

Index

A

Actor-network theory (ANT), 131
Agency–structure framework, 114
Algorithmic systems, 35, 36
Ambidexterity, 205
Artificial intelligence, 68
Automated case handling, 19
Automated decision-making, 16, 35, 136
Automated decision making classification, 45
Automated practice, 18
Automating practice, 18
Automation, 13, 14, 94, 220
Autonomous decisions, 45

B

Business Process Management (BPM), 180

C

Caseworkers discretion, 130
Challenges, 199
Cognitive intelligence, 68
Cognitive RPA definition, 72

D

Digital automation of work, 201
Digital transformation of public organizations, 181
Dynamic capabilities, 207
Dynamic IT capability, 69, 70

H

Heavyweight and lightweight IT, 206
Heraklit-modelling, 150
Human Resource Management (HRM), 91, 92

I

Income support, 118
Intra-community supplies, 150

L

Legal assessments, 154
Lessons learned, 220
Local government, 190, 191

M

Management of RPA, 122–123

O

Organizing for RPA, 193

P

Platform-oriented IT, 207
Private vs. public sector, 219–220
Process automation (PA), 14
Processes and services routines, 180
Professional roles, 100–101
Public service values, 93, 94

R

Recommendations for RPA practice, 225
Robotic process automation (RPA), 109, 129,
148, 219
RPA adoption, 171
RPA implementation, 192, 193
RPA vendor platform, 67

S

Social work, 129, 130

T

Technology as Routine Capability, 170
Tension analysis, 115
Trust, 101
Two-speed innovation, 206