



Robotic Process Automation (RPA) Request Form

INSTRUCTIONS

This request form allows agencies to request a service account, which a Robotic Process Automation (i.e. RPA, automation, bot, digital assistant, digital worker) 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 of the below items, please reference page 2.

RPA INFORMATION

AGENCY INFORMATION

Requesting Agency/Organization*

Sponsor Information

Name*

Phone*

Email*

Custodian Information

Name*

Phone*

Email*

RPA INFORMATION

Agency ID

RPA Type* Attended Unattended

USA Staffing® Account Exists?* Yes No

Purpose/Description*

PDD Attached?* Yes No

RPA Software*

Email*

APPROVALS

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

Agency Requestor Signature

USA Staffing Program Manager Signature



RPA OPERATIONAL REQUIREMENTS AGREEMENT

Statement of Service and Rules of Behavior. All RPA solutions are expected to conform with the USA Staffing Statement of Service and Rules of Behavior. Agencies, which administer the RPA solution (requestor, 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 RPA solutions are expected to use a separate user account (e.g. one bot has one account) to ensure that each RPA solution's actions are insulated, reportable, auditable, and attributable. Each RPA user account will be required to be identified within USA Staffing using the [Service Account (bot)] identifier within the USA Staffing user profile.

Credentialing. All RPA solutions are expected to be credentialed using two-factor authentication. Agencies are expected to ensure their RPA solutions are CAC/PIV credentialed. Requests for exceptions to this requirement must be provided, along with this request for review by the OPM Office of the Chief Information Office (CIO), to determine eligibility for alternate authentication solutions, if available. Include what factors prevent the agency from CAC/PIV credentialing their RPA solution and any timelines they expect to resolve the impeding factors.

Email Address. All 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 recertified 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 as 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.

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 responsible for the RPA. 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 from leaders of the agency or other government entities, 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 solution. 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. The USA Staffing development teams may reach out directly to the RPA custodian if/when it is expected that an agency RPA solution will be impacted by an upcoming system functionality change related to the RPA solution's functions.

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. If a PDD (or equivalent) has been developed for the RPA solution, provide it along with this Request form.

RPA Type: *Required.* Identifies if the RPA solution operates as attended by a human, or operates unattended and independent of human oversight.

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 in the description, indicate the email address(es) for the user account(s) which 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.

Purpose/Description: *Required.* Provide a short description of the RPA solution. This should include the purpose, the actions of the RPA solution, expected risk level, and the anticipated frequency and volume the RPA will perform the action(s). 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 deciding to approve/disapprove the RPA service account request.