

AGENCY-WIDE RPA GOVERNANCE AND AUTOMATION

OPPORTUNITY

USCIS needed to develop and deploy an enterprise-wide RPA business and data service to:

- establish governance that supports platform self-service
- establish RPA center of excellence
- define benefits and return on investment for RPA
- design and implement an RPA devsecops pipeline
- implement RPA use cases and process improvement
- monitor and maintain operational RPA robots

The contractor needed to work in tight cooperation with the Office of Information Technology (OIT) as well as numerous business stakeholders across the organization to ensure a successful agency-wide RPA business, technical, and operational implementation.

SOLUTION

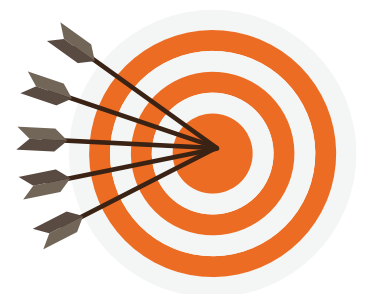
VerticalApps partnered with the agency to develop a governance model and Center of Excellence that scales across the organization. Our team developed standards, templates, and models for RPA requests, benefits analyses, prioritization decisions, and operational oversight.

VerticalApps worked with over 6 departments to document as-is and to-be processes, develop process automations using UiPath, and provided resources and information to train and re-skill government staff.

We worked closely with OIT on implementation details and challenges for large-scale technical RPA deployments and bot management and maintenance. VerticalApps closely collaborated across the agency's business, technical, and operational functions to enable a scalable governance model, a high-quality technical infrastructure, and reliable process automations resulting in a culture shift towards higher-value activities and less manual work.

VERTICAL IMPACT

- Reduction in manual workload
- Optimized business processes
- Increased organizational resiliency
- Enhanced collaboration
- Established foundation for technology automation



"RPA is a game changer in the broader goal of streamlining workflows and using data to optimize our mission.

VerticalApp's RPA and Business Process Management (BPM) implementation has created a positive culture change within a short period of time and will continue to provide dividends for the Agency going forward"

DHS Program Manager



Governance



Change Management



Robotics as a Service (Raas)



Technical Architecture



Product Licensing