

Managing Your Back Office Systems in a Post Covid-19 World

NASACT – National Association of State Auditors, Comptrollers, and Treasurers

Nadiuska Pringle – Financial Operations Branch Chief, DC Courts

Kirke Everson – Principal, KPMG



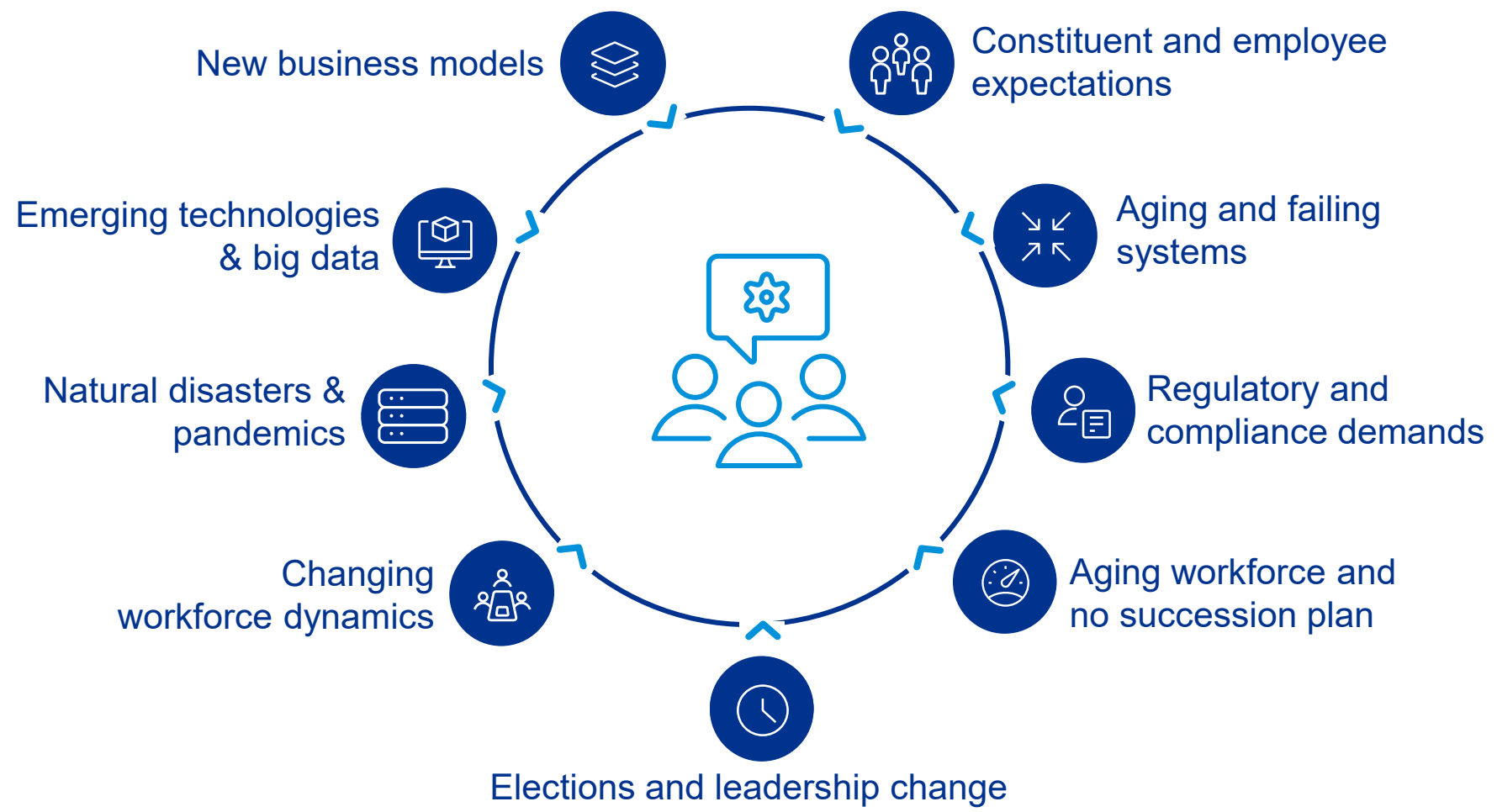


Agenda

- Trends for Back Office Modernization
- The Post Covid Reality
- Innovation Case Study: DC Courts
- Lessons Learned

Disruption is Everywhere

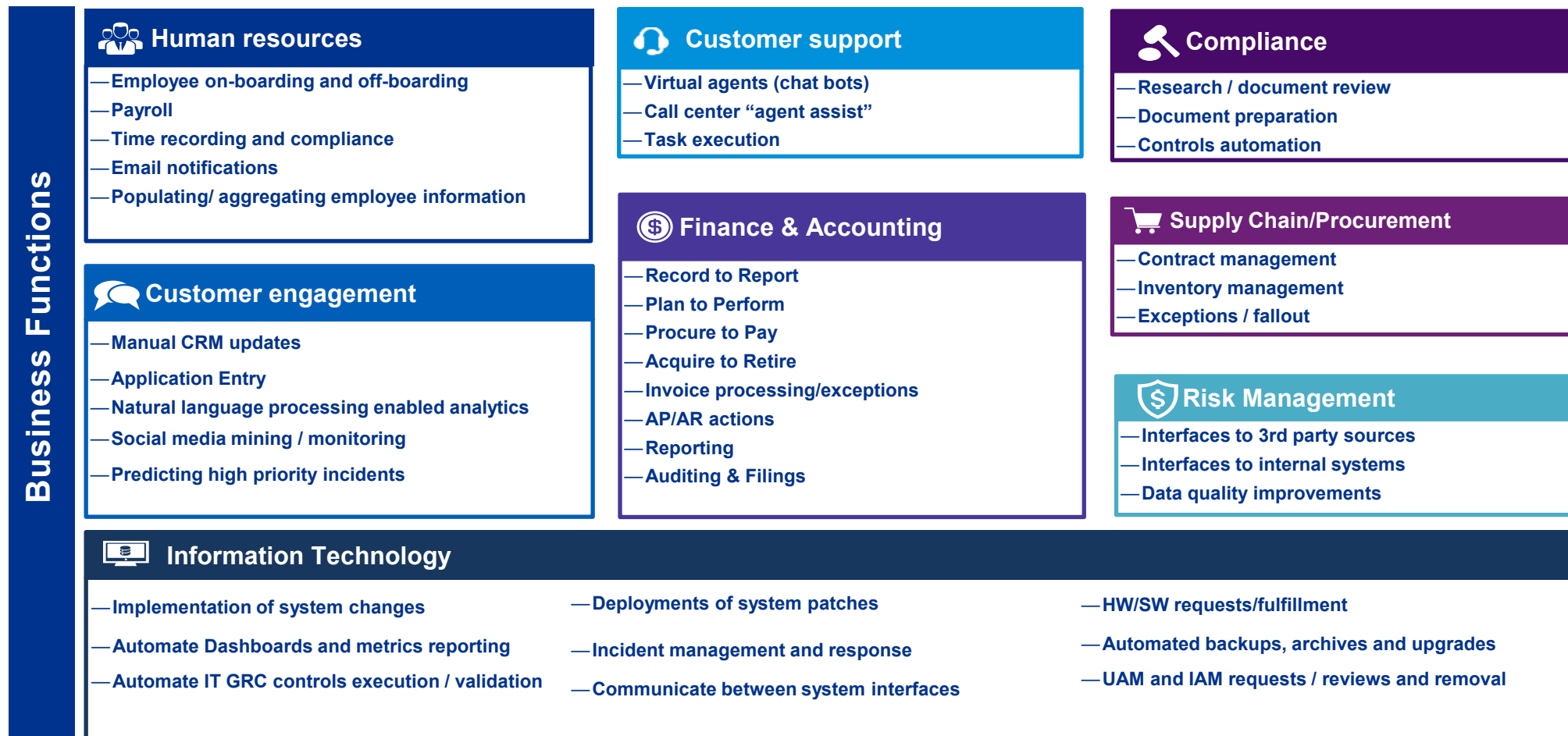
Disruption is everywhere and occurring at unprecedented speeds.



The background features a complex network of glowing blue nodes and lines, resembling a data network or a molecular structure. The nodes are small circles, some of which are larger and more prominent, connected by thin, light blue lines. The overall color palette is a gradient of teal and blue, with a bright, glowing effect emanating from the network structure on the left side.

Audience Poll #1

Back Office Processes are Ripe for Digitalization



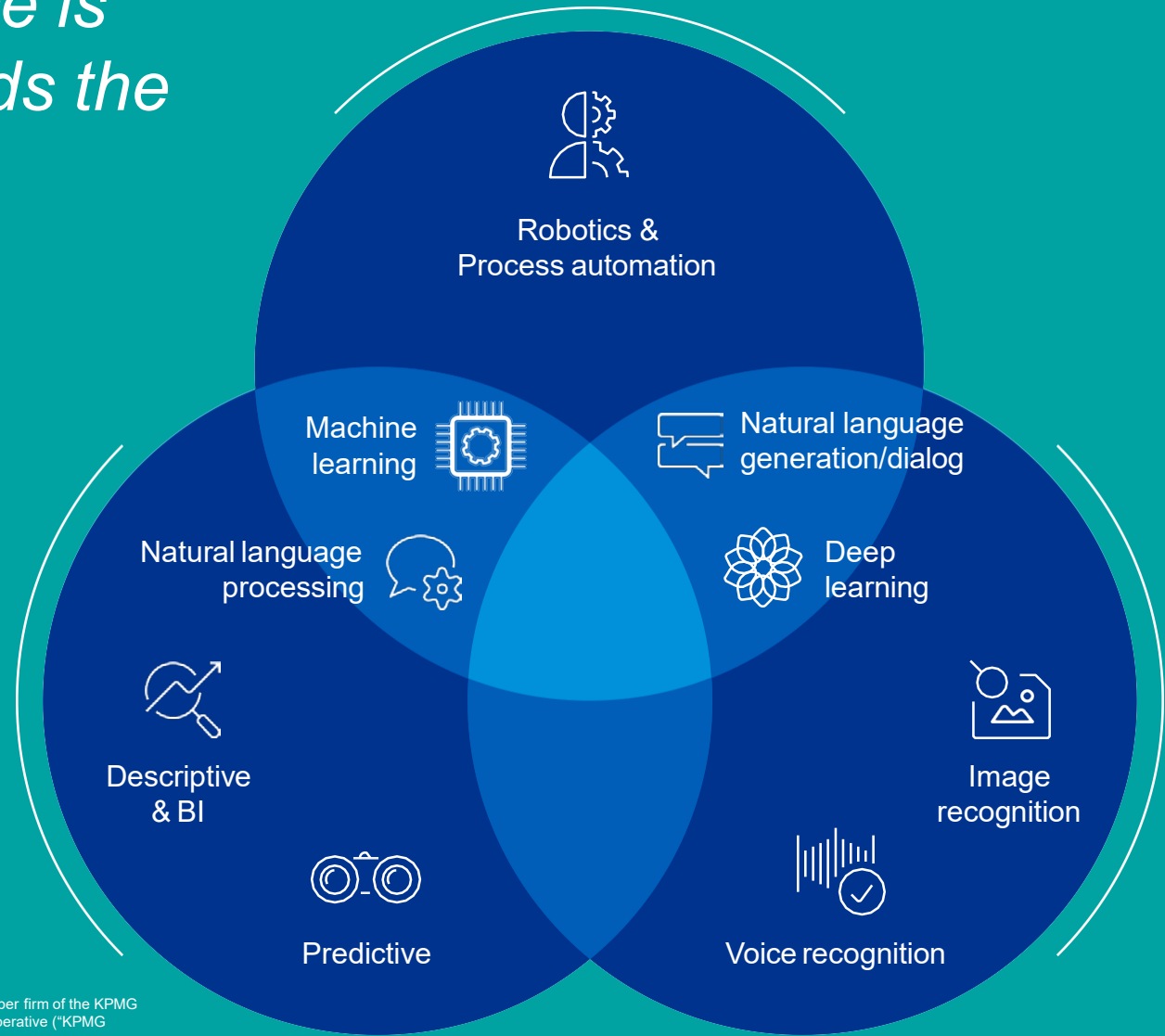


The Back Office is heading towards the "A Trifecta"*

Analytics

Automation

Artificial Intelligence



* Source: Image inspired by *The HFS Triple A Trifecta: Automation, Analytics, and Artificial Intelligence*, by Phil Fersht, Jamie Snowdon, Tom Reuner, Saurabh Gupta (August 31, 2017)





Attendance Check



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COVID-19 has made digital transformation and automation an imperative goal for back office operations.

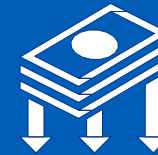


Demands Resulting from COVID:

Virtual Workforce



Uncertain Budgets



Higher Volume of Backlogs



Doing More with Less



How COVID is Forcing Organizations to Adapt:



Adapt



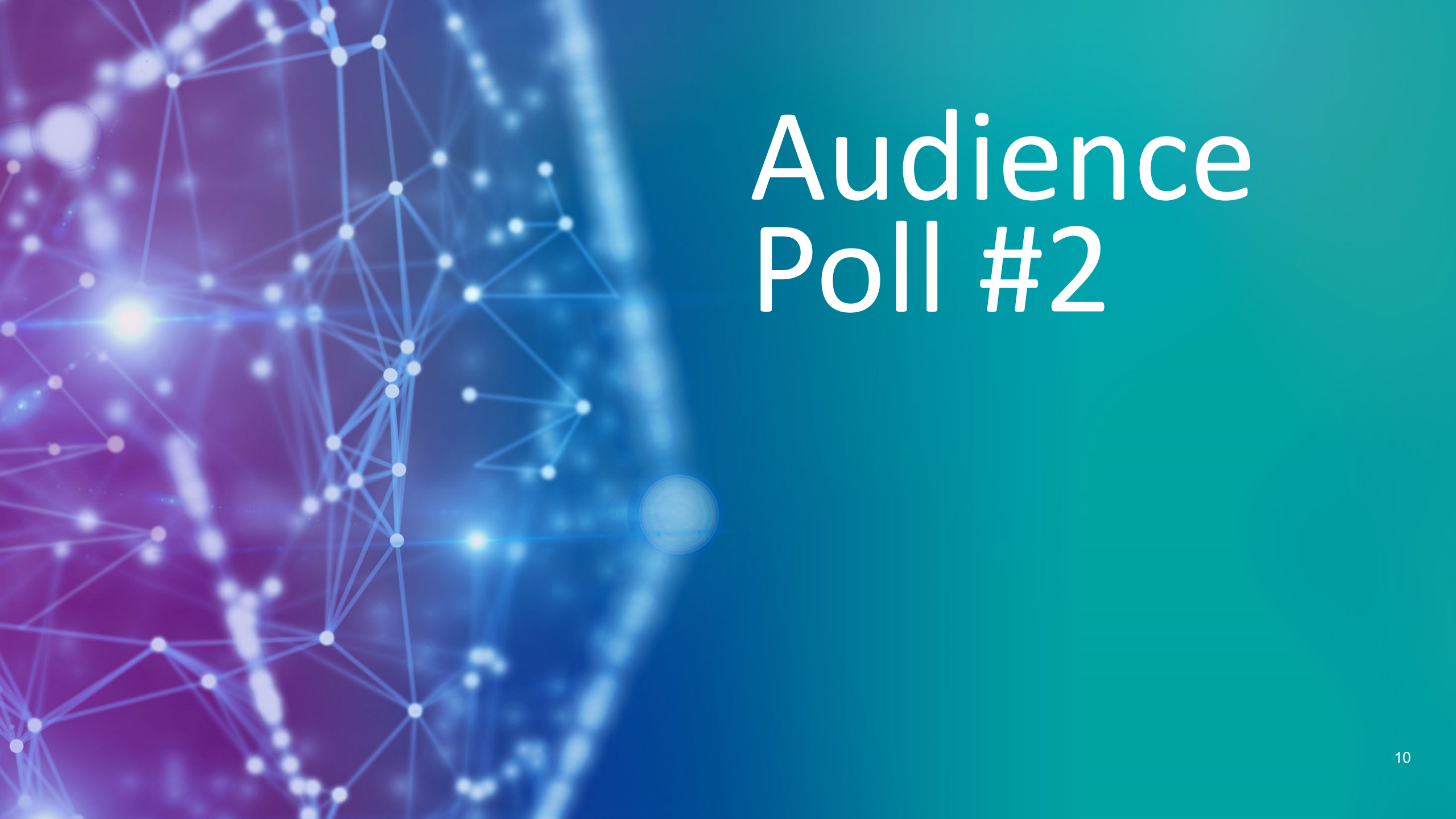
Modernize



Increase Efficiency



Become more Secure

The background features a complex network of glowing blue nodes connected by thin lines, set against a teal gradient. The nodes are concentrated on the left side, with some bright spots and a circular highlight near the center.

Audience Poll #2



Attendance Check



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DC Courts Introduction to DC Courts



About DC Courts: Comprised of the Court of Appeals, the Superior Court, and the Court System, the District of Columbia Courts (D.C. Courts) constitute the **Judicial Branch of the District of Columbia** government. The mission of the District of Columbia Courts is to protect rights and liberties, uphold and interpret the law, and resolve disputes peacefully, fairly, and effectively in DC.

Nadiuska Pringle DC Courts Financial Operations Branch Chief

Responsible for planning, developing, and implementing administrative and technical financial and accounting functions involved in the receipt and disbursement of funds; as well as ensuring compliances with established policies and procedures and applicable Court-wide and federal guidance and/or requirements.

Budget Considerations

D.C. Courts is part of the executive branch. Our funding is reviewed and approved by Congress and the President. For FY 2020, D.C. Courts annual approved budget was **\$296 million**.

Business Challenges IPP Invoice Process

Highly manual process. Logging information onto an EXCEL spreadsheet, resulting in: (a) human error and (b) slow/lack of proper monitoring of IPP Invoices

Financial Impact: Late payments resulting in accrued interest

Building the Business Case with Baseline Metrics

Increase efficiency and productivity

Timely and accurate monitoring of IPP invoices

No more lagging effect by staff

Less human error

Proper Allocation of Staff

Provide / enhance current skill sets

Reassignment to analysis & process improvement

DC Courts **Key Results**



Invoice Processing

Downloads invoices, performs basic checks, and emails COTRs for their signature approval.

Time to Deploy
9 Weeks

Hours Savings/Year
2,000 (1 FTE)

Time to process one invoice (daily)
Human: 15 minutes
Bot: 5 minutes



Financial Statement Reporting

Downloads several variations of a trial balance report and combines into a comprehensive report.

Time to Deploy
~ 6 Weeks

Hours Savings/Year
16-24 hours

Time to complete the FS (quarterly)
Human: 2 hours
Bot: 20 minutes



Mandatory Items Reporting

Downloads a mandatory items report, summarizes and formats into an excel report for distribution and review.

Time to Deploy
~ 6 Weeks

Hours Savings/Year
60 hours

Time to complete the MIR (biweekly)
Human: 2 hours
Bot: 1 hour & 15 minutes

Benefits Realized

Redeployed Workforce to new COVID challenges, plus...

Efficiency

Accuracy

Cost avoidance

Reduced workload

Faster processing times

Staff capacity

DC Courts IPP Demo



AutoSave OFF | FOB AT Account SpreadSheet-Robot.xlsx | Search

File Home Insert Page Layout Formulas Data Review View Help | Share Comments

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IPP Account Spreadsheet							
As of 07/24/2020							
PO#	Invoice Date	Invoice Amount	Division	Date Sent to COTR	Due Date	Comments	Invoice PDF Path
10329719P0471 R 5	21-Jul-20	\$ 10,103.00	Testing2	7/9/2020	8/4/2020	Pending Approval	6028058 07212020.pdf
10329719P0471 R 5	21-Jul-20	\$ 55,482.00	Testing2	7/9/2020	8/4/2020	Pending Approval	6062784 07212020.pdf
10329719P0471 R 5	21-Jul-20	\$ 7,989.48	Testing2	7/20/2020	8/4/2020	Pending Approval	6062988 07212020.pdf
10329719P0471 R 5	21-Jul-20	\$ 10,103.00	Testing2	7/20/2020	8/4/2020	Pending Approval	6062975 07212020.pdf
10329719P0477 R 1	21-Jul-20	\$ 21,979.50	Testing2	7/20/2020	8/4/2020	Pending Approval	6062781 07212020.pdf
10329719P0577 R 0	21-Jul-20	\$ 109,375.00	Testing2			"Ready for Approval"	6062889 07212020.pdf
10329719P0482 R 0	21-Jul-20	\$ 3,750.00	Testing2			"Ready for Approval"	1454 07212020.pdf
10329720P0347 R 0	22-Jul-20	\$ 9,394.98	Testing2			"Ready for Approval"	ZKG4362 07222020.pdf
10329719P0562 R 2	22-Jul-20	\$ 339,292.08	Testing2			"Ready for Approval"	19034 063020 07222020.pdf
10329719P0562 R 2	22-Jul-20	\$ 399,292.08	Testing3			"Ready for Approval"	19034 063020 Revised 07222020.pdf
10329720P0166 R 3	22-Jul-20	\$ 6,600.00	Testing3			"Ready for Approval"	18412 07222020.pdf
10329719P0388 R 1	23-Jul-20	\$ 4,005.00	Testing4			"Ready for Approval"	663338A 07232020.pdf
10329719P0521 R 0	23-Jul-20	\$ 105,073.20	Testing4			"Ready for Approval"	221-3 07232020.pdf
10329720P0166 R 3	23-Jul-20	\$ 2,400.00	Testing4			"Ready for Approval"	18413 07232020.pdf
10329720P0186 R 0	24-Jul-20	\$ 1,730.40	Testing4			"Ready for Approval"	GALA071020 07242020.pdf
10329720P0103 R 3	24-Jul-20	\$ 34,789.30	Testing4			"Ready for Approval"	2400 07242020.pdf
10329720P0103 R 3	24-Jul-20	\$ 2,456.49	Testing4			"Ready for Approval"	2399 07242020.pdf
10329720P0103 R 3	24-Jul-20	\$ 222,222.71	Testing4			"Ready for Approval"	2401 07242020.pdf
10329720P0105 R 0	21-Jul-20	\$ 32,227.97				"Ready for Approval"	XSR3783A 07212020.pdf

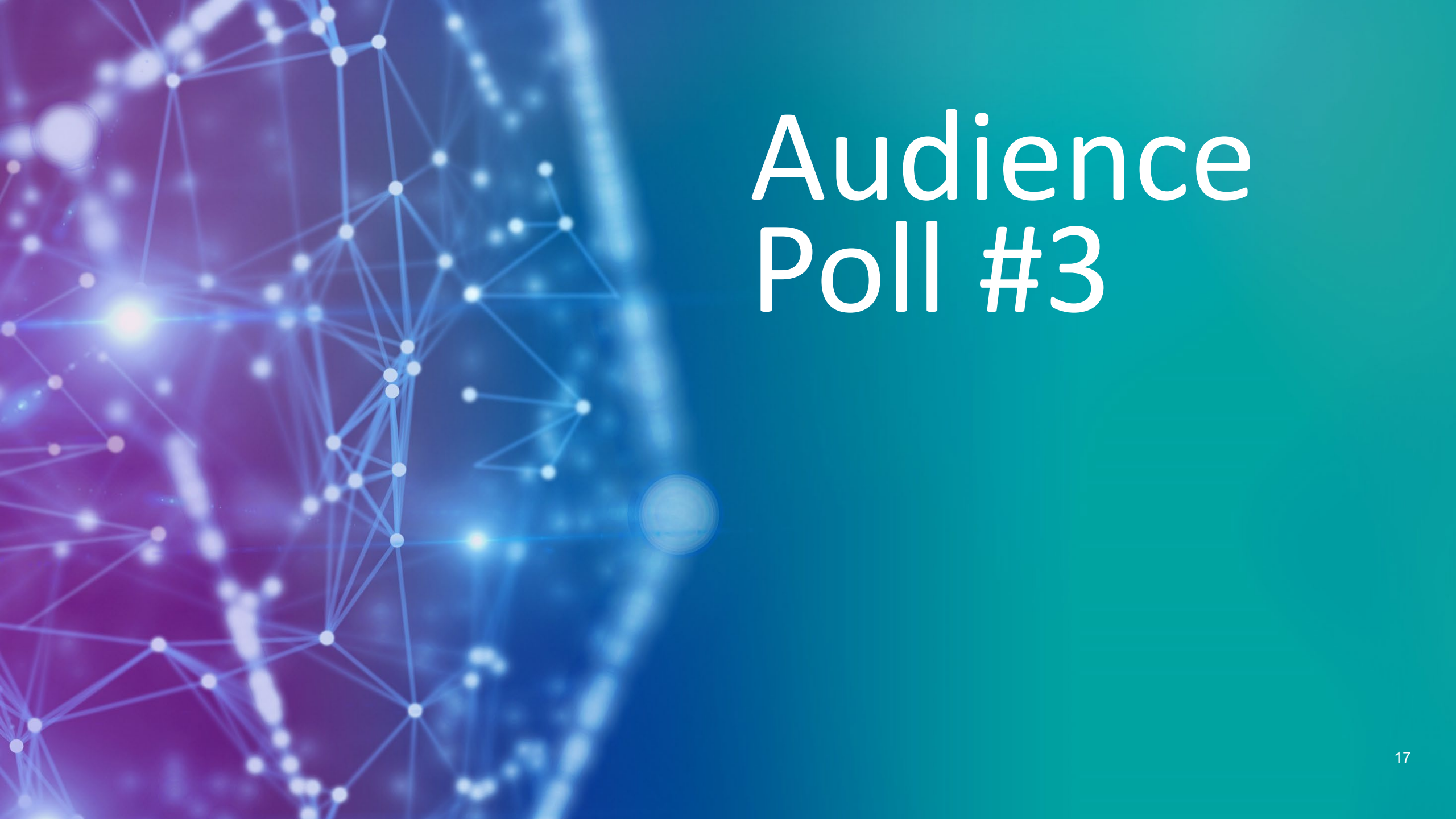
Reviewable Insufficient Exceptions

Select destination and press ENTER or choose Paste

DC Courts IPP Demo



Attendance Check

The background features a complex network of glowing blue nodes connected by thin lines, set against a teal gradient. The nodes are concentrated on the left side, with some lines extending towards the right. A prominent bright blue glow emanates from a cluster of nodes on the left. The overall aesthetic is futuristic and digital.

Audience Poll #3



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DC Courts Lessons Learned



Resources

Computer laptops
License fees
Funds



Communicate

Stakeholders

- Executive Office
- IT
- Employees



Change Management

Address employee uncertainty
Develop Policies & Procedures

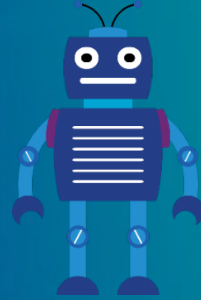


Deliver on the Promise

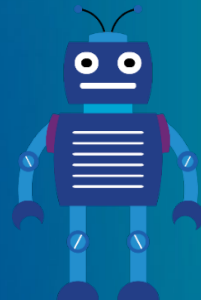
Make the pilot pay for itself, demonstrate the benefits



Q&A



Nadiuska Pringle
Financial Operations
Branch Chief, DC Courts



Kirke Everson
Principal, KPMG

The background features a complex network of glowing blue nodes and lines, resembling a molecular structure or a data network. The nodes are small white circles, and the lines are thin blue lines connecting them. The overall color scheme is teal and blue, with a gradient from dark blue on the left to a lighter teal on the right. The text "Thank you" is written in a large, white, sans-serif font on the right side of the image.

Thank you