

Thank you for your Freedom of Information Request.

The response from the department concerned is as follows:

1.

Does your organization presently use and/or endorse a RPA/

IA (description of this detailed above) to automate manual, rule-based processes?

Yes we do. However, this is primarily around process automation rather than robotic automation. Therefore, in the interest of completeness, I have included answers in both sections.

1.1

Is RPA/IA something that the organisation would consider (within the next 2 years) as a way of supporting reduced human resource capacity, drive efficiency & to improve repeatable business outcomes?

Yes

1.2 *If the organisation is*

not considering RPA – is there a reason why this is not being considered?

N/A

•

o

□

•

Perceived expense

•

Concerns about how existing administrative staff would accept this

•

This is the first time we have heard about RPA/ IA

•

Other reason (please feel free to comment

•

1.3

If the answer is

YES – RPA/IA

is currently being used in the organisation - could you please detail –

We use RPA/IA in a limited fashion. The main area where this is currently being used is for monitoring our Cloud based services. Automation of processes in general is also something we carry out on an increasing basis. Automatic scheduling of appointments by Social Workers is an example of this. Creation of ICT service requests and incidents as well as has been automated through out forms package.

1.3.1

The system type/name/supplier

Mosaic – Servelec

System Center Service Manager/Orchestrator – Microsoft

Sentinel – Microsoft

Log Analytics - Microsoft

1.3.2

What it is used for

(or has been used for)

and by what department, examples below –

See response to question 1.3.

-

Out Patients clinics

-

Data Migration

-

Waiting Lists

-

Referral to Treatment times, (RTT)

-

Other (please comment)

1.3.3 *How did the existing human workforce react to tasks being replaced by automation?*

-

Good, they welcomed the changes

-

Bad, they felt threatened

-

Indifferent

-

Not sure – no feedback

-

Other – please comment

1.3.4

When

did your RPA/ IA

system come into use and when does the contract expires?

The Microsoft systems are aligned to the Enterprise Agreement which the Council has. I'm unsure when this expires. The Microsoft tool stack are the only pure RPA/IA services we currently use.

1.3.5

How much does this new technology costs the organisation and how many robots do you use &/or processes run?

Existing capability is included with enterprise agreements.

1.3.6

Has there been any analysis of the system, (&/or case studies)

to demonstrate any benefits so far- either operationally, financially, managerially or in any other capacity?

Yes – but for process not robotic automation.

2.

Who is the main person(s)/ decision maker (s) or team – who would probably be responsible (or is responsible) for the decision to use RPA/IA

in your organisation - Name/title/ contact details

Adam Crevald, Group Manager Architects & Technical Design, adam.crevald@nottscc.gov.uk

I hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly on the details below.

In addition to this and for future reference Nottingham County Council regularly publishes previous FOIR,s and answers on its website, under Disclosure logs. (see link)

<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

You can use the search facility using keywords.

If you wish to raise any concerns about the way your request was dealt with, then please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottscc.gov.uk quoting the reference number above.

Kind Regards

Complaints, Information & Mediation Officer.
Complaints and Information Team
Chief Executive's Dept
Nottinghamshire County Council
County Hall, West Bridgford, Nottingham, NG2 7QP