



HOW TO USE THE ROBOTIC PROCESS AUTOMATION (RPA) TOOLKIT

TO ACCESS THE RPA TOOLKIT



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1

What is RPA?

RPA refers to a software solution that makes it easy to build, deploy and manage virtual robots (also known as "bots"). Bots interact with existing systems and automate a wide range of well-defined manual actions quickly and accurately.



2

What is the RPA Toolkit?

The U.S. Department of Labor has produced an RPA toolkit to help states learn more about the benefits of using RPA. The toolkit is a reference guide for Unemployment Insurance (UI) agencies that are interested in starting an RPA program or further developing an existing program, including plug-and-play tools.



3

What is Your Role?

Four role types are assigned a color code, noted within the "Discover" Phase of the Guide. Review each type to determine which role best fits you.



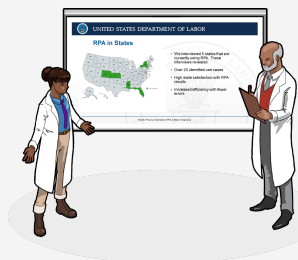
4

What Documents Apply?

The center visual will guide you along your RPA journey. Each pathway contains icons representing the RPA documents that are most relevant for your role during each phase of the RPA journey. For a full list of documents, refer to the right-hand side of this page.



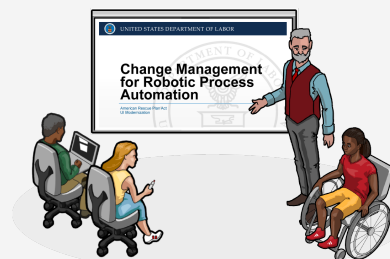
DISCOVER



Purpose: Start here if RPA is new to you or your agency. Learn what RPA is, see how other states have used RPA in UI and get answers to commonly asked questions.

Objective: Become familiar with RPA and identify how it could be useful for your UI agency.

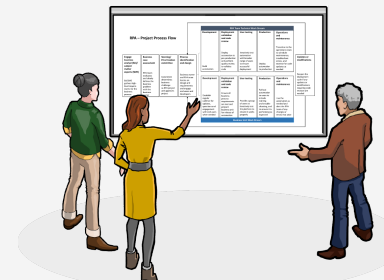
BUILD INFRASTRUCTURE



Purpose: Start here if you plan to establish an RPA program and/or procure RPA. Identify use cases, estimate return on investment (ROI), explore governance tips and learn about RPA vendors.

Objective: Identify top use cases to pilot, establish an RPA program infrastructure and procure RPA.

DEVELOP, MONITOR & IMPROVE



Purpose: Start here if you have procured an RPA solution and plan to automate non-discretionary tasks. Continuously improve your RPA program through the evaluation of bot performance, ROI analysis and conducting quality control checks.

Objective: Successfully develop, test and deploy RPA for one or more use cases. Post launch, continue to monitor and improve your RPA program to maximize bot value and ensure that the automation is working as intended.

ROLES

Executive Sponsor

UI Supervisors/
UI Managers

IT Team

RPA Program
Manager/Team

Infographic

RPA in States

RPA Demo

White Paper

Checklist

Startup Guide

Prgm Dev & Mgmt

Security

Vendor Report

ROI Calc

Chg Mgmt Guide

Chg Mgmt Presentation

Checklist

Project Flow

Process ID Worksheet

ROI Calc

Biz Case Assessment

Startup Guide

Prgm Dev & Mgmt

Security

Chg Mgmt Guide

Chg Mgmt Presentation



AMERICAN RESCUE PLAN ACT— UNEMPLOYMENT INSURANCE MODERNIZATION
UNITED STATES DEPARTMENT OF LABOR



FOR MORE INFORMATION

For technical assistance or more information on RPA, please contact your Regional Office and CC the Office of Unemployment Insurance at ETA-UI-Inquiries@dol.gov.

RPA TOOLKIT DOCUMENTS

The RPA Toolkit documents icon library.



Infographic



RPA in State UI Agencies Presentation



RPA Demo



White Paper



Checklist



Playbook: Startup Guide



Playbook: Program Development & Management



Playbook: Security



Vendors: Market Research Report



Return On Investment Calculator



Change Management Guide



Change Management Presentation



Project Process Flow



Process Identification Worksheet



Business Case Assessment