

Automation Innovation
Cultural Adaptation Journey
Phase 5 – Maintain and Capture Data

Best Practices

- **Identify Resources for Continued Support:** After deployment and rollout, resources are needed for the continued support of bots so that they remain updated, e.g., compliant to changing regulations, and properly functioning from a systems perspective.
- **Automation Enhancements:** Recognize that post-production use of the bot may result in additional scenarios for consideration to enhance the bot. These types of automation refinements may be anticipated in plan for how to manage continued refinement of the automation.
- **Have a back-up plan!** For its Clara closeout bot, GSA does not take away the manual ability to do the work. Thus, if the bot is not available or not functioning appropriately, closeout processes can still be done manually and work can still be accomplished.
- **Continue to Communicate:** Maintain communication with the users to obtain feedback. Consider surveys to assess user experience and use perception to gain takeaways and identify insight into the use of the deployed automation.
- **Continue to Manage Cultural Change:** Bots can increase process efficiency over short periods of time; however, the cultural shift toward using technology innovation and automation to reduce workload, limit manual processes, and ensure work is geared toward high-value employee tasks can take much longer.