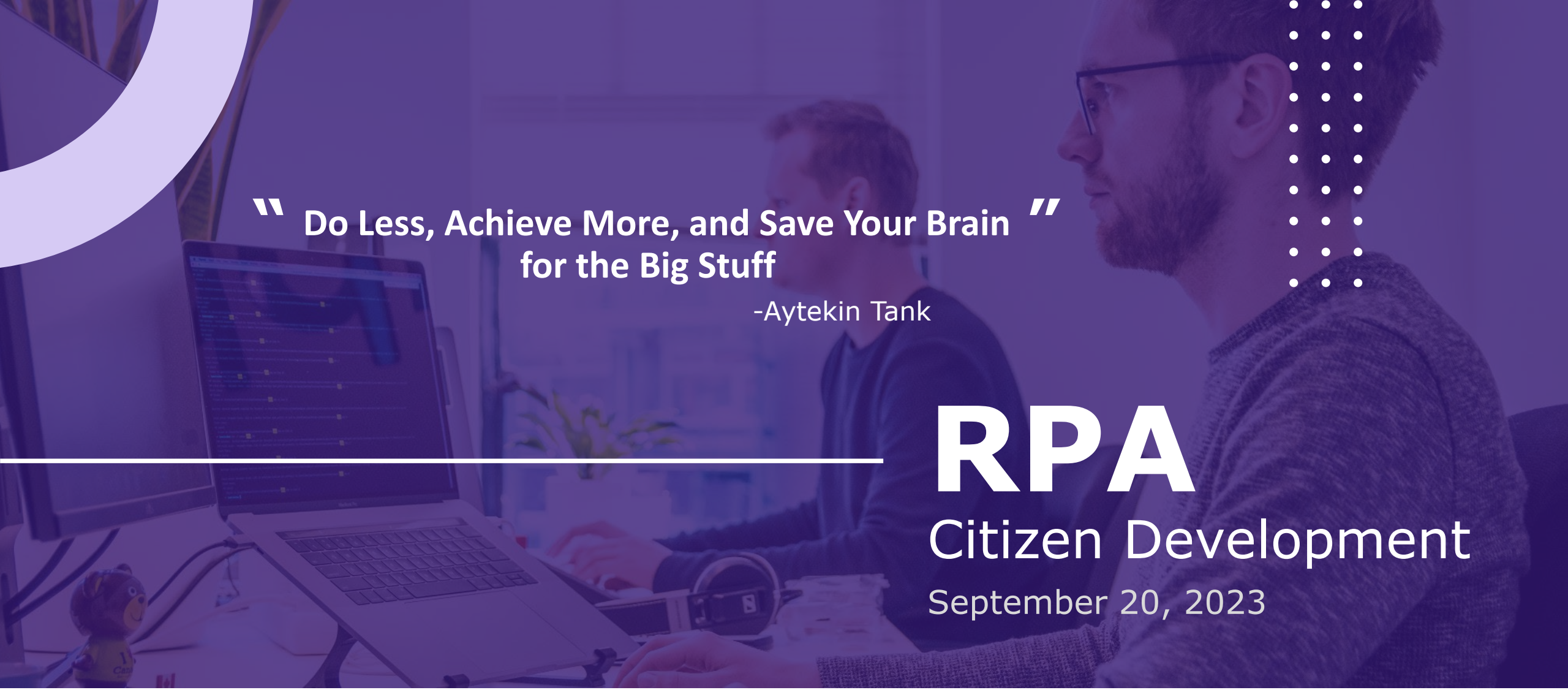


" Do Less, Achieve More, and Save Your Brain for the Big Stuff "

-Aytekin Tank

RPA

Citizen Development

September 20, 2023

Today's Discussion

Purpose:

Share our understanding of Citizen Development – the process of equipping business associates with RPA technology to automate manual workflows for themselves and their team.

Objectives:

1. Provide an understanding RPA, its capabilities, and benefit to team work
2. Highlight the opportunities and potential value across teams and the organization
3. Review considerations for a successful Citizen Developer practitioner program and community

Introductions

Stephen Petty

Learning Program Director,
Automation & Process Academy
Elevance Health, Inc.

Stephen launched the RPA Citizen Developer program that is recognized for enabling an automation 1st mindset, achieving significant time savings, improved data accuracy, and employee satisfaction. Currently, he leads the implementation for enterprise wide process improvement programs that include problem solving, lean six sigma, and process mining.

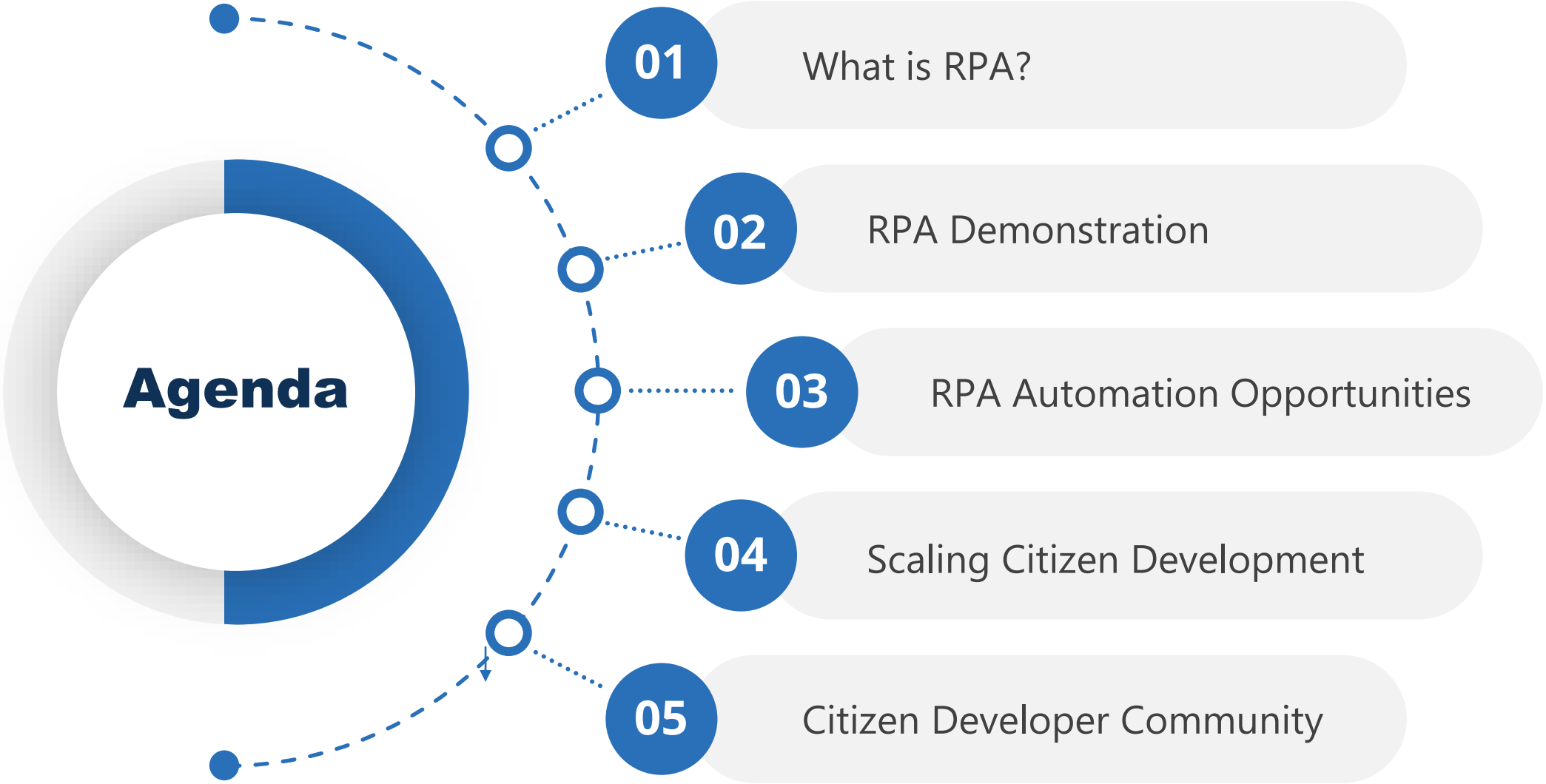
Prior to joining Elevance Health, Stephen worked at Ernst & Young, LLC and Electronic Data Systems where he contributed to process and technology transformation initiatives that led to cost savings and revenue opportunities.

Jayson Williams

Business Information Developer
Consultant Sr.
Elevance Health, Inc.

Jayson is acknowledged for his extensive technical knowledge and innovative automation solutions utilizing UiPath RPA StudioX and various other automation tools. He holds the position of Citizen Developer Community Lead, supporting a diverse group of more than 300 business.

Beyond his efforts in the RPA community, Jayson is responsible for the development, implementation and management of process such as the Provider Records Import Process which automates delivery of medical records from providers to auditors.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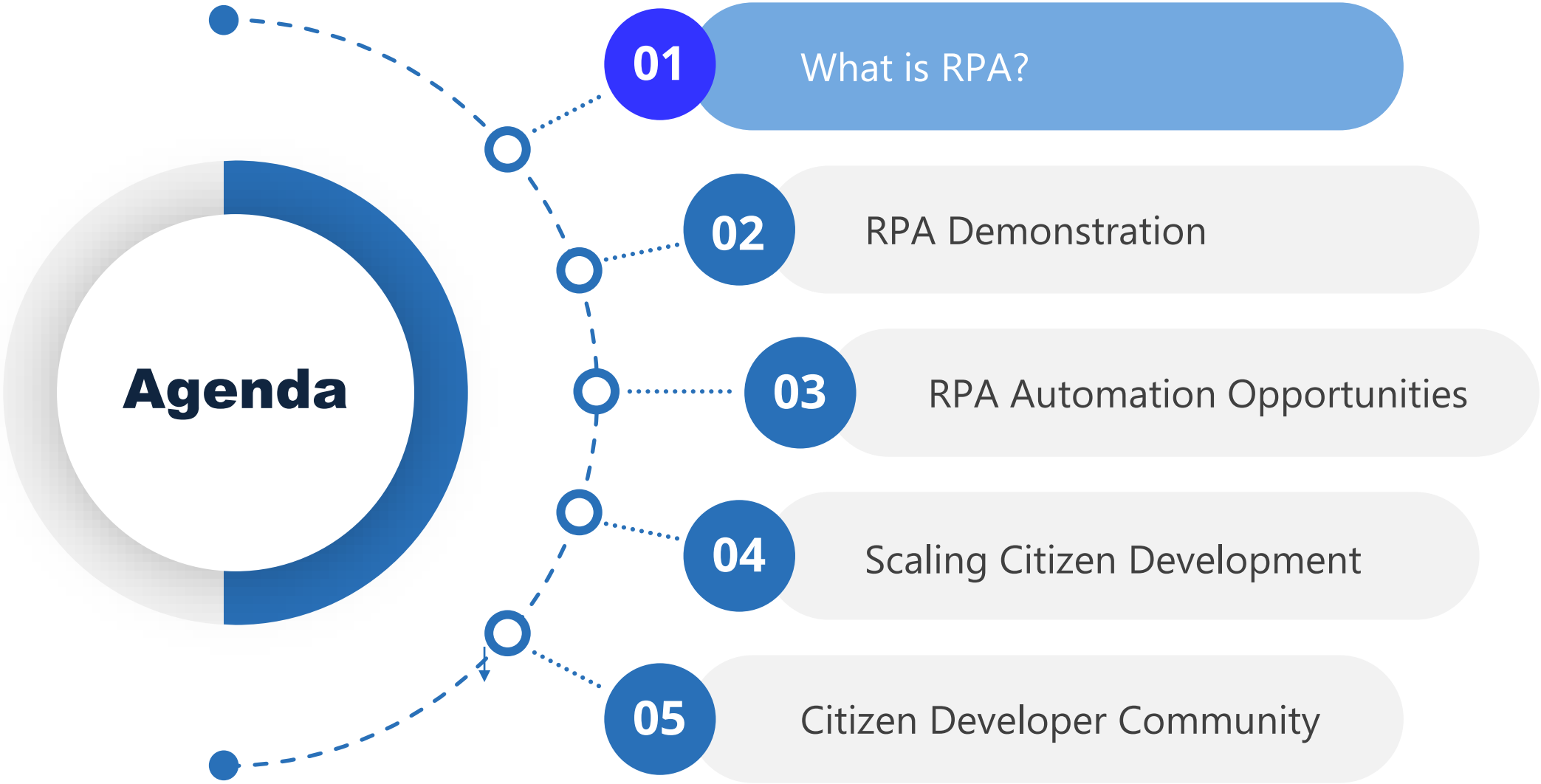
Citizen Developer Community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Disparate Data & Systems Results In Manual Workflows

RPA Automates Manual Repetitive Workflows

. . . Automated using no-code, drag-and-drop RPA software

Citizen Developer Community

600+

Business associates upskilled within 3 years

3400

Potential hours of weekly time savings

300+

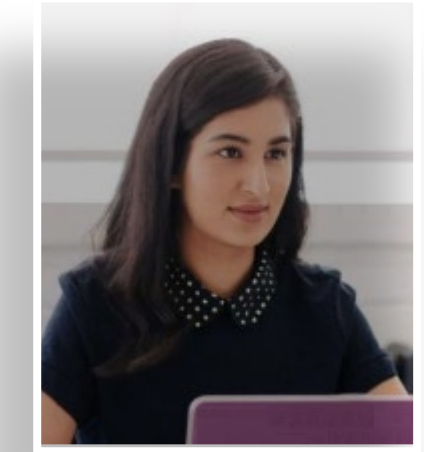
Citizen Developer Community active members

5000

Reported hours of monthly time savings

An Automation Mindset Is At the Heart Of RPA Adoption

> My Citizen Developer's automations have eliminated manual work that was previously added without the addition of resources and have allowed us to return to normal levels.



Leader of a Citizen Developer

An Automation Mindset prioritizes human engagement, creativity, and productivity and asks . . . "Does this have to be manual?"

Automation Mindset Involves Multiple Factors

Agility

Open to implementing new technologies and tools while constantly analyzing their effectiveness

Growth

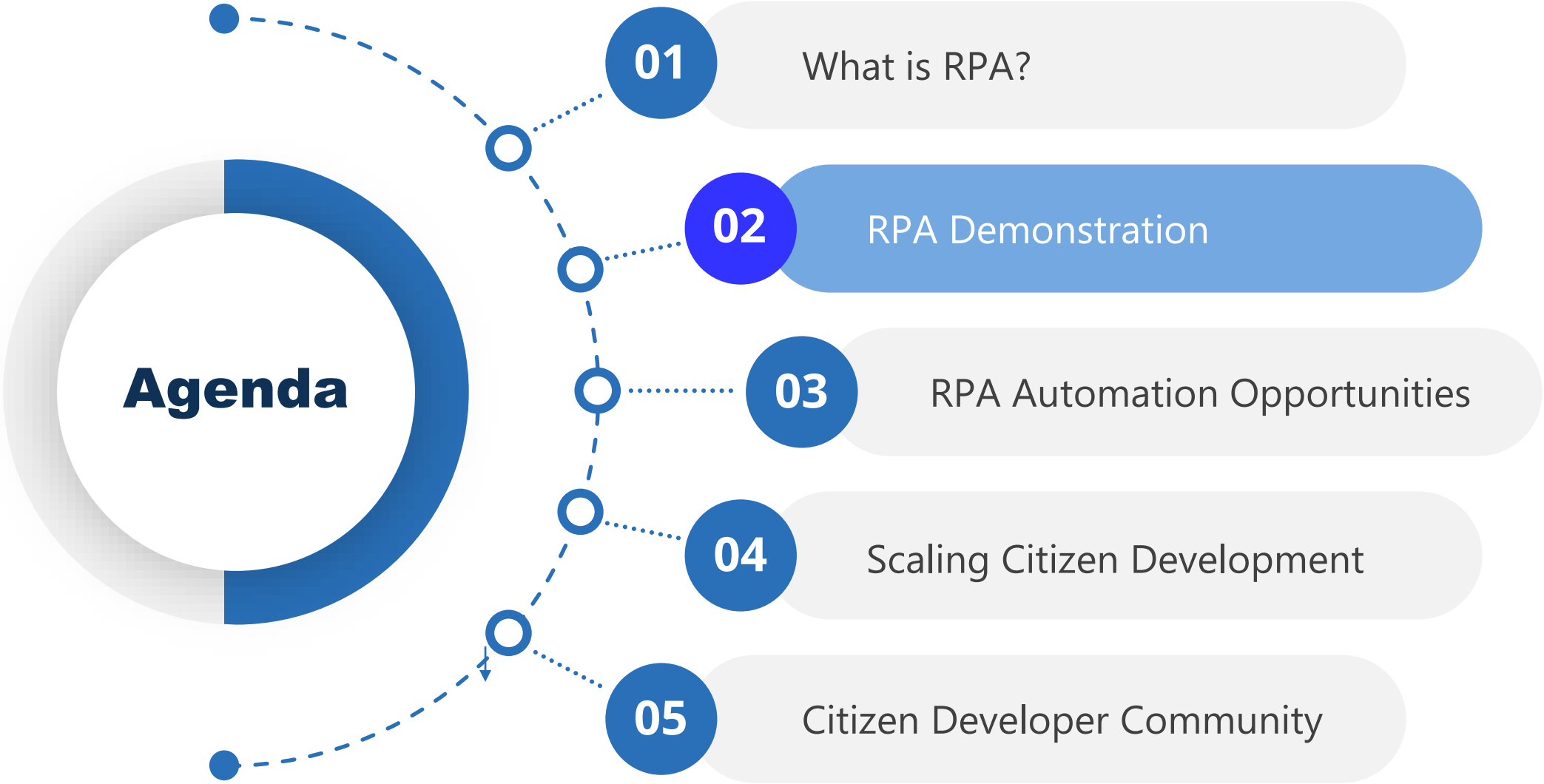
Commitment to ongoing learning and training is necessary to adopt automation faster

Scale

Focus on automation opportunities, increasing automation sharing, and growing and formalizing automation teams

Collaboration

Co-associates and stakeholders are included in the feedback loop to improve automations.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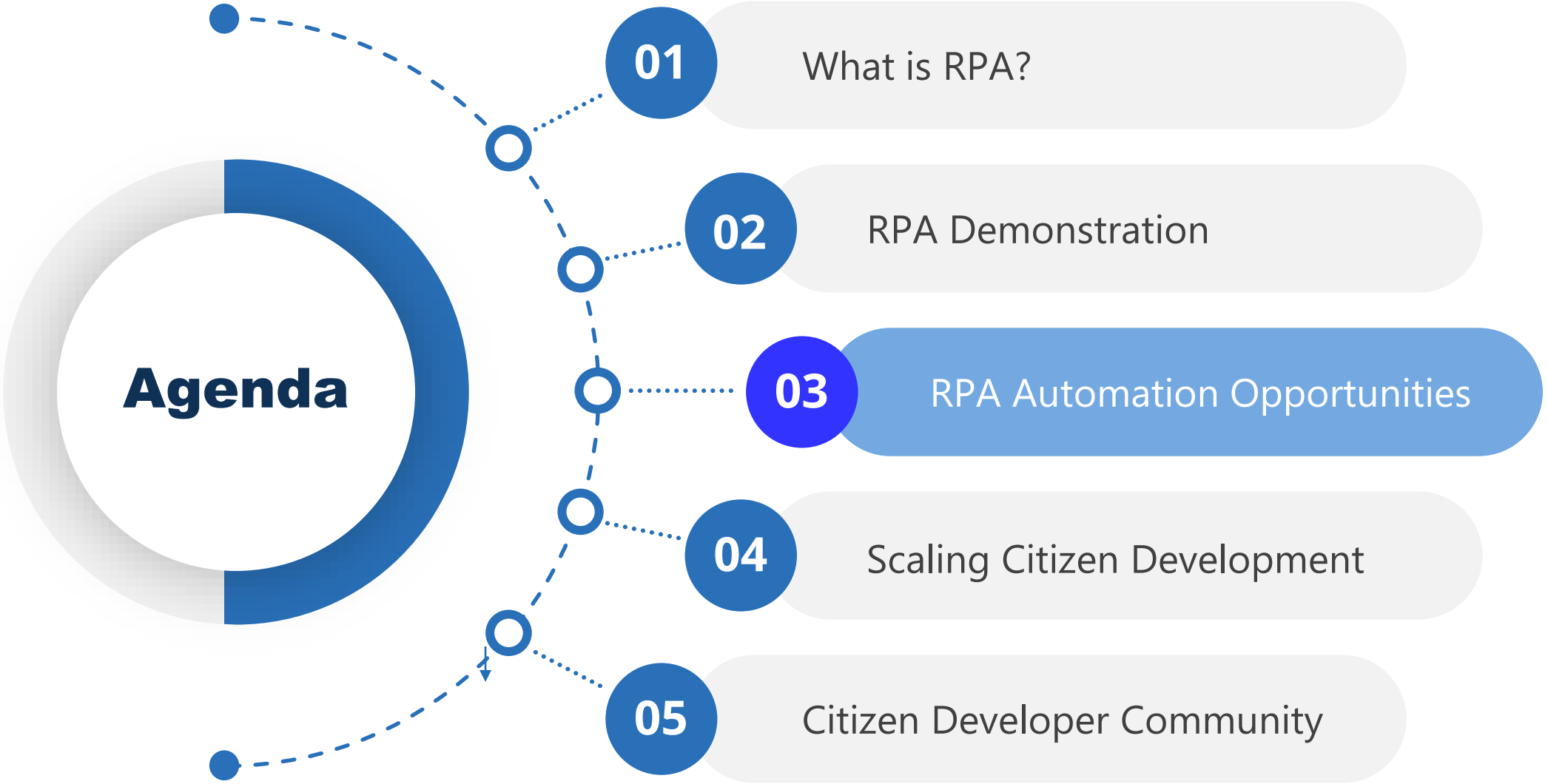
RPA Demo – UiPath RPA StudioX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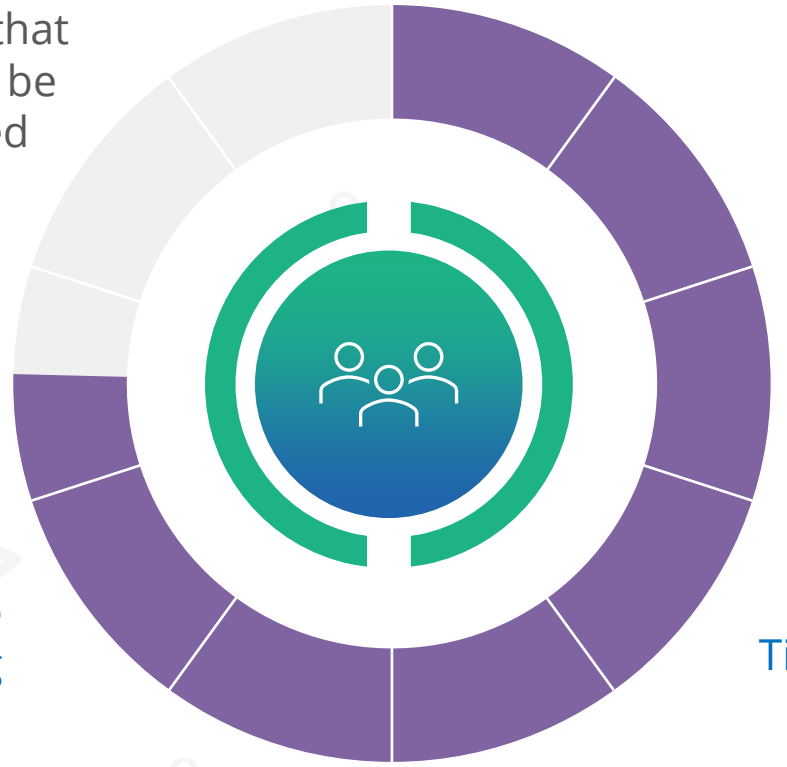
Where to look for automation opportunities



High-volume

Simple, repeatable tasks with multiple steps

Workflows generating errors

Time consuming

Non standardized inputs

Stakeholder handoffs

Administrative Reporting

Workflows that should not be automated

Common Automation Activities

Navigation

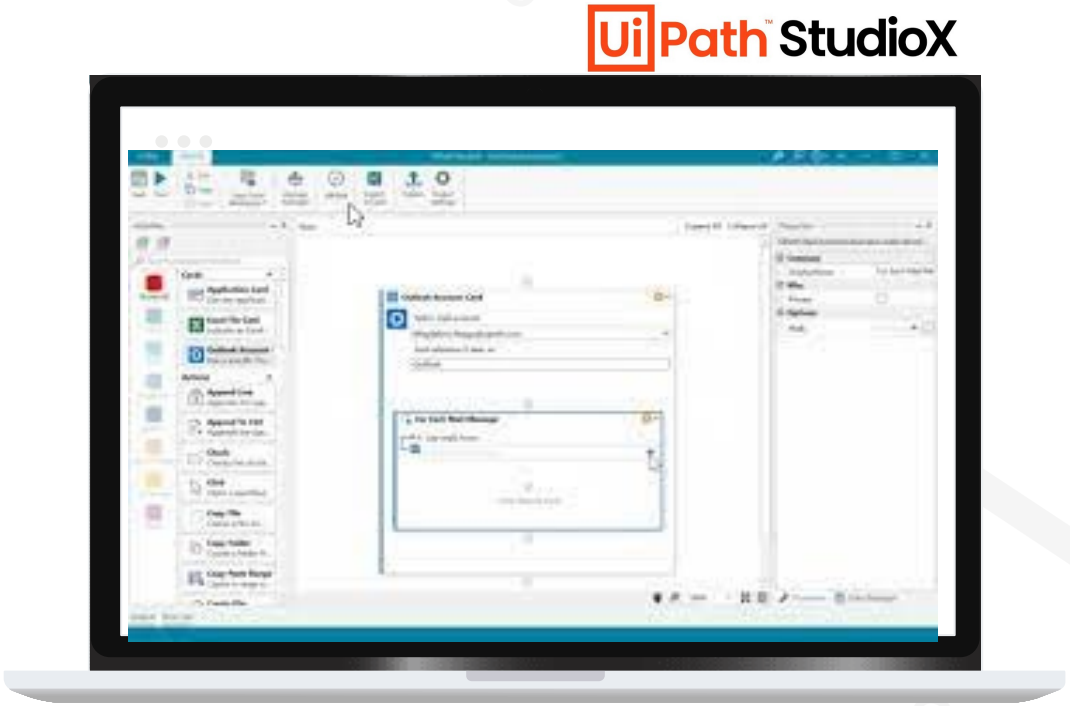
- ✓ Move files and folders
- ✓ Navigate web sites, systems, and applications

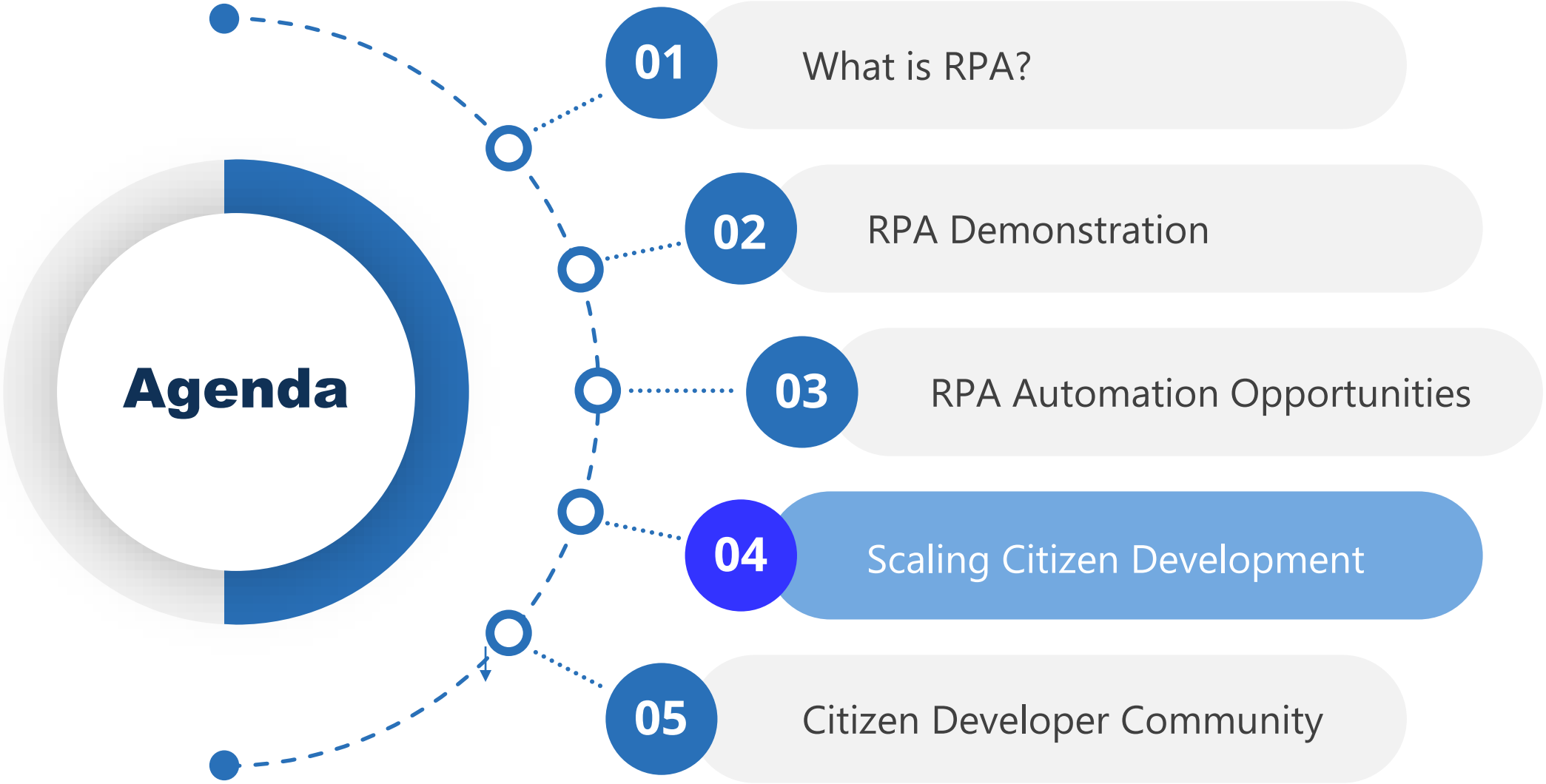
Data Manipulation

- ✓ Scrape data from websites
- ✓ Manipulate data from multiple documents and forms, e.g., MS Excel
- ✓ Input and extract data from multiple applications, e.g., strata, Epic

Monitoring

- ✓ Check MS Outlook for incoming email and attachments
- ✓ Send outbound notifications

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Who Are Your Citizen Developers?

SMEs

Subject matter experts of their own process and business area

Manual Workflows

Responsible for multiple, manual, repetitive workflows

Tech-Curious

Embraces technology tools and familiar with logic constructs

Problem Solver

Highly motivated critical thinkers

Imagination

Creativity and imagination flows freely

Collaborators

Clear and proactive communication with stakeholders

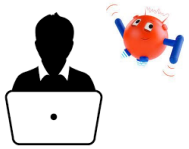
Scaling Citizen Development

Task Automation

All Associates

Have access to no-code tools that automate simple tasks

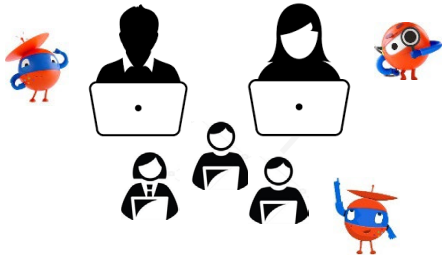
Individual Workflow Automation



Core Citizen Developers

Create automations for themselves using Core RPA capabilities

Team Workflow Automation



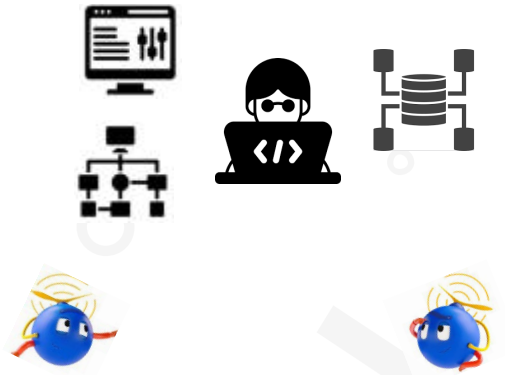
Advanced Citizen Developers

Use advanced RPA features to create complex workflows for themselves and share with others

Automation Users

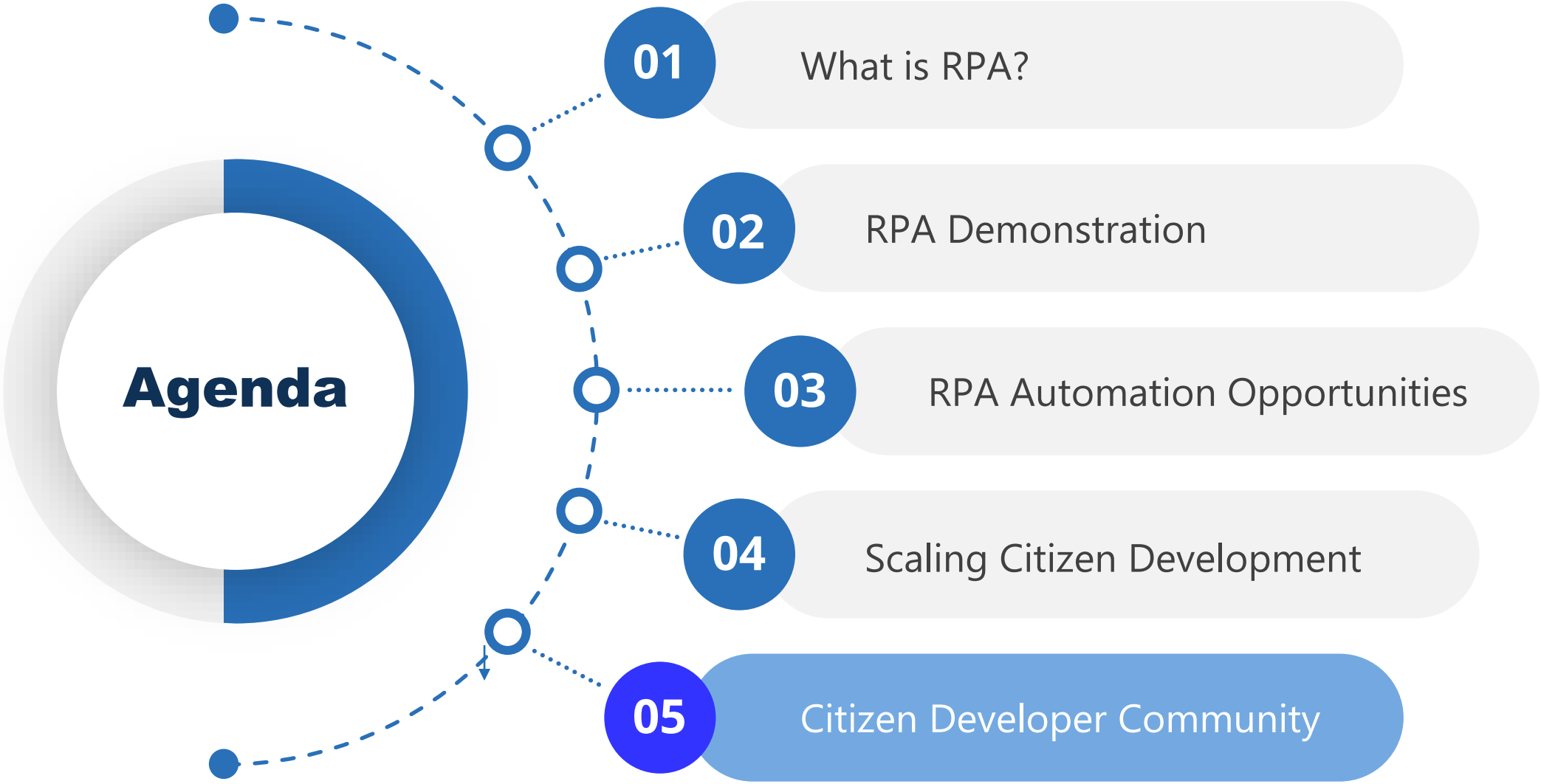
Team members that run the automations built by Citizen Developers

Department Process Automation



Business Developers

Tech-savvy associates building unattended bots using low-code RPA software to automate complex team and department processes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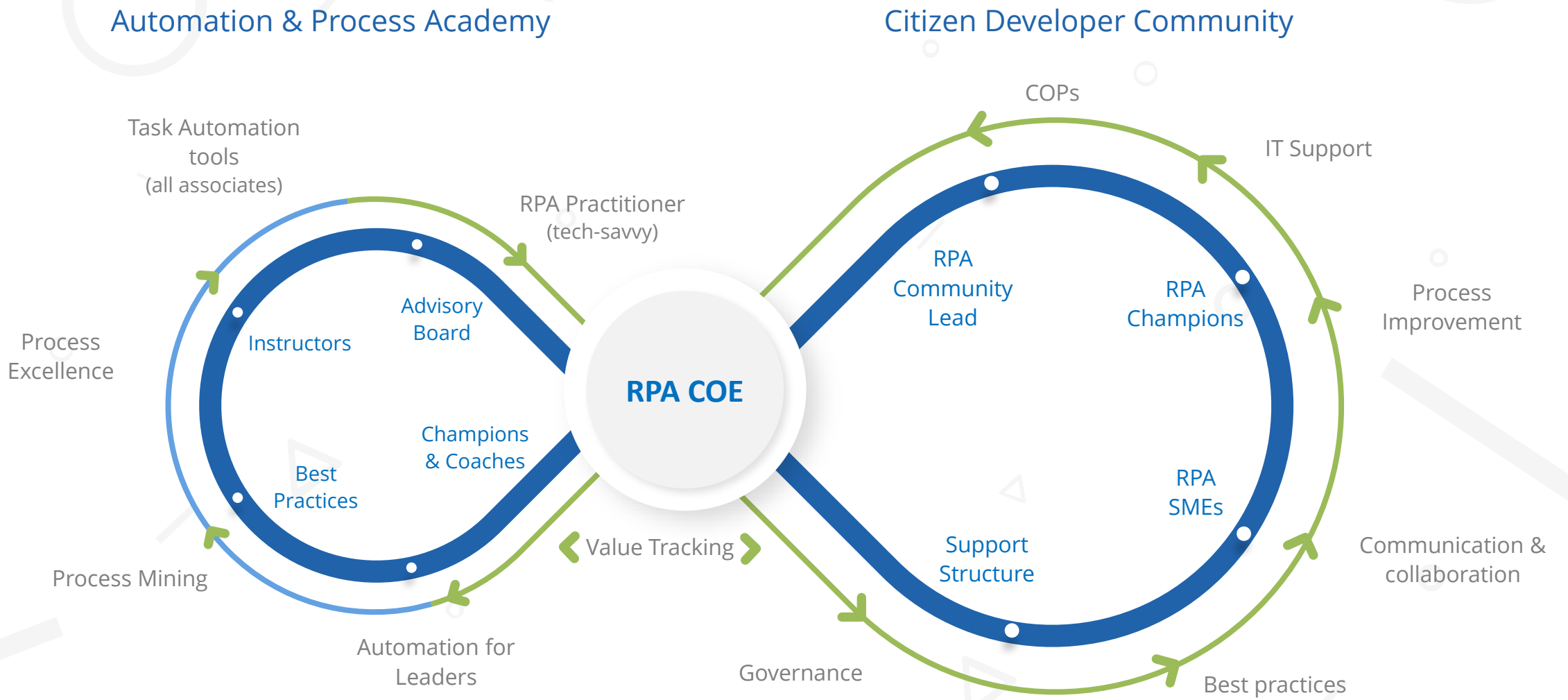
The Citizen Developer Community



RPA Cit Dev Practitioner Training - Example

Five Week RPA Core Practitioner:

Software Training, Workflow Selection, and Botathon

Kick-off
(Week 1)

- ✓Attend kick-off
- ✓Install software
- ✓Complete Intro to RPA & Automation

Online Learning
(Weeks 3-4)

- ✓Attend weekly Touchbasef
- ✓Complete RPA Citizen Developer

Workflow Selection
(Weeks 3-4)

- ✓Identify manual workflow idea
- ✓Document workflow current state
- ✓Attend LSS White Belt Workshop

Botathon Event
(Week 5)

- ✓Automate workflow with coach support
- ✓Prepare automation presentation

Presentation
(Week 5, Day 4)

- ✓Present automation to class and leadership
- ✓Graduate to Citizen Developer Community

RPA Cit Dev Team Journey - Example

Code reviewers spent hours downloading charts – now they have more time to review medical charts

Situation

Code Reviewers download 300 charts/day & reviews ~56 charts/day

Opportunity

Citizen Developer automates download process which download 1000 charts/day

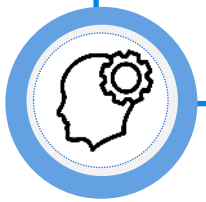
Value

Citizen Developers create and share automations with Code Reviewers which allows for more focus on chart reviews

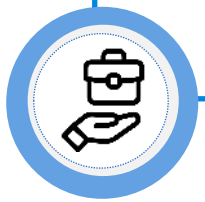
ROI

Increased Team Chart reviews by 20 to 25%

Upknowledge



Upskill



Upwork

Thank you

RPA Citizen Development

The process of equipping business associates with RPA technology to automate manual workflows for themselves and their team.

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