

Independent QA and Automation in Public Sector Modernization



White Paper

Synaptein Solutions Inc. | White Paper Series

Executive Summary

Public sector agencies increasingly rely on enterprise systems to manage licensing, compliance, and citizen services. Ensuring quality and compliance during modernization requires independent QA and automation. Synaptein Solutions has supported agencies such as the Texas Department of Licensing and Regulation (TDLR) and New York City Department of Social Services (NYC DSS), delivering measurable improvements in efficiency, compliance, and transparency.

TDLR: Automation and QA for Licensing and Regulation

The Texas Department of Licensing and Regulation faced mounting backlogs in license processing and inspections. Manual workflows created inefficiencies, compliance risks, and citizen service delays. Synaptein implemented an RPA operating model with UiPath, integrating automation into licensing and inspection processes. Key features included:

- Automation of repetitive licensing tasks
- Independent QA validation of automated processes
- Governance framework for continuous monitoring
- Compliance checks aligned with state regulations

The outcome was a reduction in processing backlog, improved compliance, and faster service delivery.

NYC DSS: Independent QA for Social Services Modernization

The New York City Department of Social Services needed to modernize its case management systems to improve reporting and citizen services. Relying on vendor-led QA risked gaps in compliance and transparency. Synaptein introduced independent QA governance and implemented validation processes for DSS's Curam-based systems. Key activities included:

- Independent QA playbooks and standardized test scripts
- Validation of integrations across multiple case management systems
- Compliance traceability to federal and state social service regulations
- Defect tracking and resolution reporting for DSS leadership

This resulted in improved system reliability, reduced reporting cycle times, and enhanced citizen service delivery.

Key Outcomes Across Agencies

- 40% reduction in backlog of licensing and inspection processing (TDLR)
- 25% faster reporting cycles with improved accuracy (NYC DSS)
- Audit-ready compliance documentation for both state and city agencies
- Increased stakeholder confidence through unbiased validation
- Cost savings from reduced rework and automation of high-volume tasks