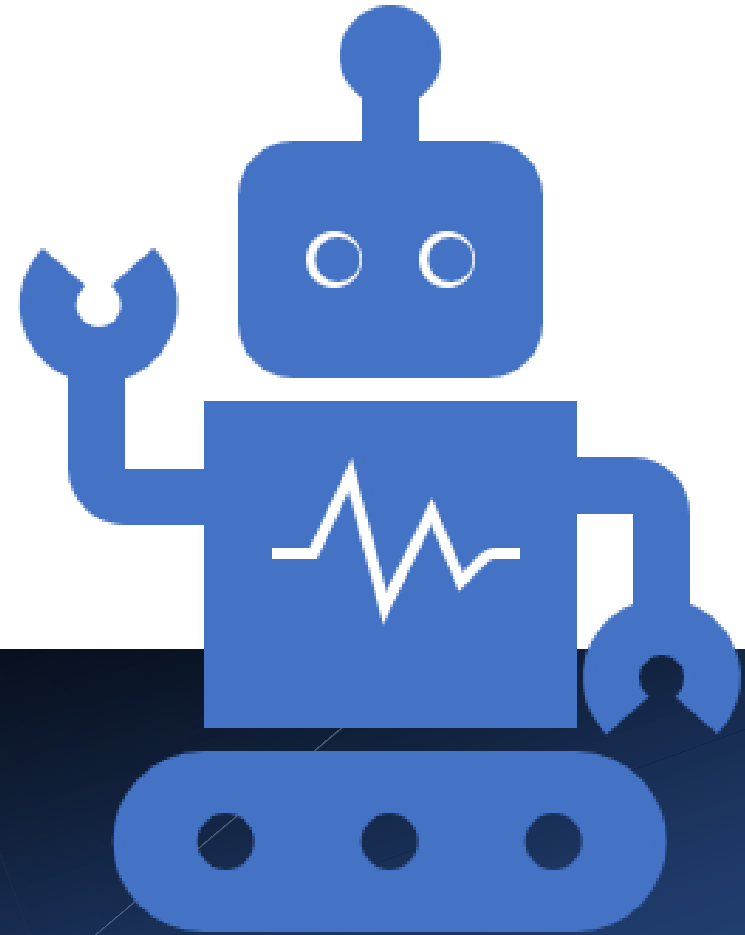


Service Automation

Presentation to Digital Services Sub
Committee

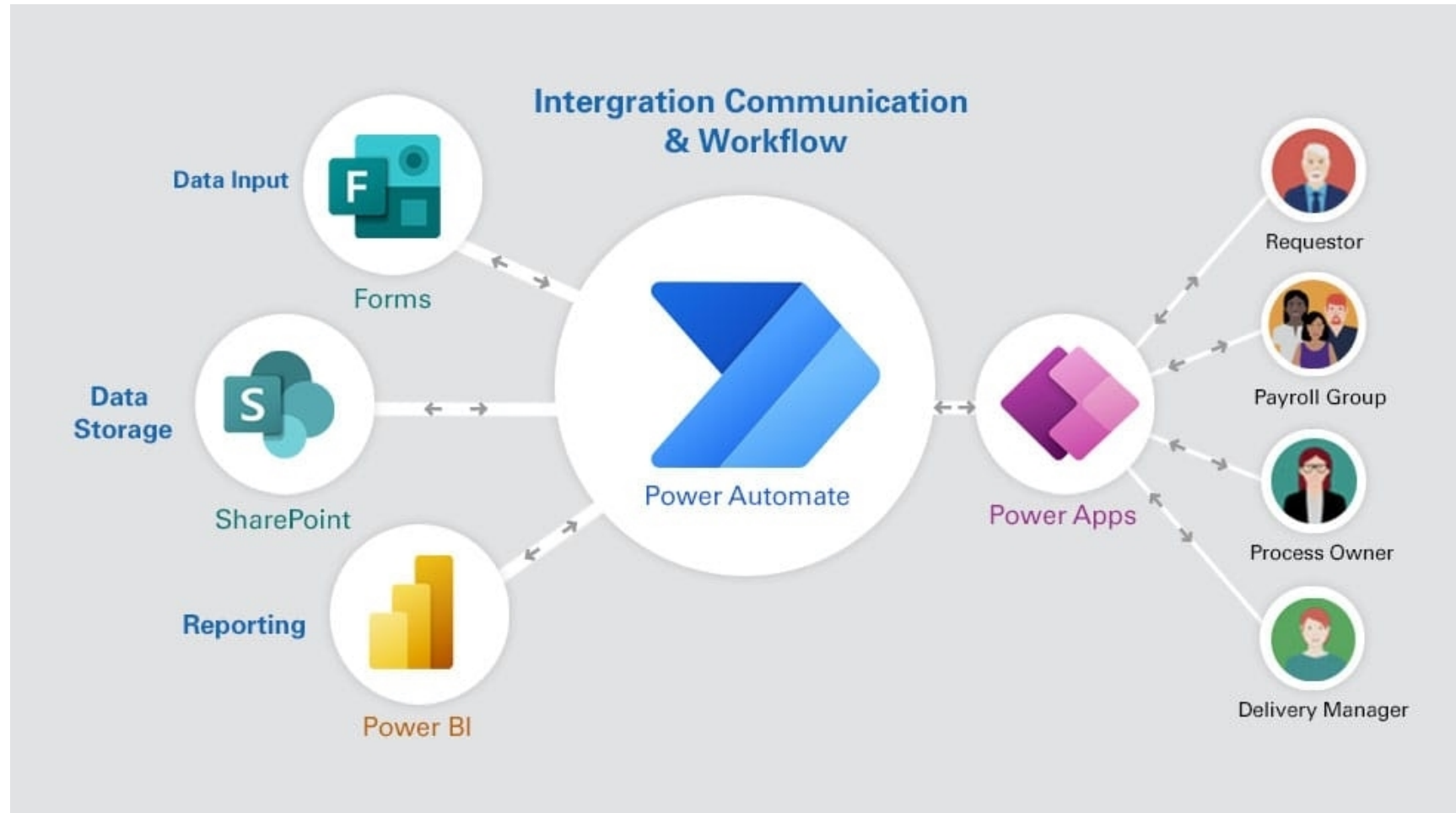


Defining Automation

- IBM define 4 types of automation;
 - **Basic automation:** Basic automation takes simple, manual tasks and automates them e.g. online payments or an online application form
 - **Process automation:** Process automation manages business processes for uniformity and transparency e.g. the use of workflow for approvals.
 - **Advanced automation:** Advanced automation brings together humans and machines to integrate multiple systems across the organization e.g end to end process management.
 - **Intelligent automation:** Driven by AI, intelligent automation means that machines can “learn” and make decisions based on situations they have encountered and analysed e.g. machine learning

Automation Tools

- Microsoft
 - Power Platform
 - Microsoft Graph / PowerShell
 - End Point Manager / Intune
 - AutoPilot
- ServiceNow
 - IT Service Management Tool
- Granicus GovService (Firmstep)
- Line of Business Applications



Automation Tools – Granicus GovService (formerly Firmstep)

- Online E-Forms (around 100)
 - Payments, Applications, Reports
 - Main public facing forms include Council Tax Payments, Voter Registration, Swimming Season Ticket Applications, and Fault Reporting
 - Online Customer Portal (Report, Pay, Apply)
 - Case Management Tool
 - Application Programme Interfaces (APIs)
-
- 15.5k form submissions in 2021
 - £5.26m payments in 2021

Pan London Hazardous Waste Collection - Granicus

- Granicus has been used to replace the legacy HAZCOL system – used for managing the pan-London Hazardous Waste Service
- All the application forms and payments are online
- Applications are received electronically and reviewed in the Granicus Case Management tool
- Granicus integrates with the BIFFA back office system, so that all requests are automatically sent to BIFFA, and Granicus is updated once the collection is recorded in the BIFFA system
- Granicus now manages the end to end process for Hazardous Waste Collections, saving significant staff time and replacing previous paper based processes

Occupational Health – Office 365



PRE EMPLOYMENT CHECKS
AND REFERRALS WERE PAPER
BASED – EVERY SUBMISSION
NECESSITATED THE CREATION
OF A NEW PAPER FILE



SUBMISSIONS ARE NOW
ELECTRONIC (MICROSOFT
FORM)



RECORDS ARE STORED
ELECTRONICALLY
(SHAREPOINT)



PLANS TO DIGITISE EXISTING
PAPER-BASED RECORDS



FURTHER WORK ONGOING TO
DIGITISE THE END-TO-END
OCCUPATIONAL HEALTH
PROCESS

City Gardens - PowerApps

- The City Gardens Team are required to audit City parks, gardens and pay areas. Previously carried out using paper based processes and spreadsheets.
- Mobile PowerApp developed in partnership with third party – electronic auditing of sites, with automated update to back office database (SharePoint list).
- Further enhancements and support now provided by in house Content and Collaboration team.

City of London Police - PowerApps

- IT Modernisation Programme and National Enabling Programme (NEP) have now delivered Office 365 and Power Platform capability to COLP.
- COLP are now utilising PowerApps to deliver service efficiencies.
- NEP Application Catalogue
 - MYCJ App
 - Op Hampshire
 - Car Pool Bookings
- Community of Citizen Developers (25) to develop own PowerApps
- Technical support provided by the Content and Collaboration Team

City of London Events – Dynamics 365 / PowerApps



City of London Events (Guildhall and Mansion House) are now managed through Dynamics 365 and PowerApps.



Automated event invitations and responses now replace e-mails and manual updates.



Mobile PowerApp developed for Event Check Ins, with automatic updates to Dynamics 365

Markets Stock Management - Pirana

- 3 Markets historically managed stock differently – use of paper based processes, access databases, legacy applications and spreadsheets
- Move to a shared and dedicated stock management solution (Pirana)
- Automated deliveries using barcode scanning
- Automated stock take and annual audits
- Reporting, auditing and visibility across all Market stock
- Removal of paper based processes and manual data entry

Use of Automation in IT Services

Digital Services Portal – self service catalogue items include automated request allocation and approval workflows (ServiceNow)

New SharePoint and Teams requests – utilise Power Automate for approval workflow and automated creation

Device Refresh Programme – use of Autopilot for automated configuration of devices – shipped directly from supplier to user addresses

Microsoft Azure Automation – trialling use of Azure automation to make servers available only when required.

Microsoft Intune – Mobile Device compliance, notifications.

Challenges

- Automation best suited to high volume transactions – large number of COL services and typically low volume.
- Limited business change capability / capacity across COL Services
- Need for strong sponsorship and a clear mandate for automation
- Risk of automating poor or flawed processes – not providing an end to end solution (sub optimal) or using the wrong or response e.g. providing additional tools rather than addressing shortfalls in line of business applications
- Limited IT capacity e.g. 1 x BA resource, vacant Digital Programme Lead role and absence of other GDS capabilities (user experience, service design)

Opportunities

- Significant potential for further automation across COL services – not just online functionality, but delivery of end to end process efficiencies.
- Need for investment in Delivery, Technical, User Design, Business Analysis and Process Improvement capabilities to re-engineer processes and track benefits.
- Tracking and calculation of efficiencies delivered – cashable and non cashable – used to inform prioritisation and benefit realisation.
- Further Azure capabilities – Power Virtual Agents (chat bots), Robotic Process Automation.