Increasing a Federal Defense Agency's Workforce Productivity Using Robotic Process Automation (RPA)

1901 Group
A Leidos Company

Simplifying IT

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🏛 Background

Business operations often rely on outdated technology or manually intensive, error-prone, costly, and slow processes, resulting in a wealth of unexploited data resources, wasted labor hours, and gross inefficiencies.

Example: We developed RPA for a DoD customer payroll office that processes the Record of Emergency Data/Dependency Application (RED/DA) forms, which are self-service forms that record emergency data and dependency information.

❓ Challenge

Each RED/DA form review averages about 10 minutes when processed manually and approximately 50% of all RED/DA forms submitted affect payroll. Forms are manually reviewed for the following:

• Validate signatures, supporting documents, and required information are completed
• Return forms if required information is not included
• Approve and take all required action(s) to complete forms

Initial review is a time consuming processes, leaving less time for high value business processes. This as an ideal situation to implement RPA to automate the simple tasks and allow the team to focus on tasks that require more critical thinking.

✅ Solution

1901 Group developed automation using UiPath (an RPA COTS platform) to review, approve, and complete the payroll forms. RPA is a key part of digital transformation strategies that offers five imperative advantages organizations need as they shape strategies to manage transition to a remote workforce.

ACCURACY	EASE OF IMPLEMENTATION	COMPLIANCE	RELIABILITY	IMPROVED CUSTOMER EXPERIENCE
Reduced risk on repeatable tasks with no human error	Simplified solutions are low-to-no code, COTS, and rapid to deploy	Built in security features ensure IT compliance	Always-on solutions with dependable outcomes 100% of the time	Automating manual tasks reduces backlog and lets employees focus on strategic initiatives

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FR FedRAMP
CMMI DEV/3 ℠
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Results

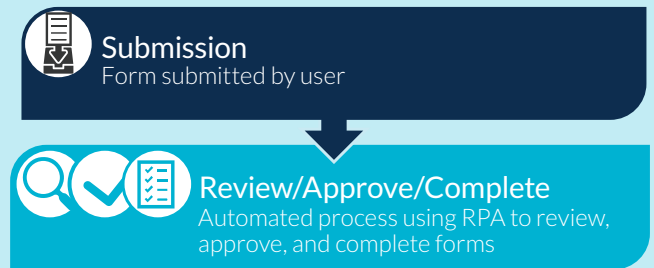**Use Case:** A DoD Customer's critical electronic-form approval process before and after deploying RPA

BEFORE DEPLOYING RPA

Submission
Form submitted by user

Review
Manually review forms to validate completion of required information and supporting documents

Approve
Form is manually approved

Fail
Form incomplete, return to user

Complete
Form is manually completed

10 SECONDS

10 MINUTES

AFTER DEPLOYING RPA

Submission
Form submitted by user

Review/Approve/Complete
Automated process using RPA to review, approve, and complete forms

Automated process occurs in **seconds,** eliminating the need for hands-on support from employees

1901 Group developed automation using UiPath (an RPA COTS platform) to review, approve, and complete the payroll forms. The results of the automation pilot validated a **48% reduction in workload**. This represents a **savings of about 510 hours** or **13 weeks for 1 full time person** by limiting the daily tedious tasks, **allowing the team to focus on higher value activities**. By enabling more efficient human/machine workflow, more time is spent on tasks that require human intelligence.

About 1901 Group

1901 Group, a wholly owned subsidiary of Leidos, is a leading provider of innovative IT services and solutions in the public and private sector market that delivers improved service delivery by leveraging our FedRAMP authorized Enterprise IT Operations Center (EITOC) to provide 24x7 support of end-users, complex IT infrastructure environments, and mission-critical systems.

> 1901 Group is bringing change to an IT services industry that has operated the same way for a very long time as we continue to invest in our standards, methods, tools, and techniques which we apply to cloud engagements.

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