



| **Complete Exercise  
Walkthrough**

# **Process Design Document**

# Process Design Document History

| Date | Version | Role     | Name            | Organization      | Function | Comments       |
|------|---------|----------|-----------------|-------------------|----------|----------------|
|      | 1.0     | Draft    | Olfa Ben Taarit | ACME Systems Inc. | SME      | Creation v 1.0 |
|      | 1.2     | Reviewer | Vrabi e Stefan  | Ui Path           | BA       | Approved v 1.0 |

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# 1. Introduction

## 1.1 Purpose of the document

The Process Design Document describes the business processes chosen for automation using the UiPath Robotic Process Automation (RPA) technology.

This document describes the sequence of steps performed as part of the process, as well as the conditions and requirements prior to its automation. This design document serves as a base documentation for developers to collect the details required for robotic automation of the same business process.

## 1.2 Objectives

The process has been selected for RPA as part of the larger project initiative conducted within [ACME Systems Inc.](#), the Finance and Accounting department.

The objective of this process automation is linked to the project business case and is mainly intended to:

- Deliver faster processing
- Reduce redundant activities
- Improve overall performance and reliability

## 1.3 Process key contacts

The Design Document includes a brief, but comprehensive set of requirements for the process. Its structure is based on the input provided by the Subject Matter Expert (SME) in the process.

| Role                    | Name | Date of action | Notes   |
|-------------------------|------|----------------|---|
| Process SME             |      | TBD            | Point of contact for questions related to business exceptions and passwords |
| Reviewer / Owner        |      | TBD            | POC for process exceptions  |
| Approval for production |      | TBD            | Escalations, Delays   |

## 2. AS IS Process Description

### 2.1 Process overview

General information about the process selected for RPA implementation, prior to its automation:

| AS IS process details                                       |   |
|---|---|
| Process full name   | Calculate Client Security Hash  |
| Function  | Security  |
| Department  | Finance and Accounting  |
| Process short description<br>(operation, activity, outcome) | Generate the Security Hash for each Client based on their personal information. |
| Role required for performing the process                    | System 1 User   |
| Process schedule  | Daily   |
| # of item processes / day                                   | 7 – 15 Clients  |
| Average handling time per item                              | 2 min / Client  |
| Peak period (s)   | No peak period  |
| # of FTEs supporting this activity                          | 1   |
| Level of exception rate                                     | No expected exceptions  |

|             |                      |
|-------------|----------------------|
| Input data  | Client Data          |
| Output data | Client Security Hash |

### **2.1.1 In scope for RPA**

The activities and exceptions in this process that are in the scope for RPA, are listed below:

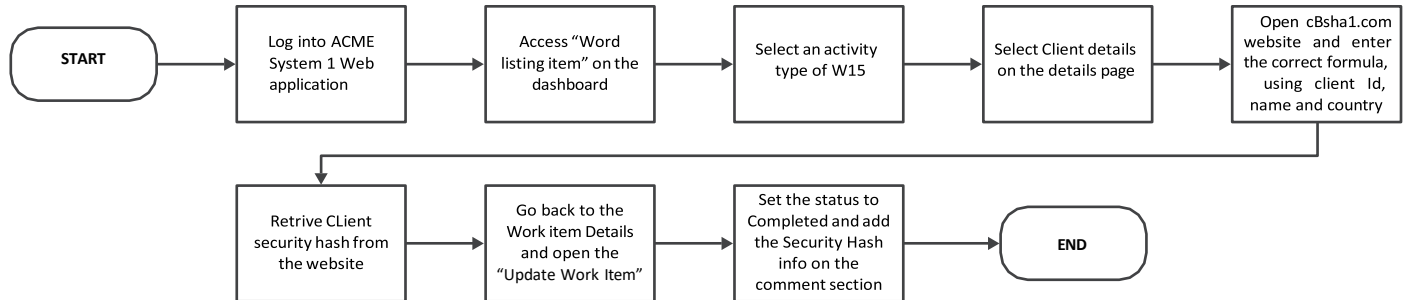
- FullScope for RPA –the process is to be 100% automated.

### **2.1.2 Out of scope for RPA**

There are no activities out of scope for RPA

## 2.2 Detailed Process map

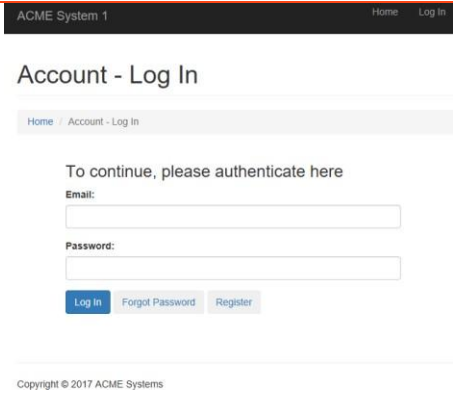
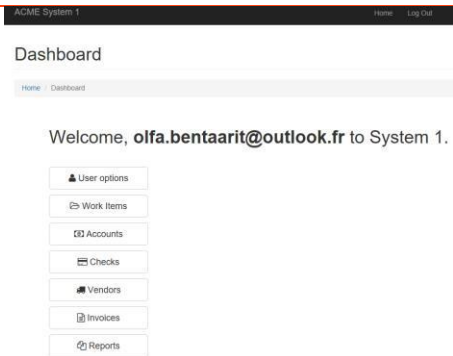
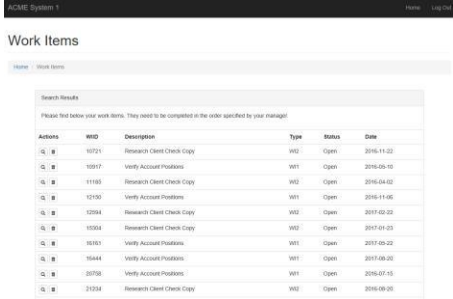
This chapter presents the chosen process in detail, which enables the developer to build the automated process.

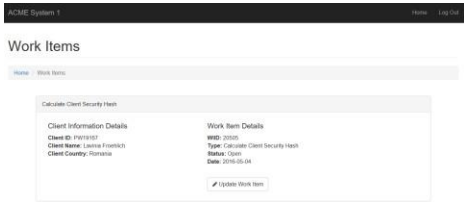


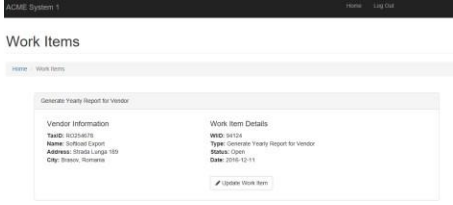
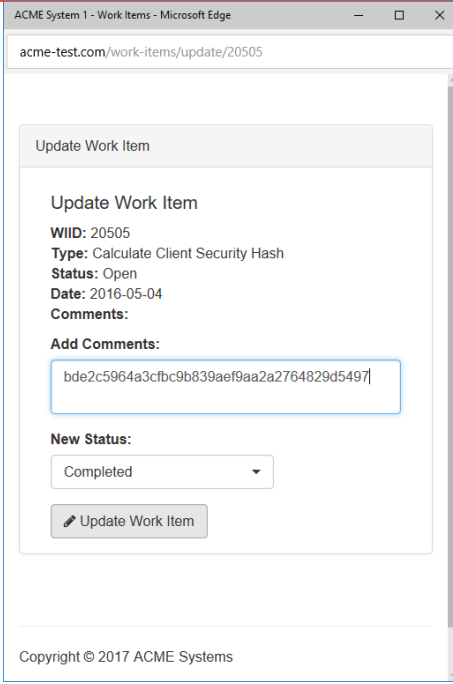
| Step  | Short Description  |
|-------|--|
| 1.1   | Open the ACME System 1 Web Application.  |
| 1.2   | Log in to System 1. Required input data: email and password.   |
| 1.3   | Access the Dashboard - the central location, where the user can pick a specific menu item.   |
| 1.4   | Access the Work Items listing to view all the available tasks to be performed (Output data: Work Items).   |
| 1.5   | <b>For each activity</b> of the WI5 type, perform the following steps:   |
| 1.5.A | Open the Details page of the selected activity to retrieve the Client Details.   |
| 1.5.B | Open the SHA1generator webpage of your choice, for example <a href="https://codebeautify.org/sha1-hash-generator">https://codebeautify.org/sha1-hash-generator</a> , and provide the following input: <b>ClientID ClientCountry</b> . Replace all the variables with the corresponding values. Use dashes between each item and the above. |
| 1.5.C | Retrieve the Client <b>Security Hash</b> value from the webpage.   |
| 1.5.D | Go back to Work Item Details and open Update Work Item.  |
| 1.5.E | Set the status to "Completed". Add a comment with the obtained <b>SecurityHash</b> .   |
| 1.6   | Continue with the next WI5 Activity.   |

## 2.3 Detailed Process Steps

The complete set of steps in the process, including keystrokes and clicks, are to be defined with screenshots. If there are any data restrictions, mask the sensitive information, such as Policy Number, Customer ID, bank account number, etc).

| #   | Step action description   | Screenshot   | Expected result                             | Remarks   |
|-----|---|--|---|---|
| 1.1 | Open the ACME System 1 Web Application  |  | The display of the System 1 Web App screen. | Possible exception:<br>- Handl exception if Web app not available       |
| 1.2 | Log in to System 1. Required input data: email and password.                                      |   | Access to the dashboard                     | Possible exception:<br>- Handl exception if Incorrect email or Password |
| 1.3 | Access the Dashboard - the central location, where the user can pick a specific menu item         |  | The display of each item in the menu        |   |
| 1.4 | Access the Work Items listing to view all the available tasks to be performed (Output data: task) |  | The display of the task list                |   |

|       |   |  |  |   |
|-------|---|--|--|---|
| 1.5   | For each activity of the type W15 perform the following steps:  |  |  | Possible exception: Handle exception if no task of type 'Calculate Client SecurityHash' exist |
| 1.5.A | Open the Details page of the selected activity to retrieve the Client Details (Output data: Client Details)   |  |  |   |
| 1.5.B | Open the SHA1 generator webpage and provide the following input: <b>ClientID-ClientName-ClientCountry</b> Replace all the variables with the corresponding values. Use dashes between each item and the next one, as shown above. |  |  |   |
| 1.5.C | Retrieve <b>Client Security Hash</b> from the webpage   |  |  |   |

|       |  |   |  |  |
|-------|--|---|--|--|
| 1.5.E | Go back to the Work Item Details and select Update Work Item                 |   |  |  |
| 1.5.F | Set the status to "Completed". Add a Comment with the obtained Security Hash |  |  |  |
| 1.6   | Continue with the next WI5 Activity  |   |  |  |

## 2.4 Exceptions handling

The types of exceptions identifiable in the automation process can be classified according to the table below.

| Area     | Known   | Unknown   |
|----------|---|---|
| Business | Previously encountered situation. A possible scenario is defined, and clear actions and workarounds are provided for each case. | A situation never encountered before. It can be caused by external factors. |

Based on the above criteria, the table below should reflect all the known exceptions identified throughout the process and map the expected action the robot needs to take in each case.

Insert as many rows as required in the table, to capture all exceptions in a comprehensive list.

| # | Exception name              | Step where exception is encountered | Parameters  | Action to be taken  |
|---|-----------------------------|-------------------------------------|---|---|
| 1 | Incorrect email or password | Step # 1.2                          | If message for incorrect username or password exist | Send email to <a href="mailto:exceptions@acme-test.com">exceptions@acme-test.com</a><br>"Hello,<br>The username or the email is incorrect. Please check and restart<br>Thank you" |
| 2 | No task of type WI5 exists  | Step # 1.5                          |   | Stop process  |

For any other unanticipated or unknown exceptions, the robot should send an email notification at [exceptions@acme-test.com](mailto:exceptions@acme-test.com) with the original email and error message screenshot attached.

## 2.5 Error mapping and handling

A comprehensive list of all the errors, warnings, or notifications should be consolidated here with the description and action to be taken by the Robot in each case.

The errors identified in the automation process can be classified according to the table below.

| Area | Known | Unknown |
|------|-------|---------|
|------|-------|---------|

Technology

Based on the above criteria, the table below should reflect all the identifiable errors in the process, and map the expected action of the Robot in each case.

Insert as many rows as required in the table, to capture all the errors in a comprehensive list.

| E # | Error Name                                 | Step where error is encountered | Parameters              | Action to be taken   |
|-----|--|---------------------------------|-------------------------|--|
| 1   | Application unresponsive/ page not loading | Any step                        | No response/ blank page | Retry 2 times.<br>Close application and run the sequence again |

\*Feel free to insert an additional error mapping table for a more complete explanation.

## 2.6 In-Scope application details

The table below lists all the applications that are used as part of the automated process.

| # | Application name & Version | Syst. Lang. | Login module | Interface | Environment/ Access method | Comments |
|---|----------------------------|-------------|--------------|-----------|----------------------------|----------|
| 1 | ACME System 1              | EN          | Web          | Web       | Web Browser                |          |

## 3. Development details

### 3.1 Prerequisites for development

- ~ Development or testing environment are to be provided for development purposes.
- ~ The provided development and testing environments are exact replicas of the production environment.
- ~ Dedicated system and application access are given to developers with the adequate permissions.

### 3.2 Password policies

Users manage their own passwords. There are no special policies in place.

### 3.3 Credentials and asset management

Login details (user IDs and passwords) should be stored under **Windows Credential Manager** or **UiPath Orchestrator Assets**.

## 4. Document Approval Flow

| Version | Flow                  | Role                              | Name         | Organization (Dept.) | Signature and Date: |
|---------|-----------------------|-----------------------------------|--------------|----------------------|---------------------|
| 1.0     | Document prepared by: | Business Analyst                  | Name Surname |                      |                     |
| 1.0     | Document Approved by: | Business Process Owner            | Name Surname |                      |                     |
| 1.0     | Document Approved by: | Dev/Automation Solution Architect | Name Surname |                      |                     |

## 5. Appendix

### 5.1 UiPath automated process details

**Note: this step is to be filled in after automation process is complete**

**Automation overview:** (time to dev, test, etc)

**Robots type:** Back Office Robot

**Level of human intervention required:**

**Use of Orchestrator:**

**Exceptions** recorded in automation process: Errors identified in the automation process:

**Challenges identified in the automation process:**

**Lessons Learned:**

**Any adjustments** made to facilitate the automation process and any steps taken to shift from the human way of working to the automatic one. Any activity performed to improve the As Is process and to enable higher rates of automation of the process:

- Process Assumption
- Input data assumption
- Number or types of input to be received
- Skipping the login interface and collecting backend details
- Extracting backend data without opening the file
- Data conversion/ formatting

**Reporting:** The details and format of the logging mechanism available in the workflow have to be specified here, whether it is a local log report or the Orchestrator log).

The format should be specified by the business users.

**Workflow and scripts:** A brief overview of each workflow and the sequence in which it is executed should be provided here.