Federal Leaders Discuss the Future of RPA

Robotic process automation has shown considerable promise for reducing the time necessary to validate federally managed benefits and streamline customer service. Mon, 11/09/2020 - 10:17

Essential agency functions whose management would have required significant employee hours — often to the point of resulting in delays and backlogs — can be streamlined through digital tools and automation technology. Hear from federal technologists as they discussed robotic process automation for increasing process efficiencies, customer engagement and reducing waste and fraud during The Future of RPA event Nov. 5.

Bots are in use at agencies like Veterans Affairs to enhance how it serves the nation's veterans in managing claims and improving ease of use. Functions like this also have benefits on employees, who can lean on automation to open up their time to work on more meaningful work. Insights from the Department of Health and
Human Services, for example, included why RPA across many business functions are keeping employees happy. Defense-minded personnel also provided updates on the tool's impact for national security innovation.

Speakers included:

- Sudhir Goel, Senior Solutions Architect, Optum Serve
- Ranjeev Mittu, Branch Head, Information Management and Decision Architectures, Navy Research Laboratory
- Barbara Morton, Deputy Chief Veterans Experience Officer, Department of Veterans Affairs
- Sheila Conley, Deputy Assistant Secretary for Finance & Deputy CFO, Department of Health and Human Services
- James Gregory, RPA Program Director, General Services Administration
- Drew Jaehnig, Industry Practice Leader, Public Sector, Bizagi
- Erica Thomas, RPA Program Manager, Defense Department
- Dr. Ravi Thyagarajan, S&T Portfolio Director, Army Futures Command
- Jon Walden, CTO for the Americas, Blue Prism