

Deployed (Yes)

Automation Code Exportable to Other Agencies (No)

Seeking Partner Agencies (No)

Automation Name	Dee the De-obligation Bot
Implementing Agency	Department of Homeland Security (DHS) Customs and Border Protection (CBP)
Description of Automation	<p>CBP Procurement's Robotics Process Automation (RPA) Team developed and deployed a fully automated robot (bot) that performs the de-obligation (de-ob) process for a bot user. The complex, attended bot accesses and makes changes to the official record within internal and external systems. The bot accesses the CBP financial system to obtain de-ob information, utilizes multiple business applications software to help prepare the modification in the procurement software system, emails the modification to the contractor for signature, then, after receipt of vendor signed mod, the Contracting Officer signs the modification and initiates the bot, which then executes the mod in the contract writing system and finalizes the external Federal Procurement Data System record and provides the fully executed copy to stakeholders.</p> <p>The bot also has the ability to automatically resolve minor contract writing system errors and additionally identifies major de-ob errors and identifies unexpected updates to procurement software.</p>
Type of technology used	Robotic Process Automation (RPA)

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Benefits of Use	Dee, the name for the de-obligation bot, has de-obligated at least 200+ contract actions resulting in \$26,000,000+ of unspent funds returned to budget and program offices. Each fully executed de-obligation saves procurement 37 minutes out of a 60-minute process and has so far saved at least over 7,400 minutes or 123+ hours of administrative burden for CBP personnel.
Automation Status	Deployed
Agency Authority to Operate (ATO) Completed	Yes
Timeline: Key Milestones During Development	Process Documentation – June 2020 Deployment of final product – April 2021
Timeline: Time to Develop	12 months
Cost to Develop	N/A – Developed In-house
Is the automation exportable for use by another agency?	The automation code is proprietary not available to other agencies.
Point of contact	Ronie Namata, PDRPA@cbp.dhs.gov

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Lessons Learned

1. Assume that there is no process documentation on the business process you are automating
2. Make failure fun during development. It's only through failure that you get more ideas to solve the problem.
3. Engage leadership and explain how it benefits the organization.
4. With a small team, adopt agile approaches such as concurrent development and testing.