential

## A Smarter Way to Automate

Automation Anywhere® intelligent RPA platform helps human resources staff in public sector organizations do fewer manual data processing tasks and more client management, providing analytical insights and expert recommendations to internal and external customers.

### Attended Automation



- Attended Automation: Bots work along-side human employees. Ideal for front-office and citizen-facing interactions.

### Unattended Automation



- Unattended Automation: Bots run independently without a human intervention. Ideal for predictable, ongoing processes such as back-office workflows.

### Cognitive Automation



- Cognitive Automation: Artificial Intelligence-powered bots learn from human employees to process semi-structured for end-to-end process automation.

Deploying bots into an enterprise IT environment is simple and efficient. Unlike a typical IT installation, intelligent RPA does not require changes to legacy systems, an army of programmers, any business process reengineering, or additional security add-ons.

The versatile Automation Anywhere infrastructure aligns well with the Office of Management and Budget's "Cloud Smart" approach described in the June 2019 Federal Cloud Computing Strategy. The Automation Anywhere Enterprise A2019 web-based, cloud-native platform allows for automatic system upgrades and security patches, speeding deployment rates, shortening time-to-benefit cycles, and improving product security and customer satisfaction. Just as important, the platform offers the choice between on-prem, cloud or hybrid deployments providing a seamless integration with other systems and positioning agencies well for ongoing advancements in AI and other emerging technologies.

#### INSTANT-ON EASE OF USE



Enterprise A2019 provides a highly **intuitive, instant-on user experience** for all users, from the tech savvy business user and specialist RPA developer to the IT manager responsible for enterprise-wide RPA deployment and adoption.

#### UNPRECEDENTED SCALE & EXTENSIBILITY



In addition to on-prem deployment Enterprise A2019 offers private, public, and hybrid cloud deployment. Near-infinite scalability enables the Digital Workforce to adapt as your automations—and business—grows.

#### INTELLIGENT AUTOMATION FOR EVERY PROCESS



Enterprise A2019 is infused with **Artificial Intelligence** capabilities throughout. Now, any user can drag and drop desired AI skills to incorporate intelligence into each and every area of their process automation.

Our public sector team is available to provide a demonstration, facilitate a process workshop, and oversee a proof of concept. Please contact [fedmarketing@automationanywhere.com](mailto:fedmarketing@automationanywhere.com) for more information.

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