



DFAS Robotics Processing Automation and Data Analytics

Defense Finance and Accounting Service

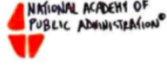
Ms. Audrey Davis
Director, DFAS

Ms. Shirley Reed
Deputy Site Director, DFAS Columbus

September 9, 2021



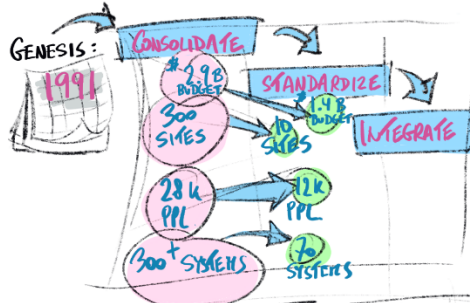
Our Last Time Together



SHARED SERVICES FORUM for IMPLEMENTATION LEADERS

— JULY 9, 2020 —

DFAS's JOURNEY into
ROBOTICS
PROCESSING
AUTOMATION



AND WE ARE
JUST
GETTING STARTED



96% OF US ARE
WORKING
RE MOTELY,
EFFECTIVELY

WE ARE DRIVING
FOR MORE
STANDARDIZATION

✓ TO FREE UP OUR
WORKFORCE TO
DO MORE
VALUABLE
WORK

✓ SECURITY
APPROVAL

✓ BOT CONTROL
BOARD

BOTS CAN GET
OUT OF CONTROL
IF YOU DON'T
PLAN GOVERNANCE
INTO IT

DIVERSIFY THE
GROUPS YOU DEPLOY
YOUR BOTS TO
- BE STRATEGIC

17-21 STRATEGIC PRIORITIES

PEOPLE

CUSTOMER RESULTS

DATA ACCURACY

SYSTEM REDUCTION

DATA STANDARDIZATION



BOTS CAN BE
A GATEWAY TO
A.I.

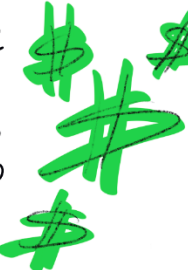
7 BOTS ARE
RUNNING
TODAY ... WE ARE ADDING 5 MORE
12 PLANNED

WE KEPT BOTS
OUT OF I.T.
FOCUSED ON SHARED
SERVICES PROCESS
IMPROVEMENT

OUR ROI
ESTIMATES
FOCUS ON
TIME SAVINGS
IN ADDITION TO
\$\$\$



WE HAVE
FINANCIAL
INCENTIVES
IN PLACE TO
PUSH BOT
ADOPTION



EDUCATING STAKEHOLDERS
CAN BE A CHALLENGE

TRUST THIS BOT
... THE BOT
IS GOOD



ROBOTICS
AUTOMATION AS
A SERVICE

WE ARE IN
AN AUDIT-READY
STATE

DFAS Robotics Process Automation (RPA)



Why: Cost Effective Risk Management

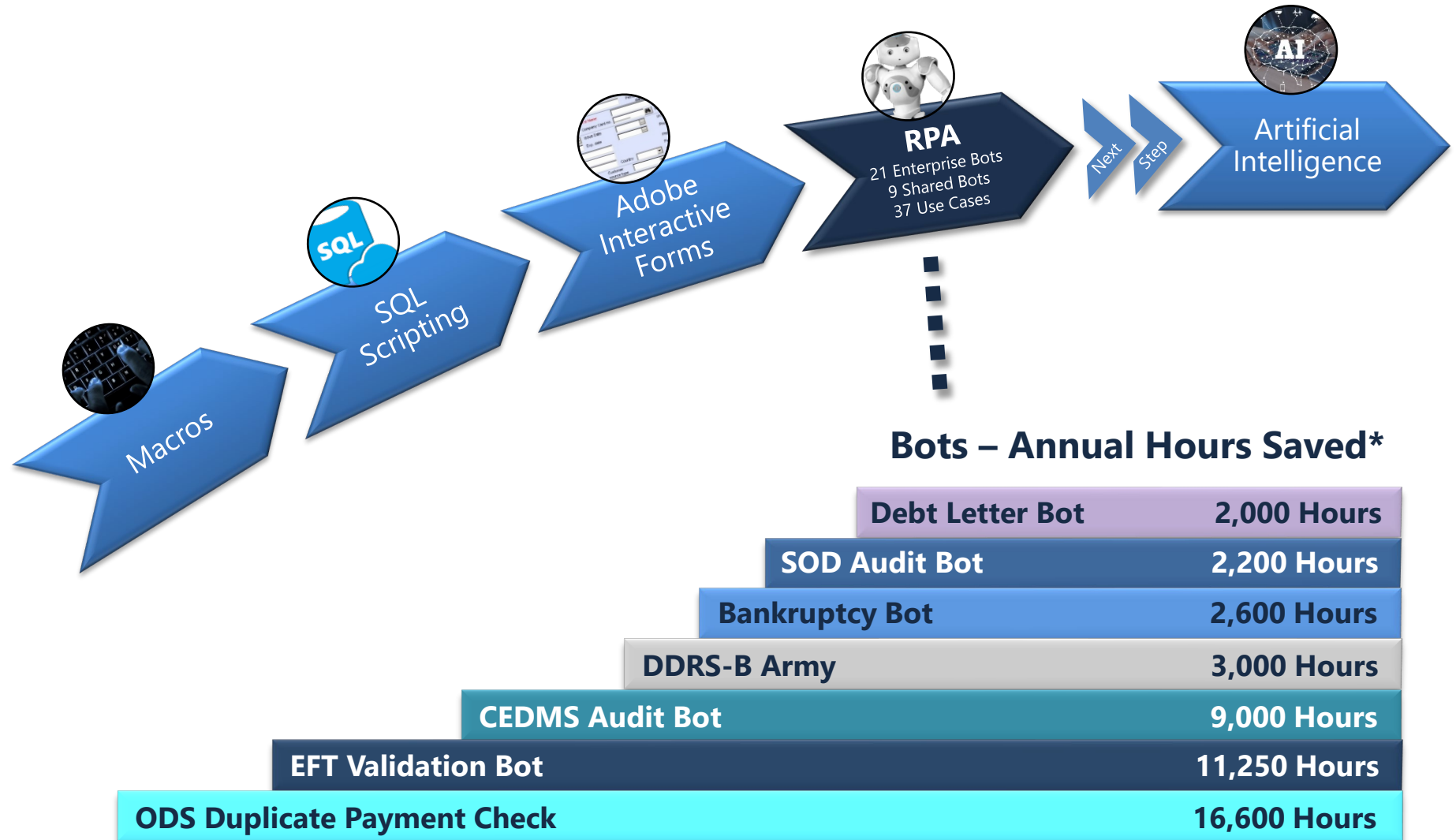
- Improve internal controls
- Increase speed and accuracy
- Enhance standardization
- Reduce manual labor

What: Prime Targets

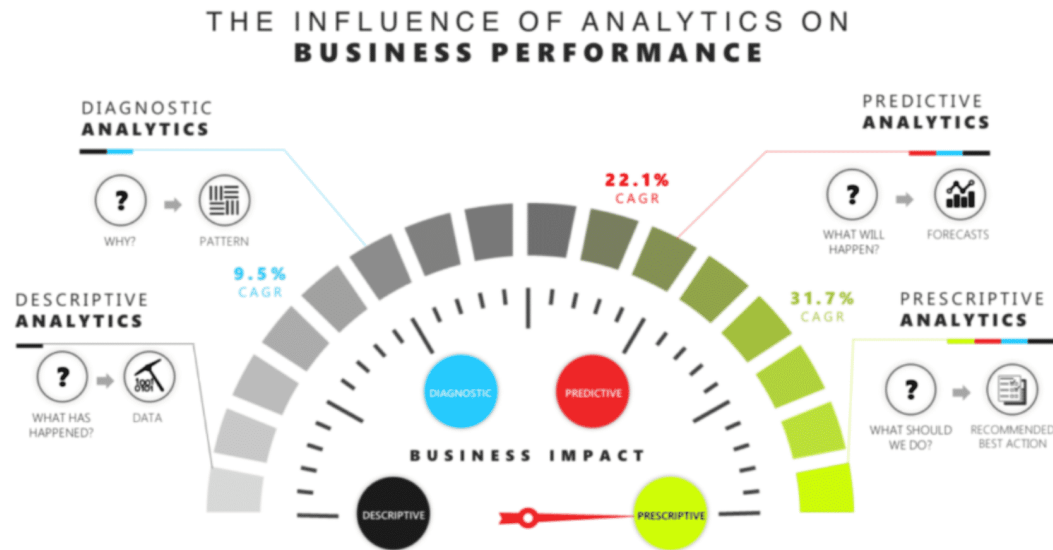
- Low analysis, highly manual processes
- Repetitive tasks
- Data entry prone to error
- Large audit samples

How: Leveraging available Bots to minimize redundancy

- DoD Collaboration
- Advana
- Enterprise SharePoint Site
- Enterprise Use Cases



*Hours saved is anticipated annual savings based on current manual processing times.



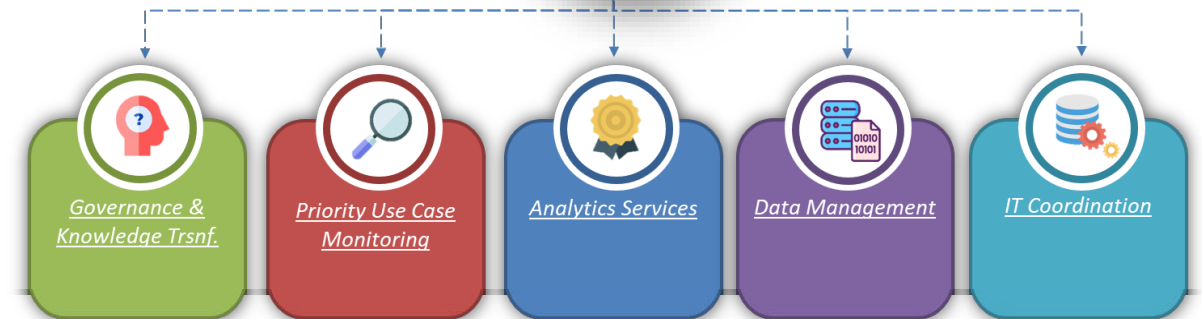
Transform from historical data gatherers who tell customers what happened, to data analysts performing sophisticated analysis providing business insight and driving efficiencies for our customers.

- ✓ DoD Data Strategy
- ✓ Established organizational structure & framework
- ✓ Created Community of Practice
- ✓ Defined DFAS universe of data
- ✓ Leveraged Advana

Mission: The DACoE will perform tactical data analysis and deliver business insight that brings cost, quality, and decision-making together for DFAS, our customers, and the Department of Defense (DoD).



Vision: To provide a construct for data analytics knowledge transfer capabilities, data management, and a program to develop metrics that evaluate analytics effectiveness/sustainment agency wide.



DFAS Data Analytics: Suspense UoT Automation & Dashboard



Problem Statement

Current processes for producing the Suspense UoT are manual and time intensive, requiring up to 60 days for producing a Suspense UoT. Reducing this timeline and improving data quality of the Suspense UoT are important factors in achieving clean audit opinions.

Outcome

Product/Service Delivered

Automated tool to collect, organize, and format TI17 Suspense UOT

Technology

ACL



1. Timeliness

66%

TI17 Sprint scheduled to last 160 days. Actual completion was 106 days



2. Customer Satisfaction

5/5

Based on PM response.



3. Insight

8

Medium impact, Department-wide insight



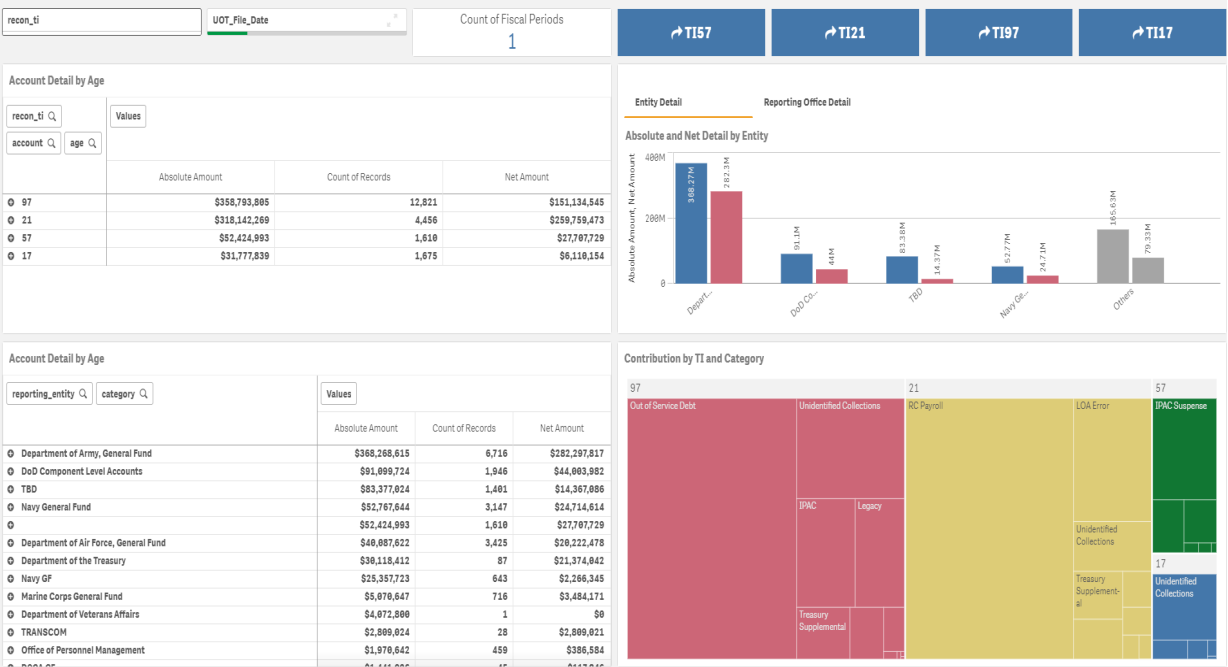
4. Return in Investment

56%

4 hrs per month saved, useful life 5 years (3 at 100%, 2 at 25%)

Additional Achievements

- 21% reduction in labor to produce the UOT. Improves analysis of UOT, reduces the number of errors made during the reconciliation process.
- UOT timeline decrease 1 day from 4 to 3 days, allowing 3% more transactions to be researched and cleared monthly
- UOT format brought into compliance with the standard
- Gaps documented for eventually Advana migration



DFAS Data Analytics: MOCAS Cancelled/Cancelling Funds



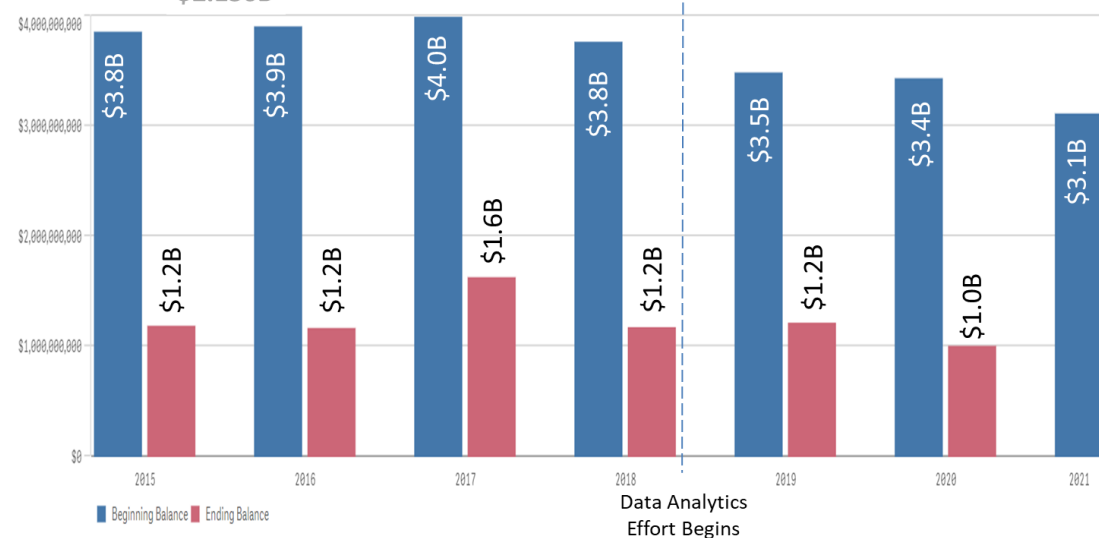
Problem Statement

Driven by an upward trend of cancelled funds, the DFAS CO Data Analytics cell in partnership with ADVANA focused on MOCAS data, providing new intelligence and dashboard visibility.

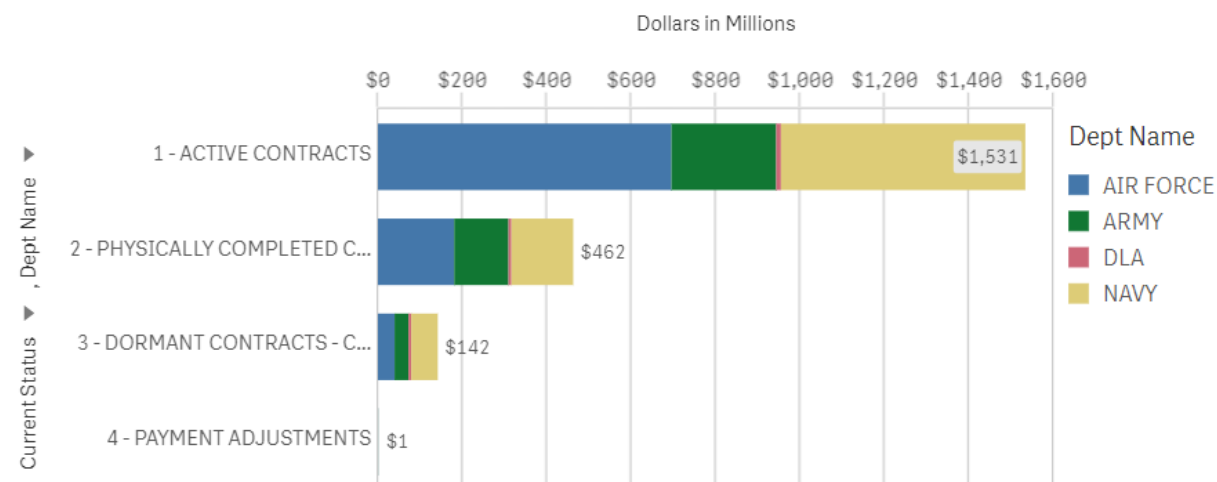
Outcome

- Performed comprehensive analysis on cancelling funds
- MOCAS Cancelled Funds Working Group (DFAS, DPC, Comptroller, DCMA)
- DCMA updating Funds Lifecycle Management procedures
- MOCAS Dashboards live in Advana
- Cancelled Funds Phase 3 – DAR-Q to MOCAS

MOCAS Cancelling Funds Balances by FY
Cancelling ULO Balance as of 2021-07 = **\$2.136B**



Funds at Risk = **\$2,135,765,572**



- 1.) What are other use cases we can / should consider?
- 2.) How do we make Data Analytics capabilities part of our service offerings?





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