

Automation Innovation
Cultural Adaptation Journey
Phase 5 – Maintain and Data Capture

Agency Examples

General Services Administration (GSA)

- **Return on Investment (ROI):** In order to assess ROI for GSA's closeout bot, CLARA, GSA uses metrics that track the accuracy of the bot and actual use. Specific metrics include tracking the number of users, number of requests, requests by the various automation pathways within the bot, successful completions per month, and the ratio of bot closeouts vs use of manual closeout procedures.

Department of Justice (DOJ)

- **Design Enhancements:** DOJ has a robotic process automation (RPA) maintenance process that coordinates with functional subject matter experts (SME) during the bot initiation process in order to identify any needed functionality or design enhancements.
- **Performance Monitoring:** DOJ used software logging to monitor the performance and the usage of their Automated Notification of Non-Reconciled Awards bot.
- **Return on Investment (ROI):** In order to assess ROI for DOJ's Automated Notification of Non-Reconciled Awards bot, DOJ made assumptions regarding the manual process time of the prior task and compared it to the bot processing time.

Army (Army)

- **Performance Monitoring:** Army uses a monitoring software to examine their DORA bot's usage, including how many times it is called and whether it performs as expected.
- **Performance Tracking and Design Enhancements:** Army uses a SharePoint portal for bug reporting and feedback on their closeout bot, DORA. This portal is also used for suggesting new automations or enhancements to the bot.

Department of Treasury (Treas)

- **Performance Monitoring:** IRS has an internal dashboard that monitors use and performance of their contractor responsibility bot.
- **Return on Investment (ROI):** IRS, with contractor support, developed metrics to assess performance and return on investment (ROI) of its automation tools.