



# ROBOTIC PROCESS AUTOMATION REVIEW

Design Thinking and Idea Prioritization

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# EXECUTIVE SUMMARY



## Overview and Objectives

In accordance with the FY2020 Internal Audit Plan, Internal Audit led sessions and conducted interviews to enable a focused assessment of CFX's business and identify opportunities to apply Robotic Process Automation (RPA) to business processes that are manual, routine, repetitive, and time consuming in nature.



## Project Scope and Approach

As part of this review, Internal Audit performed the following:

1. Introduced RPA concepts to key stakeholders to understand the organization's state of maturity for leveraging process automation technology and to communicate the benefits of process automation;
2. Facilitated a design thinking session and conducted individual interviews to generate and capture ideas and prioritize manual business processes with potential for automation;
3. Aggregated and analyzed ideas to apply RPA to manual business processes based on value, suitability, and complexity to determine overall fit for process automation; and
4. Communicated additional process improvement insights and technology needs discovered through design thinking sessions and interviews.



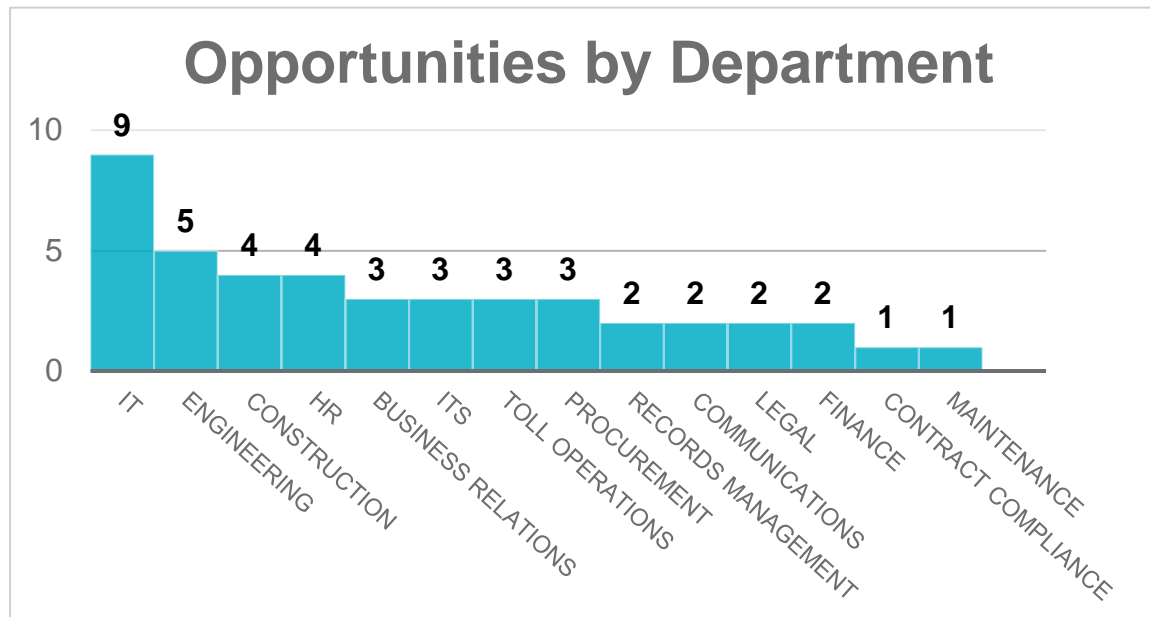
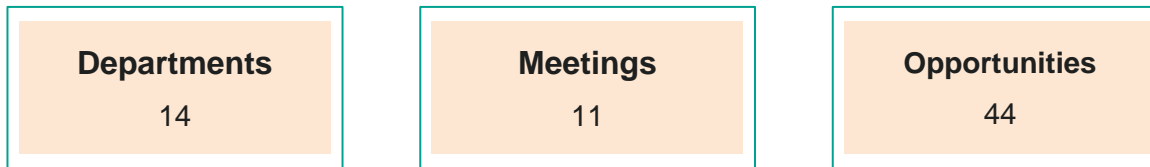
## Next Steps

Based upon the discussions held and opportunities identified, Protiviti will support requirements gathering for the procurement of a new ERP system as part of the fiscal 2021 internal audit plan. Subsequent to the ERP selection and in conjunction with development of future internal audit plans, Protiviti and CFX will consider the RPA candidates identified herein for future use case development and bot deployment.

# DESIGN THINKING SUMMARY

Protiviti planned and facilitated a group “design thinking” session and conducted individual interviews to foster idea generation and potential opportunities for process automation to improve the efficiency and/or effectiveness of CFX operations.

The potential opportunities identified were stratified into different buckets by potential solution. The opportunities for which RPA was deemed the ideal solution were further analyzed to prioritize and identify next steps. For many of the ideas and opportunities identified, the ideal solution was determined to be something other than RPA.



19 Design Thinking Participants



44 Opportunities (Unique Ideas) Submitted

11 RPA Candidates Identified



10 Ideas for Future ERP Consideration

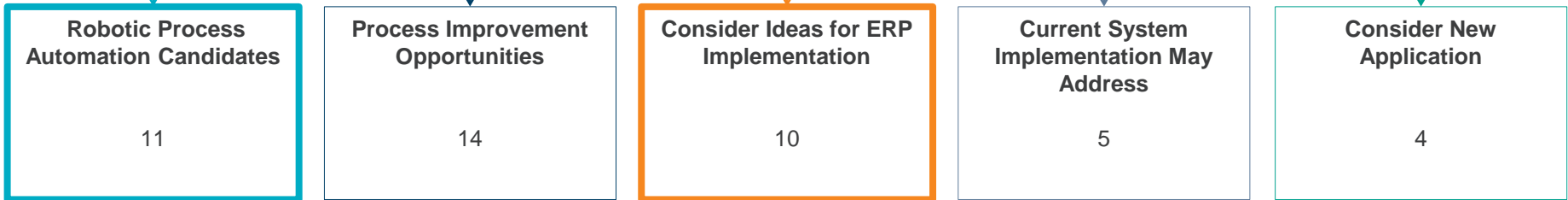
# DESIGN THINKING RESULTS

Design Thinking Session


Individual Interviews



44 Opportunities (Unique Ideas)



# ROBOTIC PROCESS AUTOMATION CANDIDATES

Identified for RPA Use Case	#	Process Name	Process Description	Process Owner	Value	Suitability	Complexity
	1	Monthly Interoperability Reconciliations	Reports from interoperable tolling agencies are manually reconciled to CFX internal reports each month.	Mike Carlisle	●	●	●
	2	CCTV Stream File Update	Periodic process to redistribute streaming access information to external partners.	Brent Poole	●	●	●
Other RPA Candidates	3	Cherwell Incident Management	Cherwell data exports must be manually imported into PowerBI daily to facilitate incident monitoring via PowerBI dashboards.	Maral Guerra-Torres	●	●	●
	4	Processing Unsubscribe Requests	Monthly process to unsubscribe customers from CFX communications involves substantial manual data entry from emails to Excel.	Maral Guerra-Torres	●	●	●
	5	Password Reset Requests	Password resets for certain systems require human approval. Approvals can only be performed manually through a laptop, which results in slower response times to requests made during non-business hours.	Maral Guerra-Torres	●	●	●
	6	User Access Review	User access for multiple applications is periodically reviewed for reasonableness.	Brent Poole	●	●	●
	7	Traffic Reporting	Traffic data reporting required by multiple users in the business is difficult to obtain and time consuming.	Jack Burch	●	●	●
	8	System Outage Diagnosis	Aggregation and root cause analysis for high volumes of ITS system outage notifications is manual and time consuming.	Brent Poole	●	●	●
	9	Law Enforcement Requests	Routine law enforcement records requests are time consuming to fulfill.	Tim O'Toole	●	●	●
	10	Citation Support Package	Preparing support package for citation enforcement involves running system reports and preparing spreadsheets manually.	Paul Schatz	●	●	●
	11	Upload Benefit Data to State Portal	Monthly process to manually upload approved employee benefits information to the State of Florida web portal.	Maral Guerra-Torres	●	●	●

# CONSIDER IDEAS FOR ERP IMPLEMENTATION

#	Process Name	Potential ERP Capability	Process Owner
1	Invoice Review Workflow	Automated workflow that routes invoices to appropriate personnel and tracks approval status.	Various
2	P-Card/Gas Card Review	Integrate with card providers to import transactions and implement approval workflow for electronic review. Implement application controls based on policy.	Carrie Baker
3	Automate Bank Reconciliation Spreadsheet	Banking integrations, rules, and bank reconciliation within ERP system.	Mike Carlisle
4	Approval Workflow for Purchase Orders	Automated workflow for purchase requisition through purchase order generation and delivery of the PO to the vendor.	Robert Johnson
5	Employees Update Data Changes (Address, etc.)	Self service system for employees to update information without assistance from HR.	Kendra Howard
6	Weekly Timesheets	Time reporting for hourly employees to reduce manual processes.	Kendra Howard
7	Automate New Hire Processes	Onboarding process workflow to automate key new hire steps.	Kendra Howard
8	Performance Reviews	Centralize and automate performance review process into standard electronic form with approval workflow.	Kendra Howard
9	Monthly Budget Tracker	Robust reporting to support detailed month-over-month budget to actual reports in Excel.	Fred Nieves
10	Budgeting Coordination	Requisition process and workflow for submitting expenditures for business relations through the marketing queue including improved process for expenditures and budget tracking.	Christie Seabury



Consider  
for ERP  
Solution

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