# WHAT IS RPA?

Robotic Process Automation utilizes software to imitate human actions in order to manage high-volume, rule-based, and repetitive tasks. Entire end-to-end processes can be performed by software robots with very little human interaction.

The RPA Product team provides intelligent process automation support to the Defense Health Agency's mission. The team's objective is to design and construct automation solutions to fulfill diverse requirements and establish a framework to implement additional automation technologies.



**DHA**
Defense Health Agency ®
SOLUTION DELIVERY DIVISION

## Robotic Process Automation

The RPA team is focused on automating and prioritizing labor-intensive and repetitive tasks within DHA.

**Email the RPA Team**
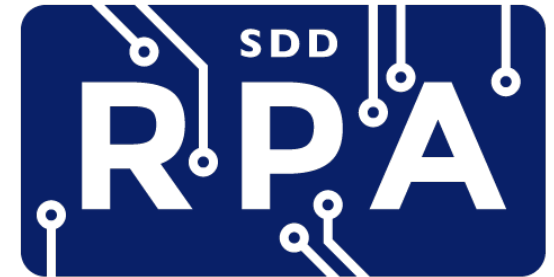dha.ncr.health-it-supp.list.rpa-owners
@health.mil

**View the RPA Process in Action**
https://vimeo.com/703751444

Solution Delivery Division
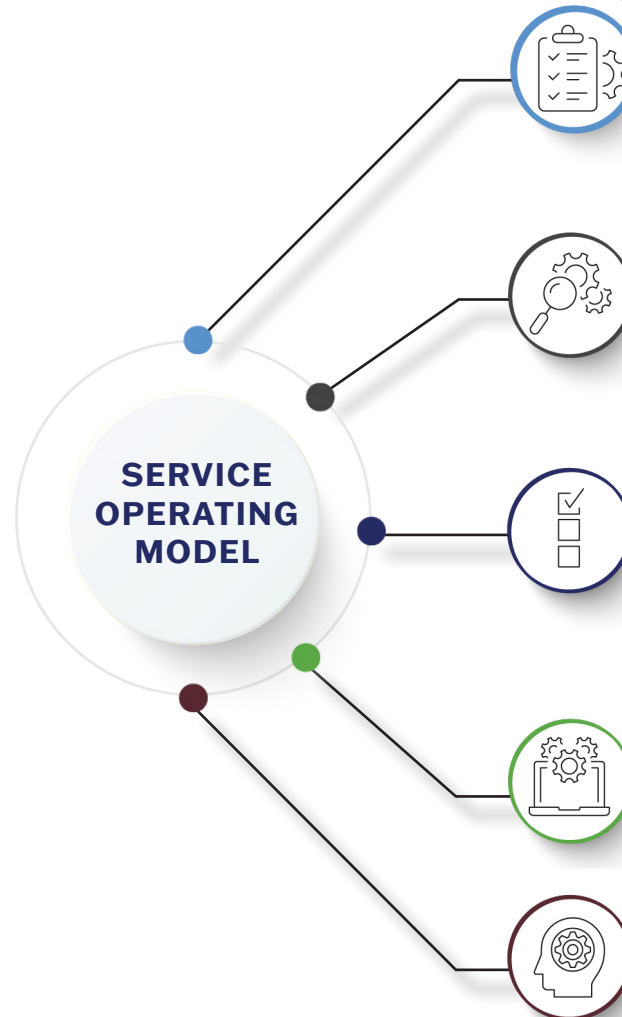# Robotic Process Automation



SDD
RPA

**Cultivating Excellence in Robotic Process Automation**

# IS RPA RIGHT FOR YOU?

- Is the task consistent and rule-based?

- Is the task subject to error and rework?

- Does the task rely on existing tools and applications?

- Is the task time consuming?

- Does it need to be performed frequently?

# BENEFITS

- Increases efficiency

- Reduces operational risks and costs

- Allows employees to focus on complex tasks

- Improves quality of work

- Harnesses the power of intelligent automation technologies

## SERVICE OPERATING MODEL

### GATHER
- Customer identifies process / completes process intake form
- Support team reviews intake forms / assesses initial cost

### ASSESS
- The team uses specific criteria to confirm feasibility of the project
- Recommendation submitted for approval by government lead

### PRIORITIZE
- The team compiles processes for review and analysis
- RPA government lead and team prioritize processes based on projected funding and strategic goals

### DEVELOP
- The team executes design, development, and testing
- Tracks progress and documentation

### DEPLOY
- Bot monitored as a Pilot workflow for 30-45 days
- Bot goes into sustainment