

Preface

Hello there! **Robotic Process Automation (RPA)** is the practice of automating manual, repetitive, and time-consuming tasks performed by humans. This is achieved by completing those tasks using software programs called robots (bots). UiPath is a leading RPA software platform, and it strives to complement the core RPA capabilities with additional features to move enterprises toward an intelligent automation paradigm.

There are three main pillars for any RPA engagement:

- RPA strategy, governance, and resource management
- RPA delivery and program management
- RPA operation, service, and maintenance

There are many resources that cover the first two pillars, so this book aims to cover the third pillar. This book will present all the best practices for administering, monitoring, reporting, maintaining, and managing DevOps for your UiPath RPA program.

I will provide relevant information and guide you through some of the UiPath administration and support activities that happen in real UiPath programs based on two main sources of information:

- My experience and knowledge from the past few years in this process automation domain
- Interviews with UiPath RPA champions leading the UiPath CoE (at different stages of maturity) in different industries across the globe

As per the Analyst Report (Jan 2022), the UiPath platform is the leader in the RPA space. The product is expected to grow much faster, along with the proportional growth in the RPA adoption rate by companies, in the next few years. As the adoption rate and the maturity of the RPA programs increase, the mandatory UiPath administration, support, maintenance, monitoring, and deployment activities will become more challenging compared to developing the bots. This is one of the major hurdles for many firms that are looking to scale their UiPath RPA program.

There is a lot of demand for UiPath Support professionals and they have faster growth opportunity compared to UiPath development.

Who this book is for

UiPath RPA leads, developers, or any IT support person can gain practical insights into how to perform UiPath support and administration tasks from this book.

The three main personas who are the target audience of this content are as follows:

- RPA CoE leads: Leaders who are looking to set up or improve their UiPath support organization.
- RPA developers: They will learn all aspects of UiPath support and administration to add value to their current UiPath developer role. This book will help them grow in their career to be a lead, manager, and so on.
- Support personal: They will gain an overview of not just how to support the main components, such as orchestrators and robots, but also get a 360-degree perspective of the UiPath support and administration role. This content will help them succeed in UiPath support/administrator interviews as well. They will learn how to use industry best practices and tips and tricks from real life to perform efficiently in their work.

What this book covers

Chapter 1, Understand UiPath Platform Constructs and Setup, provides an introduction to UiPath platform products and also explains the core architecture components. It will also cover the basic setup of Orchestrator, program organization, and robots.

Chapter 2, Define UiPath Support Strategy, Framework, and Models, provides an overview of the UiPath RPA support framework and model. It shares the best practices during onboarding a new process in support and also covers alignment with the RPA **Center of Excellence (CoE)**, Enterprise monitoring, security, infrastructure, and teams. This chapter will also explain how and when internal and external teams including the UiPath support team need to be involved.

Chapter 3, Set Up UiPath Support Enablers, provides an overview of UiPath RPA support components. In addition to this, you will learn how to set up RPA monitoring, reporting, and deployment. This chapter also covers how to set up continuous improvement with the help of alerts, and also touches upon custom common support utilities that will enhance RPA support performance.

Chapter 4, UiPath Orchestrator Administration, provides an overview of UiPath Orchestrator administration. You will learn how to use UiPath Orchestrator to perform system and tenant administration. The chapter will deep-dive into robot, license, process, and job management. Finally, other supporting features of Orchestrator will also be covered.

Chapter 5, Robot Management and Common Support Activities, provides an overview of UiPath robot administration and discusses real-life support activities. It then introduces the different priorities of support requests based on SLA and also covers how to handle complex support requests such as infrastructure and application migration.

Chapter 6, DevOps in UiPath, provides an overview of using DevOps concepts in UiPath programs. In addition to providing an overview of the overall automated delivery process, this chapter also introduces continuous integration and delivery using the UiPath Jenkins plugin and integration with GitHub. Finally, this chapter enables the user to understand how the change management process is integrated with the Jenkins pipeline.

Chapter 7, UiPath Monitoring and Reporting, provides an overview of the UiPath monitoring and reporting framework. The next sections cover different types of monitoring and reporting at various levels of the framework, such as business, application, and infrastructure. This chapter finally covers different monitoring and reporting options.

Chapter 8, UiPath Maintenance and Upgrade, provides an overview of UiPath RPA platform maintenance and upgrade activities. It starts with regular platform maintenance activities such as database maintenance, and then touches on RPA infrastructure and supports platform maintenance as well. This chapter also covers the upgrade runbook, which will be really helpful for the UiPath support team.

Chapter 9, UiPath Support Advanced Topics and Future Trends, provides an overview of UiPath RPA advanced support areas, such as the UiPath self-service catalog. Then it will introduce how different custom UiPath support and monitoring utilities can be built and utilized to add value to the setup.

The next section will deal with how support personnel will support UiPath requests related to IT security, risk, and audit. It also covers how to extend the core support principles to support the extension of UiPath RPA platform components such as the test suite, chatbots, document understanding, apps, data, and integration services as well. Finally, this chapter will cover future trends in the UiPath support space, such as automated support, containerized deployments, and multi-vendor ecosystems.

To get the most out of this book

You will need to have an understanding of the basics of the UiPath platforms and of IT application administration, support, and monitoring.

Software/hardware covered in the book	Operating system requirements
UiPath	Windows
Jenkins	
Amazon Web Services (AWS)	

Download the example code files

Before we begin with Chapter 1, we need to set up a few things. You can download the prerequisite steps for this book from GitHub at <https://github.com/PacktPublishing/UiPath-Administration-and-Support-Guide>. If there's an update to the steps, it will be updated in the GitHub repository.

We also have other code bundles from our rich catalog of books and videos available at <https://github.com/PacktPublishing/>. Check them out!

Download the color images

We also provide a PDF file that has color images of the screenshots and diagrams used in this book. You can download it here: <https://packt.link/mNCOr>.

Conventions used

There are a number of text conventions used throughout this book.

Code in text: Indicates code words in text, database table names, folder names, filenames, file extensions, pathnames, dummy URLs, user input, and Twitter handles. Here is an example: “Delete the C:\~\SysWOW64\config\systemprofile\AppData\Local\UiPath\Logs\execution_log_data folder.”

A block of code is set as follows:

```
pipeline {
    agent any
    environment {
        ORCHESTRATOR_URL = https://cloud.uipath.com/~ /
orchestrator_ / "
        ORCHESTRATOR_LOGICAL_NAME = "XXXX"
        ORCHESTRATOR_TENANT_NAME = "YYYY"
        ORCHESTRATOR_FOLDER_NAME = "ZZZZ"
    }
}
```

Bold: Indicates a new term, an important word, or words that you see onscreen. For instance, words in menus or dialog boxes appear in **bold**. Here is an example: “A list of all available robots is accessed from the **Tenant | Robots** tab.”

Tips or Important Notes

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