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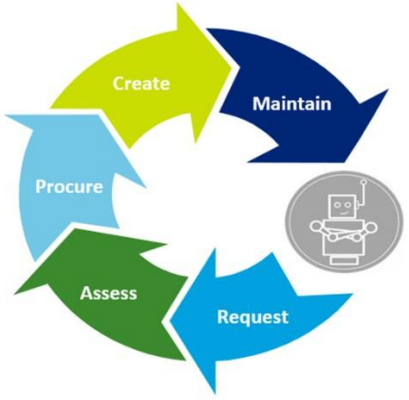
Robotic Supply Chain: Industrializing the RPA COE

Going beyond RPA implementation and the RPA COE, Deloitte has built the first Robotic Supply Chain in the US Federal Government

Ordering Automations as a Product to Enable Success

Robotic Process Automation (RPA) at scale, industrialized, operationalized, and available to end users and business units is here – Deloitte has built the first ever Robotic Supply Chain in Federal and can now offer a proven capability to our clients. The Robotic Supply Chain has revolutionized the build, implement, and manage of demand across the organization.

The Robotic Supply Chain streamlines the process from the request for a new automation through delivery of a production ready digital worker. It simplifies the journey to help organizations achieve the Future of Work at all stratospheres, enabling the ability to scale Intelligent Automation to the enterprise and facilitate governance and control of use cases, quality, and operations and maintenance (O&M).
In people's daily lives, they are accustomed to purchasing products in a digital marketplace, where they can assess, order, and track orders. With the Deloitte Robotic Supply Chain, they can now achieve a similar level of experience in the workspace. The Robotic Supply Chain makes it possible for organizations to deliver Digital Workers with a few clicks, while maintaining governance and controls in the background, and transparency. The Future of Work is here with the Robotic Supply Chain, easily equipping employees with the tools needed for success.



Through the Robotic Supply Chain, an organization can use a single platform to learn and consume information from a knowledge base, request a process to be assessed, procure the Intelligent Automation solution, and deliver a digital worker that is operated and maintained virtually. Using a single platform (e.g., ServiceNow, Salesforce, Appian, etc.), Robotic solution requestors will receive end-to-end support that generates a ticket, so the requestor can stay informed of the progress of their digital worker. Collaborating throughout the Robotic Supply Chain process within the platform, the customers have full control and transparency of the development process. As organizations evaluate their automation needs, the model works cohesively to help simplify their operations and enable increased functionality. Collectively building a transparent reporting system allows users to report on their Intelligent Automation capability. An enterprise-wide Robotic Supply Chain promotes a system of building an automation process based on the unique scenarios for each requestor.

In five steps: Request, Assess, Procure, Create, and Maintain, the platform is transparent, commoditized, measured, efficient and streamlined.

A Solution: The Robotic Supply Chain

Deloitte's Robotic Supply Chain capability begins with designing a bot procurement or "charge back" model capability to allow offices within the enterprise to provide funding for an Intelligent Automation. This is facilitated through a GWAC (or similar structure) or internal funds transfer. Pricing is determined by the complexity of the automation: Simple, Low, Medium, or High complexity. The Robotic Supply Chain offers an organization greater efficiency through the process, allowing them to increase or decrease development resources based on automation demands, and Operations and Maintenance. This also provides organizations greater control over the automation operating in their network by adding incentive to come to one place, the Robotic Supply Chain, to receive their automations.

Opening the Knowledge Base

Requestors have access to a Knowledge Base within the platform from the start. Open access internally to this repository provides users the opportunity to educate themselves about Intelligent Automation and its applicability. The Knowledge Base houses best practices, lessons learned, use cases, a guide on Intelligent Automation technologies, frequently asked questions (FAQs), and internal process documentation, enabling a centralized location to equip potential requestors with the tools needed to recognize areas Intelligent Automation may be applied and

enable the success of the implementation for their use cases.

Submitting an Order

After the requestor reviews the Knowledge Base and has identified processes as candidates for automaton, the request is submitted through the Robotic Supply Chain Platform. The required information for a successful process assessment is electronically submitted and a ticket number generated. Much like a Service or Supply Center, this ticket is assigned to a Process Analyst. The platform makes it easy to submit the candidate process for assessment and is trackable for the requestor.

Assessing the Candidate Process

The Process Analyst assesses the candidate process by applying the Deloitte Process Assessment Methodology (DPAM) to assess automatability with Intelligent Automation and determine its complexity. The analyst provides the requestor with simple, low, medium, or high complexity, which determines cost of the automation.

Procuring the Services

Based on complexity, the price to create, deploy, and maintain the bot is levied to the requestor/requesting office. As discussed previously, there are several ways of instituting this into the Robotic Supply Chain. The two most popular are: assigning a GWAC (e.g., SEWPs) or offering an internal funds transfer process; this is likely the most efficient option within a Federal or State Agency as these processes already exist in most financial offices and can be replicated for this specific purpose. The request of funds transfer in the Robotic Supply Chain platform is automatically submitted as the Process Analyst approves the process for automation and works directly with the requestor or requesting organization.

Creating the Product

After the Intelligent Automation has been procured via the mechanism identified, the create step of the platform initiates the design, develop, test, hyper-care, and transfer of the automation. Design gives the team the opportunity to deep dive into the process and possibly redesign the process to be more efficient and effective with the automation. Once the Process Design Document (PDD) and Test-Driven Design (TDD) Document are finalized, the developers begin creating the product. The automation is built to the specifications of the PDD and to pass the previously agreed upon TDD. The automation moves into testing for functionality and then into hyper-care, where the team rapidly iterates on its functionality, capturing data to assess the bot's performance and features. Once the automation has been tested and meets a passing threshold of hyper-care, the code is transferred to the organization's Operations and Maintenance team to become a digital team member. The Digital Worker is born.

Operating and Maintaining

With the Digital Worker now integrated into the team and performing its tasks in production, the automation moves into Operations and Maintenance (O&M). Running automations at scale requires care and feeding. In the Robotic Supply Chain, the full life cycle of a Digital Worker's needs can be met. The automations are monitored, updated, and measured. This involves reviewing items such as audit logs, change schedules for complementary systems, and code updates. This responsibility is not on the end users, but is subscribed to, funded, and managed via the Robotic Supply Chain. At all moments, the end users can see the real time status of their Digital Workers at work through the Robotic Supply Chain portal.

Collaborating throughout the Robotic Supply Chain process within the platform, the customers have full control and transparency of the development process.

Robotic Supply Chain Impact

As automation technology continues to grow at a rapid pace and many public sector agencies are seeing returns on investments across departments, it has become crucial to industrialize access to Digital Workers and automations to enable, simplify, and scale more effective service to citizens. COEs were the first step, but with a Robotic Supply Chain, the RPA COE has now evolved into a life cycle product that can be accessed with low overhead and high velocity.

Deloitte built the first RPA bot in the Federal government at NASA and now Deloitte has built the first Robotic Supply Chain to enable the Future of Work at all levels of an organization to support the delivery of the best service to citizens.

Marc Mancher
Principal
Deloitte Consulting LLP
+1 860 488 5071
jmancher@deloitte.com

Bob Grabowski
Managing Director
Deloitte Consulting LLP
+1 571 319 7221
rgrabowski@deloitte.com

Rick Skigen
Senior Manager
Deloitte Consulting LLP
+1 571-232-0758
rskigen@deloitte.com

Chris Rose
Principal
Deloitte Consulting LLP
+1 703 980 1359
christopherrose@deloitte.com

Bev McDonald
Specialist Leader
Deloitte Consulting LLP
+1 571 388 6341
bmcdonald@deloitte.com

Brandon Gressett
Manager
Deloitte Consulting LLP
+1 202 412 1801
bgressett@deloitte.com