



Robotic Process Automation in the Public Sector

TRAINING

Advancing automation and AI for greater operational efficiency



Facilitated by
LUDOVIC BOCKEN

Online → December 6 & 13, 2023



Course Overview

By 2024, 75% of public sector organizations are expected to have at least three hyperautomation initiatives launched or underway. RPA is a critical part of this modernization journey.

This focus on automation will come as no surprise to public sector executives and change agents. RPA has been embraced on a large scale because of its ability to streamline and optimize processes, freeing up staff to work on more complex value-added activities. The projected ROI of automation initiatives has long lasting positive impacts, including improved data quality and user experience.

However, it is estimated 30-50% of RPA projects fail globally. Poorly defined business processes; insufficient understanding of business capability, lack of governance, stakeholder resistance and low adoption and lack of flexibility are to blame.

This online course has been designed to provide corporate services executives with frameworks and tools to pre-empt the obstacles, evaluate the gaps in capability, uplift governance and improve data quality.

This short course is designed for public servants who are currently looking to advance RPA and automation project across the organization. By it will focusing on the weakest links in automation, it will teach you pre-empt and prevent the biggest hurdles and our experienced trainer will provide you with the insight to set you up for success

Through an innovative mix of presentations, interactive group discussions and structured expert feedback, you will leave this course with actionable insights on documenting your business, defining processes, building stake-holder engagement plans and much more.

Who Is This Course For

- **Manager/ Leads/ Analysts:** Corporate Services, IT and ICT, Project Management, Finance and Accounts Payable, People and HR Services
- **Manager/ Leads:** Digital Transformation, Business Transformation
- Project Manager and Leads driving the implementation of ERP, CRM and other software upgrades

Learning Outcomes

- Understand Data strategy and its role in RPA and AI
- Learn what good looks like with RPA and key elements to achieve that
- How to apply Capability and Maturity Modeling and creating a Roadmap for your RPA journey
- Build an insight into Automation and RPA tools and technology
- Gain a big picture view, and look beyond silos to pre-empt obstacles in your automation journey

Why Attend

- Understand why RPA and automation projects fail and develop strategies to pre-empt and prevent the obstacles that cause them
- Learn the questions that you need to ask to discern and solve problems in your data and RPA strategy
- Troubleshoot with our expert facilitator and benchmark with your peers
- Learn how you can scale advance you RPA and process automation journey
- Explore the role of RPA, AI and Data to drive digital transformation

Meet the Trainer



LUDOVIC BOCKEN

Meet Ludovic Bocken, a visionary researcher and developer who has been driven by the deep desire to innovate in our knowledge society for the last 30 years. Trained in philosophy, linguistics, didactics, cognitive computing, artificial intelligence and natural language processing, his passion for designing solutions that serve the public interest has led him to deep dive into research about Wikipedia for which he received several scholarships. Previously, he taught French communication to managers, professional communication, methodologies, and project management for economics students in public relations and business computer science. He developed data-driven e-learning solutions for higher education and universities, as well as working in research and development for the IT industry and several public companies as a data scientist, a machine learning engineer, and a client engineering lead. Today, Ludovic's focus lies on project management and digital leadership models to design the best solution architectures for cognitive cloud computing. With a life that has taken him across three continents - Africa, Europe, and America - Ludovic's diverse background is reflected in his genetics, with ancestors from all over the world. His thirst for adventure and challenge is evident in his goal of completing his first sprint triathlon before turning 50. But Ludovic's biggest dream is to direct a science fiction movie as good as "The Matrix." With his wealth of experience and knowledge, Ludovic is proud to share his expertise with public sector professionals, making him a valuable asset to anyone looking to shape the future.

Preparation

This workshop is highly interactive with group activities and discussions throughout. Come prepared with some current challenges you face in your organization.

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space

Registration

Extra Early Bird	Early Bird	Standard Price
Register by September 29, 2023	Register by November 3, 2023	
\$595 USD	\$795 USD	\$995 USD

CLICK HERE TO REGISTER 

Additional discounts are available for group registrations of 10 or more.

For group discount inquiries, payment inquiries or custom training solutions please contact register@publicsectornetwork.co

Module 1 - Introduction to RPA, AI and Data Strategy

10:00am Welcome and Introductions

10:15am Architecting a Data Strategy to Advance RPA

- The superpowers of AI and Data
 - The importance of a data strategy
 - An example of a Data Strategy
 - RPA as central to delivery of strategy
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11:00am Break

11:10am The Key Elements for RPA to Succeed

- An introduction to RPA
 - Process automation in digital transformation
 - Benefits of combining RPA with traditional BPMN methodologies
 - Will bots and AI take my job?
-

11:55am Lunch

Module 2 - Planning for Success

12:30pm Key Elements for RPA to Succeed

- 6 elements of a successful RPA program
 - Need for an RPA strategy
 - Essential skills for RPA success
 - Involving the workforce in identifying process improvements
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1:15pm Break

1:30pm Activity: Capability Modeling for RPA

- Establishing a high performance RPA capability
 - RPA maturity assessment
 - Capability maturity model
 - RPA and Automation tools and technology
 - Assessing, analyzing and monitoring
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2:15pm Reflections and Closing Remarks

2:30pm End of Day 1

Module 3 - Creating a Roadmap

10:00am Welcome and Recap

10:15am Creating a Roadmap

- Creating an RPA strategy
 - Deep dive on the RPA stream in the Strategy
 - How to measure RPA success: Business metrics
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11:00am Break

11:15am Identifying the Key Gaps

- Top RPA challenges
 - Key checkpoints for RPA implementation
 - Why RPA fails to meet business expectations
 - Overcoming challenges and bridging the gaps
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12:00pm Lunch

Module 4 - Case studies and Practical Exercise

12:30pm RPA Case Studies

- What does good look like with RPA
 - Case studies; Government Procurement and Finance Automation
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1:05pm RPA in Practice

- What does good look like
 - Case studies of automation in public sector procurement
 - Case studies of automation in public sector finance
-

1:15pm Break

1:30pm Practical Exercise

- RPA Maturity Model Assessment
 - RPA roadmap for your organization
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2:15pm Reflections and Closing Remarks

2:30pm End of Day 2
