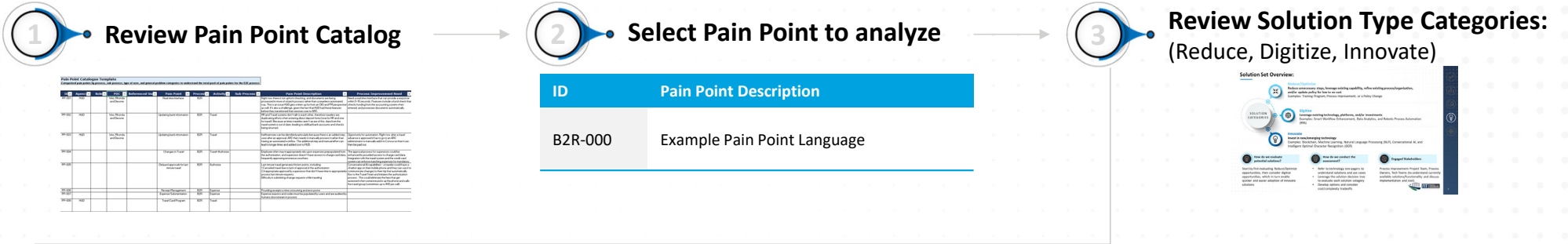


DEEE Assess Solutions Decision Tree Diagram



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?

Digitize

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?

Innovate

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

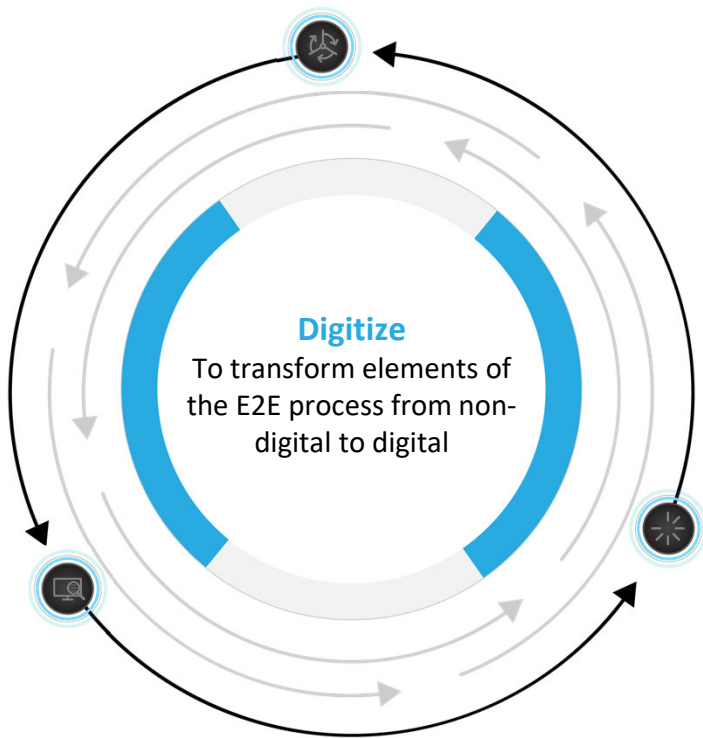
For example:

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”

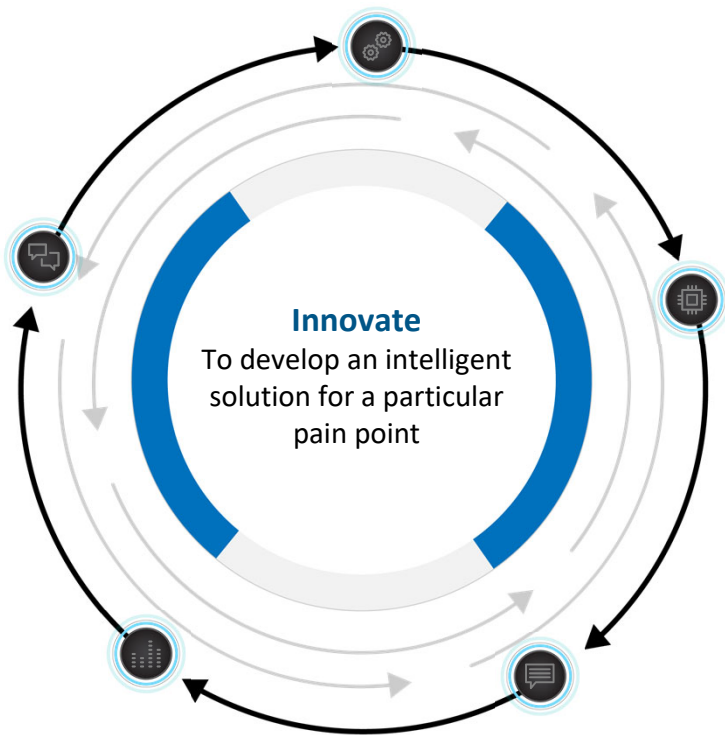
How it works: Software configured to automate manual processes between multiple systems to improve business processes

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 mimics 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

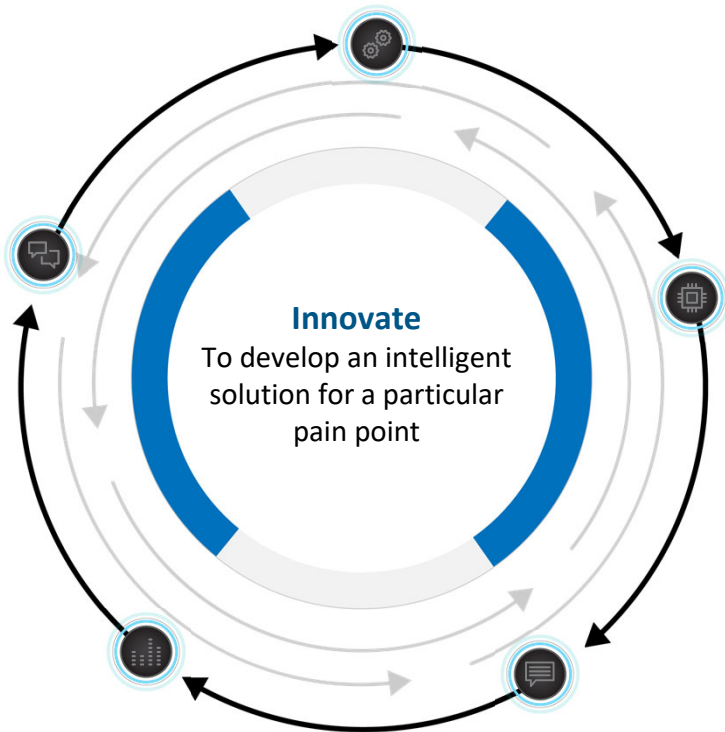
What it Is: An AI capability that performs written and spoken human language analysis

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

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