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A WORLD
TOP 100
UNIVERSITY

Automation Service

Jennifer Robertson
Head of Automation

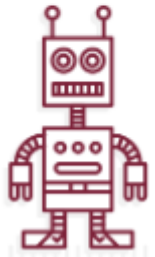
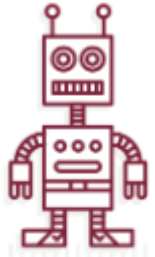
WORLD
CHANGING
GLASGOW

THE SUNDAY TIMES
GOOD
UNIVERSITY
GUIDE
2024
SCOTTISH
UNIVERSITY
OF THE YEAR



Automation Headlines

Impact & Delivery



- 10,500 hours
- 10.5 FTE
- 5 different university areas
- 14 live automations
- 36,000 successful robot runs
- 2 virtual machines



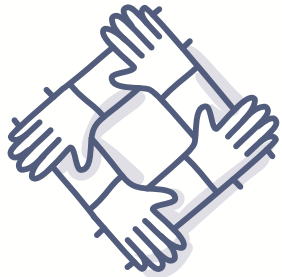
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How did we get here? Our Intelligent Automation journey



Proof of
Concept

Procure a
strategic partner



Launch the
Automation
Service



Discover, design,
deploy



Design and build
enduring team
and service



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Why do this? Delivering Service Excellence at the University

Automation Vision

Our Goal

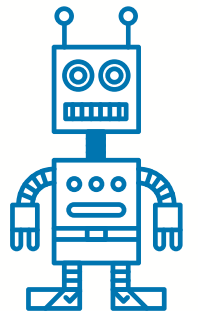
Desired Outcomes

Unlock staff time

**Deliver services more
efficiently and effectively**

**Standardising core
processes**

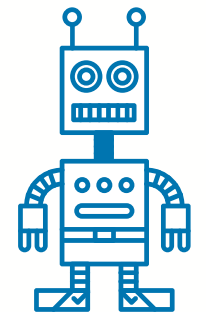
**Generating data
and insight**





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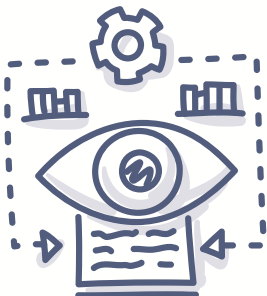
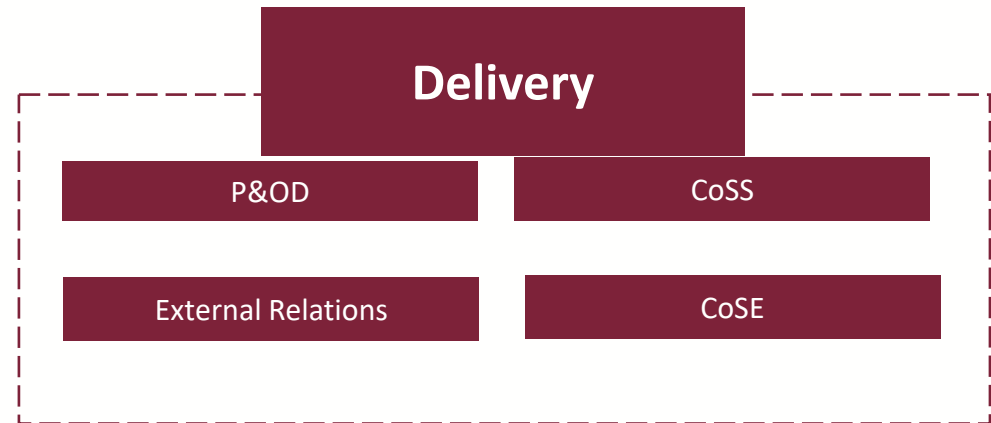
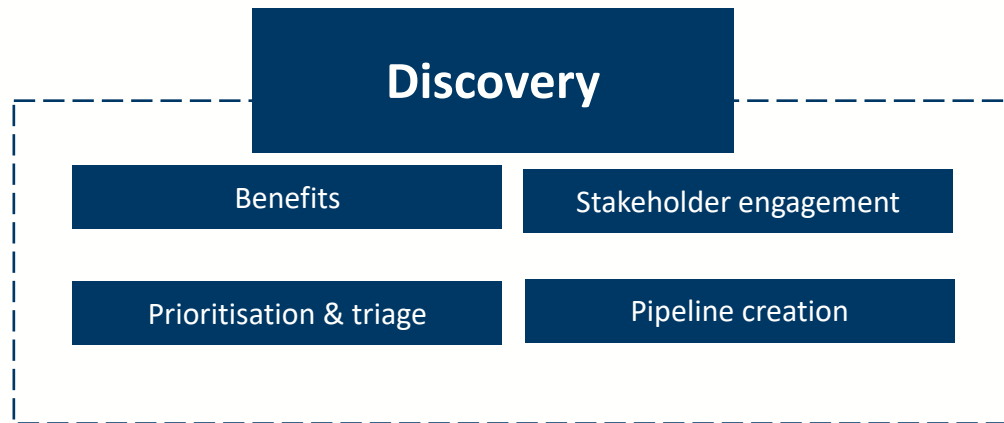
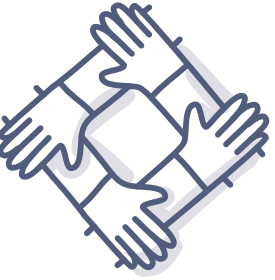
Why do this? Delivering Service Excellence at the University





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How we've been delivering the service





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Extension requests demo

The screenshot shows a web browser window with the URL `learntest4.gla.ac.uk/moodle40/my/`. The page has a background image of a cityscape with a prominent church spire. The main heading is "Moodle 4 DEVELOPMENT VERSION". Below it, the text reads: "Moodle is your Digital Learning Environment. You can use it to participate in online activities to support face-to-face, blended, or fully online learning." A link [Learn more about the University of Glasgow](#) is provided. On the right, there is a login form with two input fields: the first contains the text "automation" and the second is masked with dots. Below the fields is a green button labeled "Log in with your GUID" and a link "Forgot your password?". A blue callout box on the left contains the text: "For each request, the bot navigates to the VLE submission page." The browser's address bar and Incognito mode indicator are visible at the top. The Windows taskbar at the bottom shows the search bar and several application icons.

learntest4.gla.ac.uk/moodle40/my/

Moodle 4 DEVELOPMENT VERSION

Moodle is your Digital Learning Environment. You can use it to participate in online activities to support face-to-face, blended, or fully online learning.

[Learn more about the University of Glasgow](#)

automation

Log in with your GUID

[Forgot your password?](#)

For each request, the bot navigates to the VLE submission page.

Type here to search

12:08 11/08/2023



Understanding benefits



Automation unlocks and enables benefits, business areas own and realise benefits

Benefits

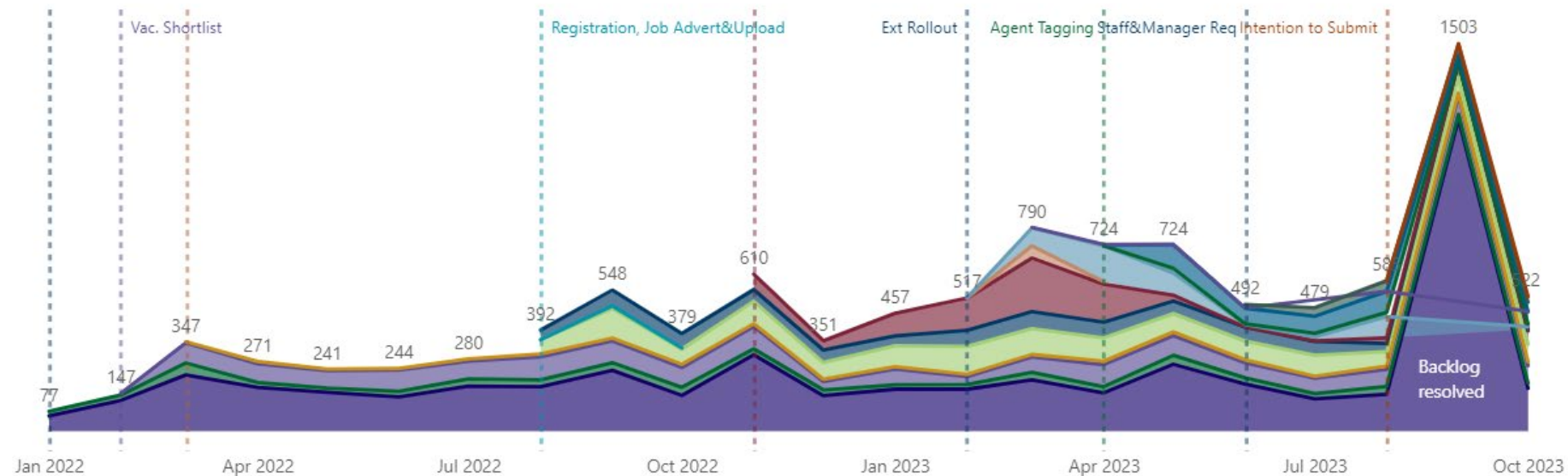
Create Capacity

Enhance Experiences

Improve Quality

Standardisation

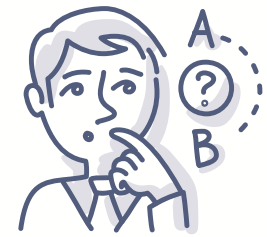
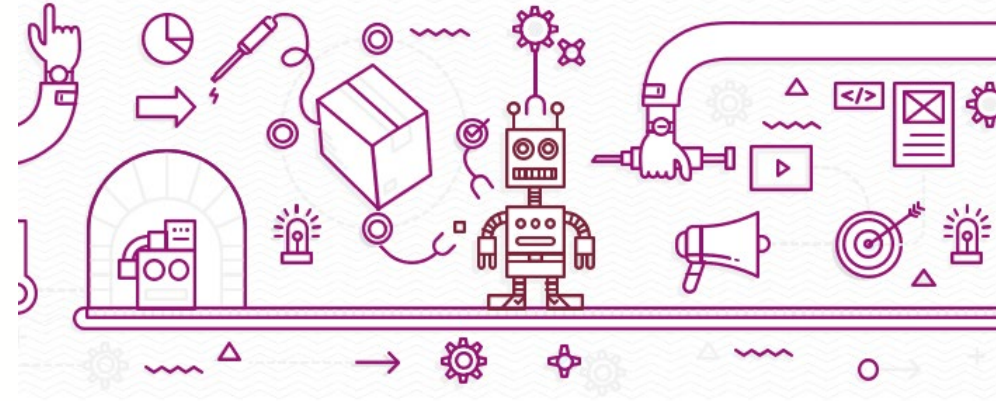
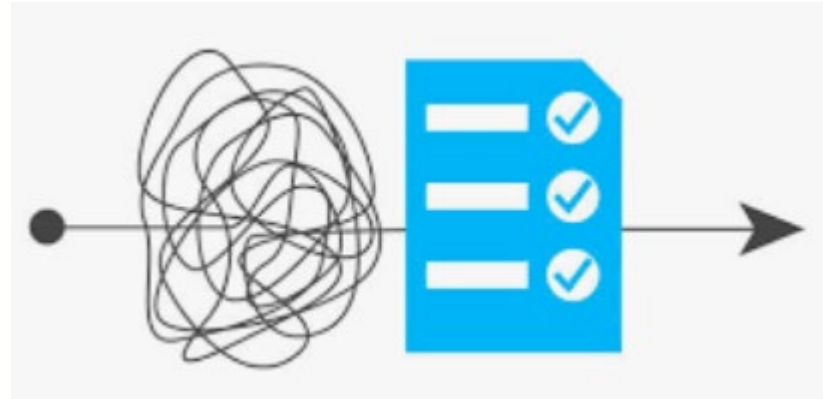
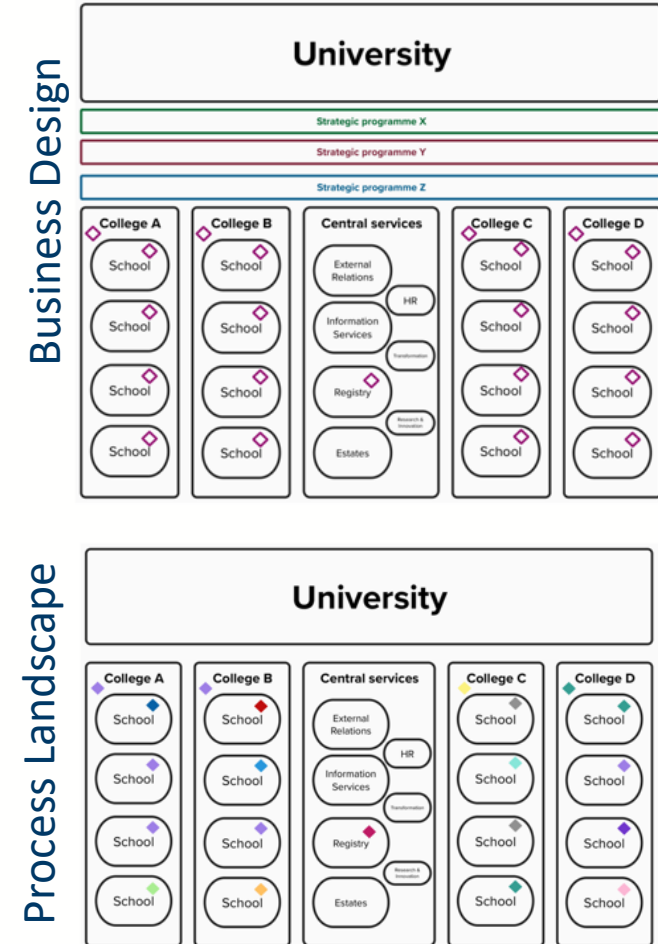
Hours Returned Trend





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Some challenges (to overcome 😊)





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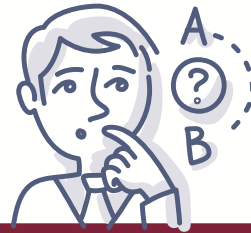
Lessons learned when designing an automation



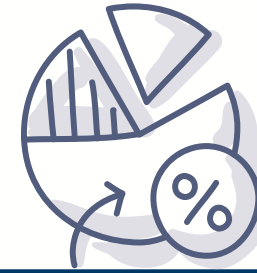
Business led
requirements



Replicate current
state (MVP)



Optimise
organically



Apply 70/30 rule



Stagger
deployments



What have our stakeholders got to say?

“Where we had lots of people doing slightly different things, this has made it much more consistent, and we know the process is now exactly the same for every transaction. Consistency across the whole of process has been improved.”



“The bot not only saves staff time, but it improves student experience and is allowing us to review process data to help offer more proactive support for our students in the future.”





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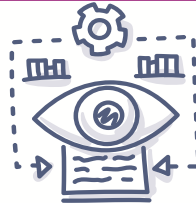
What's next in our Intelligent Automation journey?



Now

Next

Later





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Questions

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