Elevating Public Service with Artificial Intelligence & Robotic Process Automation

The County participated in the first Artificial Intelligence (AI) and RPA (Robotic Process Automation) Day, sponsored by Accenture, Google, UiPath, Salesforce and Amazon. The educational seminar introduced the latest technologies in AI and RPA as applicable to the Government. Most County departments participated. The educational design thinking process helped participants understand in a very practical manner how AI and RPA technologies can solve specific problems. Deputy CIOs Sanmay Mukhopadhyay and Jagjit Dhaliwal assisted in and guided the event to make it meaningful for the County.

Robotics Process Automation:

• Lightweight Software that mimics human actions

• Cross functional and cross application macros

• Interacts with multiple applications in a "non-invasive" manner

• Integration at the front end of the applications

• Executes rule-based and repetitive processes

February 2020 Business and Technology Management Councils

Benny Chacko and Vanessa Milchorena (ISD) presented on the Identity and Access Management Implementation at the February 2020 Business Management Council (BMC) Meeting. Jagjit Dhaliwal (OCIO) facilitated a workshop on Artificial Intelligence / Robotic Process Automation Use Case Development.

At the February 2020 Technology Management Council (TMC) Meeting, William Kehoe (OCIO) started with observations on the 2020-2021 budget process and ITF and Legacy Modernization Funds, followed by Benny Chacko (ISD)'s presentation on Identity and Access Management, and Henry Balta (OCIO)'s update on the Data Center Consolidations. William Kehoe closed by discussing Enterprise Asset Management.

eCAPS/eHR Strategic Roadmap Workshop

The OCIO Team collaborated with the Department of Auditor-Controller and conducted the 3rd eCAPS/eHR Strategic Roadmap Workshop this month. The team invited representatives from all LA County Departments to assist with enhancing the eCAPS/eHR system and contribute to workshop focus areas on Budget, Finance, Contracts, Procurement, and Payroll. The focus area for the next two upcoming workshops will be on Human Resources.