

Automation Innovation
Cultural Adaptation Journey
Phase 2 – Design and Prototype

Best Practices

- **Relationships Matter:** While process and tools are important, the most important contributor to the success of the GSA's closeout bot, CLARA, was the relationship between the developer and the product owner, or program manager. They viewed themselves as teammates and their responsive interaction with, not only each other, but with the agency's leadership and users of the automation, resulted in the successful deployment and continued success of CLARA.
- **Ensure Effective Collaboration with the CIO -** Agency Chief Information Officers (CIOs) play a critical role in creating a successful environment for RPA development, including the design of formal security protocols, credentialing, privacy processes, procurement of technology solutions, and enterprise governance. A close, working collaboration between the agency's program leadership and representatives of the CIO can expedite rollout of the RPA solution.
- **Involve End-Users:** Robotic process automation (RPA) solutions should not be designed in a vacuum. It is beneficial to have end-users involved during the entire development process. In addition to helping refine processes and identify issues, enthusiasm and acceptance of the RPA solution increases when end users are involved early and often throughout the process.
- **Use Case Identification:** Questions to ask as part of user case identification include:
 - What is the process?
 - How long does the process take?
 - What are the expectations?
 - How do you handle error?
 - What systems are involved?