Best Practices

Implementation Timeline

- Consider a phased implementation by adding a consistent volume of new users over time.

- A longer implementation timeline may help with change management and soften the required usage of a new robotic process automation (RPA) solution.

- The time of year to deploy solutions is an important factor. If rollout occurs at the end of the fiscal year (FY), the acquisition workforce, including Contracting Officer Representatives (CORs) and Contracting Officers (COs), may have competing priorities that may timely adoption.

Training

- Training on how to use the RPA solution is critical and often helps to increase adoption.

- Consider providing end users materials, such as a self-start guide or holding a series of orientation kickoff activities upon rollout of the RPA solution.

- Common tools used for training and to address change management considerations during the rollout of RPA solutions include:
  - Awareness training
  - Microsoft Teams (MS) Teams site
  - Users' guides
  - Training videos