

## **Keller-Sullivan Award Nomination**

**Derrick Rollins**

10/1/20

It is my honor to nominate **Derrick Rollins**, Project Support Specialist for the Enterprise Services Center's (ESC) Financial Services Division, for the prestigious National Coalition of Federal Aviation Employees with Disabilities (NCFAED) Keller-Sullivan Award for 2020.

Although having his mobility being limited by a wheelchair, Derrick is one of our top performers and his incredibly positive attitude is highly contagious. Derrick plays a vital role in the implementation of Robotic Process Automation (RPA) for not only ESC, but the entire FAA. Robotic Process Automation is the technology that allows anyone to configure computer software, or a "robot" to emulate and integrate the actions of a human interacting within digital systems to execute a business process. RPA robots utilize the user interface to capture data and manipulate applications just like humans do. They interpret, trigger responses and communicate with other systems in order to perform on a vast variety of repetitive tasks. RPA allows organizations to automate at a fraction of the cost and time previously encountered. RPA is also non-intrusive in nature and leverages the existing infrastructure without causing disruption to underlying systems. RPA robots are capable of mimicking many—if not all—human user actions. Robots log into applications, move files and folders, copy and paste data, fill in forms, extract structured and semi-structured data from documents, scrape browsers, and much more. Derrick conducted an RPA process selection workshop in January 2020 to identify potential RPA candidates with all four financial services branches. Derrick was able to help identify 18 RPA candidates and provided outstanding guidance on how to document them for future implementation. He created and facilitated a weekly RPA Community of Practice, which helped financial services subject matter experts understand how RPA worked and the huge benefits. Derrick also assisted in designing the Intelligent Automation Center of Excellence and the Service Desk procedures. Derrick created multiple RPA related documentation to support the RPA effort including a cost analysis template, process design documentation, and process evaluation tool. He served as a requirements analyst and wrote the Initial Business Case for an RPA pilot and the RPA to PROD intake items. His communication to senior leaders was impeccable as he was able to convince the group to approve all RPA items. Derrick created an RPA video, which showed an example of each step the robot takes to perform one of the processes. The RPA video has been presented several times to senior executives within DOT and FAA. Derrick received very high praise from senior executives for the videos and presentations.

Derrick is an exceptional employee who supports the mission of NCFAED to ensure that qualified individuals with disabilities are afforded an equal opportunity to participate in the hiring processes within the Agency. Derrick volunteered to attend job fairs in Oklahoma City with personnel from Human Resources (HR). He communicated the benefits and availability of

the schedule A hiring authority to persons with disabilities. He also assisted HR with a presentation at the Oklahoma City Vocational Rehabilitation Center where he presented key attributes to being a successful FAA employee. He is very humble and appreciative for the opportunity to work for the FAA, so he wanted to share his experiences with other people with disabilities and help recruit qualified candidates. Derrick is also plugged into the community as he works part time with the University of Oklahoma Southwest Prevention Center in which he assists with environmental substance abuse prevention initiatives.

We are very fortunate to have Derrick Rollins as an employee and a champion of disability hiring, someone who knows first-hand the challenges and successes experienced by a person with disabilities. Derrick may be considered disabled, but he is definitely recognized for his abilities, rather than his disabilities. His commitment to increasing representation for people with disabilities in the FAA and his support of the overall diversity mission is commendable, and truly represents the spirit of the NCFEED Keller-Sullivan award.

*Michelle Coppedge*

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Director, Mike Monroney Aeronautical Center