Michael Shannon Consulting LLC
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Case Study

Finance Robotic Process Automation (RPA)

Challenge:

The DoD has limited ability to add additional staff and a growing backlog of work without capacity to tackle it, policy/compliance changes that need to be integrated into business practices and a lack of bandwidth to process the daily whirlwind and move the organization and processes forward. The President's Management Agenda goal of moving Federal employees from low-value to high-value work spurred the idea that RPA is part of the answer, in particular to repetitive tasks and that implementing automation could save significant dollars and free up staff to focus on higher-value work. Further, agencies typically do not have the right governance structure in place or the capability to develop, implement, and sustain RPA solutions.

Finance Automations Developed

- Evidential Matter – Logistics Data Gateway (LDG) For Order Acceptance And Fulfillment
- Evidential Matter – Wide Area Workflow (WAWF) For Receiving Reports And Invoices
- Evidential Matter – Electronic Document Access (EDA) For Contract Documentation
- Evidential Matter – Order To Cash (O2C) & Procure To Pay (P2P) / Budget To Execute (B2E) Posting Logic For Sampled Transactions
- Trial Balance Download Reports
- F Status Download Report
- NRV Error Report
- Inbound Material Military Interdepartmental Purchase Request (MIPR)
- SP4800 Report
- Posting Goods Receipts

Michael Shannon Consulting Response:

Michael Shannon Consulting supports its RPA clients with our RPA Develop, Document and Sustain Process where seventeen detailed steps are iteratively followed in six phases resulting in addressing and overcoming finance automation challenges. Our approach results in immediate and sustained gains in finance automation progress. Examples of our client support includes:

1. Developing and documenting Intelligent Automation Concepts of Operations (CONOPs) and opportunity questionnaires that help Agencies create and operationalize automation capabilities. A Center of Excellence (CoE) CONOPs defines operational models used to address automation requirements across an enterprise and document the functional capabilities needed to fully mature the organization's RPA program. A robust opportunity questionnaire streamlines the collection and prioritization of use cases.

2. Developing a rigorous automation and sustainment process to systematically create, implement and sustain automations and support the migration of bots from the attended to unattended production environments.

3. Identifying and vetting new process automation candidates.

Phase One – Plan
1. Create and update Opportunity Questionnaire
2. Use Case Development and Approval
3. Kick Off Meeting

Phase Two – Design
4. Requirement Gathering with Process Owners
5. Pre-Development Design Package
6. Process Owner Sign-Off on Design Package

Phase Three – Develop
7. Development in 2 Week Sprints
8. Sprint Cycle Reviews/Demo Videos
9. Initial Development Complete

Phase Four – Test
10. Internal Testing
11. User Acceptance Testing

Phase Five – Deploy
12. Update Design Package
13. Technical Design Document
14. Release Notes

Phase Six – Sustain
15. Change Requests
16. Bug Fixes
17. Enhancements

MSC Financial Automation Approach Accelerates RPA Use

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Contract Vehicles:
- GSA Schedule Number: GS-10F-062CA
- WHS 4th Estate Comptroller Requirements BPA