Intelligent Automation
centre of excellence

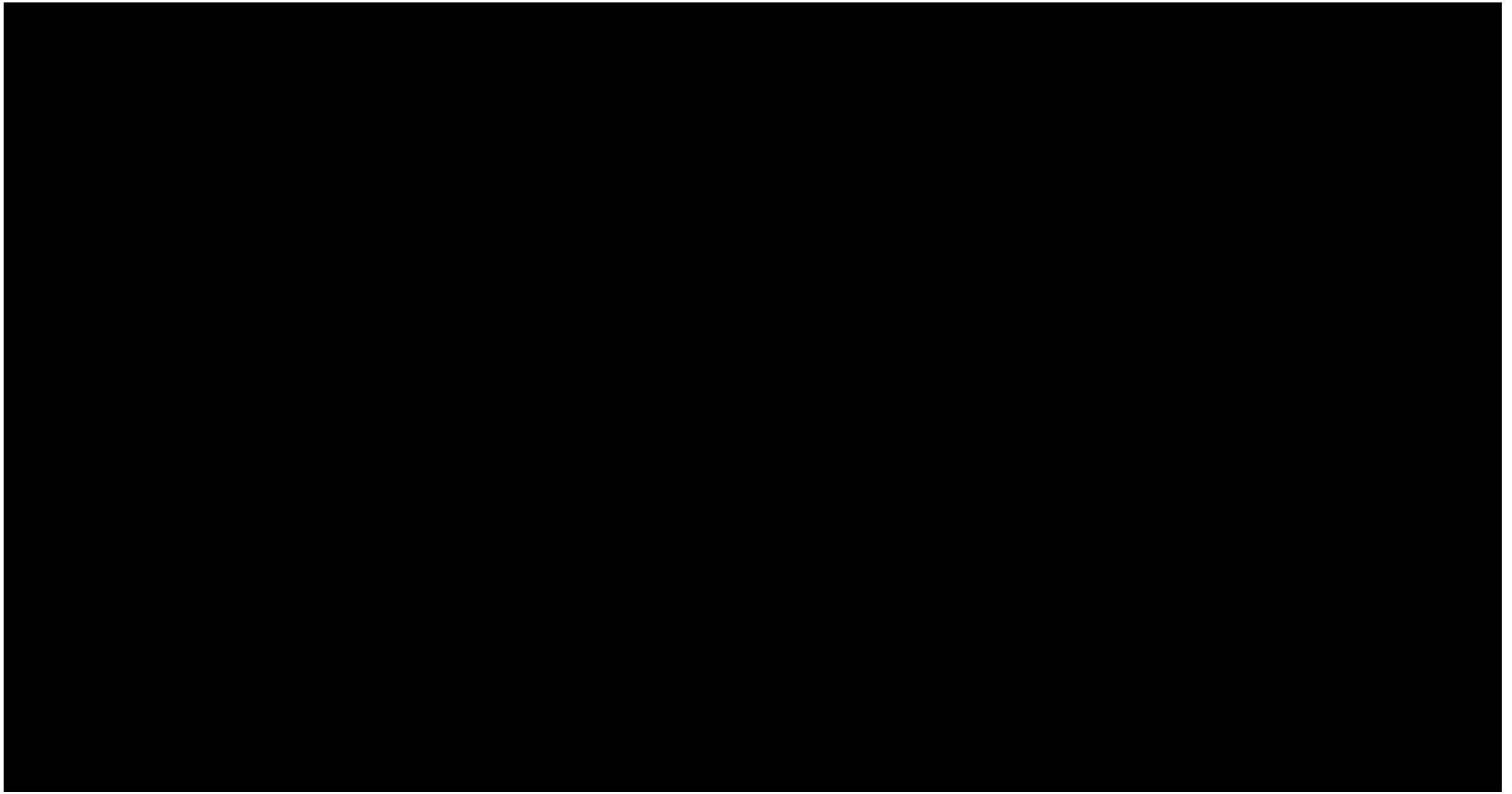
Social Security Scotland

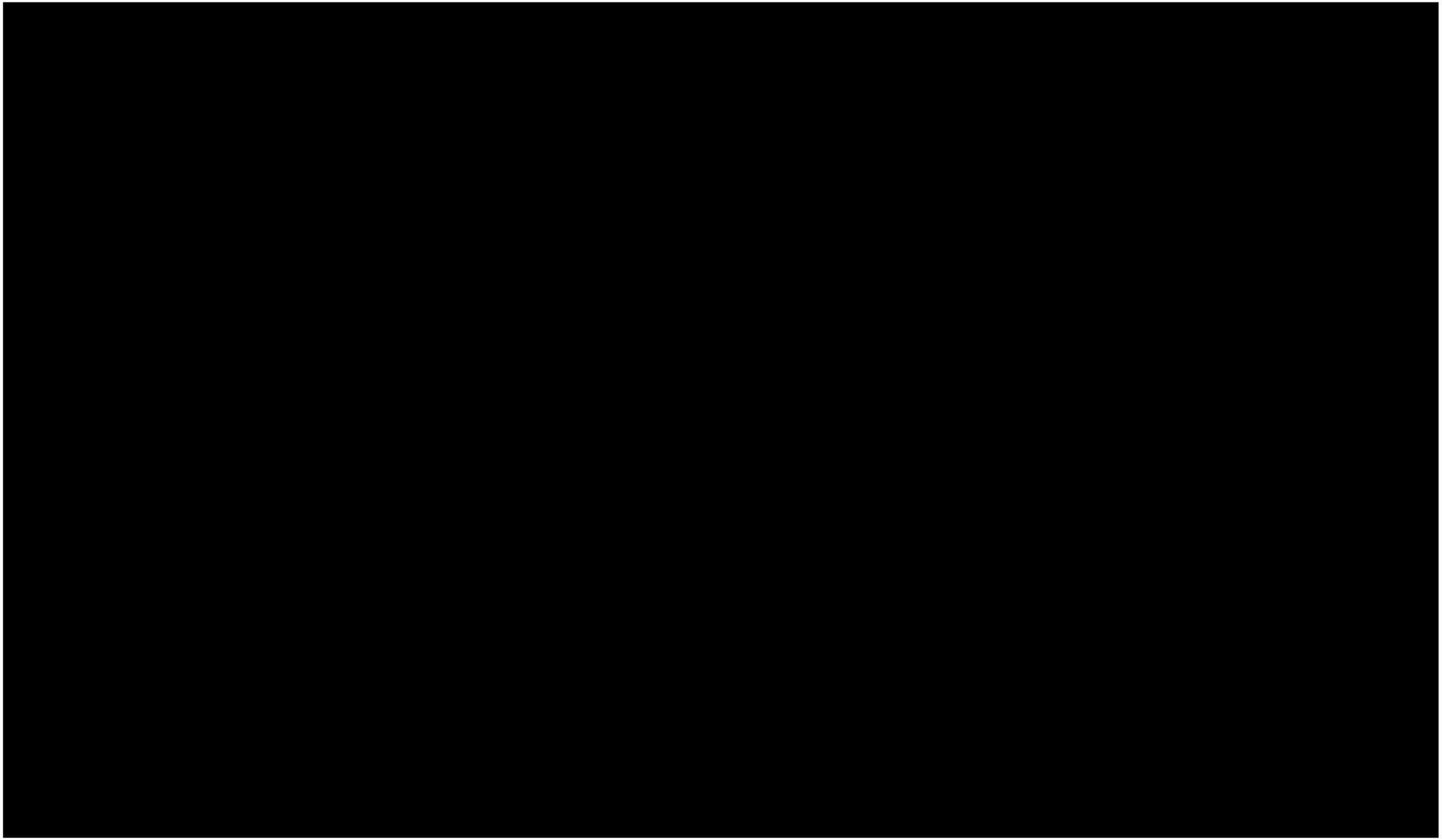
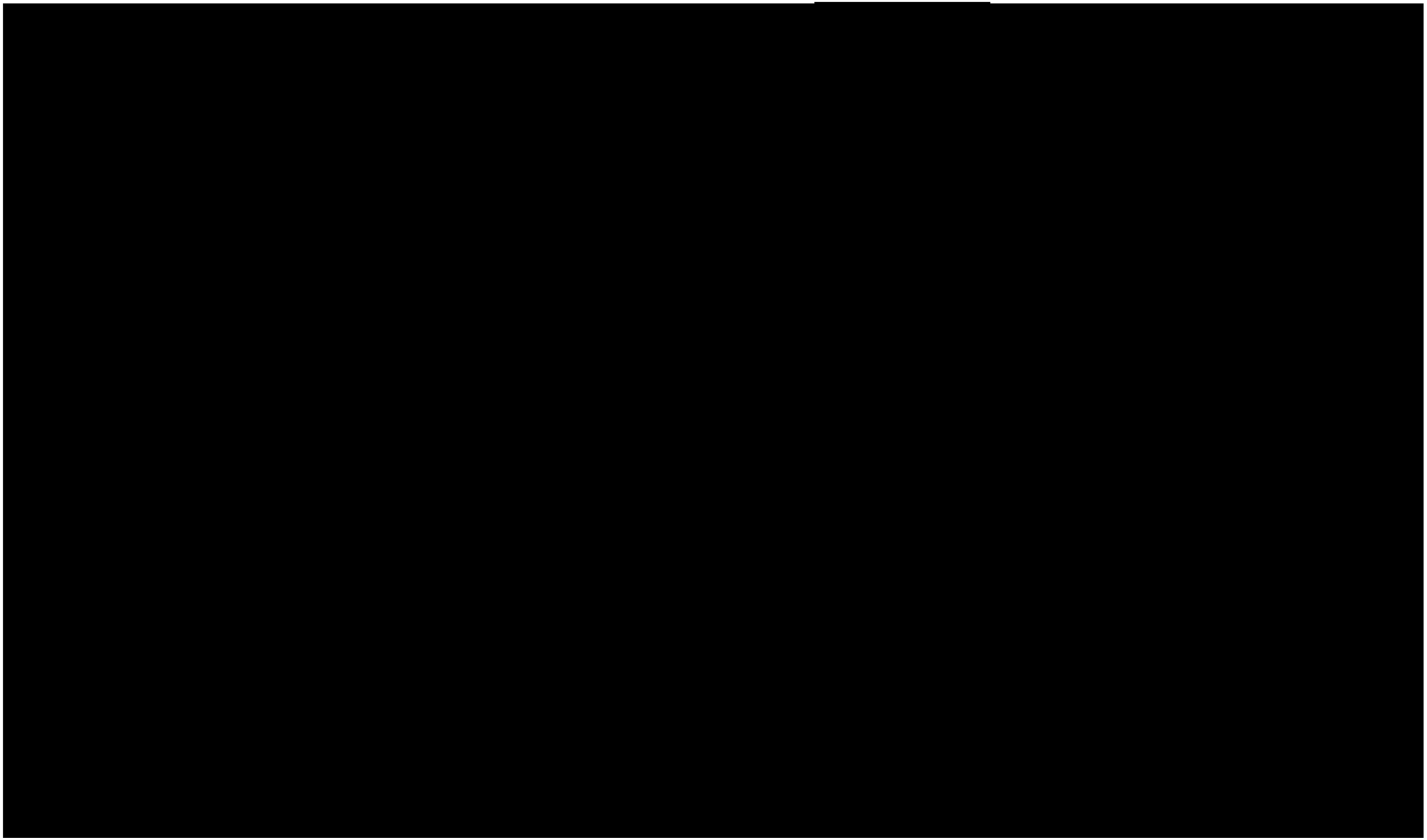
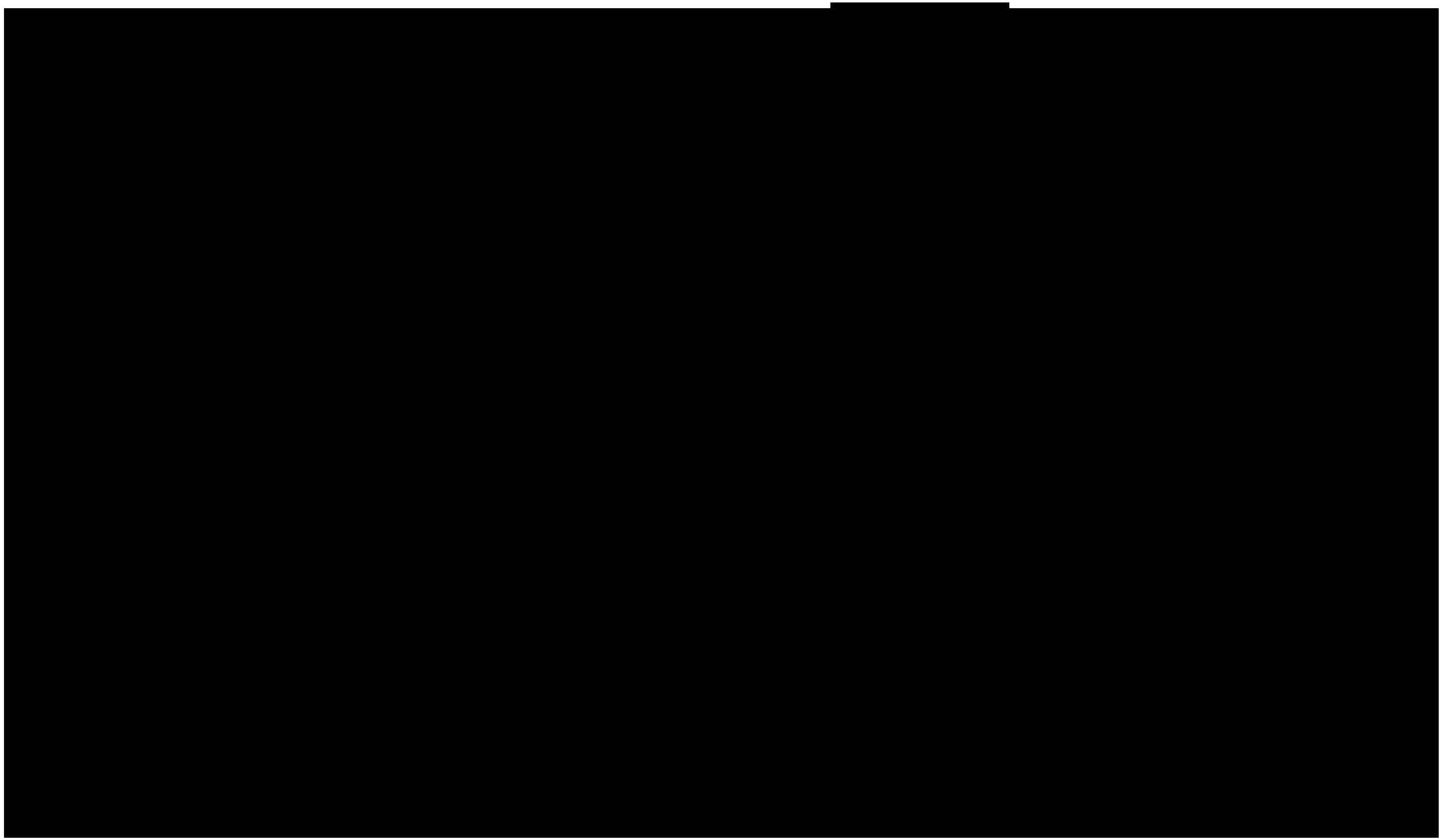
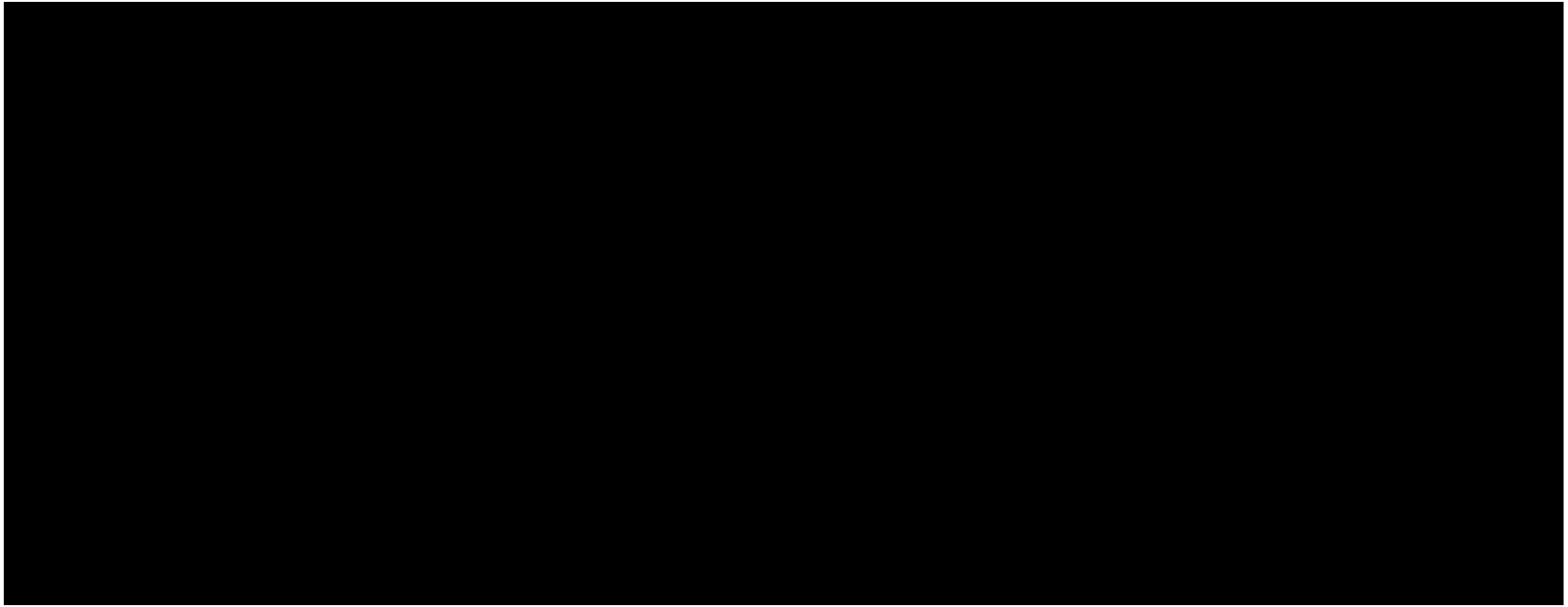
Automation Pilot Metrics

Social Security Scotland Automation Pilot: Metrics and expected benefits

[redacted]

	Create Failed Applications	
Process description	Entering information from a PDF (created when SPM has encountered an error in ingesting an application) into SPM to create an Application Case and allow the case to be processed	
Estimated Process Metrics (for pre-automation manual process)	CDP • Average volume: 13 per day • Av. processing time per transaction: 60 mins • Overall processing time: 3380 hours per year	ADP • Average volume: 7 per day • Av. processing time per transaction: 60 mins • Overall processing time: 1820 hours per year
Metrics to be captured by the automation (for CDP and ADP)	• Number of cases processed (successfully, business exception, system exception) • Number of cases encountering different types of business exception • Time taken to process each case • Time between task creation and task completion (to compare with pre-automation data)	
Expected benefits of the automation	• Decreased turnaround time for Applications which have encountered an error to be entered into SPM and brought into normal processing • Reduction in the manual effort required by client advisors • Client advisors can use the time for tasks which more directly impact the processing of client benefit claims • Eliminate copying errors which may be introduced by manually entering information from PDF into SPM • MI around business exceptions to inform future decision making, process optimisation and automation opportunities	
Automation Statistics (03/04/24)	• Not yet enough data	



Additional Info – original benefits case entries

Intelligent Automation
centre of excellence