



GSA's Journey in RPA

U.S. General Services Administration
Office of the Chief Financial Officer (OCFO)
Anthony Cavallo – GSA Deputy RPA Program Manager

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Subject Matter Expert

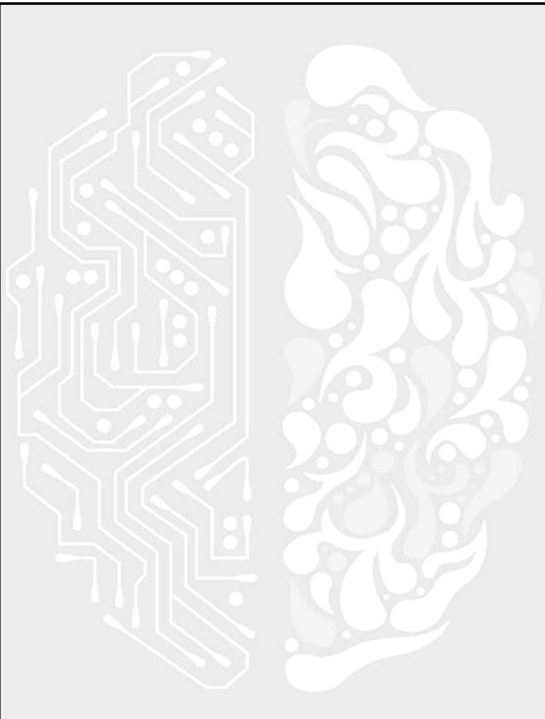


Anthony Cavallo

Robotic Process Automation Program Deputy Director
GSA | Office of Financial Management
OCFO | Robotic Process Automation Division

Anthony has been with GSA for 18+ years and has been developing RPA bots for the past 3 years. No stranger to automation, he has been automating processes throughout his career, primarily through financial reporting. Anthony has created and managed key business intelligence tools within the OCFO community that are used to automate reports, dashboards, and visualizations. For 8 years as a regional branch manager over Audits and Internal Controls, he led his team in identifying and understanding processes within organizations and helped to optimize those processes for better efficiency and stronger controls.

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What is RPA?

RPA is a powerful tool for automating operations.

- ✓ Bots use software to mimic human actions.
- ✓ Bots are used for rules-based, repeatable processes, such as invoice processing or manual data entry between systems.
- ✓ Full implementation can be in as little as 8 weeks. ROI is typically within 12 months.
- ✓ RPA is a quick and inexpensive tool to implement and sustain.

What can a bot do?

- Open emails and attachments
- Log into web/enterprise applications
- Move files and folders
- Complete forms
- Read and write to databases
- Scrape online data
- Make calculations
- Extract structured data
- Tag and manage content
- Follow if/then decision rules

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Benefits of RPA

Due to its adaptability, RPA can have profound impacts on an organization


1 Increase Productivity-
Enable additional capacity, efficiency and capability


2 Operational Excellence -
Standardize Accuracy and Quality


3 Process Improvement -
Optimization, Standardization, and Compliance


4 Customer Satisfaction -
New and/or Improved Service Offerings to Enhance Customer/Partner Experience


Benefits of RPA


 Compliance


 Speed


 Reliability


 Non-invasive

 Employee Morale

 Consistency





 Low Code

 Versatility

 High ROI


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RPA at GSA

Phase 1	Phase 2	Phase 3	Phase 4	Phase 5
<ul style="list-style-type: none"> Set Ambitious Goals Retrained Staff To Work As Developers Repurposed Process Improvement Team To Do Process Selection Established a Champion 	<ul style="list-style-type: none"> Establish Pilot IT Platform Select Process Candidates Establish Security and Privacy Approval Process Assess Scale Of Opportunity Create RPA Community of Practice (CoP) 	<ul style="list-style-type: none"> Establish Enterprise IT Platform Establish Center of Excellence Ongoing Management of Bot Operations Establish Inter-Gov't CoP Dedicated Full Time Staff 	<ul style="list-style-type: none"> Expand Focus To Intelligent Automation Expand tools. Pilot ML, AI, & Intelligent OCR. Expand Implementation Standards and Controls through CoP. <p style="text-align: center; background-color: #f00; color: white; padding: 2px;">CURRENT PHASE</p>	<ul style="list-style-type: none"> Establish a FedRamp based cloud offering that provides scalable RPA Solutions. Fully Integrate AI tools. ML, NLP, & Intelligent OCR. Develop Cross - Government automations.
Start February 2018	First Bots Outside OCFO	Full-time PMO Division	Intelligent Automation	Shared Services
 X 1	 X 29	 X 65	 X 84	Beyond


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SmartRPA is the Future




Optical Character Recognition

The electronic or mechanical conversion of images of typed, handwritten or printed text into machine-encoded text, whether from a scanned document, a photo of a document, a scene-photo or from subtitle text superimposed on an image.



Chat Bots

A computer program that simulates human conversation, or **chat**, through artificial intelligence



Machine Learning


The study of computer algorithms that improve automatically through experience and by the use of data. Machine-learning algorithms use statistics to find patterns in massive amounts of data.

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GSA RPA Operating Model

Private sector concept – organizing to maximize productivity

1. Sales & Marketing



- Opportunity Identification
- Business Challenge Assessment
- Scoping



RPA Evangelists

2. Intake & Assessment


Process Experts

Functional Coordinator

Business Experts

- Assessment
- Process Documentation
- Process Improvement
- Project Prioritization

3. Development & Testing




Factory Manager

BOT DEVELOPMENT TEAM

- Design
- Develop
- Test
- Deploy
- ATO
- UAT

4. Operations

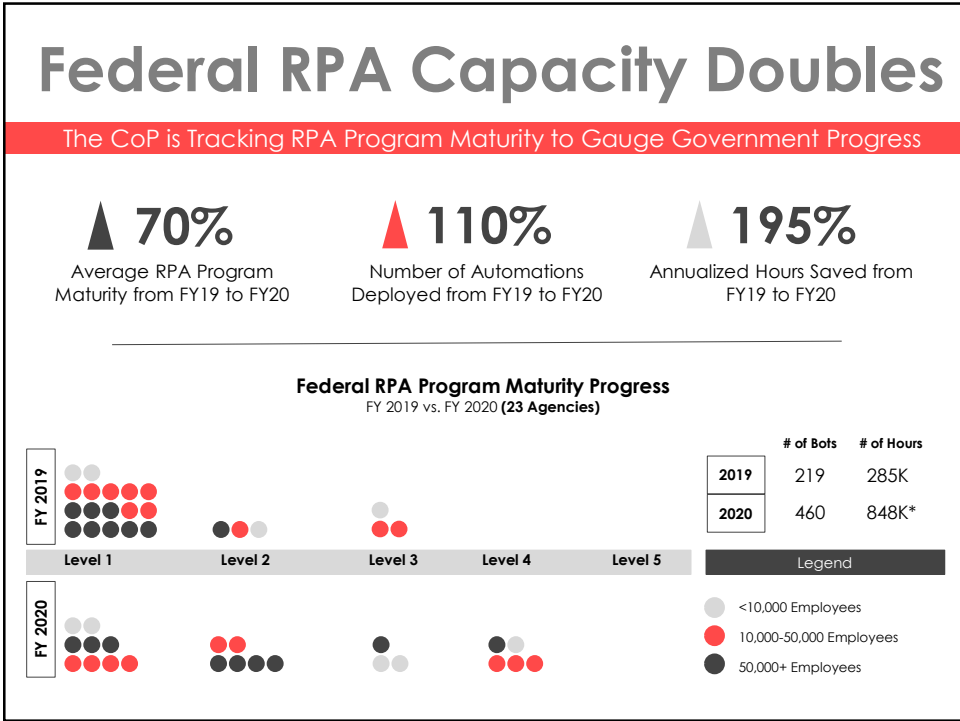
- Monitor System Changes
- Measure Performance



Information Technology

IT Platform, Bot Credentialing, and Authority to Operate (ATO)

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RPA Use Case

Credit Card Logging Bot

Summary: The Credit Card Logging Bot automates the data collection and processing of credit card transactions into Pegasys prior to the purchase approvals from managers. The process has increased data accuracy while saving more than 6,000 hours of manual data input and processing.

Video: [Credit Card Logging Bot](#)

Notables:

Customer: OCFO, OHRM, FAS


Go Live: June 1, 2018

Pre-Automation Level of Effort:

- Performed by hundreds individuals
- Approximately 25 minutes per transaction

Post-Automation Level of Effort:

- Process now takes less than 4 minutes to complete once key data fields are populated into a Google Form
- Credit Card Logs are created and routed for manager approval



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RPA Use Case

AP Email Notification

Summary: The AP Email Notification Bot compiles multiple daily and weekly reports to determine which outstanding accounts should receive an AP Email notification. The process has increased data accuracy while saving more than 1,600 hours of manual data input and processing.

Video: [AP Email Notification Video](#)



Notables:

Customer: OCFO

Go Live: January 1, 2019 (Phase 1)

Pre-Automation Level of Effort:

- Performed manually, with variation in activities performed across zones.
- Received reports on a recurring basis, daily or weekly

Post-Automation Level of Effort:

- Process now takes minutes to complete once key data reports are received
- Emails are created and sent directly to CORs reminding them to submit.

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Build-A-Bot Live Demo

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Getting Involved

There are many ways to get involved in RPA at your agency...



Get expert help – including process selection, technology demos, and advisory services – from mentors with advanced RPA programs.



Learn about RPA. Read the RPA Program Playbook and the addendum on internal controls, watch past webinars, and ask how your agency is practicing RPA. <https://digital.gov/guides/rpa/>



Join the Federal RPA **Community of Practice** and take advantage of regular webinars and knowledge sharing events. <https://digital.gov/communities/rpa/>

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Anthony Cavallo

RPA Division Deputy Director, GSA

anthony.cavallo@gsa.gov

Questions?

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