Automation Innovation
Cultural Adaptation Journey
Phase 2 – Design and Prototype

Agency Examples (TABS)

General Services Administration (GSA)

- Gather Compliance Requirements: GSA structured its closeout bot, CLARA, to follow the requirements in the Federal Acquisition Regulation. In addition, the requirements development team worked closely with agency attorneys throughout the development process to ensure compliance with administrative law issues related to the appropriate exercise of discretion of the bot. For example, CLARA does not exercise the actual modification, the Contracting Officer exercises the modification with support from the bot. The process starts with the Contracting Officer initiating the bot to commence the closeout process. Anything that a warranted Contracting Officer is regulated to do is turned over by the bot to the Contracting Officer for action.
- Gather Access Requirements: For GSA's closeout bot, CLARA, role-based access and permissions are supplemented by the fact that the automations can only be run within the GSA environment. Users who attempt to run an automation without appropriate access receive a warning that they do not have privileges to run the automation, along with instructions to obtain access.

Department of Justice (DOJ)

- Design and Prototype: Design decisions for DOJ's Automated Notification of Non-Reconciled Awards bot centered around looking for automation functionality that would not require significant changes to business processes.
- Design and Prototype: Consistent with Agile methodologies, non-technical customer representatives were included in every stage of the development process for DOJ's Automated Notification of Non-Reconciled Awards bot.

Army (Army)

- Collect Business Requirements: The business requirements for Army's DORA bot were heavily informed through cross-government collaboration, despite having different technology tools.
- User Acceptance Testing (UAT): The prototype for DORA did not go through formal user UAT; instead, the Army limited deployment to a test group. The 'test group' was selected thoughtfully based on the number and types of actions they would execute that would serve as a broad test case. The test group was also used a key points throughout the development process to provide early feedback and validation.

Defense Logistics Agency (DLA)

- Design and Prototype: DLA has incorporated bots into 109 processes since 2018 with 86 needing no human interaction. DLA utilizes Agile methodologies to design and develop bots and relies more on business process analysts than end-users during the design phase.