Embracing Intelligent Automation

How a platform approach drives outcomes for government

Intelligent automation is key to improving constituent services for state and local governments. But lift-and-shift efforts to automate data collection, storage and analysis can lead to fragmented information, siloed planning and a lack of end-to-end integration.

That's why many organizations are adopting an intelligent automation platform that lets them drive automation efficiencies across the enterprise.

With a platform approach, agencies can connect legacy systems and new solutions across their ecosystem. They can streamline processes, deliver predictive insights and make smarter decisions — and take advantage of artificial intelligence (AI) and machine learning (ML) for truly intelligent automation.

Put simply, an intelligent automation platform is one of the most effective ways governments can improve outcomes for their employees and for the constituents they serve.

The importance of an intelligent platform approach

Automation comes in many forms, including robotic process automation (RPA), task mining, process mining and document processing. It includes AI/ML-powered automation and emerging capabilities like generative AI.

Rather than relying on disparate point solutions for each type of automation, agencies should consider an automation platform that brings everything together. Look for an intelligent automation platform that:

- Is vendor-agnostic
- Is flexible enough to be used by itself or with other solutions
- Can access data where it resides — without replication
- Abides by government requirements for security, privacy, transparency and compliance

Your specific goals and objectives will dictate which type of automation you need, and they will shift over time. A platform approach is a resilient, sustainable way to reap the benefits of automation no matter what form it takes.

How intelligent automation improves the user experience

Intelligent automation platforms bolster government operations in a number of different ways, transforming the user experience for employees and constituents.

For employees, an intelligent automation platform minimizes time-intensive, repetitive tasks such as data

Benefits of an intelligent automation platform

Administrative work: Perform specific tasks critical to government operations, such as processing claims, analyzing large datasets or responding to routine citizen inquiries. This also includes cognitive services, such as computer vision (identifying or classifying images), voice analysis and speech-to-text.

Generative AI: Enhance automation with natural language-based AI models that offer more generalized reasoning capabilities. Examples include converting old code to accelerate legacy system modernization, automated response prompts for standard resident inquiries, or content generation for public outreach and social media.

Customer service: Streamline high-volume activities like claims processing and customer service interactions by automating workflows. An automation platform can be used to create a customer service ticket, request additional information and auto-close a request once it's complete.

Constituent self-service: Facilitate 24/7 constituent self-service via digital assistants and virtual agents that can handle routine queries and route more complicated questions to the appropriate departments for follow-up.

Fraud detection: Detect anomalies in your data at a speed and scale that would

be nearly impossible for humans. Identifying these anomalies can vastly reduce waste, fraud and abuse in benefits programs, grants, procurement and more.

Document analysis and language translation: Analyze and extract insights from government documents, such as case management files or law enforcement reports. Automation also supports language translation and other accessibility goals.

Infrastructure management: Speed the analysis of satellite imagery, historical documents and field data for infrastructure projects to make appropriate resource allocation decisions.

entry, allowing workers to focus on other strategic priorities. Automation enables real-time data analytics and data integration among agencies, giving employees the insights they need to meet their mission. Tools like digital assistants can handle routine constituent inquiries, freeing valuable office staff resources.

For constituents, an automation platform can usher in a new era of personalized digital experiences, easier access to critical information about government services and greater self-service options.

Getting started with an intelligent automation platform

Here are some important steps to take before adopting an intelligent automation platform.

Prepare your data. "Agencies have been collecting data for decades," says Jen Ott, AI/ML lead for public sector at UiPath. "But it often isn't organized well or done in a uniform way. Being able to take all that information, make it iterative and organized and tagged — automation can do that."

- Assess your current data for quality and accuracy. Determine whether it is diverse enough to build equitable, fair and transparent AI algorithms and models that will serve as the basis for backend and customer-facing applications.

Build buy-in. Start small to familiarize your team with the benefits of automation. Once they see the value of the technology, they may help to evangelize it throughout the organization.

- Deploy digital assistants to improve the employee experience.
- Focus on other quick wins that showcase ROI.

Practice good governance. Develop security controls and policies on data use, transparency and privacy, especially for sensitive constituent data.

- Look for an automation platform that incorporates human-validated checks of data and processes.
- Don't just apply these policies internally. Use them to assess vendors and ensure your strategic partners employ responsible practices around automation and AI.

With the right intelligent platform, agencies can leverage the benefits of all types of automation, including AI.

"AI has been here for a while. It's not going anywhere. It's going to be integrated into everything we do," Ott says. "That's a good thing, because AI is, by definition, intelligent. Harnessing automation intelligently lets you focus on the bigger mission and provide for the public you serve."

Real-world results

Some jurisdictions are already using end-to-end automation platforms to transform operations.

One public safety agency automated the processing of traffic violations — work that previously required five people to complete.[1]

An education agency has used AI-driven automation to streamline repetitive tasks, including classifying and prioritizing inbound emails to the department. Previously, emails sat in a queue for two days; now, that process takes only two minutes. The agency has also automated funds claims processing, improving efficiency by 95%.[2]

1   https://www.uipath.com/resources/automation-case-studies/rpa-leveraged-by-lithuanian-traffic-police-service

2   https://www.uipath.com/resources/automation-case-studies/department-for-education-adopting-rpa

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