Automation Innovation
Cultural Adaptation Journey
Phase 4 – Communicate, Deploy, and Train

Agency Examples

General Services Administration

- Training: In addition to training and easy-to-use guides that have been developed, GSA designed the automation so that it would display descriptions and examples for each field of the form that initiates the bot. Detailed error handling is also embedded in the form.

Department of Energy

- Training: The DOE robotic process automation (RPA) Team hosted trainings for a month, twice a week, for an hour each session, morning, and afternoon. Each session included a variety of users with varied roles. The sessions were not mandatory, but what they found was that word of mouth spread by people who attended the sessions. Procurement leadership also focused on publicizing the events through the internal mechanisms, such as working groups, listservs, and intranet. Feedback on the sessions was also solicited by the RPA Team and used to improve future sessions.

Department of Justice

- Training: Minimal change management was needed, as the DOJ Automated Notification of Non-Reconciled Awards bot replaces a manual email notification process where recipients of the email received nearly identical messages. However, DOJ provided informal training for the handful of members who would need to prompt the bot to initiate the alert process.

Army

- Adoption: Mandating use of Army's closeout bot (DORA) through policy was seen as an important means of ensuring adoption across a large organization. Compliance with the mandatory use policy is checked as part of the periodic contract file reviews.
- Communicate and Train: As part of its rollout plan for DORA, the ARMY addressed a major concern for users in the contracting workforce. The Army communicated that the bot would not replace the contracting professionals' discretion and was more of an assistive technology to eliminate highly manual work.
- Communication and Engagement Plan: The successful implementation of the DORA automation, including well targeted communication and stakeholder engagement, was responsible for the establishment of an Army innovation function with dedicated resources for future automations.

Defense Logistics Agency

- Communication: DLA publishes "Chief Information Officer (CIO) Automation of the Quarter" email to highlight automation activity and promote awareness of new bots.
- User Feedback: User feedback is collected via local information technology (IT) helpdesks. Users contact their help desk and a provided a trouble ticket if there is an issue with a bot. The issue is then forwarded to the enterprise center for resolution.

Department of Veterans Affairs

- Communicate and Train: After implementing a new robotic process automation (RPA) solution, end users are provided a self-start guide, invited to a series of orientation kickoff activities,

and/or offered a package of rollout materials. These resources are stored in a knowledge management portal to promote access.

Department of Treasury

- Communicate and Train: Treasury provides a written step-by-step training guide. Treasury also engages in peer-to-peer outreach to users to offer clarifications and assistance. This type of personal outreach has been helpful for adoption of automations.