



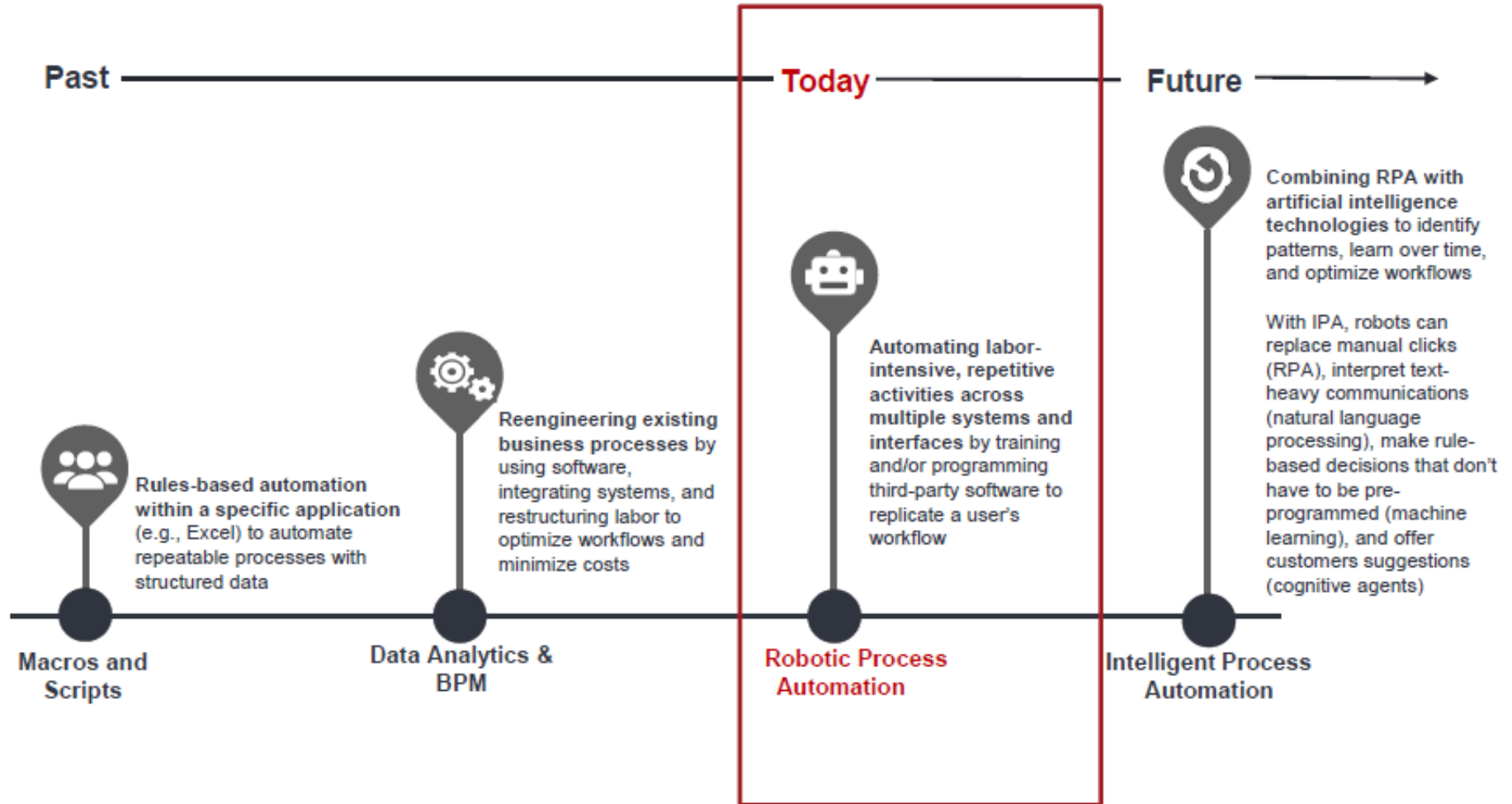
Acquisition Directorate
Research, Development, Test & Evaluation and Innovation

Robotic Process Automation In The Coast Guard

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The Automation Journey



Thomas, E., Lockwood, J., Winnans, M., & Sutton, T. (2019). *Robotic Process Automation (RPA)*. Procure-To-Pay: Training Symposium 2019. Orlando.



Overview

- Research project “Applications Of Robotic Process Automation (RPA)” completed in February 2023
- Objectives
 - Provide an understanding of the current state of RPA
 - Investigate specific use-cases of RPA
 - Identify challenges to acquiring and implementing RPA solutions
 - Identify requirements for sustainment of RPA after development
- Outcome

Provide recommendations for the funding, staffing, and governance of future RPA efforts



Example Coast Guard RPA Use Cases

- Weekly data pulls from different USCG operational information systems
- Duplicate procurement requests while transitioning to new financial management system
- Transferring vessel sighting reports that are collected while disconnected
- Transferring Officer Evaluation Reports, and promotions, separations, and retirements to service member's record
- Issuing PCS orders
- Several examples of transferring information between different business systems
- Collecting fisheries information into single pivot table



Findings

- RPAs are mature with many COTS options
- USCG may be able to leverage DoD ecosystems and licenses
- RPAs have already been implemented in USCG, but there are many more opportunities
- RPAs already implemented is USCG demonstrated potential benefits, including both labor savings and reduced errors
- RPAs can be fragile and sensitive to small changes in business systems
- Personnel turnover can create sustainment challenges
- Issues for implementation and sustainment – Dedicated position or collateral duty? Centralized, federated, or decentralized management? Standardized platforms and licensing?
- Privacy issues can be significant

Path Forward

- Research project transitioned to Office of Enterprise Architecture and Technology Innovation and Office of C5I Program Management
- Coast Guard C5I Service Center will host Project Talos to facilitate broader RPA use
- Talos will coordinate RPA efforts, train users, manage licenses and infrastructure
- Talos will develop RPAs if requested by a business unit
- More information:
 - Search for “Coast Guard C5I Service Center Vendor Outreach”
 - Email: C5I-Vendor_relations@uscg.mil

