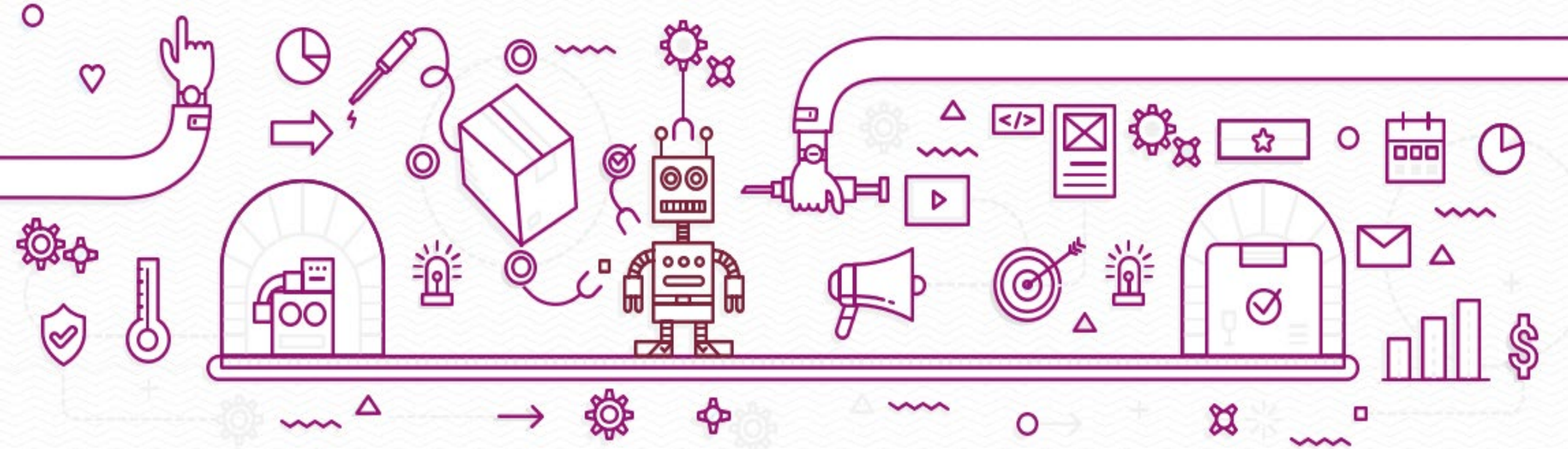




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**Automation: University
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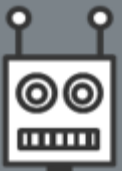


Objective

To provide an overview on what we have been doing and next steps for Automation at the University of Glasgow

Agenda

- Introduction to Automation
- Overview of our proof of concept and lessons learned
- Share university case studies / insight into experience
- What is next and sharing key learnings





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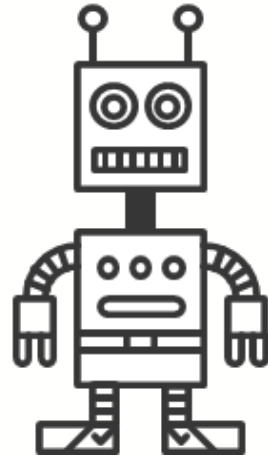
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Automation: What is automation?

If you can map it you can **automate** it

*“98% of surveyed CxOs view the **automation** of business process as **VITAL** to drive business benefits in today’s corporate environment”*

- McKinsey, Disruptive Technologies



“Automation means adopting a structured, automation first strategy, using multiple complimentary technologies to automate as many processes as possible”

The University has focused on RPA and are likely to continue to do so for the time being. Robotic Process Automation delivers 60% to 80% reduction in effort for automated process and is suited to high volume low variance use cases.

However, in the future we may look to use other types of Automation.



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Where we've been

Sponsored by the Transformation Team, the initial discovery and prototype phases of automation commenced back in June 2021. Following this, we embarked on a Proof of Concept (PoC) with the aim of testing the appetite and opportunity for automation.

The PoC delivered automation projects in three business areas: HR, Finance and the College of Social Sciences. Upon its conclusion, 10 virtual assistants have been successfully deployed in these areas.

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Our proof of concept



**2 Automation Test
Virtual Assistants**

**Finance
(Agresso)**



6 Virtual Assistants

**HR
(Recruitment)**



2 Virtual Assistants

**College of Social Sciences
(CoSS)**



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Hear from some of those who have been involved

College of Social Science: Extension Requests





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What did we learn: Our proof of concept



Work collaboratively
to identify
opportunities



Agree time and
access to subject
matter experts
upfront



Include the teams
delivering the services in
the design and testing of
any solution



Support and help develop
the strategy for benefit
realisation



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Where we are

The Transformation Team is currently working through procurement of a substantive service for delivering future Automation Projects on behalf of the University.

The aim is to build our own internal capability to deliver Robotic Process Automation and potentially AI and other forms of automation in the future. In building towards this, we require a strategic partner which we anticipate to provide support over a 3-5 year period.

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Automation: What now



Automation: the experience

Have a clearly defined automation journey



Strategy

Benefit strategy



Partnership working

Work in partnership with other essential teams

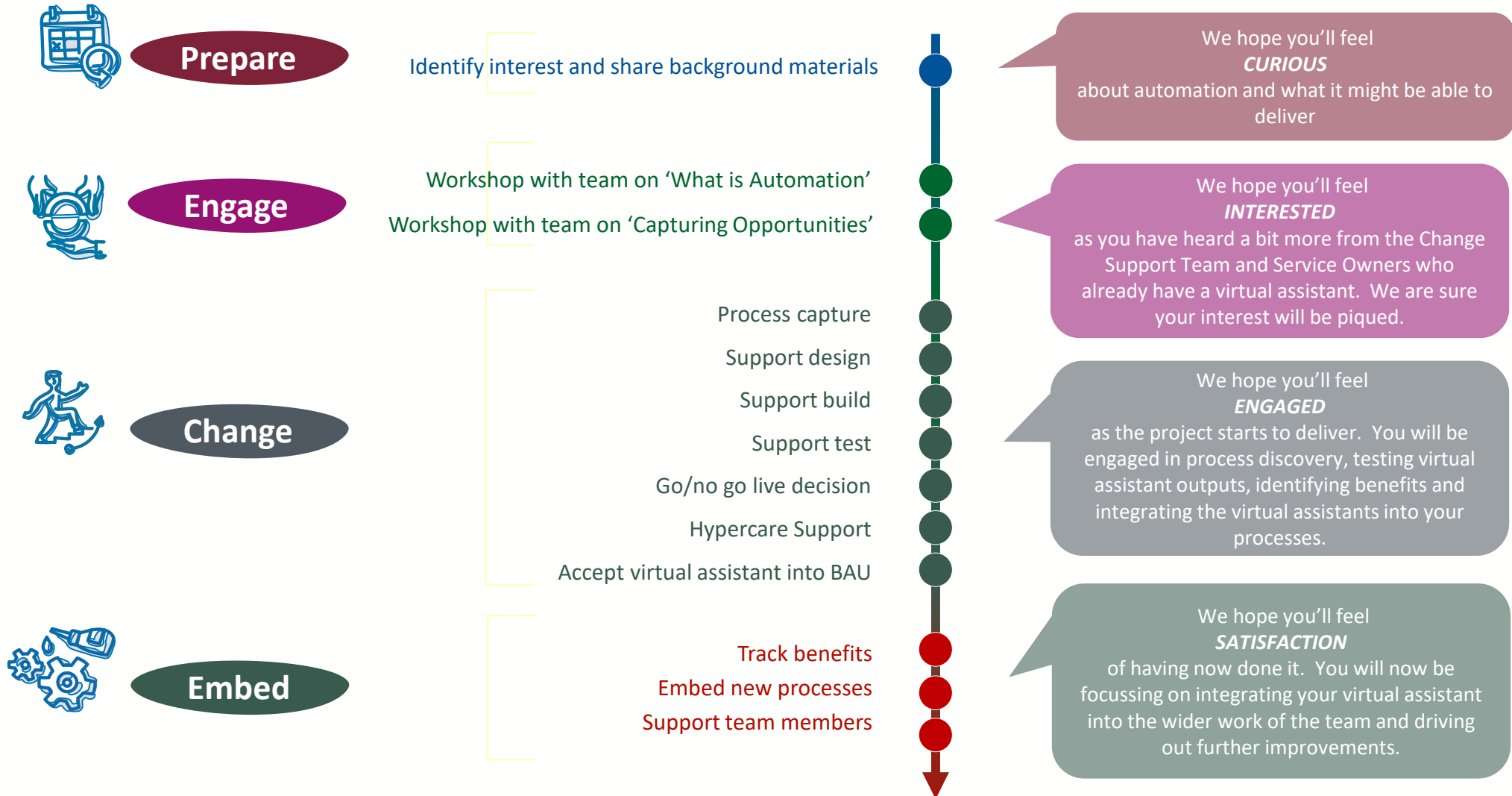


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What happens on an Automation Project?





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Automation: Benefits

“Automation lifts the transactional burden from teams, allowing time to focus on more value add activity, improving the staff and student experience”

Student
Experience



Staff Experience



Service
Excellence



Efficiency



Supporting
Research



Supporting
Teaching



Create capacity in our
teams to do more
value-adding activities

Deliver improved
services for our
students and staff

Deliver a sustainable
and scalable
Automation Service



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Readiness for deployments: Partnership & Prioritisation

Why Automation?

We want to deliver an Automation service that realises opportunities that will enable us to become more **efficient & effective** as possible.

Strategies

Scale: Select & sequence opportunities that realise the most impact

Support: Enable our transformation/other Institution projects

Simplify: Retain some focus on smaller opportunities to prepare for the scale & ambition required

Pipeline

Collaborate

Work with teams to identify opportunities



Quantify

Identify baselines & confidence (Prioritise)



Qualify

Test against other initiatives & availability (Triage)



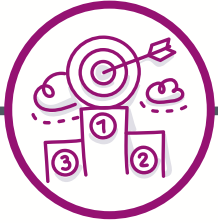


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Automation: What next



Where we're going

To support the future service, we are looking to build out a pipeline of future automation opportunities. These will be prioritised according to the level of benefits they can generate to the institution.

Should you have any opportunities you would like to submit for consideration, please head to our dedicated [Automation webpage](#) and follow instructions to 'submit an idea'.

Next 12 months

Developing Strategy & Demonstrating Benefits

Working with our specialist partner

Developing our operating model/Centre of Excellence

Continuing discovery and deployments

Evolving our platform strategy

Engagement and upskilling our teams

Partnership working for success



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Automation: Lessons learned



Start simple: then build
strategy for impact



This is about people: focus
on the user experience and
starting with the 'willing'



Building a pipeline and
prioritisation matrix takes
time and patience



Business enablement not
implementation: but you
need to work in
partnership



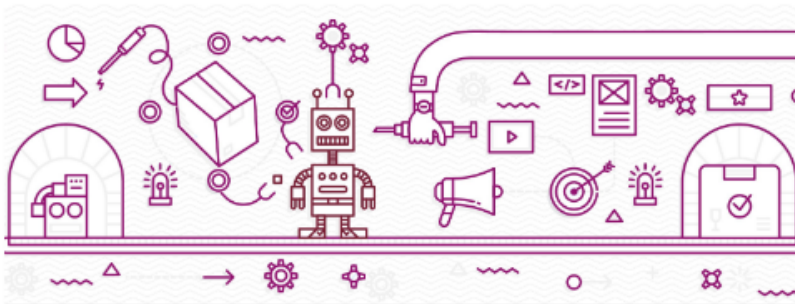


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Q&A



Automation

We have completed an Automation proof of concept. This included building and deploying virtual assistants to help reduce the pressure on teams who manage the high volume administrative tasks that are essential to the smooth running of services. Introducing virtual assistants to teams means that time can be freed up to focus on other value-adding activities.

<https://www.gla.ac.uk/myglasgow/transformation/automation>

WHAT IS AUTOMATION?

We all engage with automation technologies in our everyday lives; sometimes without even knowing it. When we complete online forms, when we use chatbots or when we order from our favourite online store. It is therefore not a surprise that we want to test the potential of virtual assistants within the University.

Automating the administrative tasks that consume a lot of time or involve a lot of rework will be a really positive change for team members. It will free up time to focus on other areas of service delivery and will be more enriching for team members as the repetitive tasks will no longer consume the working day.

We are currently testing virtual assistants with colleagues in Human Resources, Finance and the College of Social Sciences and this site will keep you updated with progress and resources that may help you think about whether a virtual assistant would be a good addition to your team.

If you have any questions or queries about Automation or the project work, please don't hesitate to [contact the team](#).

Our journey so far

The University has completed a Proof of Concept in three business areas, HR, Finance and the College of Social Sciences. As well as continuing to support these areas, the next step is to procure a strategic partner to deliver further automation opportunities across the University.

→ Find out more

Submit an idea

The Transformation Team is currently working through procurement of a substantive service for delivering future Automation Projects on behalf of the University. As such, we are looking to build out a pipeline of future automation opportunities.

→ Find out more

Resources

To help you on your automation journey, the team have put together some resources to aid you in feeling engaged, informed and comfortable every step of the way. Please note: to view this page, you must be on campus or logged into the University's VPN.

→ Find out more

Meet the team

This work is currently being delivered by a small team supported by our Change Partner (AAB) and their Automation Partner (CamTEC).

→ Find out more

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