Business Process Assessment for RPA Suitability Service

Summary Details

| Requirement:	Business Process Assessment

Introduction

This service is to assist clients to understand distinct business processes and identify the applications, service-sets that are currently in place in their existing environment and as to where automation can potentially add value.

This service can apply to Business Process tasks as well as traditional tasks typically found in Datacenter, End-User or Service Desk for example.

Robotic process automation (RPA) is a technology to capture and interpret data to process a transaction, triggering responses and communicating with other digital systems. This service includes all aspects from the end-user device, persona, client, middleware and server applications.

The approach is as follows:
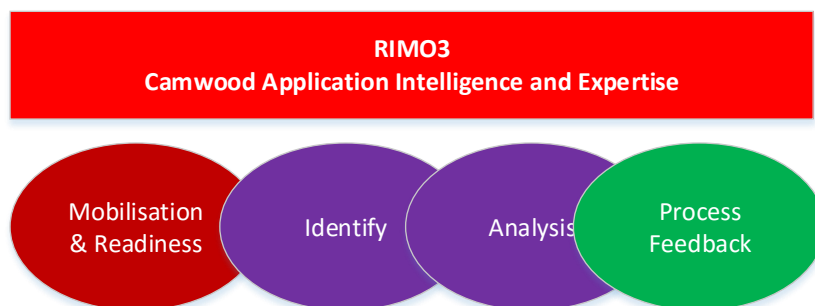
From a technology stand-point, these services are available for all versions of Microsoft software.

The result of this engagement would be a definitive view of the business process with recommendations as to where Robotic Process Automation can provide benefits.

Mobilisation and Readiness

Any successful programme requires a phase of mobilisation to establish the exact success criteria for a service. The mobilisation is typically a one-day on-site activity encompassing the following aspects:

- Set-up of Knowledge Management System for storage of all Business Process related information, typically RIMO3 software / Office Productivity systems.
- Walk-through of approach.
- Governance.
- Project controls and reporting.
- Identify key personnel in client's organisation for the programme.
- Agree tool-sets to be used.
- Environmental requirements.
- Agree time-lines.
- Agree processes in scope for assessment

Identify

For each specific Business Process, Camwood will identify all end-user devices, servers and applications with all of their technical dependencies via a combination of interviews, software and services.

The software for this identification is agent based and will provide not only a view of user's devices, servers and applications used as part of the process. User interviews will also be required for Camwood to document the process and applications currently used. These interviews will include screen-capture technology for the recording of the user session.

All data will be linked into the Camwood RIMO3 toolset in order to ultimately provide a complete map of the Business Process and all of its dependencies.

The identification period is typically a thirty-day collection of user, device, server and application data in order to ensure the appropriate business data is collated such as month-end processes.

Analysis

Taking the data from the 'Identify' phase, Camwood will be in a position to profile the Business Process of these considerations are as follows:

- Applications and desktop / server devices used.
- Baseline Application Performance
- Hardware, Virtualisation and Compute Performance
- Applications that are out of support or entering an end-of-life state.
- Applications that are potentially out of licensing compliance.

All of the above are layered onto the Business Process to match the application behaviours to the process task. For example, when a user is entering / transferring data and modelling the task to the technology.

This analysis phase will require the client to provide Business, Operational and Service data to add customer specific data to the Analysis Phase.

Process Feedback

As a result of the 'Analysis' phase, Camwood will have a full and complete map of the Business Process alongside the user, application and infrastructure impact.

The process will be walked through in a workshop format where Camwood consultants will highlight the aspects that could benefit from automation and the types of automation available to the client. Camwood will also advise on infrastructure impact of automating processes that are commonly invisible to the client until a Proof of Concept has commenced.

Four main categories of RPA are:

Desktop Attended
- Software automates and replicates basic human tasks to complete a process. Desktop Attended requires human assistance to start, support or complete the process.

Desktop Unattended
- Software automates human tasks to complete a process without human intervention, automatically completing all or part of a process without human assistance

System Attended
- Software automates the migration and/or transformation of data between systems but requires human intervention to start or complete the automated steps

System Unattended
- Software automates the migration and/or transformation of data between systems without human intervention to complete the automated steps

Camwood will advise as to the type of RPA category that could be employed along-side specific recommendations as to the right automation technologies to be considered.

Layering this data alongside the analytical factors including the Application Lifecycle Management Status will enable the client to fully understand the potential impact of RPA on their business. This impact is not-only based upon the process, but also the current state of the application from a support / licensing / suitability perspective.