

UiPath Administration and Support Guide

Learn industry-standard practices for UiPath program support
and administration activities

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BIRMINGHAM—MUMBAI

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This book has been in progress for a long time, and I would like to thank my loving wife, Harini, for her relentless support during this tiring endeavor, and my children, Nakshatra and Yugan, for motivating me to be a role model. I would also like to thank my parents, Mr. Asokan (late) and Mrs. Selvi, for their inspiration to do great things and keep moving forward toward a noble target, come what may!

– Arun Kumar Asokan

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About the author

Arun Kumar Asokan is an Intelligent Automation enthusiast , educator, and leader who has experience setting up and managing **Automation Centers of Excellence (CoEs)**. He has also authored the bestselling Robotic Process Automation Projects book. He has also authored the bestselling *Robotic Process Automation Projects* book. He has previously worked for different digital consulting groups in advocating process automation benefits and helping clients in different parts of the world including the US, Europe, Australia, and India.

He is based in the **Dallas Fort Worth (DFW)** area in the US and he holds a Bachelor of Technology degree from his hometown college, Pondicherry Engineering College, India, and an MBA from Queensland University of Technology, Australia.

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About the reviewers

Shaun Dawson has over 25 years of experience in the development and leadership of technology teams. Shaun was a co-founder of Virtual Operations, a leader in RPA development, deployment, and management services, and a very early UiPath partner. He went on to join Cognizant in 2014 to build out the BPS Intelligent Automation Practice, then served as the North American CEO of Robiquity, Inc.

Shaun has been responsible for the design and operation of several processes within automation, including assessment training, line of business onboarding, and the conception and build-out of automation CoEs for several UiPath clients. Today, he leads UiPath's Consulting Delivery organization. He lives and works in San Diego, CA.

Roopak Desai has over 20 years of broad IT experience with expertise in capturing and analyzing complex business needs and translating them into software design strategies, user experiences, and solutions. He is a highly analytical, dedicated, and results-oriented technical professional with a client-centric solution delivery approach. His experience includes leading automation platform services/support as part of the robotic process automation CoE in a reputed financial firm.

