COMMUNITY MISSION. SOLUTION ORIENTED. EXCEPTIONAL PEOPLE.

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Robotics Process Automation (RPA) Capabilities

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What is RPA?

New Employee

BOT

Both Require:

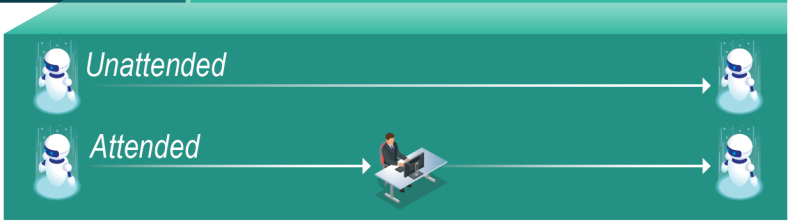
- A Computer
- LAN Access
- Security Credential (PKI)
- Standard Software
- Shared Drive/Space
- System Access
- User Roles Based On Job Requirements
- Process/Task Training
- Task Approval

RPA Is Not

- Mechanical or actual robots
- Cognitive / AI / ML
- Able to access any system not programmed to access
- Intended to eliminate human decision making
- System Integration

RPA Is

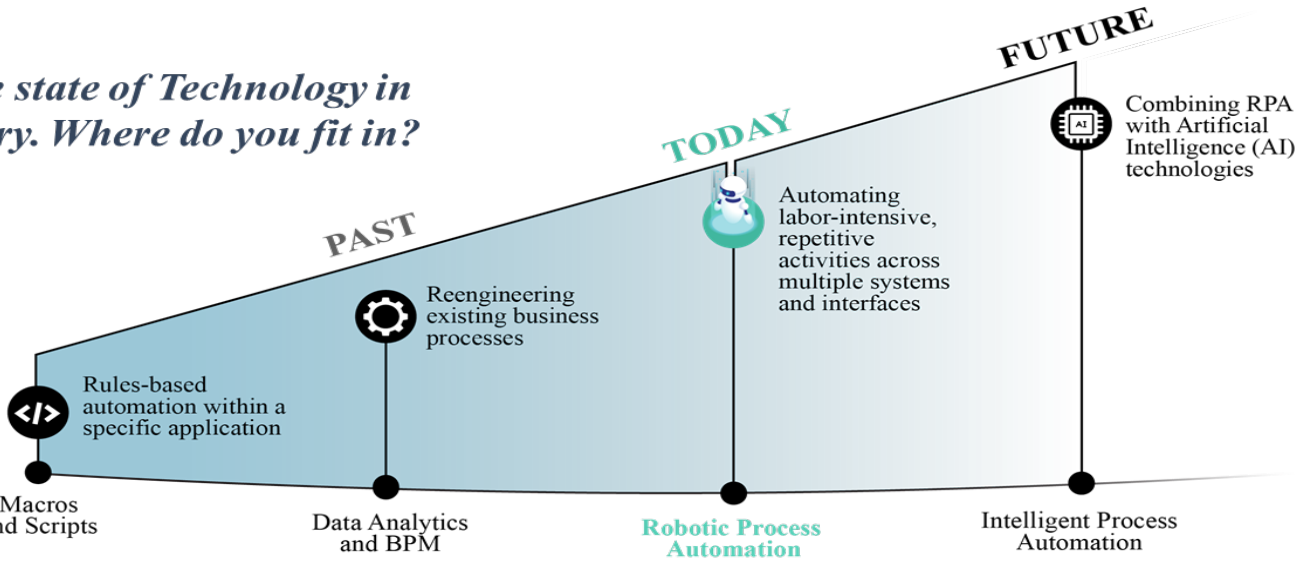
- Software
- Rules-based
- Programmed to perform manual, repeatable tasks
- Able to mimic common tasks such as queries, data pulls, cut/paste, and merging of data
- A bot is capable of running in both attended and unattended modes



Process Automation

Our methodology includes the use of process automation to achieve an agency's strategic plans and goals.

This is the state of Technology in the Industry. Where do you fit in?



Key Capabilities

- **Enables the end-to-end automation of repetitive, rule-based processes**
- **Is Technology Agnostic and works with any application (ERP, DB, MS Suite, PDF)**
- **Utilizes existing manual interfaces to bridge legacy systems (COTS or GOTS)**

Benefits

Accuracy & Quality	Compliance	Cost Reduction	Efficiency	Employee Morale	Customer Satisfaction
Reduction in processing errors and rework, increase in standardization	Comprehensive audit trail of all process steps	Delivery of more work with same people, increased productivity	Ability for personnel to perform higher value work due to RPA resources operating 365/24/7	Increased employee satisfaction by reduction of monotonous tasks	Combining emerging tools and technologies customers can receive above-and-beyond experiences.

Adoption of RPA facilitates Presidents Management Agenda CAP Goal #6 & OMB Memo M-18-2: Shifting from Low-Value to High-Value Work

Why RPA?

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Employee Morale

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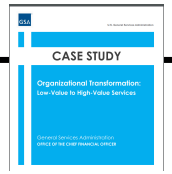
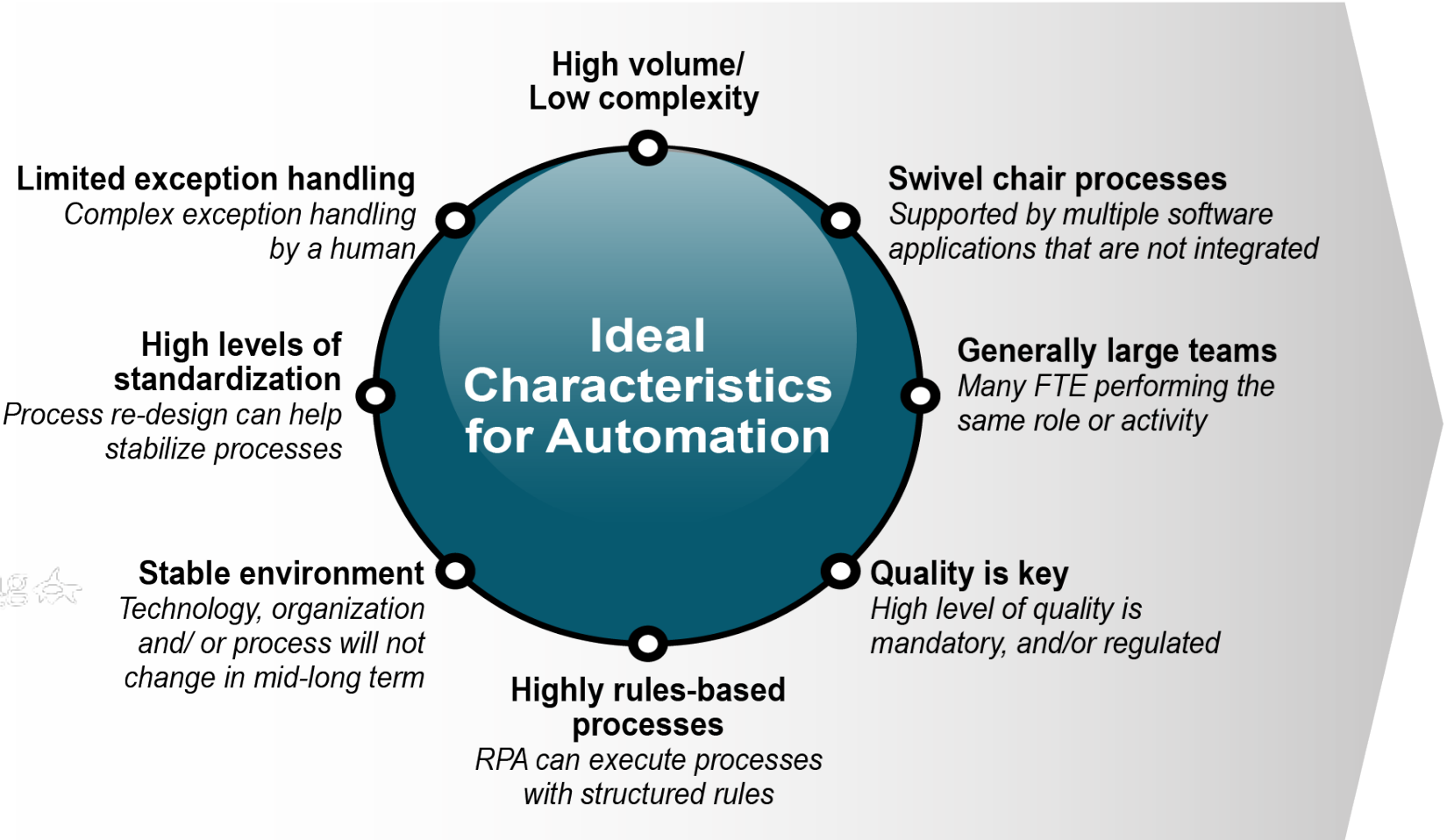


Adoption of RPA facilitates Presidents Management Agenda CAP Goal #6 & OMB Memo M-18-2: *Shifting from Low-Value to High-Value Work*

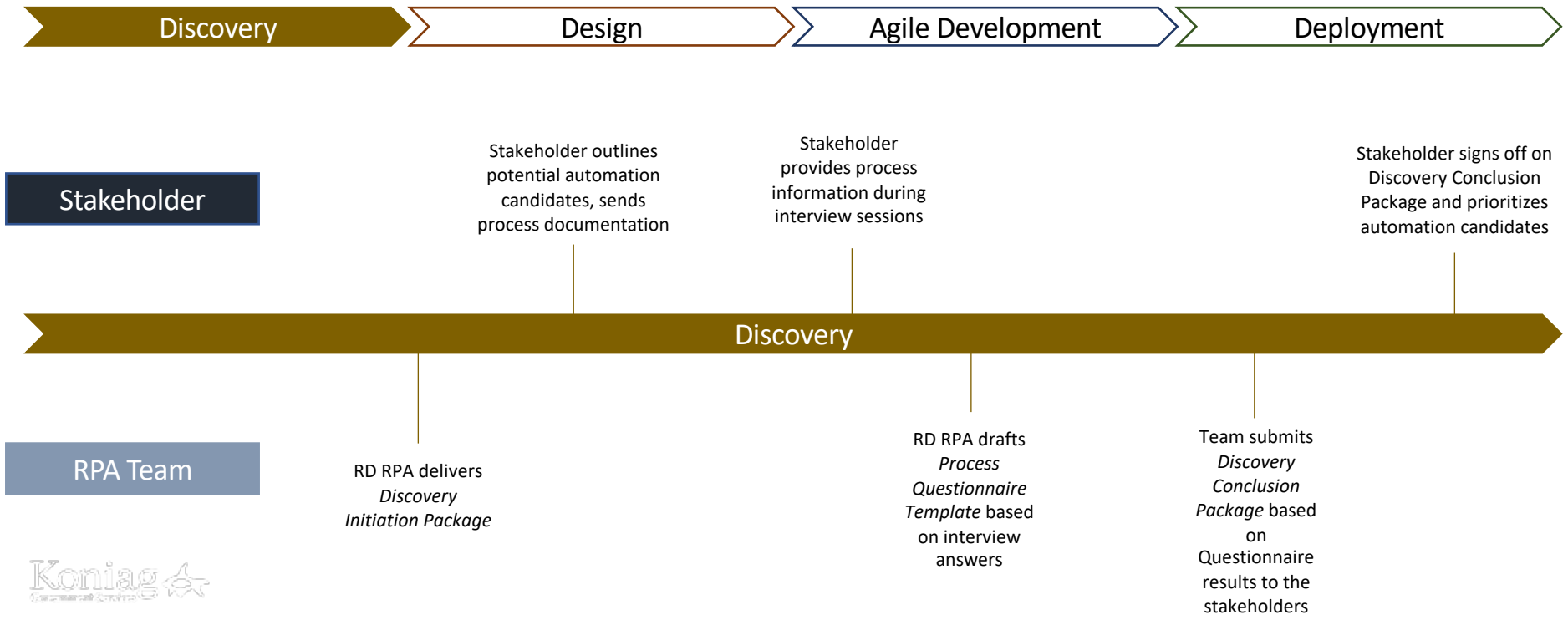
Spotting Automation Opportunities

RPA is best applied to processes that exhibit a strong mix of specific characteristics:



Robotics Process Automation Process Review

RPA Discovery Process Review



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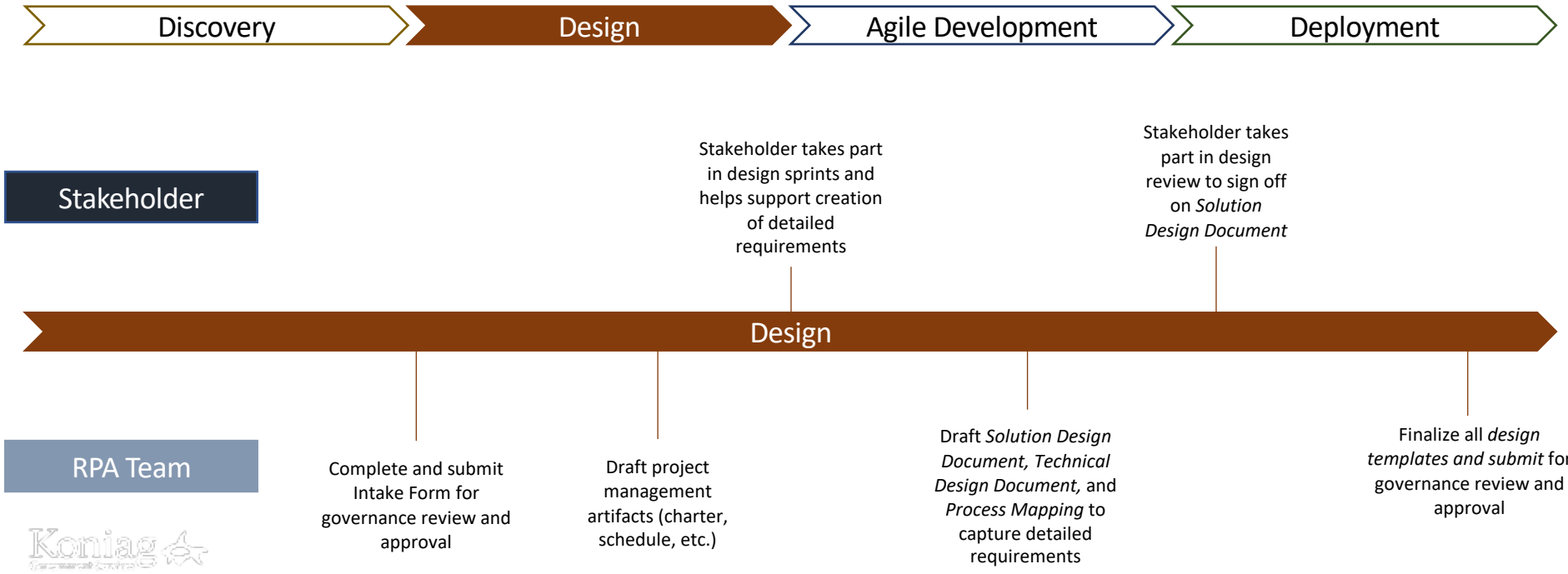
Design: How do we automate it?



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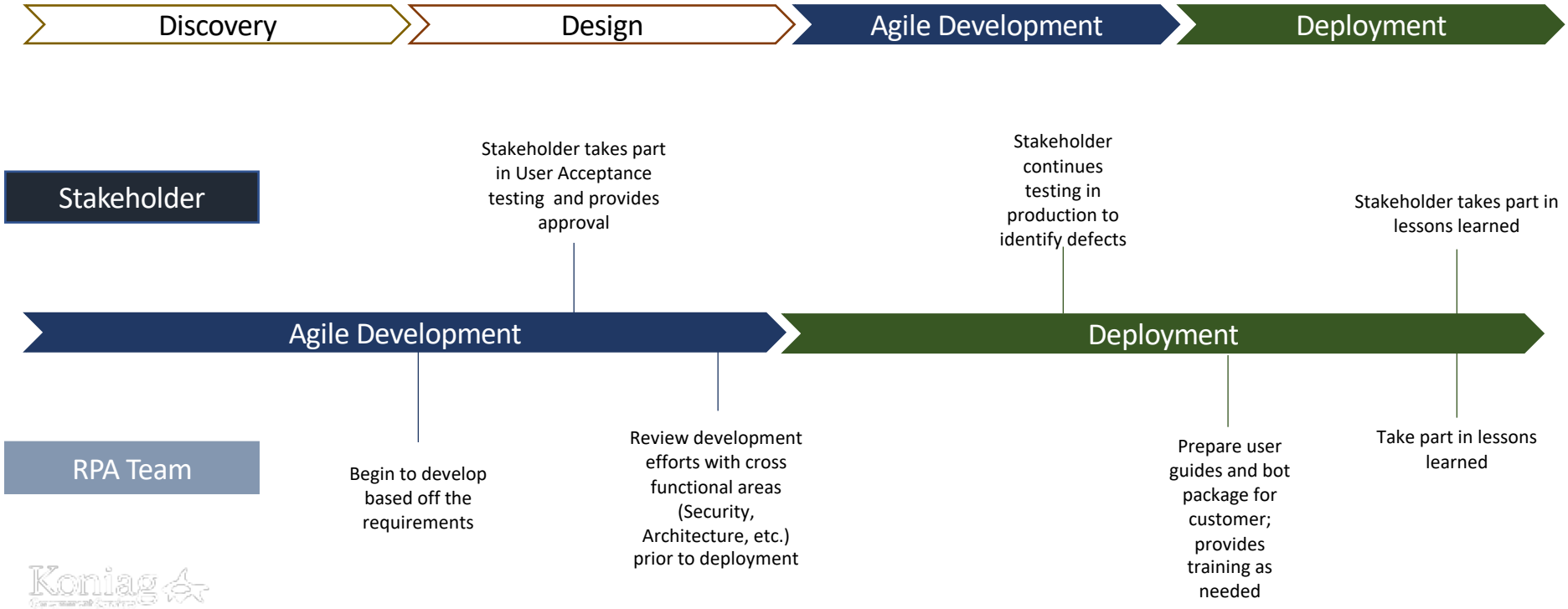
Agile Development and Deployment



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RPA Past Performance, Uses Cases and ROI

Army RPA for Acquisition

- Provide Robotic Process Automation (RPA) Software as a Service (SaaS) to assist Army contracting officials with making Contractor Responsibility Determinations
- Responsible for all required elements of the RPA contract, including but not limited to: bot creator, bot runner(s), a bot control room, software licenses for the bot(s) and a Federal Risk Authorization Management Program FEDRAMP) approved cloud environment to host the RPA process.
- RPA solution is scalable across the Army enterprise, other DoD services and agencies as well as other Federal agencies.
- Furnish a cloud hosting solution on infrastructure that is compliant with the Federal Risk Authorization Management Program (FedRAMP)
- Deliver and implement RPA solution for use of the Army Contracting Enterprise (approx. 7,500 users at any given time and up to 1M requests annually) with a response time of target 2 minutes, no more than 4 minutes

System and Software Support included (but is not limited to):

- Automation Anywhere Enterprise
- Amazon Web Services
- System for Award Management (SAM)
- Federal Awardee Performance and Integrity Information System (FAPIIS)

Army RPA Acquisition Use Case

Use Case – Contractor Responsibilities Determination:

- The Federal acquisition process is long, cumbersome, and often is not effective or timely in delivering capabilities and services needed by the warfighter
- The Federal Acquisition Regulation (FAR) 9.103(b) requires that contracting officials must have “information clearly indicating that the prospective contractor is responsible” or “make a determination of non-responsibility.”

Business Challenge:

- Acquisition process is long, cumbersome, and not effective or timely to support stakeholders and buyers
- Contracting officials collect documents relevant to the responsibility of a contractors business over 1M times annually, and this is process is time consuming and repetitive
- Errors occur from human data entering

Problem Solved:

Process Automation Solution

Value Delivered:

- Re-allocation of full time resources dedicated to reconciliations
- Automation of Reconciliations to be completed under 30 minutes vs 5 hours
- Elimination of manual data sorting and data entry
- Financial controls in-place with more accuracy

Contractor Responsibilities Determination— BOT ROI

13 Days Palt	Productivity Increase
99%	Average Handling Time Reduction
$29M	Annual projected savings

USDA RPA for Finance and Accounting

- Assist USDA Rural Development (RD) Business Center with the learning how to implement and adopt digital service methodologies such as User Experience (UX) design thinking, robotic process automation (RPA), and agile software development, which can then be used by the USDA RD on future software implementation or development efforts
- Through training, coaching, and change management, RD TO will have a basic understanding of such concepts as; hypothesis development and testing, product vision development, discovery and user research, product roadmaps, design and agile development techniques and methods, understanding end user needs, product management, auto testing and continuous integration
- Move data in or out of third-party application systems. Often referred to as “unattended” RPA, the emphasis here is on straight-through task automation
- Augment employees’ capabilities. Referred to as “attended” automation, RPA tools can extract information from systems and related documents, shaping it and preparing it for consumption by the worker at the point of need
- Determine a small agency problem that is a candidate for RPA, develop, and deploy light-weight prototype, alpha version, or pilot of a system to start mitigating an identified agency problem

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System and Software Support included (but is not limited to):

- UiPath
- Microsoft Excel
- Oracle Federal Financials
- Mainframe Systems

USDA RPA Financial Management Use Case 1

Use Case – Contractor Responsibilities Determination:

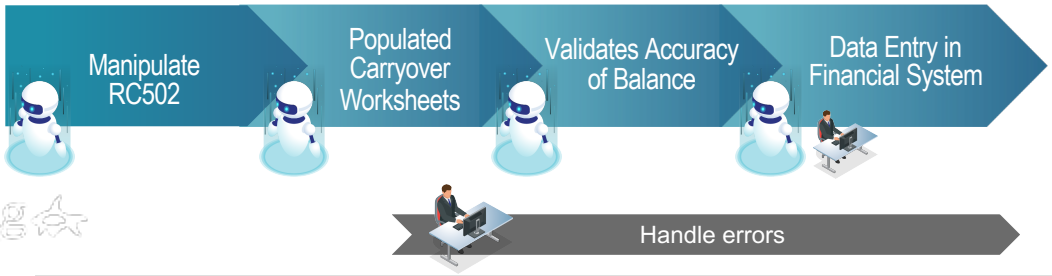
- Analysts create Carryover Worksheets to track unobligated balances that can be carried over into the new fiscal year and used for obligation. Carryover funds are another form of budgetary resources, and the Carryover Worksheet informs both current execution tasks and future formulation. Analysts create Carryover Worksheets prior to the start of the fiscal year, and then update the worksheets once PY data is available

Business Challenge:

- 7 Budget officers manually populate 50-60 worksheets by Program / Treasury Symbol bi-annually
- Process takes approximately 25 days in July and 25 days in October to complete
- Because the process is only done twice a year, the Budget Officers often re-train themselves each year to complete
- No standardized template exists

Problem Solved:

Process Automation Solution



Value Delivered:

- Standardized the process
- Automation of Allotment Carryover worksheets completed in under 1 hour vs 25 days
- 27 attended bots
- Elimination of manual data sorting and data entry
- Financial controls in-place sooner with more accuracy
- Ability to run process anytime throughout the fiscal year for on-going analysis

Allotment Posting — BOT ROI

25 Days — Productivity Increase

99% — Average Handling Time Reduction

$150K — Annual projected savings

USDA RPA Financial Management Use Case 2

Use Case – Contractor Responsibilities Determination:

- NFAOC performs system reconciliations on a daily, weekly, monthly, and yearly basis. Systems reconciled include AMAS, CLSS, GLS, PLAS, and DLOS. Many reconciliations are performed, but the general process is to retrieve reports from various sources including Hyperion or eFiche.

Business Challenge:

- 2 full time dedicated analysts, and 2 part time analysts, manually populate approximately 115 Reconciliation worksheets (61 daily, 5 weekly, 18 monthly, 9 quarterly, and 22 yearly)
- Manual data entry in the reconciliation spreadsheets from data identified from Hyperion and eFiche reports
- Each reconciliation is unique

Problem Solved:

Process Automation Solution

Value Delivered:

- Re-allocation of full time resources dedicated to reconciliations
- 115 Unattended bots
- Automation of Reconciliations to be completed under 30 minutes vs 8 hours daily
- Elimination of manual data sorting and data entry
- Financial controls in-place with more accuracy

System Recon — BOT ROI

6,240 Hours ↑ **Productivity Increase**

100% ↓ **Average Handling Time Reduction**

$350K ↑ **Annual projected savings**

Additional Past Performances

WHS Financial Management System Support

- Since 2018, we have been supporting Washington Headquarters Services (WHS) on their implementation of Defense Agency Initiative (DAI) Enterprise Resource Planning (ERP) system to over 5,500 personnel.
- Provide financial management system monitoring and support, to include technical, administrative, and professional services for the purposes of sustaining operations for the DAI user agency community. Tasks will include program management, help desk support, budget formulation, training, SIT/UAT testing, data reconciliation, Order Management (i.e. Revolving Fund and General Fund Reimbursable) execution improvement, and direct treasury disbursement.
- Provide financial operations support for all financial management business processes, including: requisitioning, obligations, receipt of goods and services, accounts payable, payments, acceptance of reimbursable orders, revenue generation, customer billing, cash disbursement, cash collections, time card generation and accounting recon of payroll processing, cost management, budgetary resources funds control, maintaining/enhancing internal controls, internal and external financial reporting, and audit readiness (adhering to audit standards, financial standards, internal controls and performance audits).
- Developed 28 attended Robotics Process Automation Bots for Budget Distribution and Execution processes.

System and Software Support included (but is not limited to):

- Defense Agencies Initiative (DAI)
- Defense Travel System (DTS)
- UiPath
- ODS – Operational Data Store
- DCAS – Defense Cash Accountability System
- Electronic Document Access/Electronic File Room (EDA/EFR)
- Wide Area Workflow (WAWF)
- IPAC – Intra-Governmental Payment and Collection
- BMC Remedy

FEMA Financial Systems Modernization Program

- Assist FEMA's Financial Systems Modernization (FSM) initiative that will replace WEBIFMIS with a financial management system compliant with the DHS FSM initiative
- Oversee discrete CFO projects, including IPP and G-Invoicing
- Provide internal project management support to other efforts, including Robotics Process Automation and Budget Software Implementation
- Work with business leads to capture and manage requirements through a requirements traceability matrix
- Develop change management strategy to manage change within the organization to successfully implement new systems to include development of stakeholder management plan, readiness plan, communications plan, and training plan

System and Software Support included (but is not limited to):

- Oracle Federal Financials
- WEBIFMIS
- G-Invoicing
- UiPath

Joint Artificial Intelligence Center (JAIC)

- Establish Information Technology (IT) infrastructure capabilities to include program management, system architecture, and data engineering and integration
- Provide expertise and recommendations according to IT engineering standards and best practices to support DoD JAIC in establishing a computer infrastructure for the Program's projects, and eventually for projects across DoD
- Provide recommendations for commercial-off-the-shelf (COTS) or custom tools that simplify adoption of AI in DoD and supports geographically dispersed teams
- Create of an environment to consume, curate and analyze information and data at the speed of relevance to provide the capability to inform decision making to project desired outcomes to commanders and business leaders using the best technology (e.g. cloud based virtualized repository, applied Artificial Intelligence, Projective and predictive Machine Learning
- Support the establishment of an advanced technology pipeline to prove out capabilities and technologies better enabling adoption of AI and ML across the enterprise. The pipeline will address data quality and volume, accelerate implementation cycles, refine data management processes, and assist in understanding policy compliance.

Thank You

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