DFAS and Our Journey into Robotics Processing Automation

Defense Finance and Accounting Service

Ms. Audrey Davis
Director, DFAS
July 9, 2020
Contrasting the past (1994) with the present (2020), the diagram highlights significant improvements:

**1994 Budget**
- DoD: $410.0B
- DFAS: $2.9B
- 300 sites
- 28K people
- 300+ systems
- Early Audit Support
  - Limited Financial Statement Audits and Testing of Controls

**2020 Budget**
- DoD: $718.3B (75.2% increase)
- DFAS: $1.4B (51.7% decrease)
- 10 sites
- 12K people
- 70 systems
- Audit Support
  - 11 Statements on Standards for Attestation Engagements
  - Support 24 Customer Audits and DoD-Wide Consolidated Audit

**Key Statistics**
- **Paid ~6.5M in 2019**
- Processed 140.8M pay transactions
- Managed $21B accounts receivable
- Managed $1.17T MR&HB Funds
- Made 6.2M travel payments
- Disbursed $616.6B
- Maintained 98M General Ledger accounts
- Paid 15.1M commercial invoices
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DFAS FY17-21 Strategic Priorities

AOH (Customer Results)

People (Equip the workforce)

AuS (Improve Data Accuracy)

BEM (Reduce Systems / Standardize Data)
Robotic process automation

- simplicity
- value
- suitability
1. What are some of the problems your organizations have encountered when scaling (maturing/expanding) your RPA program and what lessons learned can you offer?

2. What strategies have your organizations used to select and prioritize automations?

3. What efforts, if any, have you undertaken to ensure Bots are identified and developed at the enterprise level vs. individual, one off bots at organizational or department level?
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