DFAS Robotics Processing Automation and Data Analytics

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Our Last Time Together

SHARED SERVICES FORUM FOR IMPLEMENTATION LEADERS

JULY 9, 2020

DFAS' JOURNEY INTO ROBOTICS PROCESSING AUTOMATION

WE ARE IN AN AUDIT-READY STATE

38 UNIQUE CUSTOMER SERVICES ARE PROVIDED

WE ARE DPLYING FOR MORE STANDARDIZATION

91% OF USA WORKING REMOTELY, EFFECTIVELY

TO FREE UP OUR WORKFORCE TO DO MORE VALUABLE WORK

BOSS CAN BE A GATEWAY TO AI

7 ROBOTS ARE RUNNING TODAY ... WE ARE ADDING 5 MORE

12 PLANNED

OUR ROBOTS EMERGE FOCUS ON TIME SAVINGS IN ADDITION TO $2M

WE HAVE FINANCIAL INCENTIVES IN PLACE TO PUSH ROBOT ADOPTION

ENLARGING STAKEHOLDERS CAN BE A CHALLENGE

ROBOTICS AUTOMATION AS A SERVICE

TRUST THIS DOT ... THE DOT IS GOOD

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

DIVERSIFY THE GROUPS YOU DEPLOY YOUR BOTS TO

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

Bots – Annual Hours Saved*

- Debt Letter Bot: 2,000 Hours
- SOD Audit Bot: 2,200 Hours
- Bankruptcy Bot: 2,600 Hours
- DDRS-B Army: 3,000 Hours
- CEDMS Audit Bot: 9,000 Hours
- EFT Validation Bot: 11,250 Hours
- ODS Duplicate Payment Check: 16,600 Hours

*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.
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.
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

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

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<thead>
<tr>
<th>Current Status</th>
<th>Dept Name</th>
<th>Dollars in Millions</th>
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<tbody>
<tr>
<td>1 - ACTIVE CONTRACTS</td>
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<td>2 - PHYSICALLY COMPLETED CONTRACTS</td>
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<td>3 - DORMANT CONTRACTS - CLOSING</td>
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<td>4 - PAYMENT ADJUSTMENTS</td>
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**Problem Statement**

**DFAS Data Analytics: MOCAS Cancelled/Cancelling Funds**
Step Back Approach

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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Defense Finance and Accounting Service

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