

# Automating Intelligence

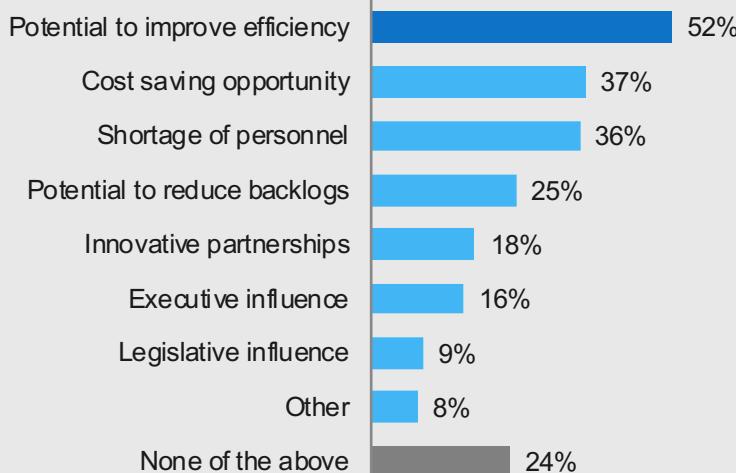
## Understanding the Federal Appetite for Intelligent Automation

### Introduction

Intelligent automation (IA) has the capacity to transform how agencies achieve their mission in the near future, delivering greater efficiency for the public servant and raising the bar for citizen-facing services. To understand what is driving interest in IA and how government plans to use it, Government Business Council polled a random sample of 184 federal employees.

### A plurality feels inventory management meets efficiency expectations

**Which of the following factors is spurring your organization's interest or investment in intelligent automation technologies?**



Percentage of respondents, n=184  
Respondents were asked to select all that apply

- **52%** of respondents say the potential for greater efficiency is a major reason their organization is seeking out technologies like artificial intelligence and machine learning.
- **At least 1 in 3** also cite cost savings (37%) and personnel shortages (36%) as motivating incentives.

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Instead of just accepting things the way they are, what is different now is we're saying **we have the appetite** for change — the whole country has an appetite for change.<sup>1</sup>

Margaret Weichert, Deputy Director for Management, OMB

### KPMG's Perspective

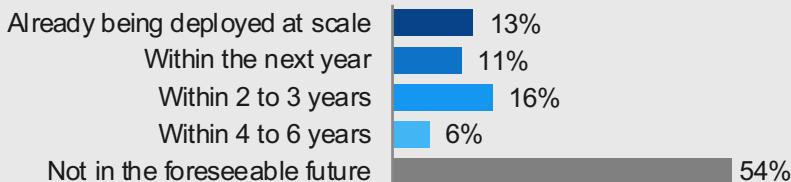
As the survey results indicate, more education about IA is needed across government. Now is the time for agencies to harness IA tools due to their accessibility, affordability, and proven track record.

Our experience helping over a dozen agencies automate common and unique business processes demonstrates the wide-ranging applicability of these technologies. While robotic process automation (RPA) is a common entry point, the convergence of RPA, machine learning, natural language processing and other tools can generate transformative results and bolster agencies' modernization efforts.

Begin your journey to seize cognitive innovation by automating the manual, high-volume tasks within your agency.

## Intelligent automation has still yet to gain mainstream usage

**To the best of your knowledge, when will your organization implement sustained usage of intelligent automation technology?**



Percentage of respondents, n=147

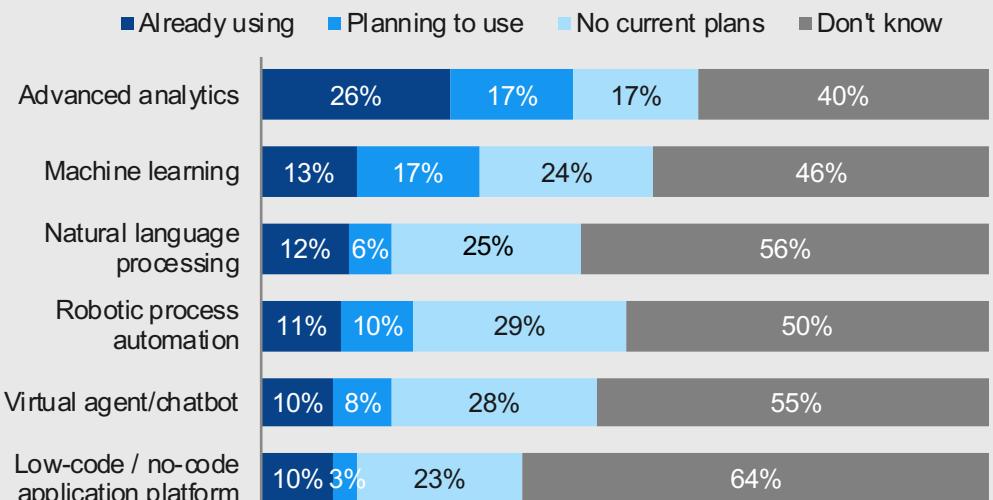
Note: Percentages may not add up to 100% due to rounding

- 13% of respondents say IA is already being deployed, and 33% anticipate sustained usage within the next 4 to 6 years.
- However, 54%** believe their organization has no intention to adopt wide-scale IA in the foreseeable future.

## Respondents

- At least 1 in 4** respondents say their organization already uses advanced analytics.
- 17% of respondents say plans are underway to use machine learning
- However,** most other IA technologies remain out of reach or unknown. Over half of respondents are uncertain where their agency stands with respect to 4 of the 6 technologies listed.

**Can you please indicate whether your organization is already using, plans to use, or has no current plans to use the following types of intelligent automation technologies in 2018-2019?**



Percentage of respondents, n range =156-157

Note: Percentages may not add up to 100% due to rounding

### Methodology

GBC deployed a 3-question poll on intelligent automation to a random sample of 184 federal civilian employees in October of 2018.

### Sources

1. Nextgov. "President's Management Agenda is all about IT modernization." March 20, 2018. <https://www.nextgov.com/it-modernization/2018/03/presidents-management-agenda-all-about-it-modernization/146818/>

### About Government Business Council

As Government Executive Media Group's research division, Government Business Council (GBC) is dedicated to advancing the business of government through analysis, insight, and analytical independence. An extension of *Government Executive*'s 40 years of exemplary editorial standards and commitment to the highest ethical values, GBC studies influential decision makers from across government to produce intelligence-based research and analysis.

### About KPMG

For more than 100 years, KPMG LLP has assisted the Federal Government in the civilian, defense, and intelligence sectors. Through Intelligent Automation, we enable organizations to achieve enterprise-wide digital transformation, streamlining business processes, cutting costs, complying with regulations, and enhancing the citizen experience. To learn more, please visit [www.kpmg.com/us/govautomation](http://www.kpmg.com/us/govautomation).