## **DEEE Assess Solutions Decision Tree Diagram**

Review Pain Point Catalog

	and pain pains	Chi proseco,			publics categories to and				-	
100		Rade -	POC -	Referenced the -			Activity -	Sale-Process		Process Improvement Rend
14-40	-		and/hores		fed transford	634				Next southine martiate that can prove a support offer 5. El acords, Feature include a hard sheck that shecks to degline the accounting some when entred, and procession documents accountingly.
W-X2	940		without and the second		laderg best riterator	634	1.00		14 and 5 and connection (a) and a constraint of the device functions in the device of the device	
H-32			Vie. Runda ant/Decre		ibdangkari risnasir	834	Taul .		Performance on the developmentary tensor here on a state inter- tion after an approx. All the needs in transit process marker has being an anomalic softwar. The additional region and neuroscient or here to longer time and added core of 00.	Opponenty for automation. Right new allow a travel advances is approximitation gives an AVC administration manually addition Concurses that it can their be paid out.
99-354					Ourge in Yaw	839	Sad Advis		Exploses shari has nagonaranti, viy gon express proposited hon the automatics, prologanosis disorc'have annes in charje cad data, tregantij agonarganorana zostani.	The approval process for a generators could be infrared by provided access to charge card data. Programs with the regard system and the could card correct our efforts regard system and the could card
н-ж					Onloand approach torian minute travel	631	Adves		La an mean maid generation territor porte, including 1 Cancelet frauel de militario el approval el tra autorestator. 2 E appropriate approval y o aparente frauel de la transmissione el appropriate portes has meanemparte. 2016 de la destina y auge requests order transferg	
PT-33					Reception operated	-12				
					Equips Substantian		Equitor		Equivalence and codes that he pipulate the case and an audio the horizon described in social	





Consider Potential Solution Categories



Consider multiple categories as pain points may have multiple potential solutions or solutions that can be combined" etc.

## Reduce/Optimize

**Selection Criteria:** Are pain points caused primarily by cumbersome manual process steps?

#### For example:

- Are unnecessary stakeholder groups engaged?
- Are reports generated/reconciled that could be combined with others?
- Are activities primarily policy driven vs. outcome driven?



**Selection Criteria:** Are pain points caused primarily by lack of integration between systems, data availability, or poor user interface/experience?

#### For example:

- Do users have to access multiple systems to obtain/record data?
- Is dual entry required or are reconciliations between systems required?
- Is the process rules-based and conducted frequently?



**Selection Criteria:** Are pain points caused primarily by lack of ability to perform very specific, non-routine task requiring judgement?

### For example:

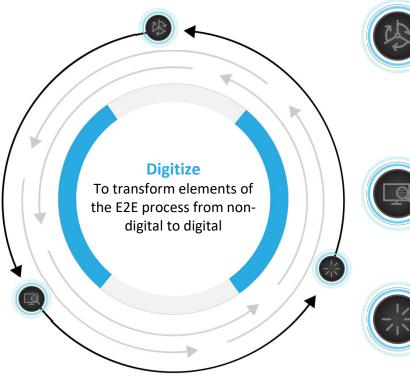
Is solution expected to come to conclusions?

- Can data be input and output in any format?
- Can patterns be recognized within data?
- Does solution require learning capability to increase performance?



## Sample Digitize Technologies

Technologies that may apply to pain points based on need for digitization or streamlining





## **Smart Workflow Enhancement**

What it Is: A rules-based software that processes sequence data and improves manual processes

How it works: Smart workflow systems are configured by the user to automate any specific routing need or business requirement

Where to use it: Automate routing of information between multiple stakeholders; custom email notifications for action required by an individual; integrate user-generated data into one interface



## **Data Analytics**

What it Is: The process of analyzing raw data to highlight useful information, draw conclusions, and support decision-making

How it works: Data is sourced and analyzed to draw patterns, predictions, and visualizations

Where to use it: Create data visualizations; Capture and manage to operational efficiency metrics; Leverage data to enable predictive maintenance

## **Robotic Process Automation**

What it Is: Software solutions that can complete repetitive rules-based tasks with "bots"

How it works: Software configured to automate manual processes between multiple systems to improve business processes

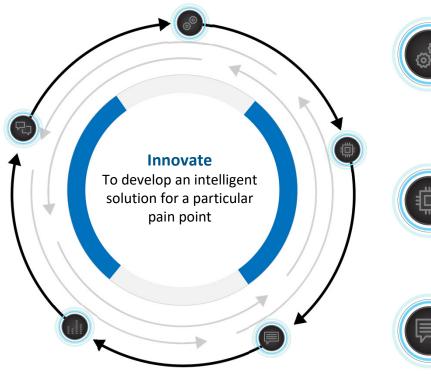
Where to use it: Automate data collection; replicate human activity in systems; deploy general automation; conduct rules-based business process management

Digitization can also include custom-developed applications or software as well as use of existing software capabilities.



# Sample Innovate Technologies (1/2)

Technologies that may apply to pain points based on need for intelligent solution





## **Distributed Ledger Technology / Blockchain**

What it Is: An immutable record of interconnected transactions

How it works: Data is stored on multiple servers while letting anyone on the network access, modify, and distribute the data in real-time

Where to use it: Streamline Intragovernmental Transactions (IGTs); incorporate code to execute financials; improve recordkeeping via automation

### **Machine Learning**

What it Is: An artificial intelligence (AI) capability that mimic's human judgement How it works: Algorithm's source large data-sets to create improving predictions Where to use it: Enable voice assistants; Identify high-risk transactions to improve

fraud detection; analyze and draw insights from unstructured super data sets

## **Natural Language Processing**

What it Is: An AI capability that performs written and spoken human language analysis

How it works: Systems determine meaning from elements of the human language and produce an output that corresponds

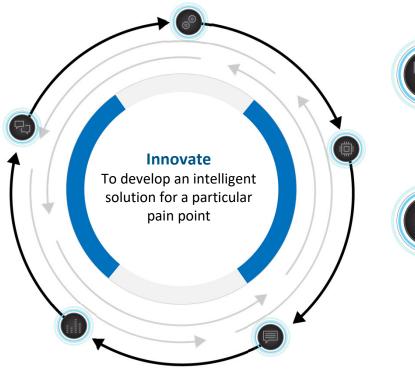
Where to use it: Enable autocorrect capabilities; create predictive text; deploy chatbots



З

# Sample Innovate Technologies (2/2)

Technologies that may apply to pain points based on need for intelligent solution





## **Conversational AI**

What it Is: A computer program that uses human language for interaction through automated messaging

How it works: Natural Language Processing and AI are combined to contextualize human conversation, responding to and anticipating customer needs

Where to use it: Deploy chatbots; enable 24/7 customer service by automating service; call center deflection; automate responses to frequently asked questions

## Intelligent Optical Character Recognition (IOCR)

What it Is: A process that can examine printed or handwritten text and translate it into code for data processing

How it works: Online or physical documents are scanned and IOCR is implemented to recognize and translate the text

Where to use it: Automate applications (onboarding, census and various forms processing); process standard documents like invoices; integrate e-invoicing portal; process claims documents and benefit enrollment

