ACRONYMS & the RPA Process

By Michelle Dunahue

As government employees we love our acronyms. Let's talk about some of the acronyms used by PAB (Process Automation Branch) with RPA (Robotics Process Automation) and ABBYY software and the steps taken to create an automation. The first step of the RPA team looking at a process for automation is to conduct a PI (Process Interview). Once a process has been chosen for automation, we conduct a (SS) Shadowing Session. At this point 2 members of the PAB team will sit with the process SME (Subject Matter Expert) and record the process being done in real time including an audio description of what is taking place and actions performed. At this point the development team creates a PDD (Process Design Document) which lays out the development plan for the automation. Once the PDD is put together and the process owner approves, development of the automation begins. When development is complete a URA (User Review and Acceptance) meeting is scheduled to allow the process owners to view a recording of the process as developed and once approved the automation moves to the testing phase. In the testing phase a TDD (Test Design Document) is created with test scenarios used for testing. Once testing is completed with results expected a UAT (User Accepted Testing) is completed and the process can move to production.

In addition to the RPA software (Blue Prism and UI Path) the ABBYY software uses it's own set of acronyms. The ABBYY software uses OCR (Optical Character Recognition), ICR (Intelligent Character Recognition), OMR (Optical Mark Recognition) to capture information from our working documents.

That's a total of 12 acronyms from the PAB Team. This process from start to end can take weeks to months depending on the complexity of the process.

Please check back next month for more exciting news from the RPA team. If you have any questions regarding RPA or ABBYY and would like a demonstration the RPA team can be reached at the following email: IBC_FMD_AOSD_RPA@ibc.doi.gov