<u>Agency Examples</u>

Department of Justice

- Final Design Acceptance: The functional subject matter expert (SME) and technical Product Owner collaborated to accept the final deployment version of the bot.
- Final Design Acceptance: The procurement office performed User Acceptance Testing (UAT) as part of the acceptance process.

Army

- Iterative Feedback: For the Army's closeout bot, CLARA, initial success of the minimum viable product (MVP) was validated based on successful reception from a pilot group. Testing and feedback for CLARA led to an improvement of the automation. For example, one iteration was a move from a bot that read a website frontend to a functionality that utilized application programming interfaces (APIs).

Department of Veterans Affairs

- Collect Feedback: VA found success in conducting multiple pilots. Small batch pilots were effective for testing and identifying pockets of users/stakeholders that had not been previously identified.
- Deployment Plan and Training Needs: After implementing a new robotic process automation (RPA) solution, end users are provided a self-start guide, invited to a series of orientation kickoff activities, and/or offered a package of rollout materials. These resources are stored in a knowledge management portal to promote access.