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Digital Labor Application

The future of how we do work is changing. Robotic Process Automation (RPA) is a disruptive technology that allows organizations to automate business processes in a controlled, flexible and scalable way. Deloitte's pre-configured accelerator — designed and built on the ServiceNow platform — provides RPA and Intelligent Automation programs a framework and platform to manage the end to end process for managing and deploying digital assets.

Challenges

Digital Labor Application

Potential benefits

Common challenges faced by organizations in managing digital labor:

- Inadequate education for the workforce on the capabilities of RPA and the benefits of adopting a digital employee
- Lack of engagement with customers; no centralized manner to generate and manage demand
- Distributed management of RPA and Intelligent Automation managed service programs across multiple systems
- Inability to evaluate effectiveness and monitor performance of digital labor assets

Managing digital labor effectively requires a Project Management Office (PMO) so organizations can smartly move from "what if?" to "let's get started!"

A PMO serves as the primary medium for managing robotic process automation initiatives. The Digital Labor Application supports the PMO by providing a centralized platform to manage governance and activities through all phases of the digital labor lifecycle – from educating an organization on the use of RPA all the way to supporting a large bot ecosystem.

The application enables the PMO to act as a managed service to manage demand generation, manage vendors, maintain the digital labor infrastructure, and maintain licensing of RPA software. Additionally, the PMO can run and monitor bots from a centralized location and resolve issues as they are identified.

- Educates an organization and its customers on the use of digital labor
- Provides a platform for community engagement and ideation; manages demand pipeline
- Automates enterprise processes in an efficient, cost-effective, and scalable manner
- Provides full transparency into business cases, funding, and bot metrics
- Provides performance metrics used to conduct impact assessments and highlight areas for business improvement
- Executes client-controlled, non-scheduled bots to run based on business rules

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Learn how we can help: deloitte.com/us/ServiceNow

DIGITAL LABOR PROCESS LIFECYCLE

DESIGN

Training the bot to

perform selected

tasks using agile

development

ServiceNow manages the PMO activities across all phases of the digital labor life cycle.

DEPLOY

employee in

environment

the production

Launch the digital

EDUCATE What is digital labor? How would I use it? How do I pay for it?

ASSESS

ls a digital employee the right solution? What is the level of effort to design this digital employee?

SUBMIT

These are my ideas for a digital employee, and here is how I'll pay for it

Monitor your digital employee

IDENTIFY

I've got an idea!

Let's talk about staffing

a digital employee.

WHY DELOITTE AND SERVICEVNOW?

Deloitte is one of the world's largest professional services firm with deep experience with robotic automation. In 2015, Deloitte introduced a robotic automation capability in a paper titled "Process Robotics," which also won the 2016 GCN Discovery & Innovation in Government IT (GCN DIG-IT) award in the robotics and unmanned category. Since then we have built an inventory of bots for clients that perform a variety of tasks, such as processing invoices, executing data queries, connecting disparate systems, providing automated status updates to customers, and executing compliance related reporting.

Combining Deloitte's demonstrated thought leadership and methodologies with ServiceNow's next-generation cloud platform, clients can address unfunded mandates, reduce low-value transactional spend, and drive resources back to mission needs. Together we offer an innovative approach to managing digital labor with a single mission—to make government work more efficiently and to improve stewardship.

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