

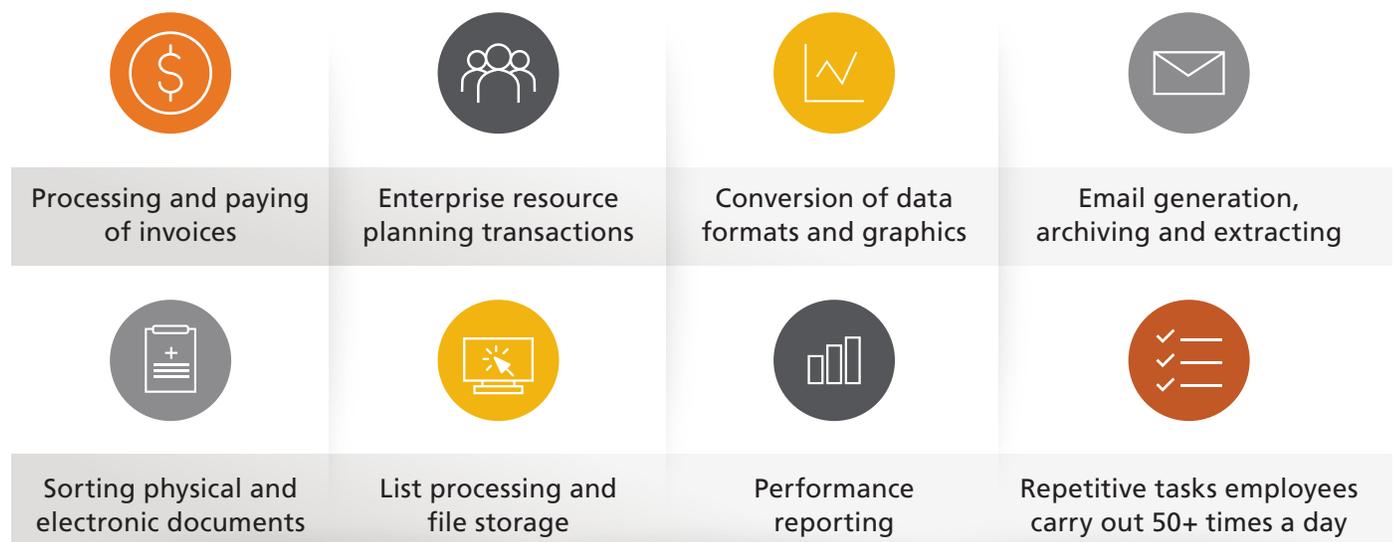
Utilizing robotic processing automation (RPA) to advance federal government programs

Robotic process automation (RPA) is the automation of business processes that are primarily repetitive, systematic and rules-based. The automation takes place when software robots carry out processes or tasks normally completed by humans. RPA can be used to increase quality by lessening human error, reduce workload and create efficiencies.

Many government programs require an extensive number of manual processes to keep them fully functioning. This could be due to a variety of situations such as having a legacy or disparate system with no automated processes, having to perform manual data entry into multiple interfaces, or performing tasks that require high levels of compliance and auditability to name a few. These manual processes can be resource extensive, human-error prone and slow — all of which leads to higher costs for maintaining and executing them.

According to the RPA Program Playbook published by the Federal RPA Community of Practice, if agencies deployed RPA to save all civilian employees only 20 hours per year, that would equate to roughly \$3 billion in capacity created.¹

There's an abundance of ways in which RPA can be used within various business processes. RPA can be used to enhance internal operations, better technology performance, offer more robust analytics and reporting, and help maintain strong compliance. Some specific RPA use cases include:



RPA benefits

Implementation of RPA offers federal agencies a multitude of benefits, including:



Productivity and efficiency

Implementing RPA takes over labor-intensive administrative tasks, which frees employees for more meaningful activities, such as resolving customer issues, analyzing system behavior, improving productivity and efficiency, and reducing costs. By focusing on decision-making and tasks that cannot be automated, employees feel the work they're performing is more impactful and are not bogged down with reoccurring administrative duties.



Scalability and flexibility

To improve scalability and flexibility of the systems with a large number of manual processes, one needs to hire and train new employees, which is a costly and time-consuming process. With manual processes, it's not easy to efficiently handle more requests or customers quickly. The ability to replicate robotic tools across geographies allows an agency to be agile and meet increased demands.



Audit and compliance

Robotic processes allow an agency to implement extensive data collection processes and execute accurately with little to no human errors. This helps ease the ability to meet both industry and government auditing and compliance regulations. As auditing and compliance rules are updated or changed, RPA allows for quick adjustments and helps mitigate potential errors.



Accuracy

Software robots, if implemented correctly, can repeatedly make processes work without failure as per the business rules provided, which minimizes the consequences of mistakes. With routine processes completed flawlessly, every time, agencies don't need to allocate time for making corrections, which results in significant cost recovery.



Cost savings

With automation of work processes, administrative costs can be reduced immediately and little to no additional back-office resources are needed, for a quick return on investment. There are cost savings from minimizing impacts of employee turnover and training in new employees. Software robots can be easily retrained if business rules change, bringing more efficiency to agencies.

OptumServe RPA architecture solution

OptumServe partners with federal health agencies to help them drive better outcomes. We have experience in successfully implementing and conducting proof of concepts (POCs) for a variety of platforms, including:

- Mainframe
- Web
- Citrix
- Microsoft Excel and Word
- SOAP UI/REST APIs

We've also developed a large library of robotic components that can be leveraged for most government systems to reduce costs and time of implementation.

Our RPA execution framework can be implemented either in a private or public cloud infrastructure. We have tested our RPA architecture solution to enhance the following applications:

- Mainframe validation
- PDF validation
- Optical character recognition
- Screen scraping
- Screen development
- UI recording and replay
- Data parametrization
- Machine learning model development
- Coordinating software within business processes

RPA execution logs are maintained for auditing, debugging and compliance requirements. Our RPA analytics are used to assist in decision-making and in continuous performance and functional improvements.

A strategic implementation approach

The implementation approach is a critical step in achieving successful execution of RPA. Our four-phased software development lifecycle-based approach of discovering, designing and delivering, deploying and managing is built on the foundation of our wide range of health care experiences across different platforms and different environments.

DISCOVER	DESIGN AND DELIVER		DEPLOY	MANAGE
Ideate, prioritize and access	Detailed design	Build and test	Transition and deploy	Manage and maintain
<ul style="list-style-type: none"> • Identify potential business processes and prioritize those that are best fit • Define the business case 	<ul style="list-style-type: none"> • Analyze and document current process and propose RPA solution design • Execute RPA development, including testing and training 	<ul style="list-style-type: none"> • Robots are moved into production and "hypercare" period takes place until process is stable • Once stable, robots can be moved into business as usual (BAU) stage and lessons learned from implementation are recorded 	<ul style="list-style-type: none"> • Ongoing management of the robots are maintained, including change requests and defect management • Detailed reporting is generated on a regular basis 	

GOVERNANCE AND COMMUNICATIONS

Keeping data and information secure

While RPA can help create more operational efficiencies, it's important to not lose sight of data protection and data integrity. Agencies handle personal, protected and confidential data, and although there is a need to continue building automated process, especially in the digital era we live in — we also know how sophisticated hackers have become. OptumServe has been awarded a FISMA “Authority to Operate” (ATO) for several large systems that we manage at multiple federal agencies, some of which require FISMA high security. Being a part of a Fortune 7 company, we have implemented policies and procedures based on information security best practices.

Starting small

Agencies do not need to implement RPA on a massive scale to see the benefit and return on investment. Each agency will be at a different level of maturity and have different use cases where RPA can help deliver on their mission. At OptumServe, we meet our clients where they are. We can assist an agency that is just starting out on their RPA journey, and we can also help with large-scale, established RPA operations. Our goal is to help agencies, no matter where they are on the maturity curve, leverage RPA to better serve their constituents and drive better outcomes.

About OptumServe

OptumServe is the federal health services business of Optum and UnitedHealth Group (NYSE: UNH). We are proud to partner with the Departments of Defense, Health and Human Services, Veterans Affairs and other organizations to help modernize the U.S. health system and improve the health and well-being of those we collectively serve.

FEDERAL RPA COMMUNITY OF PRACTICE — RPA PROGRAM MATURITY MODEL ²			
Start-Up RPA Program	Emerging RPA Program	Impactful RPA Program	High-Performing RPA Program
<p>LEVEL 1</p> <ul style="list-style-type: none"> • Pilot bots underway or <5 bots in production • Less than 5k hours of annualized capacity created • Establishing formal processes related to RPA 	<p>LEVEL 2</p> <ul style="list-style-type: none"> • 5–20 bots in production • 5–50k hours of annualized capacity created • Initial security, privacy and ATO policies formally defined • Developing program management, reporting and process improvement capabilities 	<p>LEVEL 3</p> <ul style="list-style-type: none"> • 20+ bots in production • 50–100k hours of annualized capacity created • Formal ATO, IT security and privacy policies • Strong program and operations management • Strong process improvement capabilities • RPA solutions implemented across multiple functional areas • Robust pipeline of future opportunities 	<p>LEVEL 4</p> <ul style="list-style-type: none"> • 5–10 bots deployed monthly • 100k+ hours of annualized capacity created • COE Model — bots generated from multiple business units • Intelligent automation capabilities • Dedicated (FTE) program management, process reengineering and development capabilities • Workforce redeployment, capacity planning, and reskilling required • Enterprise platform for unattended bots

1. RPA Program Playbook. (2020, January 17). <https://digital.gov/pdf/rpa-playbook.pdf>

2. Ibid.



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Connect with us to learn more about how OptumServe can support your agency’s RPA initiatives at optumserve.com/contact.