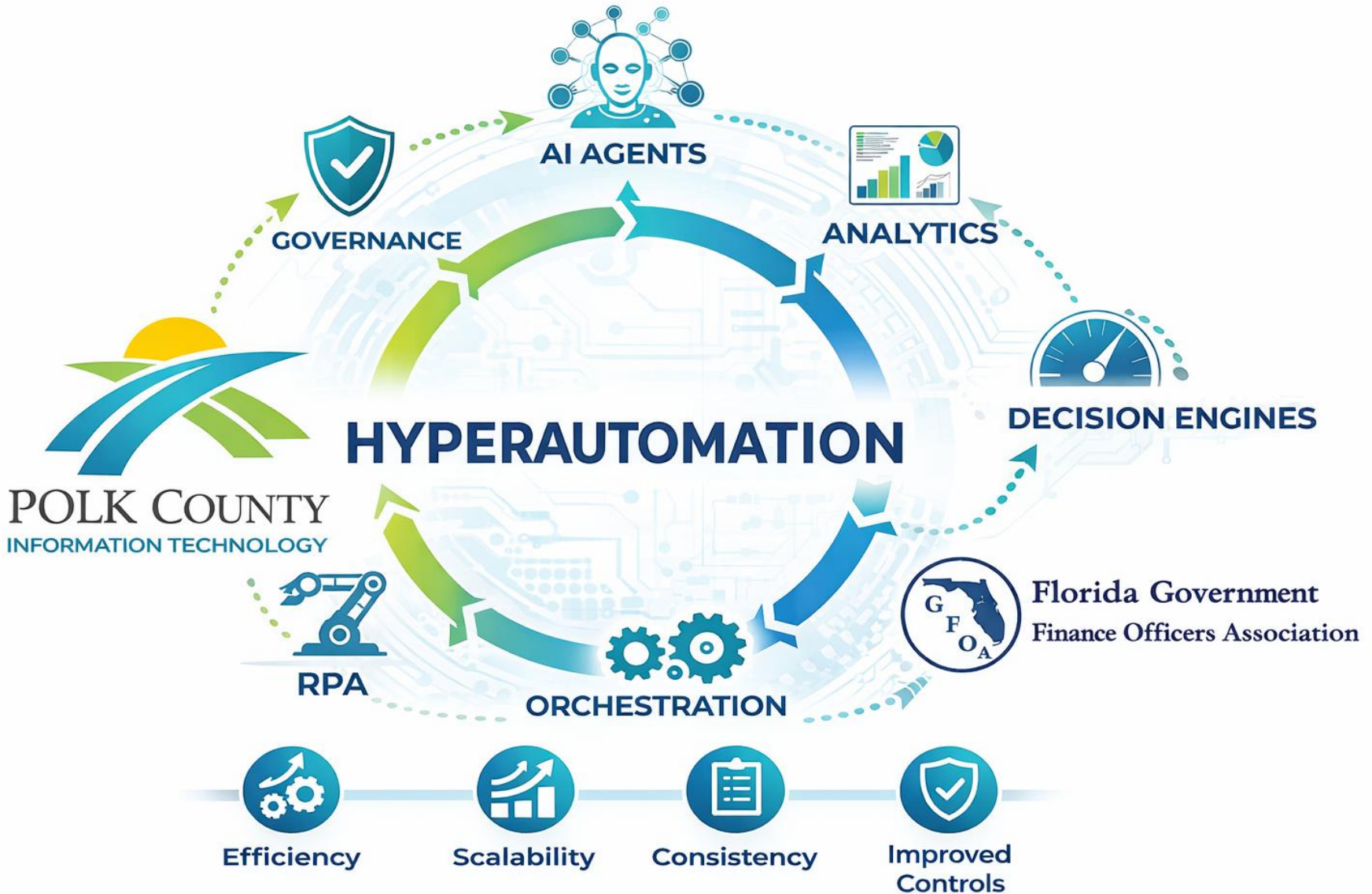


# Driving Efficiency and Controls Through Hyperautomation

Polk County Information Technology  
Florida Government Finance Officers  
Association





# What is Hyperautomation

- A disciplined, business-driven approach that uses AI, automation, and orchestration together
- Extends beyond Robotic Process Automation (RPA) to include AI agents, analytics, and decision engines
- Focuses on efficiency, consistency, and control

# Why Hyperautomation in County Government

Increased service demand with flat resources

Need for stronger internal controls

Consistency across HR and Finance processes

# Governance First: AI Access Process

- AI Tool User Acceptance Form
- Management approval required
- Clear expectations on privacy, bias, and validation



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**INFORMATION TECHNOLOGY DIVISION**

# Artificial Intelligence (AI) Tool User Acceptance

## Requester Information

Name:	Date:
Signature:	
Job Title:	Phone Number:
Email Address:	Division:

## Purpose:

Access to AI tools is intended for work-related purposes only. They should be used to enhance productivity, efficiency, and accuracy in performing job tasks. Management approval is required for this request. Please understand that any output from an Artificial Intelligence (AI) generator, its results, or its advice is not supported and should be reviewed prior to its use. The Information Technology Division does not provide assistance or support its use. Inappropriate use or distribution of results may occur and could violate county policy resulting in disciplinary action. The responsibility for its appropriate usage falls on your division.

## Risks and Limitations

Below please find a high-level list of some but not all of the responsibilities you are assuming by asking for and being granted access to AI tools.

- Respect privacy: Avoid sharing personally identifiable information (PII) or county sensitive data while interacting with an Artificial Intelligence (AI) system. Remember that AI systems can store and retain information, so exercise caution when discussing matters of a personal or confidential nature.*
- Use for intended purposes: Utilize an AI System for its intended purposes, such as obtaining information, answering questions, or generating creative ideas. Do not use it for malicious or harmful activities, including spreading misinformation, generating hate speech, or engaging in illegal activities.*
- Be aware of biases: Understand that AI models are trained on vast amounts of data from the internet, which can introduce biases. Be cautious about relying solely on the model's responses and critically evaluate the information it provides. Recognize and challenge any biases that may arise during interactions.*

*Independently verify information obtained from an AI System before considering it as reliable. Relying solely on AI-generated responses without corroborating them from reliable sources can lead to inaccuracies, or misunderstandings.*

*If you encounter harmful, inappropriate, or biased content generated by an AI System, report it to the appropriate authorities.*

*Use an AI System in a way that promotes inclusivity and respects diverse perspectives. Be respectful and ensure that interactions are respectful and inclusive.*

*Be aware of the capabilities and limitations of AI systems. Educate others about responsible use and the need for critical thinking when engaging with AI-generated content.*

*Abide by the terms of service and acceptable use procedures as set forth by the organization or AI System. Familiarize yourself with the guidelines and ensure that your usage aligns with the policies.*

*If using an AI System for generating creative content, exercise discretion and ensure it aligns with ethical and legal standards. You assume responsibility for the content you create and consider others.*

*Stay updated on developments in AI ethics, responsible AI practices, and relevant regulations. Keep abreast of trends and discussions around AI technologies to make informed decisions when using AI Systems.*

That compliance with Polk County BoCC acceptable use standards is the expectation for all functional divisions, including divisions, and administrative units, as well as information and communication systems.

I understand the risks associated with granting this request as documented above.

I certify that my division will be responsible for any direct or indirect costs incurred due to resulting from the use of AI tools as detailed above. I also understand that all output generated will be reviewed and validated before use.

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 or/Manager Date

\_\_\_\_\_  
 Date

# AI in Oracle Fusion ERP

- Embedded AI Agents supporting transactional workflows
- Human-in-the-loop design
- Auditability and role-based access

# Oracle Recruiting Cloud (ORC)

- Resume screening assistance
- Candidate matching insights
- Reduced time-to-fill

# Benefits Administration

- Employee inquiry automation
- Eligibility guidance
- Reduction in manual case handling

# Procurement

- Intake triage and routing
- Policy-aware recommendations
- Improved compliance and cycle times

# Controls & Risk Reduction

- Standardized decision paths
- Reduced manual errors
- Improved documentation and audit readiness

# Proof of Concept Results

- Cycle time reductions
- Improved employee satisfaction
- Scalable governance model

# Questions & Discussion

- Lessons learned
- What's next for Polk County
- Questions?