

# Robotic Process Automation Request Form

## INSTRUCTIONS

This form allows agencies to request a service account, which a Robotic Process Automation (RPA) solution uses to interact with USA Staffing®. Once this form is completed and signed, please submit it to your USA Staffing Account Manager. For definitions, please reference page 2.

## AGENCY INFORMATION

Requesting Agency/Organization\*

Sponsor Information

Name\*

Phone\*

Email\*

Custodian Information

Name\*

Phone\*

Email\*

## RPA INFORMATION

Agency ID

PDD Attached? \* Yes No

RPA Type \* Attended Unattended

RPA Software\*

USA Staffing Account Exists? \* Yes No

Email\*

Description\* (Please include the purpose and impact of the RPA solution.)

## APPROVALS

By signing below, I understand that as the requesting agency, I will be responsible for ensuring the RPA solution, its actions, and results comply with the USA Staffing Statement of Service and Rules of Behavior and this RPA Operational Requirements Agreement. OPM reserves the right to terminate this approval at any time.

\_\_\_\_\_  
Agency Requestor

\_\_\_\_\_  
USA Staffing Program Manager

# RPA Operational Requirements Agreement

**Statement of Service and Rules of Behavior.** All RPA solutions are expected to comply with the USA Staffing Statement of Service and Rules of Behavior. Agencies that administer the RPA solution (requester, sponsor, and custodian) have shared responsibility to ensure the RPA solution consistently conforms to these expectations. Failure to do so will result in immediate termination of all RPA service accounts utilized by the agency until it is able to demonstrate adequate remediation of the violating infraction(s) and appropriate internal controls to prevent the infraction(s) from occurring again.

**User Accounts.** All user accounts associated with RPA solutions are required to be identified using the *Service Account (bot)* identifier within the USA Staffing user profile. This will ensure that each RPA solution's actions are insulated, reportable, auditable, and attributable. Unattended RPA solutions are required to use a separate user account (e.g., each bot has one account).

**Credentialing.** All RPA solutions are expected to be credentialed using two-factor authentication. Agencies are expected to ensure their RPA solutions are Smart Card/CAC/PIV credentialed. Requests for exceptions to this requirement must be provided along with this form for review by the OPM Office of the Chief Information Officer (CIO) to determine eligibility for alternate authentication via Login.gov. Include what factors prevent the agency from Smart Card/CAC/PIV credentialing their RPA solution and the timeline expected to resolve the impeding factors.

**Email Address.** All unattended RPA solutions are required to have a distinct federal email address. Acceptable domain extensions are .gov and .mil. No exceptions to this requirement will be granted.

**Recertification.** All RPA solutions will be required to be re-certified annually to remain in use. USA Staffing may perform internal audits of the RPA solution's actions. OPM retains the right to require more frequent recertification for RPA solutions it deems a critical risk to USA Staffing, OPM, the federal government, or public trust.

**Termination.** OPM reserves the right to terminate the authority of the RPA solution to operate within USA Staffing for any reason, to include but not limited to, negatively impacting or degrading USA Staffing's performance. Agencies are expected to notify their USA Staffing Account Manager when an RPA is de-activated.

## DEFINITIONS

### AGENCY INFORMATION

**Requesting Agency/Organization:** *Required.* The name of the agency and organization according to the official agency organizational chart, which will have oversight of the RPA solution.

**Sponsor Information:** *Required.* The sponsor is the primary individual accountable for the RPA solutions. This includes making sure the RPA solution stays compliant with security requirements. The sponsor is a federal government employee. Examples of sponsor responsibilities include assigning roles and responsibilities for the RPA solution (e.g., custodian assignment), fielding inquiries about the RPA solution, and overseeing who has access to the RPA solution.

**Custodian Information:** *Required.* The custodian is responsible for day-to-day operational management of the RPA solutions. Examples of custodian responsibilities may include changing RPA solution's passwords or

requesting updated authenticators at required intervals, maintaining the RPA solution's access, overseeing the retraining or tuning of an underlying model, tracking data inputs to the RPA solution, and monitoring the RPA solution's data outputs.

## RPA INFORMATION

**Agency ID:** *Optional.* A standard naming convention is recommended for RPA solutions that distinguishes them from human accounts. Agencies should follow the unique user ID naming convention that is currently used within their organizations.

**PDD Attached:** *Required.* A Process Design Document (PDD) is a standard document in RPA development that captures the flow of a business process to be developed within an RPA. It typically contains the process flow and sequence of steps for the current manual (as-is) process, as well as the automated (to-be) process, and the various exceptions, conditions, and rules of the business process to be automated. A PDD should be developed for the RPA solution and provided for review along with this request form.

**RPA Type:** *Required.* Identifies if the RPA solution operates attended by a human or unattended, independent of human oversight. An attended RPA requires authentication with user credentials and the user completes work within a login session. An unattended RPA allows the solution to authenticate via Login.gov and operate on its own.

**RPA Software:** *Required.* The software solution which the agency intends to use to administer the RPA solution (e.g., UI Path, UFT, Automation Anywhere, Blue Prism, Power Automate, Intelligent Automation).

**USA Staffing Account Exists:** *Required.* Designate if a USA Staffing user account has already been established/ designated for this RPA solution. If yes, please provide the email address in the subsequent RPA email field.

**Email:** *Required.* The email address which is/will be associated with the USA Staffing user account running the RPA solution. If this request form will result in multiple bots running in parallel for the same purpose described, indicate the email address(es) for the user account(s) that will be used for each additional bot in the description field. See *User Accounts* section in *RPA Operational Requirements Agreement* on Page 2 for more information.

**Description:** *Required.* Provide a short description of the RPA solution. This should include the purpose, impact/value, RPA solution actions, expected risk level, anticipated frequency in which the RPA will perform the action(s), and expected volume. Agencies may include any additional information they would like to share regarding the RPA solution for OPM's business development and security teams to consider when reviewing the RPA service account request.