

WHAT IS RPA?

Robotic Process Automation utilizes software to imitate human actions in order to manage high-volume, rule-based, and repetitive tasks. Entire end-to-end processes can be performed by software robots (or bots) with very little human interaction.

The RPA product team provides intelligent process automation support to the Defense Health Agency's mission. The team's objective is to design and construct automation solutions to fulfill diverse requirements and establish a framework to implement additional automation technologies.



Robotic Process Automation

The RPA team is focused on automating and prioritizing labor-intensive and repetitive tasks within the DHA.



Email the RPA Team

dha.ncr.health-it-supp.list.rpa-owners
@health.mil



View the RPA Process in Action

<https://vimeo.com/703751444>

Solution Delivery Division

Robotic Process Automation



Cultivating Excellence in
Robotic Process Automation

RPA HELPS YOU WORK SMARTER, NOT HARDER!

Great for tasks that are:

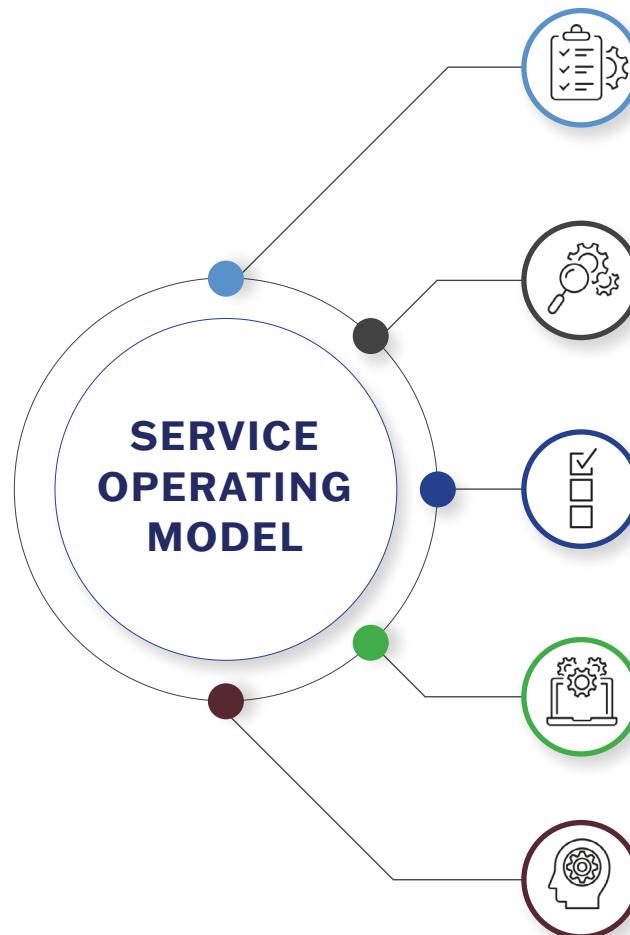
- Consistent and rule-based
- Subject to error or rework
- Time consuming

Or:

- Rely on existing tools and applications
- Performed frequently

BENEFITS

- Increases efficiency
- Reduces operational risks and costs
- Allows employees to focus on complex tasks
- Improves quality of work
- Harnesses the power of intelligent automation technologies



COLLECT

- Customer identifies process / completes process intake form
- Support team reviews intake forms / assesses initial cost

ASSESS

- The team uses specific criteria to confirm feasibility of the project
- Recommendation submitted for approval by government lead

PRIORITIZE

- The team compiles processes for review and analysis
- RPA government lead and team prioritize processes based on projected funding and strategic goals

DEVELOP

- The team executes design, development, and testing
- Tracks progress and documentation

DEPLOY

- Bot monitored as a Pilot workflow for 30-45 days
- Bot goes into sustainment