



Process Definition Document

Automation of the **Neg Memo** Process for M/OAA

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US Agency for International Development

Office of the Chief Information Officer

Document History

The table below tracks the version history, including a brief description for the revision the AIDRPA Program Charter

Version No.	Date	Author	Organization	Function	Revision Description
1.0	01/08/2021	Ryan Blair			
1.1	05/25/2021	Bagesary Powar			New enhancement identified for accessing GLAAS System.
1.2	7/13/2021	Bagesary Powar			New enhancements and Issues

Document Approvals

Role: Business Owner

Charity Benson

Name

_____ (Date)

Role: Process SME/Owner

_____ Name

_____ (Date)

Role: Project Sponsor

Patricia Kristobek

Name

_____ (Date)

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1.0

1.0 Introduction

1.1 Document Purpose

The Process Definition Document, or PDD, outlines the business process chosen for automation using using UiPath Robotic Process Automation (RPA) technology.

Specifically, this document seeks to lay the groundwork for ensuring the process is a good candidate for automation. The document describes the sequence of steps performed as part of the business process, the conditions and rules of the process prior to automation and how they are envisioned to work after automating it, partly or entirely. The document serves as a reference tool for both business and developers, providing the details required for applying RPA technology to the process.

1.2 Objectives

The objective of the Neg Memo process is to complete and distribute a memorandum regarding amendments to contacts. The output of the process is the completed and signed Neg Memo itself.

Once automated the process will fulfill the following objectives:

- Reduce processing time
- Increase capability (more work done with existing staff)
- Improve accuracy
- Get faster results (compared to API & new app building)
- Improve process efficiency
- Improve customer service
- Eliminate repetitive work
- Provide better insights & analytics
- Manage risk
- Increase flexibility
- Increase scalability
- Add capability for future processes by reusing components of this automation

1.3 Roles & Responsibilities

The specifications document includes concise and complete requirements of the business process and it is built based on the inputs provided by the process Subject Matter Expert (SME)/ Process Owner.

The Process Owner is expected to review it and provide signoff for accuracy and completion of the steps, context, impact and complete set of process exceptions.

The following individuals have been identified as process participants:

Role	Name	Email	Responsibilities
M/OAA			
Business Owner	Charity Benson	cbenson@usaid.gov	Process SME
Project Team Lead*	Margaret Benavente	mabenavente@usaid.gov	Process Owner; Project Lead; Approver
Automation Specialist			Process & Automation SME
End User(s)	TBD	TBD	UAT Support
M/CIO			
Project Sponsor	Patricia Kristobek	pkristobek@usaid.gov	IT Service Delivery Division Lead; Project and Contract Oversight
Technical Lead*	Sankar Das	sdas@usaid.gov	Engineering Management Branch Lead; Environment Support
Enterprise Architect	Baljinder Singh	bsingh@usaid.gov	Enterprise Architecture Branch Lead; Licensing Support
RPA Business Process Analyst*	Ryan Blair	rblair@usaid.gov	Analysis & Assessment
RPA Architect	Ryan Blair	rblair@usaid.gov	RPA Design
RPA Developer	Ryan Blair	rblair@usaid.gov	Development & Coding
RPA Tester	Ryan Blair	rblair@usaid.gov	Testing & Documentation
Solution Support Project Lead	Kyle King	kyking@usaid.gov	Contract support, project management, and surge support
HCTM			
Orchestrator Admin	TBD	TBD	UiPath Orchestrator Administration

**Note: Denotes main project points of contacts (POCs)*

1.4 Minimum Prerequisites for automation

The following items must be completed prior to automation development commencing and recommendations for enabling higher quality results.

1. Chrome is installed and up-to-date on the machine.
2. UiPath add-on extension for Chrome is installed & up-to-date.
3. [Operator is a member of the ... group.]
4. [Another prerequisite.]
5. UiPath Packages are installed as required: [List here.]

2.0 As IS Process

2.1 Process Overview

The table below captures general process specifications and information.

#	Topic	Description
1	Process Full name	NegMemo Process
2	Process Area	M/OAA
3	Process Owner	M/OAA
4	Function/Department	M/OAA
5	Process short description	Refer historical docs – vinay bagesary
6	Roles required for performing the process	Contracting Officer (operator)
7	Process Schedule/Frequency	Process is performed as needed approximately 2,200 times per year
8	# of items processes/ month	N/A
9	Average handling time per item	Approximately 60 minutes
10	Peak Periods	N/A
11	Total FTEs Supporting Process	As many as 80, worldwide
12	Expected Increase in Volume for Next Reference Period	[N/A]
13	Level of Exceptions / Exception Rate	Low
14	Input Required to Commence Process	One PDF document (SF-30) and access to three public websites (<i>sam.gov</i> , <i>sanctionssearch.ofac.treas.gov</i> , and <i>scsanctions.un.org</i>)
15	Output Required to Complete Process	<ul style="list-style-type: none"> • Neg Memo document saved to shared folder • Email with Neg Memo attached • Process log entry
16	Dependencies	Access to GLAAS in order to download the SF30 source document and supporting data

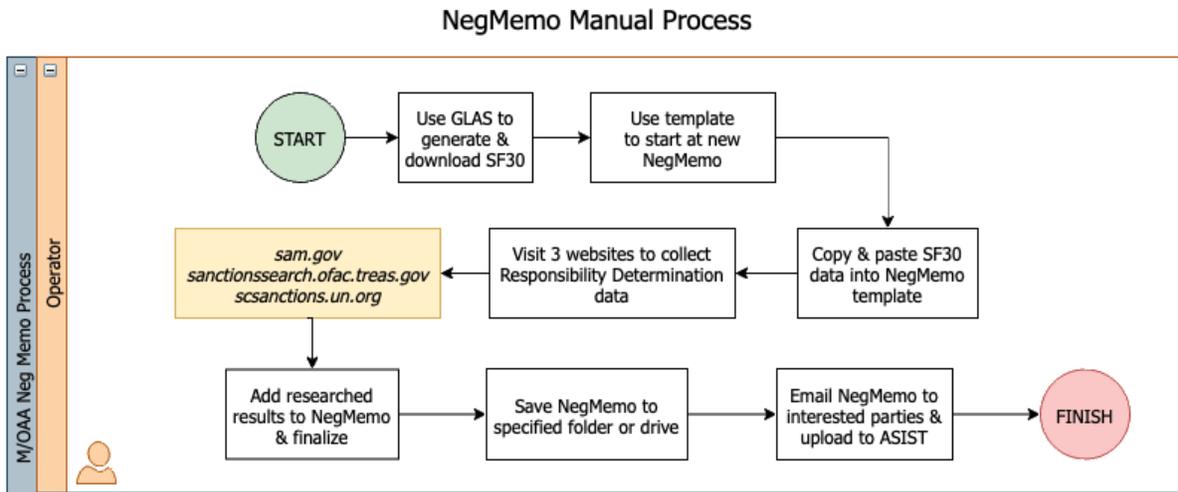
2.2 Supporting Applications & Systems

The below table lists all applications and systems that support the process.

#	Name	Version	System Language	Client Type	Access Method	Notes (include URLs)
1	GLAAS					
2	MS Word	Latest	EN	Native Client	N/A	
3	Gmail	Latest	EN	web app	USAID Login	
4	ASIST					

2.3 Current State Process Map

Shown below is a high-level flowchart of the as-is Neg Memo process to be automated.



Step	Short Description of Key Process Steps	AVG TAT*
1	Operator starts his machine	2
2	Operator accesses the GLAAS System to generate the SF30 form and download it . Place the SF30 form in the specified folder.	15
3	Locate the template to start a new NegMemo	2
4	Copy and paste the SF30 data into NegMemo MS word template	10
5	Visit the 3 websites (sams.gov lookup, treas.gov lookup, un.org lookup) to collect Responsibility Determination data and take screenshots of the results .	15
6	Paste the results in the NegMemo MS word Template. Add additional description and documentation from GLAAS to the Negmemo MS Word	10
7	Operator saves the NegMemo to specified folder in drive	2
8	Operator signs the NegMemo document and email it to interested parties and upload to ASIST	4
		<i>Total 60 minutes</i>

In the AVG TAT (Average Turn Around Time) please fill in the current TAT of each transaction. More detailed information can be documented in a separate table and/or documented and embedded below.

2.4 Current Data Fields captured

Sr.No.	Field Name	Source	Description	Notes
1	contractorName	SF30	Name of the contractor/company affected	Text field
2	dunsNumber	SF30	The Dun & Bradstreet number assigned to the contractor	Nine (9) digits
3	cageCode	SF30	Unique identifier assigned to Commercial and Government Entities	Five (5) characters
4	exclusionResult	sams.gov lookup	Result of search (screen shot) at SAMS website indicating any current exclusions against contractor	Boolean (Screen shot as well)
5	sanctionResultTreasury	treas.gov lookup	Result of search at Treasury website indicating any current sanctions against contractor	Boolean
6	sanctionResultUn	un.org lookup	Result of search at UN website indicating any current sanctions against contractor	Boolean
7	[standard text, several variables]	local .xlsx file	Preferred verbiage used in the resulting NegMemo can be saved locally and changed by individual operators	Text fields

2.5 Current Business Exceptions

Exception	Action
[Business Exception] Missing information (name,)	Research or ask other stakeholders
[Business Exception] Contractor could not be found on one or more websites	
[System Error] One or more websites could not be accessed	Wait and try again
[System Error] Specified SF30 could not be found	Cannot proceed further. Approach the GLAAS admin/support
[System Error] Local hardware issues	Approach system admin
GLAAS System Current Exceptions	Approach the GLAAS admin/support

2.6 Additional Process References

Below is a list of process references such as keystroke-level documents, screenshots, video captures and other reference materials.

Document Name	Description	Attachment or Location
Process Walkthrough Video	Recording of typical current state process	https://drive.google.com/file/d/1Whtrh1jFOiKAfvjTD5Lqao9KM7EFGng6/view?usp=sharing This is a link to a narrated video of the current state process as performed by the process owner.
M/OAA- Intake Requirements Gathering	Describes how the automation technology will be employed and supported.	https://docs.google.com/document/d/1GP50Ywnv7SM7svLT866y_U6jPb8hXbI-AELkj1BBbg/edit?usp=sharing This is a link to a document supplied by the process owner.

3.0 Design Considerations

3.1 Other Business and System Considerations

Listed below are any other observations relevant to the process such as audit requirements or business specific monitoring requirements, etc. Also include notes for the design team regarding changes that may be necessary moving this manual process to an automated one, or from attended to unattended.

- This automation is designed to be run as an attended automation and requires an attended robot license on the operator's desktop.
- If/when this automation is moved to an unattended environment, the following will be required:
 - o A virtual machine where unattended robot can reside
 - o An unattended robot license accessible from the virtual machine
 - o A schedule for the frequency of operation configured in Orchestrator

- **Appendix A: Neg Memo Template**



SUMMARY PAGE

TITLE OF REQUIREMENT:
TECHNICAL OFFICE:
REQUISITION NUMBER:
MODIFICATION NUMBER:
IDIQ NUMBER:
TASK ORDER NUMBER:
CONTRACT/TO TYPE:
NAICS CODE:
CONTRACTOR NAME & ADDRESS:

CONTRACTOR DUNS NUMBER:
**CONTRACTOR REPRESENTATIVE
NAME, PHONE, EMAIL:**

PERIOD OF PERFORMANCE:

TOTAL ESTIMATED COST OR PRICE:
TOTAL OBLIGATED AMOUNT:
OBLIGATED WITH THIS MOD:
NEW TOTAL OBLIGATED AMOUNT:
PLACE OF PERFORMANCE:
COR NAME:
CO NAME AND OFFICE:

I. AUTHORITY TO CONTRACT

**The Foreign Assistance Act of 1961, as amended and Executive Order 11223,
and FAR Part 15.**

II. PURPOSE OF THIS MEMORANDUM

III. DISCUSSION

IV. RESPONSIBILITY DETERMINATION

V. AWARD RECOMMENDATION

RECOMMENDED BY: Negotiator

Name:
Title: Acquisition and Assistance Specialist

Date

APPROVED BY: Signatory CO with sufficient warrant authority

Name:
Title: Supervisory Contracting Officer

Date

● Appendix B: Sample SF-30

[this one is blank, replace with completed sample]

FRONT

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE	PAGE	OF	PAGES
2. AMENDMENT/MODIFICATION NUMBER		3. EFFECTIVE DATE		4. REQUISITION/PURCHASE REQUISITION NUMBER		5. PROJECT NUMBER (If applicable)	
6. ISSUED BY		CODE		7. ADMINISTERED BY (If other than Item 6)		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code)				(X)	9A. AMENDMENT OF SOLICITATION NUMBER		
				<input type="checkbox"/>	9B. DATED (SEE ITEM 11)		
				<input type="checkbox"/>	10A. MODIFICATION OF CONTRACT/ORDER NUMBER		
				<input type="checkbox"/>	10B. DATED (SEE ITEM 13)		
CODE		FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required)							
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.							
CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.						
<input type="checkbox"/>							
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).						
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:						
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)						
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)							
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.							
15A. NAME AND TITLE OF SIGNER (Type or print)				16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)			
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA		16C. DATE SIGNED	
_____ (Signature of person authorized to sign)		_____ (Signature of Contracting Officer)		_____ (Signature of Contracting Officer)		_____ (Signature of Contracting Officer)	
Previous edition unusable				STANDARD FORM 30 (REV. 11/2016) Prescribed by GSA FAR (48 CFR) 53.243			

