

Freedom of Information request 431-19

Request

I am writing to make an information request regarding Robotic Process Automation solutions used at your organisation. Please complete the FOI questions below.

Robotic Process Automation (RPA) is software which can automate manual, computer-based tasks by using virtual workers which mimic the way humans interact with applications on a computer. As a result, RPA can drive efficiencies in corporate services by increasing productivity, reducing staff workload and generating cost savings.

RPA Budgets

1. Does your organisation have a dedicated budget for investing in RPA? If yes, please provide your organisations RPA budget for 19/20
2. To date, how much has the organisation invested in RPA solutions?

RPA Supplier

1. Does your organisation use a third-party to provide an RPA software solution? If yes, please provide the name of the supplier (e.g. Thoughtonomy, Automation Anywhere, UiPath, Blue Prism etc.)
2. Please provide a brief description as to the project the RPA provider is undertaking/has undertaken at the organisation (e.g. reporting, system integration, tax management etc.) including which departments within the organisation this is/has been implemented
3. How many employees (headcount) are involved in the operationalisation of the RPA solution at your organisation post-implementation?
4. Please state the start and end date of the contract with the supplier
5. Did the organisation use a framework to procure these services? If yes, please provide the name of the framework
6. Please provide detail on how the RPA provider has charged the organisation? (e.g. costing by development and consultancy day rates, annual/monthly license fees, additional fees for bespoke services)
7. What was the annual cost to the organisation for the provision of the RPA solution in 18/19?
8. Has your organisation seen any quantifiable benefits through the use of your RPA solution provider? Please provide details on the benefits achieved (e.g. reduced time spent on task by X%, saved X amount of hours per task per month, achieved savings of X amount)

Response

NHS Borders do not currently use any Robotic Process Automation solutions.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **431-19** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.