CITY OF
WOLVERHAMPTON
C O U N C I L

Response to Request for Information

Reference   FOI 000667
Date   07 December 2016

Business Process Automation (BPA)

Request:
I would like to find out the extent of business process automation in your organisation.

Business process automation (BPA) describes use of a digital platform to replace manual and/or paper-based systems, to reduce costs, increase efficiency and empower service users to be able to do more for themselves.

The questions are as follows:
1   Do you have an organisation-wide strategy for BPA for the delivery of council services? If not, do you plan to develop such a strategy in the next 24 months? No. BPA is driven by service and directorate transformation programmes. Each transformation programme may include some form of BPA activity but the programmes are usually wider than just BPA. All transformation programmes are aligned with the Council's Corporate Plan and defined priorities. See link below:
     http://www.wolverhampton.gov.uk/CHttpHandler.ashx?id=7231&p=0
     http://www.wolverhampton.gov.uk/CHttpHandler.ashx?id=10312&p=0

2   Does each council directorate have its own strategy for BPA? If not, please can you indicate if they are in development? See response to question 1.

3   Please can you list the top five business processes in your organisation **by volume of transactions per annum** and indicate which are fully automated, partly automated or not yet automated? Unable to provide this information as the information is not held.

4   Please can you list the top five business processes in your organisation **by total financial cost** and indicate which are fully automated, partly automated or not yet automated? Unable to provide this information as the information is not held.

5   Have you conducted an organisation-wide audit to identify business processes which can be automated? If not, please can you indicate if you are currently planning such an audit and when it will be complete? No, There are currently no plans to carry out an audit.

6   Have you identified the current council activities where the highest cost savings

can be delivered through business process automation? If not, please can you indicate if you are currently planning such an audit? As above.

7   Please can you indicate council services that will introduce or improve automation in the next year?
Council tax / business rates / housing benefit customers
Employee self-service for HR and Payroll activities
Environmental Health Services
Public Realm Services
Public health Services
Registrar Services
Waste, rubbish and recycling services

8   What budget has your council allocated to support business automation projects in the past two years? Please indicate any documents relating to the business case to support such a budget. No budgets have been directly allocated to business automation projects. Budgets have been allocated to support directorate and service transformation programmes of which some activity may include BPA.

9   What is the job title of the person who is ultimately responsible for business process automation strategy in your organisation? BPA is not a centralised activity and therefore there isn't one person with ultimate responsibility.