



Navigating the Federal Intelligent Process Revolution:

How to Kick-Start Digital Transformation in
Government and the Public Sector

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1. Introduction

Digital Transformation is still the talk of the town for government agencies. Indeed, the buzzword can be heard in literally every public sector symposium, conference, forum, and gathering.

You see it in policy documents, strategies, budget submissions, and press releases. It is absolutely clear that government agencies are intent on digital transformation; what is less clear is what that means precisely.

Digital Transformation is defined as the integration of digital technology into all areas of the enterprise resulting in fundamental changes to how they operate and, by extension, how they deliver value to customers or constituents. This definition remains somewhat vague on how to actually do this. As in, how do I digitally transform my organization?

The thinking used to be, “If I web-enable my application, make it accessible on mobile platforms, enable digital workflow, and put it in the cloud, I’m transformed. Right?”

While this is a good starting point, the arrival of Industry 4.0 means it is no longer enough. The combination of the Internet of Things, Artificial Intelligence, Machine Learning, and Robotic Process Automation is reimagining the entire process chain and enabling autonomous decision making. These capabilities are, individually, already starting to transform the way the government does cyber defense, logistics, and border protection.

2. The Government's Digital Challenge

Digitization of services has become critical for federal organizations who want to improve the lives of their constituents. More and more organizations are beginning to explore digital transformation to take advantages of new technologies to enable them to innovate and evolve.

But government agencies are often faced with a combination of legacy, homegrown, and non-standards-based systems. Many of these systems have been deployed over the last decade with a limited ability to interact in a coordinated fashion.

The result has been siloed functionality, and customer touchpoints spread across the organization. As such, it is unlikely that constituents are experiencing the coordinated omnichannel response they experience in the private sector.

The prospect of inefficiency

Complex IT landscapes pose a problem for agencies. The White House FY20 IT Budget highlights this particular inefficiency, which is costly for the federal government to maintain and secure:

"This is due to legacy and homegrown, non-standards-based systems designed to perform only one function rather than leveraging new commercial off-the-shelf technologies that allow efficient use of resources."

Orchestration of all these capabilities while retaining direct interaction with constituents and the existing workforce in a unified workstream remains a challenge for most agencies and organizations. Government agencies require the ability to create a holistic end-to-end customer experience and yield necessary cost savings.

For example, approximately 400 million hours a year are wasted on administrative functions in the federal government. That's a lot of time that could be spent doing better things to help the country. Working in such a bureaucratic sector, there are always forms to fill and boxes to check to meet federal compliance requirements.

It's time to overcome those complex IT landscapes and limited functionality and digitally transform...



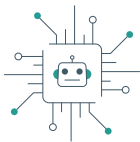
3. Keep Pace with Digital Transformation Using IPA

The emergence of Intelligent Process Automation (IPA) poses a solution for organizations who need to digitally transform and want to embrace emerging technologies, but are hindered by their legacy, homegrown systems.

IPA is the collection of technologies that come together to manage, automate and integrate digital processes. IPA combines the forces of Digital Process Automation (DPA), Robotic Process Automation (RPA), and Artificial Intelligence (AI) to create a digital transformation that is truly transformative.

Intelligent Process Automation

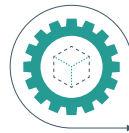
DPA



DPA provides the agility and insight needed to enable a holistic approach to automating business processes. It enables you to manage the flow of data across your enterprise and makes it easier to identify areas for improvement and make agile changes.

+

RPA



RPA brings speed and efficiency to the table. Deploying robots that mimic human actions helps to reduce very manual, labor-intensive tasks, such as rekeying data from one system to another.

+

AI



AI then contributes great intelligence and decisioning to the mix. This brings another level of thinking to the automation as AI can analyse data in a way that a human could not, recognizing patterns in data and learning from past decisions to make increasingly intelligent choices.

IPA fully orchestrates the Interaction of the automated systems, legacy systems, AI (and AI-assisted) decision making, human interfaces and transactions, and other systems, eliminating inconsistent responses and partial transformation.

An agile approach to transformation

Deploying an IPA platform will not only enable the full scope of capabilities, but it also remains flexible and agile enough to respond to ever-changing business, constituent, and technology demands. This agility is especially vital to government agencies who struggle for months or even years to procure the right tool that will retain its relevance for years to come.



Agile, in this case, also means the ability to yield iterative results and returns quickly. Organizations can no longer afford to approach transformation in a manner where the ROI is years away. Gone are the days of the 'big bang, years-long release. IPA delivery from the cloud in a low-code Business Process Management Notation (BPMN) format enables process owners to make changes in mere hours as opposed to days and weeks. IPA is delivering on transformative change and value to the enterprise in a fraction of the time it used to take.

4. White House Advice for Federal Agencies

The IT Budget for federal agencies in the President's Budget for FY20 is estimated to be \$88 billion, according to the White House. It will be used "to deliver critical citizen services, keep sensitive data and systems secure, and to further the vision for modern Government."

This substantial spend is reflective of the urgent need for digital transformation in federal agencies. The modernization of legacy systems and outdated processes is necessary to yield efficiencies, improve effectiveness, and ultimately enhance the lives of the American public.

Security in the IPA cloud

The US government's continued focus on normalizing federal security requirements as part of FedRAMP supports "a more rapid, efficient and effective program to securely deploy commercial cloud technology," according to the FY20 IT Budget.

Combined with the new Cybersecurity Maturity Model Certification (CMMC) and NIST 171, cloud providers will be able to obtain further reciprocity for their platforms in the near future. The new certification approach obviates the current concerns about whether cloud security is adequate to house sensitive or classified data. Indeed, individual data centers who use the prescribed security measures are usually beyond the affordability of most organizations; therefore, securing your data in the cloud is more affordable and just as effective today.

Not to mention, there are the added advantages of flexibility with the IPA cloud platform, so you only pay for what you use; it's easier to scale to meet demands and cost-saving through lower energy consumption, no hardware maintenance fees, and no up-front costs. The combination of these two initiatives enables access to IPA technology more quickly and allows rapid sharing of repeatable workflows across governmental departments.



Establish an end-to-end view of the customer journey

"Americans expect and deserve their interactions with the Federal Government to be simple, fast, and helpful."

- White House FY20 IT Budget

"The United States Digital Service (USDS) is among those leading the charge to enhance the Federal Government's most critical public-facing digital services through design and technology expertise." As we illustrated earlier, the problem with enhancing these public-facing services is the complexity of federal IT landscapes, which has grown up organically over the last decade.

These technology silos have narrowed the perspective of individual functions and customer touchpoints. With different silos, it is unlikely instantaneous omnichannel responses will be achieved unless a unifying element is added.

Agencies need to take an end-to-end process view of the customer journey and install a digital conveyer belt to carry the information wherever it needs to go. You may well still need to break this down into its parts, but a wrap-around solution in the form of an IPA platform that orchestrates the whole customer journey is essential if you want to present a winning constituent experience.

5. Use Cases: IPA in Action in Federal Government

The benefits of using IPA are plain to see, and even recommended by the White House. So, now it's time to put them into action.

Here at Bizagi, we have selected four examples that are pertinent to any federal agency and can produce tangible benefits to your organization. Read on to find out how an Intelligent Process Automation platform can transform the following processes:



Onboarding Contractors and Employees

Mapping and automating tasks within the onboarding process on your digital platform will ensure that all departments involved have a holistic view of the process and helps ensure all items arrive at the critical milestones for onboarding, getting your new employee up and running in optimal time and giving them the best first impression of the organization.



Federal Compliance Requirements

IPA allows you to set up automatic start dates with timed reminders and incorporate seamless workflow for the completion, approval, and storage of all compliance documents. So, supervisors and managers can easily pull status metrics and track individual employees' completion and ensure compliance filing are properly completed.



Federal Ethics Compliance

Taking an automated approach means that when it's time to audit your work, you can do so at the click of a button. All documents are edited, shared and managed through an intelligent automation platform. An auditable, centralized platform makes reporting easier and more intuitive thanks to defined processes; ensuring government employees can avoid inadvertent ethics violations.



Federal Executive Requests

IPA provides a single, unified and flexible way of working that is usage-based, not user-based, that enables routing and tracking of executive request tasks everywhere in government down to the lowest level content provider, up to the highest levels in our government.

► Onboarding Contractors and Employees

A poor experience during the initial onboarding of employees and contract staff usually stems from disconnected processes and workflow. HR, Contracting, IT, Facilities, and Security will own have their own ways of doing things. The link between these processes is often the receiving supervisor who must help the new staff negotiate the gates before they can be productive.

But rather than the responsibility all falling on the supervisor, these departments need to be connected. Organizations should be thinking of the workflow holistically, from the moment recruitment begins until the staff settles in and starts work. Automating the process through a system that can act as a single source of information and connect all departments involved. This ensures that all steps are followed, saves time, eliminates paper and means the new staff member will be set up for success. This is even more vital in the federal sector, which is held to a higher standard than regular organizations.

Digitizing your onboarding tasks

Establish all the steps in your onboarding process, then you can digitally map these out into an efficient workflow to ensure compliance and efficiency. Mapping these tasks within the process on your digital platform will ensure that all departments involved have a holistic view of the process and helps ensure all items arrive at the critical milestones for onboarding.

Digitizing this process ensures that all tasks are completed, but you can make onboarding event more efficient for the departments involved by incorporating Intelligent Process Automation (IPA). You can automate

Onboarding Checklist

Tasks to complete prior to employee's arrival:

- Plan for office space capacity
- Add employee information to the organizational database
- Add employee to the organizational chart
- Acquire and configure new equipment
- Create an IT account and set up new email address
- Issue phone number
- Issue employment forms
- Send a welcome package
- Add employee to payroll
- Print office nameplates and business cards (if applicable)
- Clean and prepare office space
- Allocate, set-up and configure mobile devices and laptop assets
- Notify security and supply key cards
- Schedule new employee orientation
- Plan necessary training – security, cyber awareness, ethics, etc
- Schedule an appointment with IT support to ensure all devices are working properly
- Coordinate the necessary meet and greet appointments with supervisors, staff and team members.

Tasks to complete upon employee's arrival:

- Greeted properly
- Processed with security
- Shown their workspace
- Checked in to new employee orientation
- Guaranteed all IT up and running
- Checked in to whatever training comes next
- Offered an onboarding survey to assess how the onboarding process went

triggers in the process so that once one task is complete, it prompts the next person in the chain to complete their tasks.

It's no secret that onboarding is full of admin-heavy tasks. You can combine Bizagi with Robotic Process Automation (RPA) to extract information about new employees and automatically saving it in your central platform.

This saves staff the manual tasks of re-keying information, giving them time to focus on more strategic activities, and eliminating the risk of error.



► Federal Compliance Requirements

We all know the hardships of being a very busy program manager with perhaps hundreds of employees. Your project is already eating up 16 hours of your day, and you are behind schedule with a tight budget. Your email inbox is burgeoning with dozens of unread and unfulfilled requests on your time.

Each year, supervisors and team leaders everywhere have to track a variety of standard documents that often require refreshing on an annual basis. Non-Disclosure Agreements, OGE 450 forms, Ethics filings, IA training certificates, IT User, Wellness, Telework, and Work Schedule Agreements, and other agency-specific documents are just some of the examples that recur each year.

Ease compliance requirements with automation

Organizations tend to handle these requirements in an ad-hoc fashion. It's a hodgepodge of paper documents, PDFs, SharePoint, and homegrown solutions. The process is not viewable end-to-end and is certainly not trackable. Even worse, each of these documents requires different methods to accomplish a similar task, forcing supervisors, team leaders, and employees to access multiple systems or locations. It doesn't have to be that difficult.

With Intelligent Process Automation (IPA) the process could be unified into one workflow with automated features to save time and ensure compliance.

IPA allows you to set up automatic start dates with timed reminders and incorporate seamless workflow for the completion, approval, and storage of all these documents. So, supervisors and managers can easily pull completion and status metrics and track individual employees' completion.

You lose countless hours trying to figure out arcane processes to ensure every federal employee is compliant with these filings. A fully-automated IPA solution solves this problem and also integrates with Robotic Process Automation (RPA) to enable fully-automated processing and filing of the documents. So, you can free up hundreds of hours for employees to do more important things.

TOP TIP

You can also configure compliance systems to process leave requests, family medical leave act submissions, reasonable accommodations requests; and now with the passage of the 2020 National Defense Authorization Act, parental leave requests for new parents.

You can do all of this in one unified workflow while protecting employees' confidentiality and ensuring timely processing, storage, and tracking for management.

► Federal Executive Requests

One of the more confusing aspects of working in government is having multiple masters, as in each member of Congress and various entities in the Executive Branch all hold sway over the Departments and independent agencies. Each of these taskmasters has a role to play in the oversight, governance, and direction of the Federal Government in the form of guidance, policies, and queries. Each agency, department, bureau, and institute have to track, route, and respond to these items in a relatively rapid fashion.

Executive requests: An ad-hoc process

Federal organizations need to coordinate across multiple entities within themselves to craft a unified response to complex executive requests and directives. Coordinating the various responses falls to organizational Chiefs of Staff or other administrative support offices, which in turn, have created a series of ad-hoc tracking methods. It is true that at the department level, there may be some tracking tool, but that will not link internal staff to the task. It certainly doesn't enable Congress or the Executive Branch to track the progress of the request or recall previous responses.

This structure means that the link between the top layers of government and the interior of most federal organizations is a madcap collection of emails, spreadsheets, and different SharePoint sites. Organizational front offices are unable to track processes internally or have to resort to a second unrelated system to follow the tasks.

Often visibility is lost in the front office, resulting in multiple phone calls and emails to content providers to check on the status — all while under a tight deadline for response.



Easing the complexity of congressional queries

Let us walk through a typical congressional query example with IPA: a congressperson receives a complaint from a constituent. The charge is about some proposed policy changes that the voter believes may impact their neighbourhood. The complaint is entered into the new routing system and routed to the governmental entity in question. In this case, let's say that it's the Department of Agriculture who could answer the query.

The query would be routed directly to the Department's front office. After review, the department realizes that two different internal agencies must answer the query: The Farm Service Agency and the Food Safety and Inspection Service. The task then would be routed to both agencies. Within the agencies, the query may then be routed to divisions and branches internally until the right Subject Matter Expert (SME) is found to respond. During this routing, the congressional office would be able to track the progress of the query.

The SME creates the necessary content. The proposed response is then routed back through the appropriate General Counsel, Public Affairs office, and leadership chains at both agency and departmental levels (in some extreme cases through the executive itself) before releasing it to Congress. This action involves some back and forth collaboration, but once completed, the task and its response would be available for others to view and search.

IPA provides a single, unified and flexible way of working that is usage-based, not user-based, that enables routing and tracking of these tasks everywhere in government down to the lowest level content provider, up to the highest levels in our government.

6. Deploy IPA and Reap the Benefits

The IPA revolution is here, and the time has come for the US Government to enable the possible. Digital Transformation done correctly through IPA can quickly yield ROIs, improve service to the public, and meet policy objectives. As covered in this eBook, advantages of IPA include:

Orchestration of legacy systems

Connect all disparate, homegrown technologies amassed over the years across a single platform, while also introducing new applications and automation to further increase innovation and efficiency.

Agile development

Make iterations and continual changes to your processes and ecosystem so you are constantly evolving and improving, not relying on big bang approaches that take months or even years to product results.

Save time and improve productivity

Establishing processes ensures that tasks are completed in a correct and timely manner, while the automation of tasks can significantly decrease the time it takes to complete the process, particularly when it comes to administrative tasks, freeing up employees' time to turn their attention to value-adding activities.

Security and flexibility of a cloud environment

Securing your data in the cloud is affordable and effective. Flexibility with the IPA cloud platform also means it's easier to scale to meet demands and allows rapid sharing of repeatable workflows across governmental departments.

Ensure compliance

Defined processes guarantees that rules and regulations are followed to a T, so you can rest assured that your organization is always compliant. An auditable, centralized platform makes reporting easier and more intuitive; ensuring government employees can avoid inadvertent ethics violations.

End-to-end view of customer journey

Eliminate the siloed perspective of individual functions and customer touchpoints and instead gain a holistic view of the customer journey so you can pinpoint exactly where it works, and where it doesn't, so it can be made as optimal as possible.

Deploying an IPA platform enables the full orchestration of all activities and delivering all these benefits, taking organizations and their constituents to the next level.



7. Get in touch

If you would like advice on how to best deploy Bizagi in your business, get in touch...

Learn more about using Bizagi in the Public Sector:

www.bizagi.com/solutions/public-sector

Talk to us:

www.bizagi.com/contact

See Bizagi in action:

www.bizagi.com/bizagi-demos

About Bizagi

Bizagi helps organizations to transform into digital businesses. Its process automation platform connects people, applications, devices and information to deliver the engaging experience that today's customers demand. Fuelled by a community of over 1 million users, Bizagi powers enterprises worldwide including National Institute of Health, State of Maryland Workers' Compensation Commission, and Colpensiones.

For more information, visit www.bizagi.com