

PERSIDANGAN AKAUNTAN SEKTOR AWAM KEBANGSAAN KE 30 TAHUN 2022

NATIONAL PUBLIC SECTOR ACCOUNTANTS CONFERENCE (NAPSAC)



THE EMERGENCE OF ROBOTIC PROCESS AUTOMATION (RPA) IN PUBLIC SECTOR

SESSION 5 – 19 MAY 2022

AYUB BIN HAJI ZAIDIN
KETUA AKAUNTAN
KEMENTERIAN PERTAHANAN MALAYSIA



ROBOTIC PROCESS AUTOMATION (RPA)

What is RPA?

RPA in UM

The Journey

Expectation

Challenges



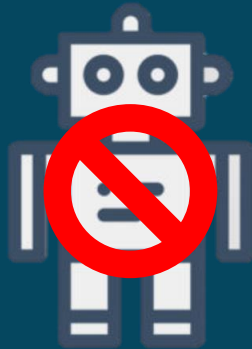


WHAT IS ROBOTIC PROCESS AUTOMATION (RPA)?



WHAT IS RPA?

There aren't really any robots involved in robotic process automation.



Robotic process automation (RPA) is a software technology that makes it easy to build, deploy, and manage software robots that emulate humans actions interacting with digital systems and software

“RPA is software that automates rules-based actions performed on a computer.” – Chris Huff, Kofax.

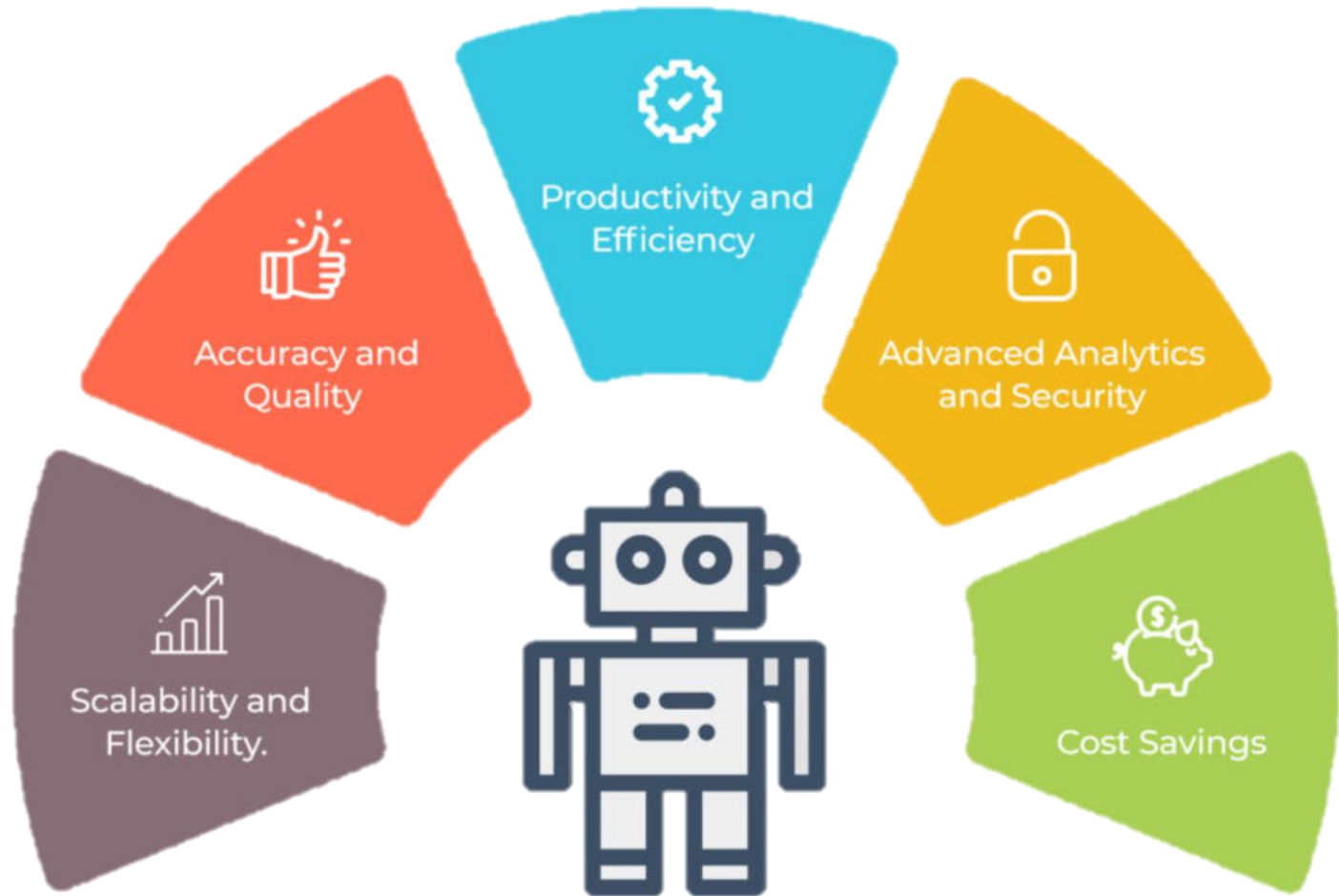


Artificial Intelligence (AI) is the ability of a machine to display human-like cognitive capabilities such as reasoning, learning, planning, and creativity.

When RPA and AI combine, they form Intelligent Process Automation (IPA).



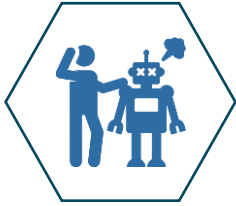
BENEFITS OF ROBOTIC PROCESS AUTOMATION (RPA)



BENEFITS OF RPA

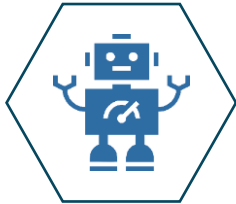


TYPES OF ROBOTIC PROCESS AUTOMATION (RPA)



Attended Automation

Bots which require human assistance for automation process



Unattended Automation

Bots completes processes without human intervention per a predetermined schedule



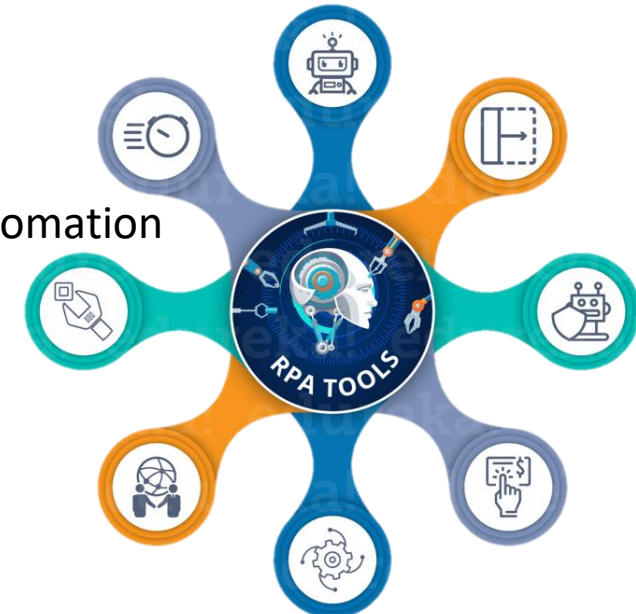
Hybrid RPA

Bots having both qualities of attended and unattended automation



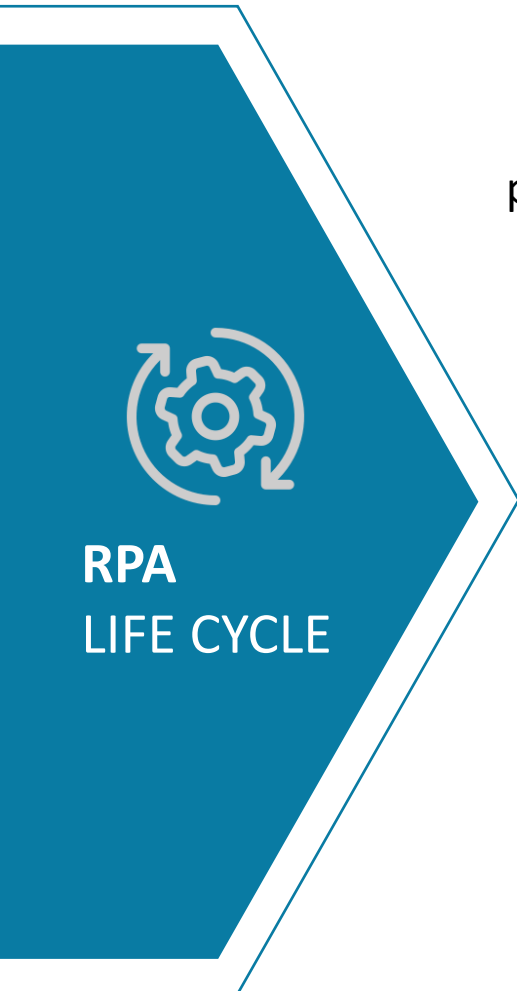
Intelligent Process Automation (IPA)

Combination of RPA and AI





ROBOTIC PROCESS AUTOMATION (RPA) LIFE CYCLE MANAGEMENT PROCESS



To analyze the processes and check the candidate processes for implementing RPA

Idea & Analysis



Bot Development

Procedure done in a different environment to build robots



Testing

Bots development testing using testing tools, User Acceptance Test (UAT), Provisional Acceptance Test (PAT) and Final Acceptance Test (FAT)

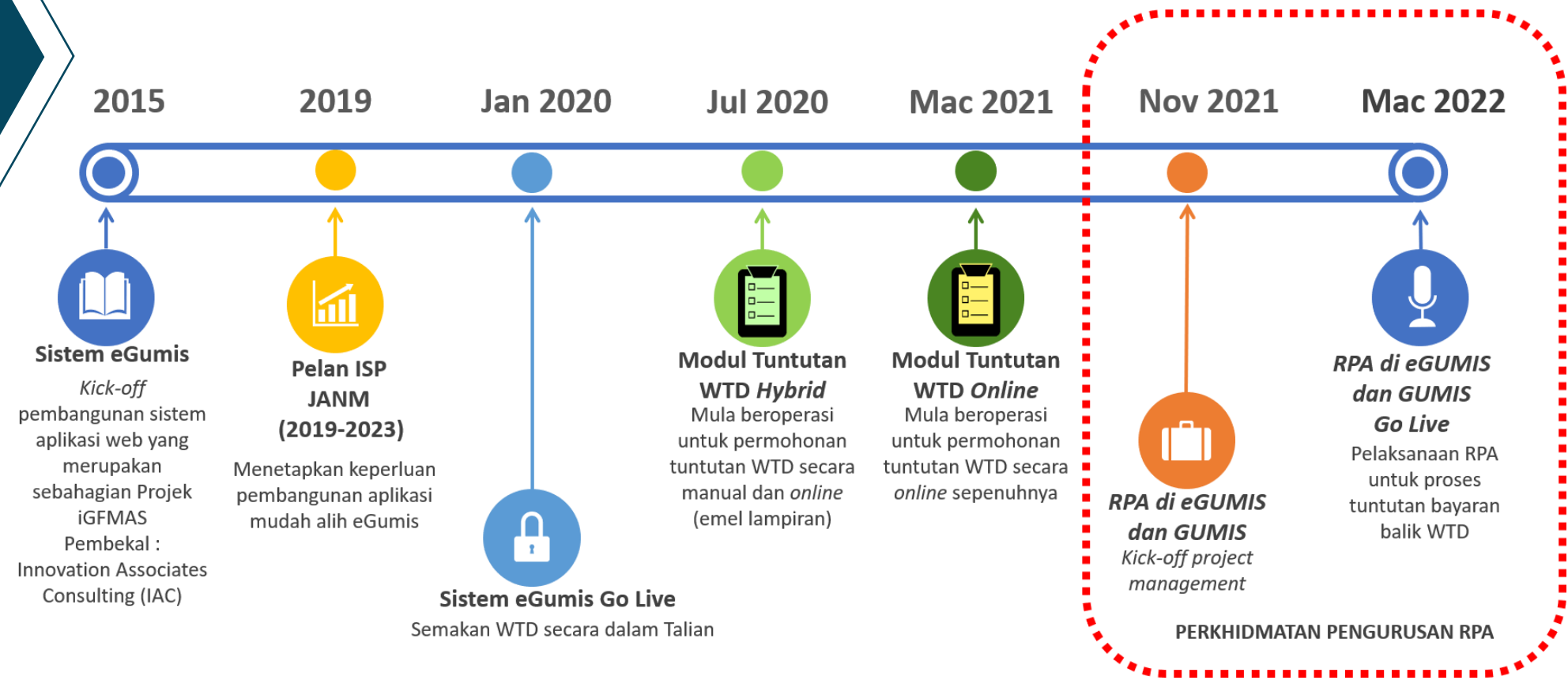


Support & Maintenance

Changes are incorporated timely and debugging of errors in the system

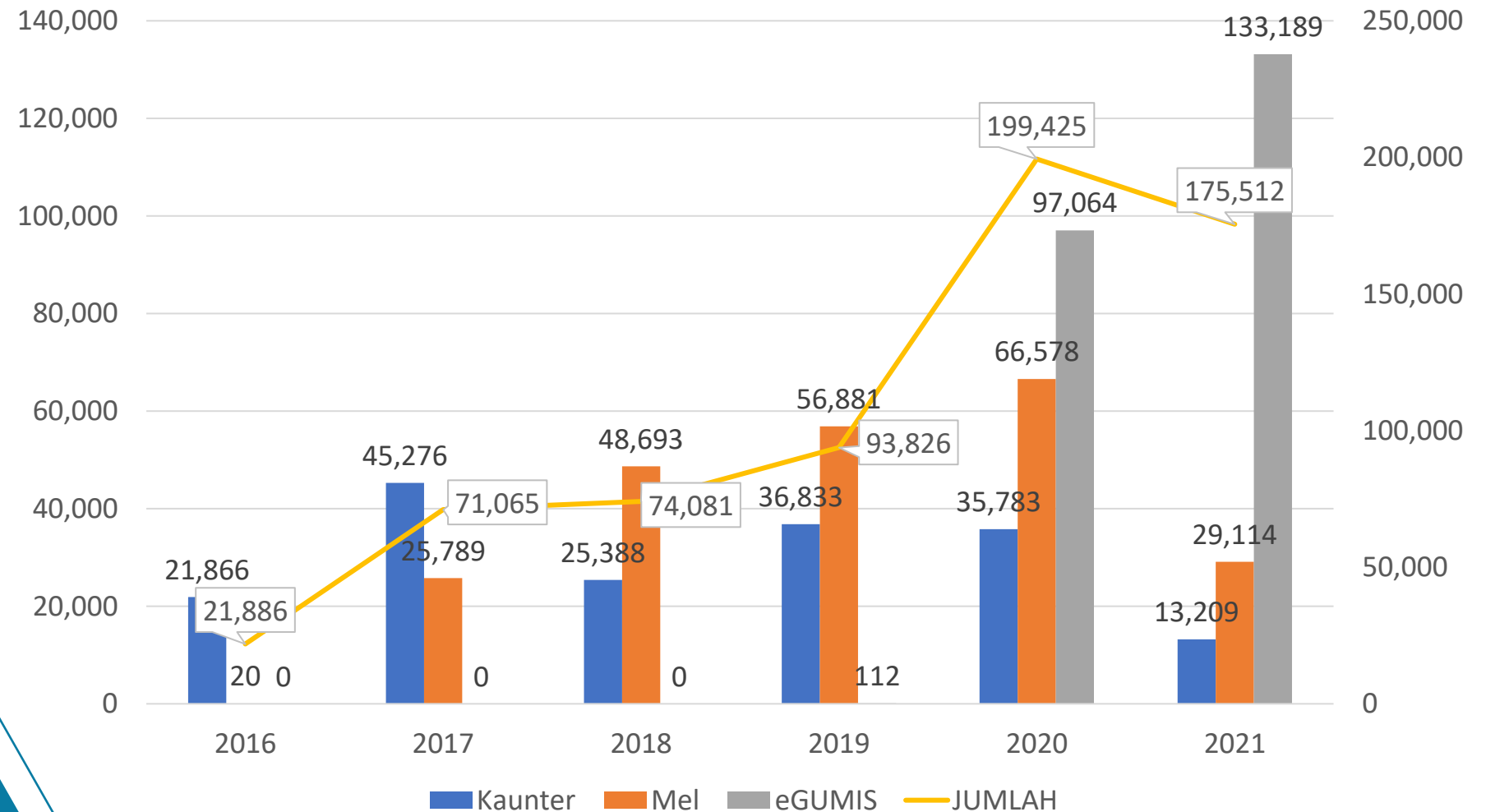


ROBOTIC PROCESS AUTOMATION (RPA) IN UNCLAIMED MONIES





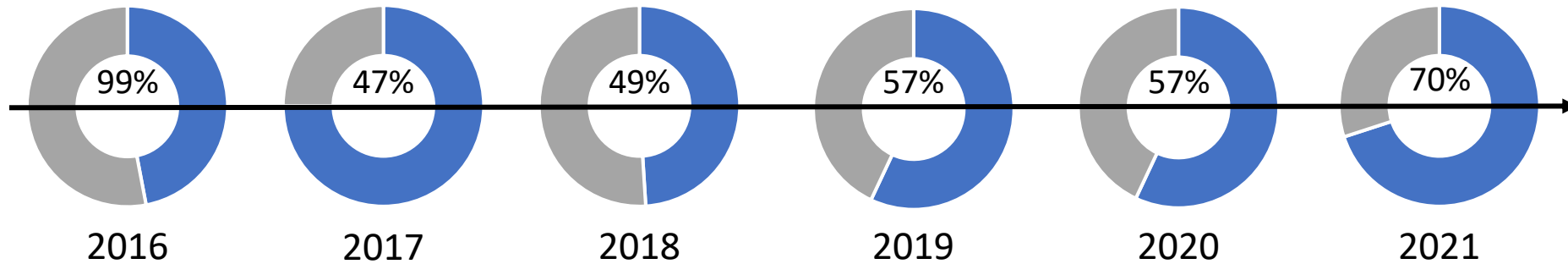
ROBOTIC PROCESS AUTOMATION (RPA) IN UNCLAIMED MONIES (UM)



HIGH VOLUME
of UM's applications



ROBOTIC PROCESS AUTOMATION (RPA) IN UNCLAIMED MONIES (UM)



LOW PERFORMANCE



Client's Charter:
To refund unclaimed monies
or unclaimed securities within
30 days from receiving the
complete documents.

increase in complaints

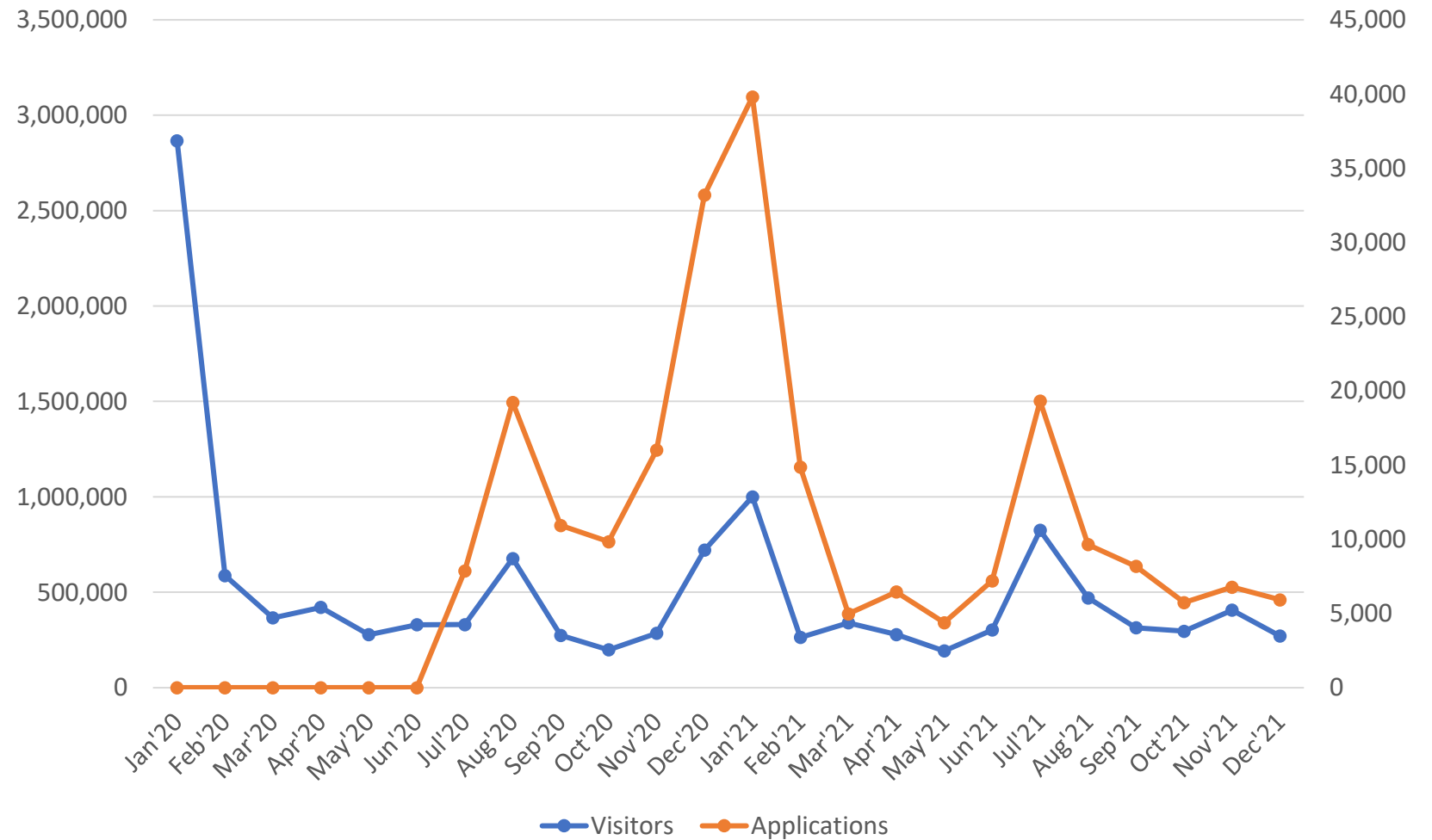




ROBOTIC PROCESS AUTOMATION (RPA) IN UNCLAIMED MONIES (UM)

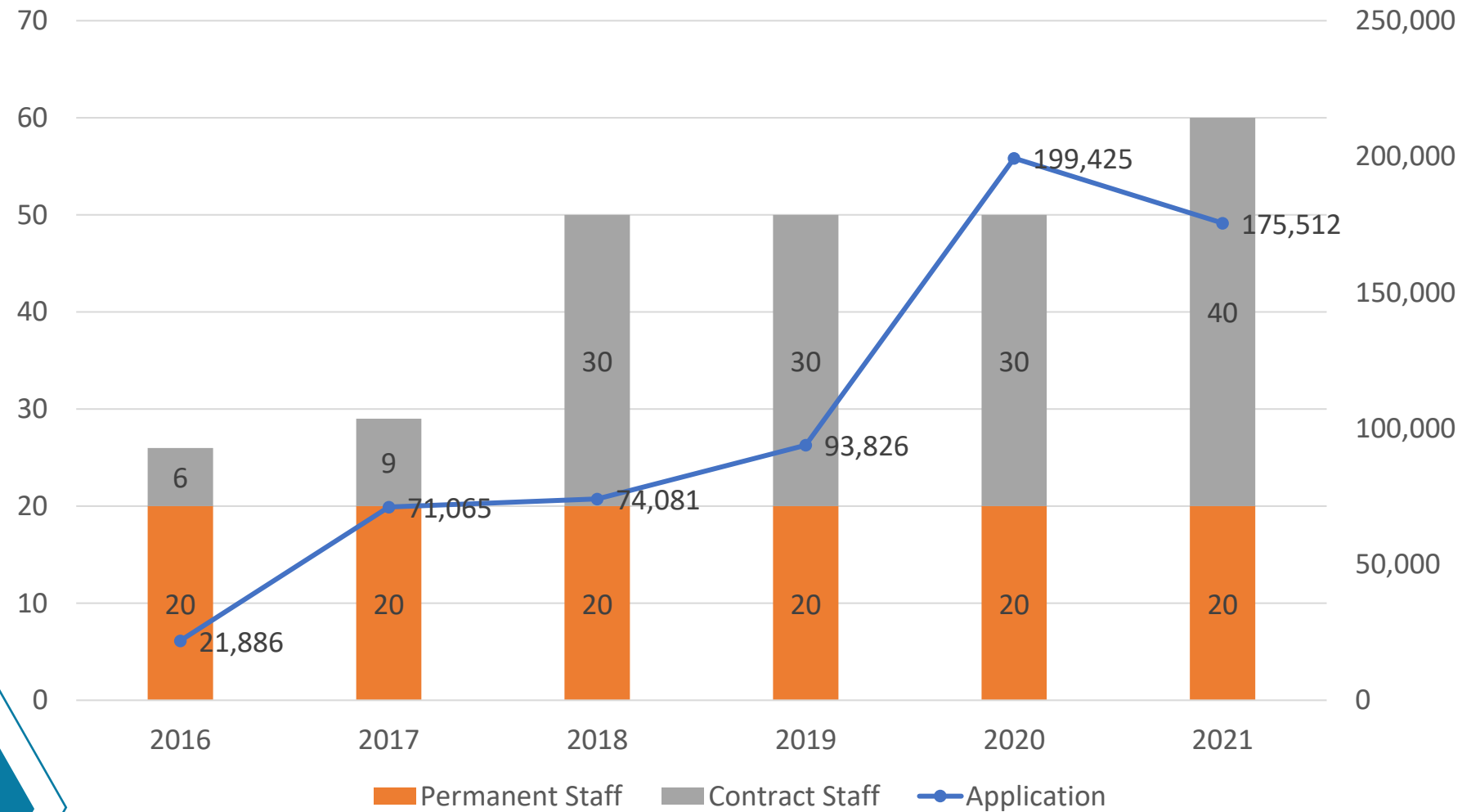


UNPREDICTABLE
due to social media
viral





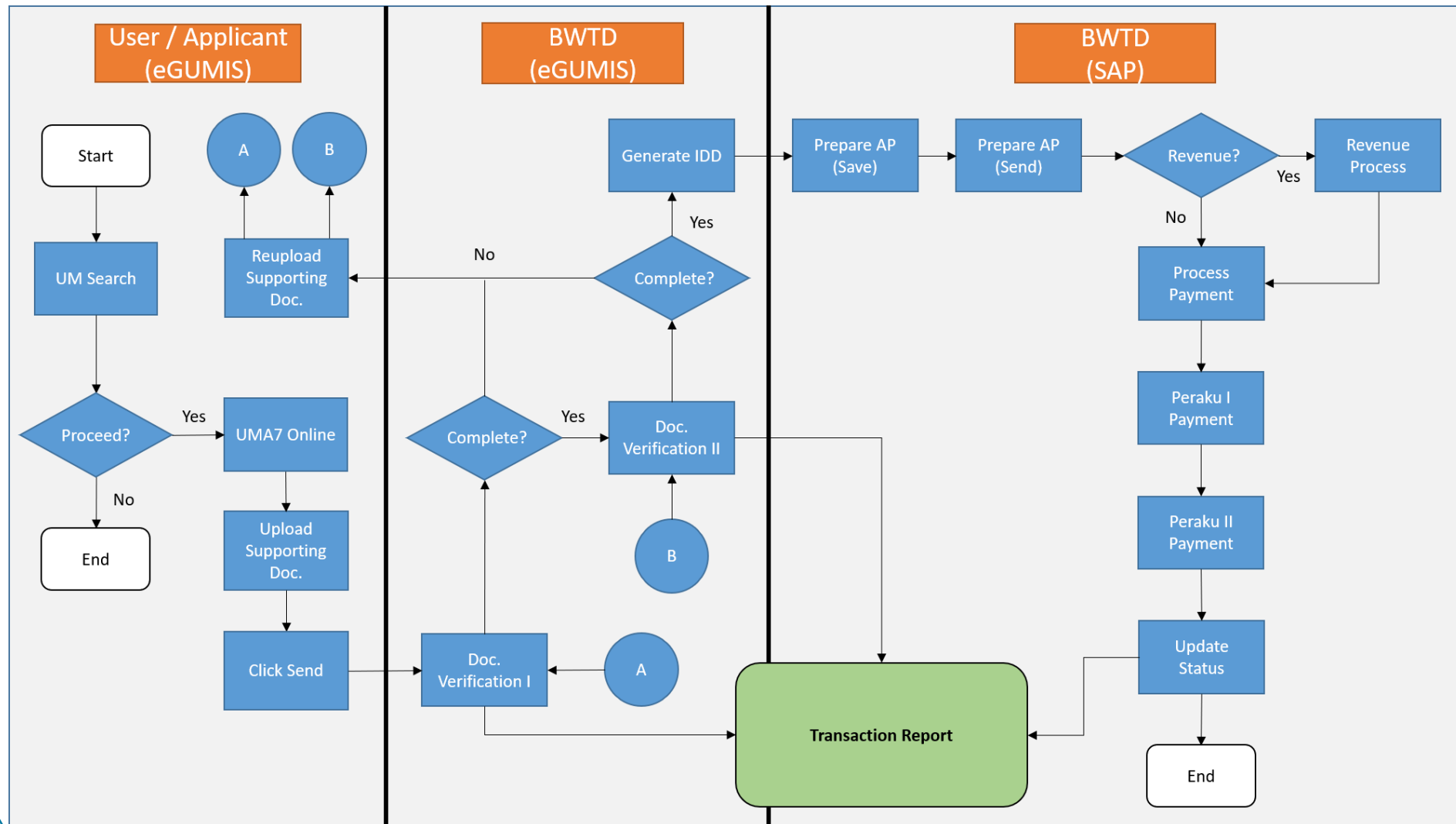
ROBOTIC PROCESS AUTOMATION (RPA) IN UNCLAIMED MONIES (UM)



**LACK OF
HUMAN RESOURCES**



ROBOTIC PROCESS AUTOMATION (RPA) IN UNCLAIMED MONIES (UM)



**REPETITIVE
PROCESS**



UNCLAIMED MONIES (UM) JOURNEY TO ROBOTIC PROCESS AUTOMATION (RPA)

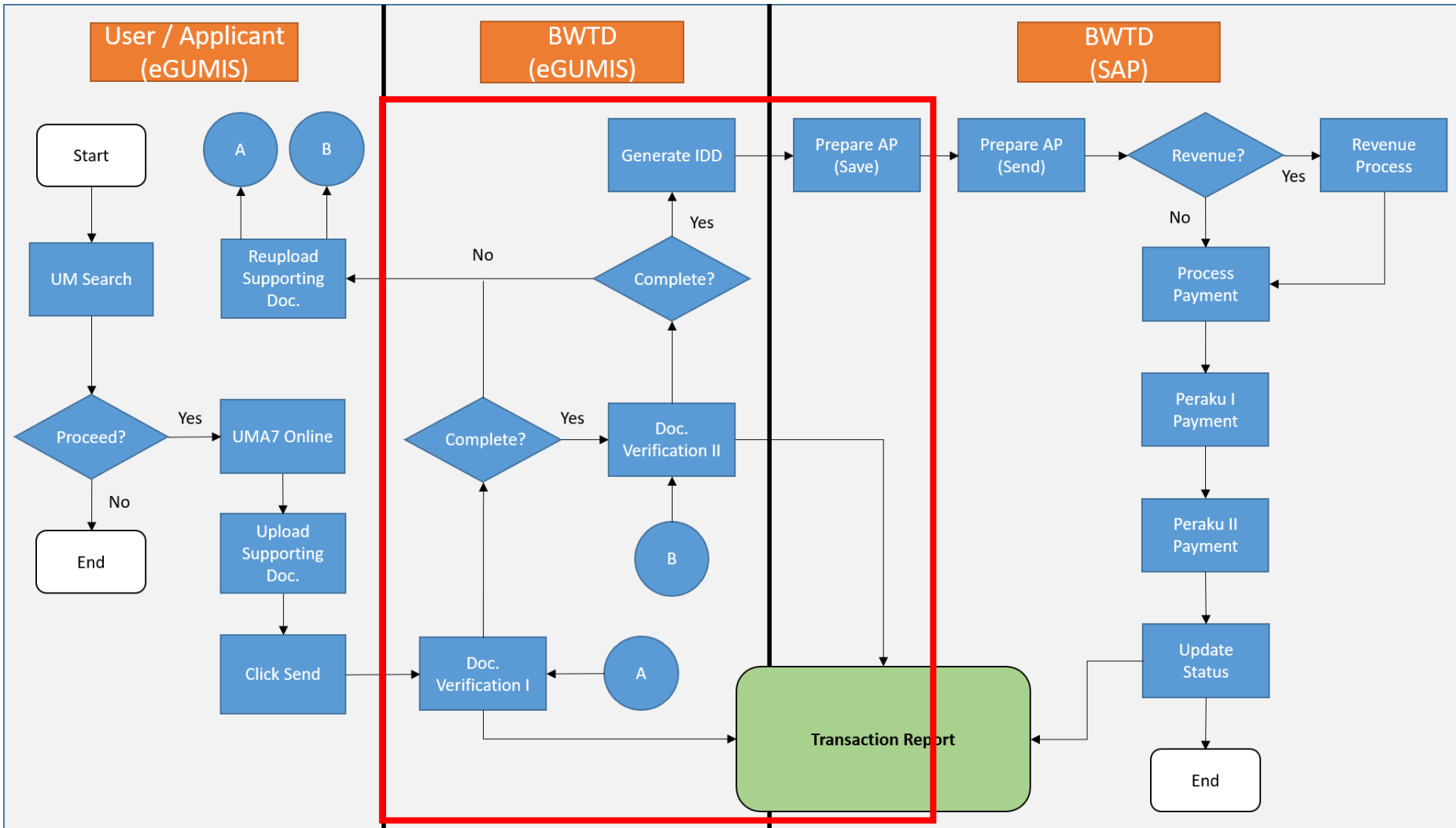


MAIN OBJECTIVE OF RPA IN UM

- To process applications for refund of unclaimed money within the prescribed time;
- To overcome delays and backlogs due to unforeseen/unpredictable increase in applications
- To reduce complaints received related to late process of refund applications

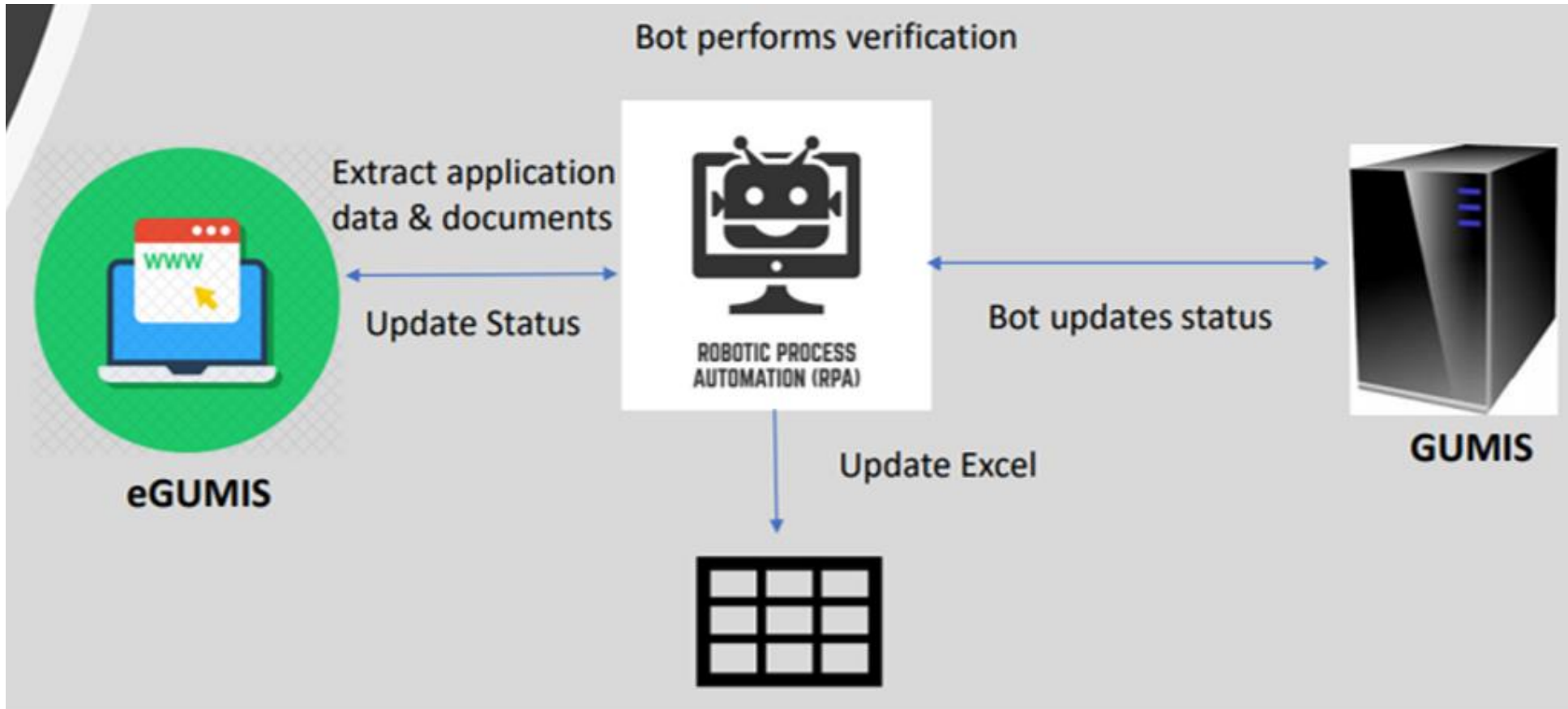


ROBOTIC PROCESS AUTOMATION (RPA) IN UNCLAIMED MONIES





ROBOTIC PROCESS AUTOMATION (RPA) IN UNCLAIMED MONIES



UM's RPA
PROCESS
DETAIL



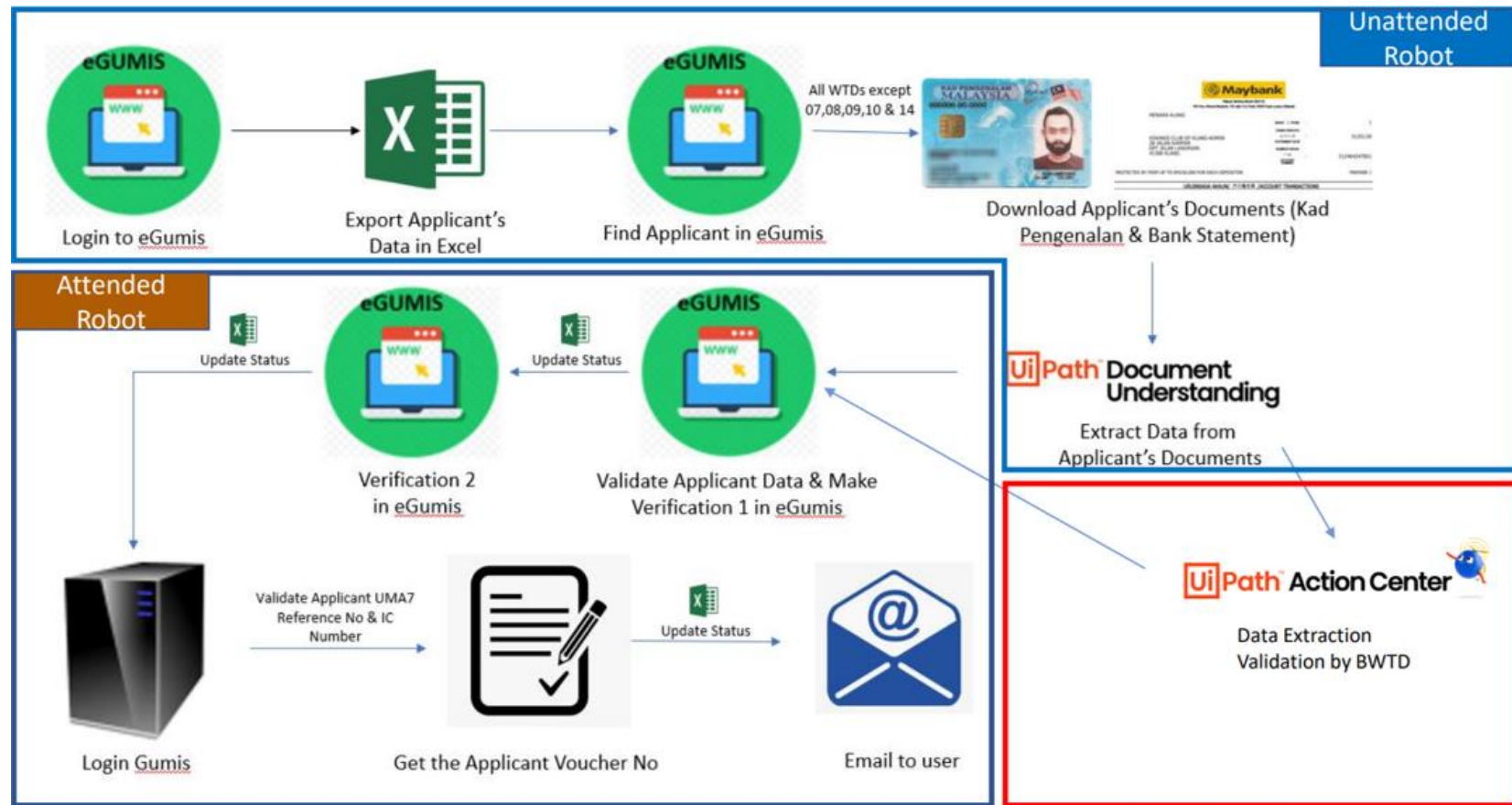
ROBOTIC PROCESS AUTOMATION (RPA) IN UNCLAIMED MONIES

UM'S RPA SOLUTION

TYPE >> HYBRID

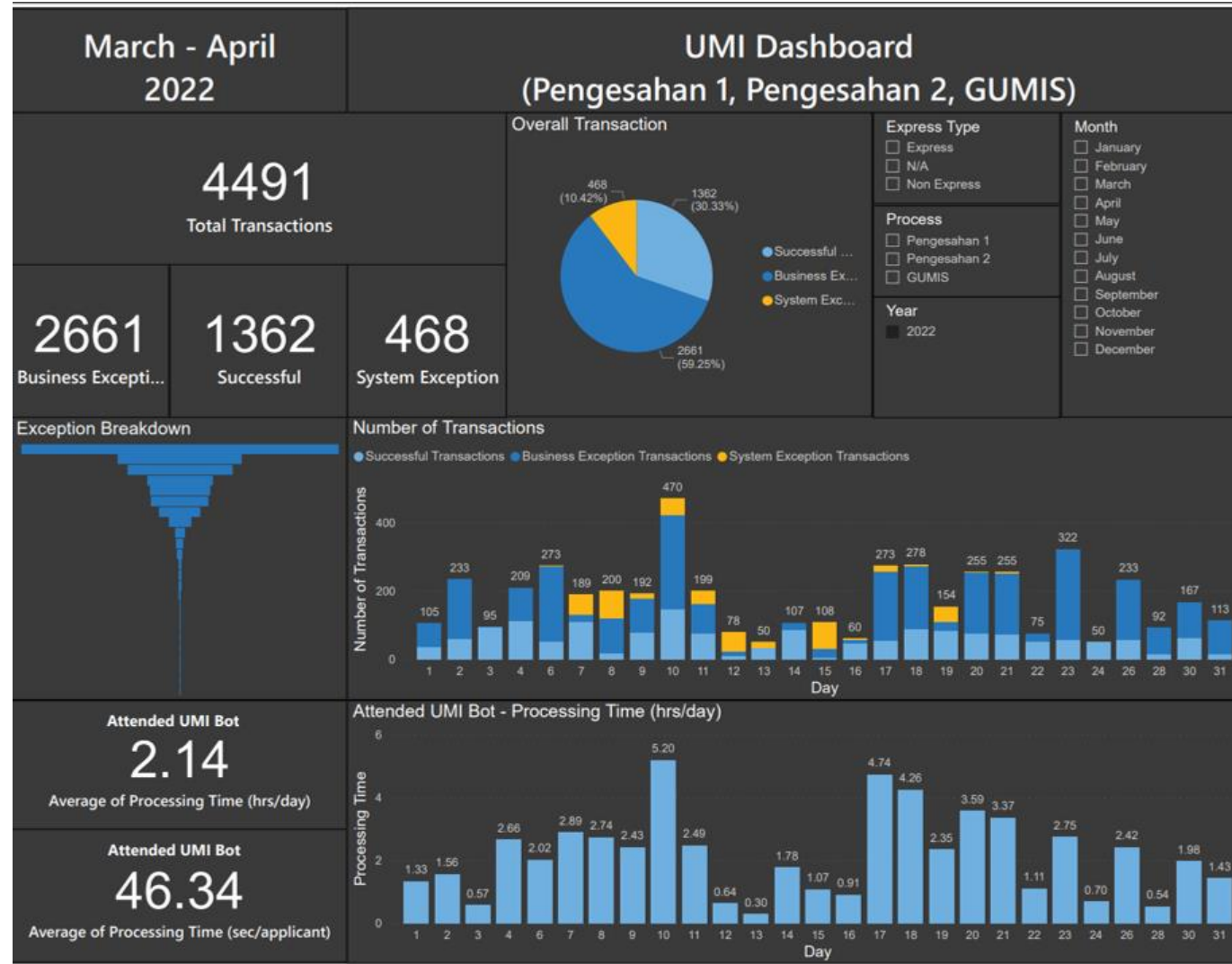
RPA + AI

TOOL >> UiPath™





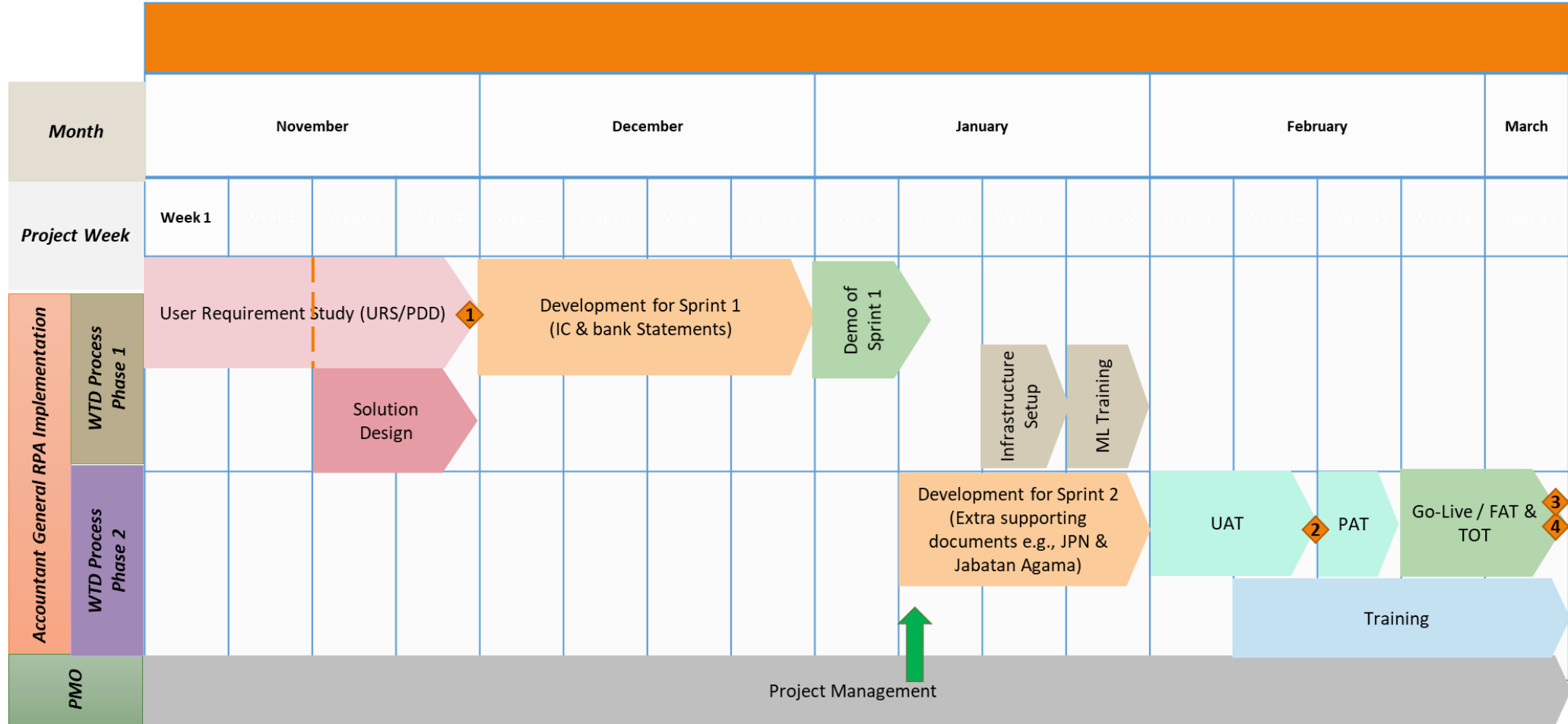
ROBOTIC PROCESS AUTOMATION (RPA) IN UNCLAIMED MONIES



UM'S RPA
REPORT
DASHBOARD



ROBOTIC PROCESS AUTOMATION (RPA) IN UNCLAIMED MONIES



1. Handover PDD to JANM
2. UiPath License Activation
3. Handing over Training Material (User/Technical Guide)
4. Project Handover

UM'S RPA
PROJECT
TIMELINE



ROBOTIC PROCESS AUTOMATION (RPA) LIFE CYCLE MANAGEMENT PROCESS



**UM
EXPECTATION
IN RPA**

22 min  1.8 min



Reduction in application verification process time



Increase in efficiency and productivity

Reduction in customers complaints



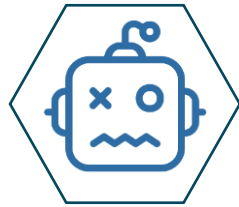
Optimizing human resources to resolve other issues that require critical thinking



ROBOTIC PROCESS AUTOMATION (RPA) UM CHALLENGES



UM CHALLENGES IN IMPLEMENTING RPA



Robot "Learning" process



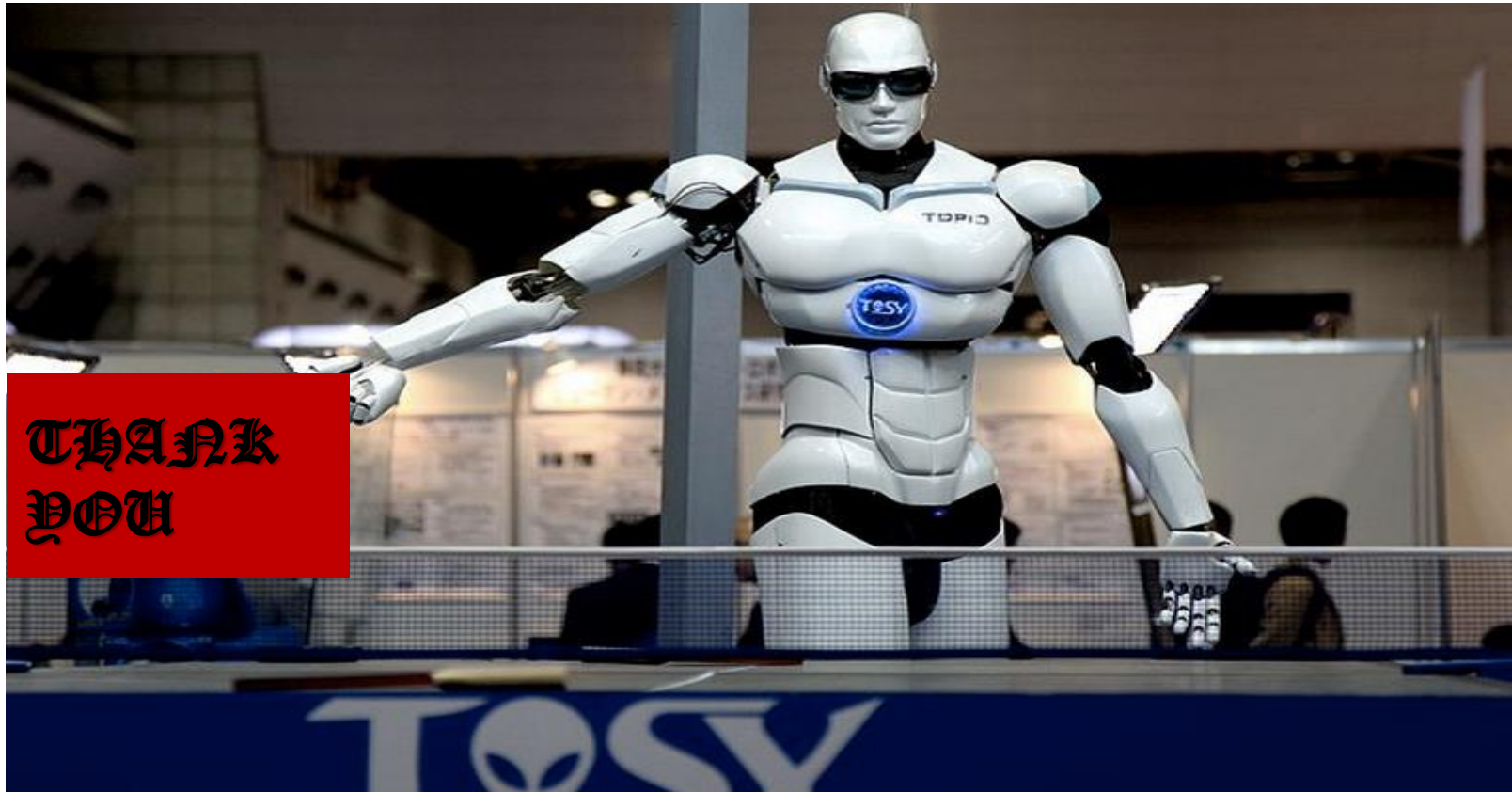
Security and legal policy

Change management



Rationalization of number of human resource and balance with RPA





THANK
YOU