



# RPA Myths?

By Michelle Dunahue

The Interior Business Center (IBC) had been exploring the use of Robotic Process Automation (RPA) for several years. In 2018 they got the approval to move forward with an RPA team. Four people were detailed to the team determined to make RPA at IBC a success. There are 3 major RPA software companies being utilized in the Federal Government: UI Path, Kofax and Blue Prism. IBC chose to contract with Blue Prism.

Five myths surrounding RPA.

1. Are there physical robots involved in RPA?

No physical robots are involved, instead you get software robots that are programmed to perform tasks that are mundane and repetitive in nature.

2. Robots will replace humans in the workplace.

There is an honest and true fear that you will be replaced by technology. It is estimated that less than 5% of all occupations can be automated fully. Robots will be doing the work that humans dislike to allow time for the multitude of tasks that are assigned.

3. Robots are 100% accurate.

Robots will only perform how they have been programmed. Robots don't have a mind of their own, they will not go rogue. Development, programming, and repetitive/volume testing are key.

4. RPA is about cost reduction.

While RPA is a tool used for cost reduction in the workplace, it has several other benefits as well. For instance, RPA eliminates the risks of human error, improves employee engagement by removing mundane, menial tasks and ensures regulatory compliance.

5. Robots can automate everything.

Full time employees perform a multitude of tasks. Not all these tasks are capable of being automated. Tasks that can be automated follow certain criteria:

- Rule based
- High transaction volume
- Low exceptions

- Stable and well-defined processes
- Low system change
- Structured data and readable electronic inputs

To read more about RPA myths go to: [https://medium.com/@cfb\\_bots/11-myths-about-robotic-process-automation-b3bb019263fd](https://medium.com/@cfb_bots/11-myths-about-robotic-process-automation-b3bb019263fd)

Please check back next month for more exciting news from the RPA team. If you have any questions regarding RPA or would like a demonstration RPA team can be reached at the following email: [IBC\\_FMD\\_AOSD\\_RPA@ibc.doi.gov](mailto:IBC_FMD_AOSD_RPA@ibc.doi.gov)

[https://forms.office.com/Pages/ResponsePage.aspx?id=urWTBhhLe02TQfMvQApUIDwp-y6USDDLoYrvGxVc\\_IURFI0TUMxSThQOTFJNFQ5VjdaMFdOVzVFRi4u](https://forms.office.com/Pages/ResponsePage.aspx?id=urWTBhhLe02TQfMvQApUIDwp-y6USDDLoYrvGxVc_IURFI0TUMxSThQOTFJNFQ5VjdaMFdOVzVFRi4u)