

**<Company Name>**

<Process Name>

Detailed Process Description

Version x.x

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| Date Issued | Version | Description | Author |
| *Date* | *Version Number* | *Draft / Final etc.* | *Name* |
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| *Date* | *Version Number* | *Draft / Final etc.* | *Name* |

Contributors

The content of this document has been authored with the combined input of the following group of key individuals.

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Document Classification

|  |  |
| --- | --- |
| Classification | *e.g. Company Confidential* |
| Definition | *e.g. Information is company confidential and needs to be protected* |
| Context | *e.g. Where loss of information confidentiality would result in significant harm to the interests of the Organisation, financial loss, embarrassment or loss of information* |
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# 1 Introduction

*Background to the situation and an overview of the opportunity for automation.*

# 2 Manual Process

## 2.1 Overview

*Overview of the manual process as it stands currently. Includes bullet pointed list of high-level steps to take to run the process.:*

* *Step 1*
* *Step 2*
* *Step 3*
* *etc.*

*Acronyms – detail the meanings of any acronyms used above e.g. systems, clients etc.*

## 2.2 Detailed Process Flow

*Detailed flow diagram covering* ***all*** *steps in the current manual process*

# 3 Automation Proposal

## 3.1 Overview

*High level overview of the proposed automation, including detail around the type of automation*

## 3.2 Automated Process Flow

*If the automation process flow adheres to the manual process flow above, there is little need to duplicate. A statement to that effect should suffice, confirming all actions will be automated. Otherwise, a detailed flow should be presented.*

## 3.3 Target Systems & User Requirements

| Name | Description | User Permissions/Access |
| --- | --- | --- |
| *e..g. MS Outlook* | *e.g. Email Inbox* | *e.g. Robot Inbox required e.g.* [*robot1@xyz.com*](mailto:robot1@xyz.com)*, access to* [*LoginRequest@xyz.com*](mailto:LoginRequest@xyz.com)*,*[*Customer.care@xyz.com*](mailto:Customer.care@xyz.com) |
| *e.g. CRM* | *e.g. Customer Relationship Management system used for Billing* | *e.g. Admin* |
|  |  |  |

## 3.4 Impacted Business Areas

* *Department / Areas affected by the automation*

## 3.5 Workload

*Metrics related to the automation, table example below*

|  |  |
| --- | --- |
| *Max. no. of Login Requests per week* | *70* |
| *Min. no. of Login Requests per week* | *10* |
| *Average no. of Login Requests per week* | *50* |
| *Are there any periods when a higher workload is anticipated?* | *August* |
| *How many people do this process per day?* | *1* |

***Summary of average time process takes a user to run manually, include timings of any dependant parts such as responses coming back from 3rd parties.***

***Automating the steps below will realise an average time saving of X minutes (X hrs) per day for <Process Name>:***

* *List of manual steps with manual execution time (Breakdown of all time saved)*

*Acronyms – detail the meanings of any acronyms used above e.g. systems, clients etc.*

## 3.6 Operational Constraints

* *List of all operational constraints. Examples could be working hours, system availability etc. – essentially anything that could have a bearing on how the automation can function.*

## 3.7 Delivery

*The time scale for the development, testing and delivery of this project. In the early stages this may indicate the timescale is to be finalised.*

## 3.8 Contact List

*List of key contacts for the project, both QA Ltd and Client e.g.*

*RPA Programme Sponsor – Gillian Lomax*

*Head of Operations – Harry Grainger*

*RPA Project Manager – Carrie Smith*

*RPA Consultant – Chester Gardner*

*Department SMEs – Marianne Spencer (Customer Onboarding), Jane Baker (Process Development)*

# 4 Automation Details

## 4.1 Automation Walkthrough

### 4.1.1 *First robot action*

* *Description of first Robot step to complete action, include screenshots where necessary*
* *Description of second Robot step to complete action, include screenshots where necessary*
* *Etc.*

### 4.1.2 *second robot action*

* *Description of first Robot step to complete action, include screenshots where necessary*
* *Description of second Robot step to complete action, include screenshots where necessary*
* *Etc.*

### 4.1.3 *third robot action etc.*

* *Continue as required to complete all Robot actions within the automation*

## 4.2 Reporting

### 4.2.1 Business Exceptions

|  |  |
| --- | --- |
| Exception | Solution |
| *List of expected or assumed exceptions* | *Details of method of handling exception* |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

### 4.2.2 System Exceptions

|  |  |
| --- | --- |
| Exception | Solution |
| *List of expected or assumed exceptions* | *Details of method of handling exception* |

A performance report will be emailed to *<Client Contact>* each time the process runs (showing worked cases, exceptions and a cumulative processing log)

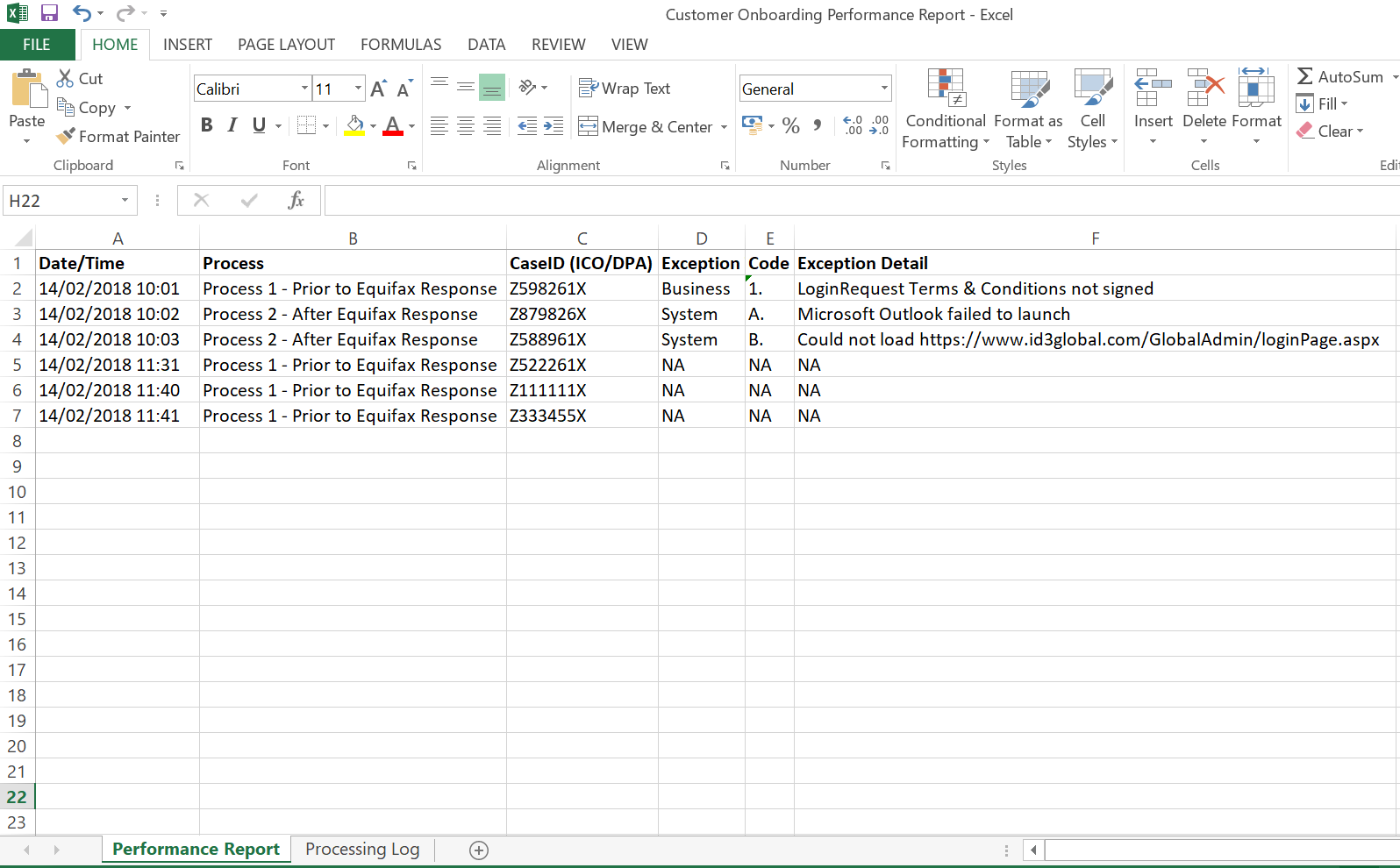
### 4.2.3 Performance

Once the processes have successfully completed a performance report and processing log will be emailed to *<Client Contact>* as an excel file.

**Performance Report**

This will contain all exceptions (business and system) and successes for the automated Process, based on the last automation execution completion (i.e. based on the last time the process ran)

EXAMPLE REPORT



www.xip.com/Admin/loginPage.aspx

CredBest

CredBest

CredBest

CredBest

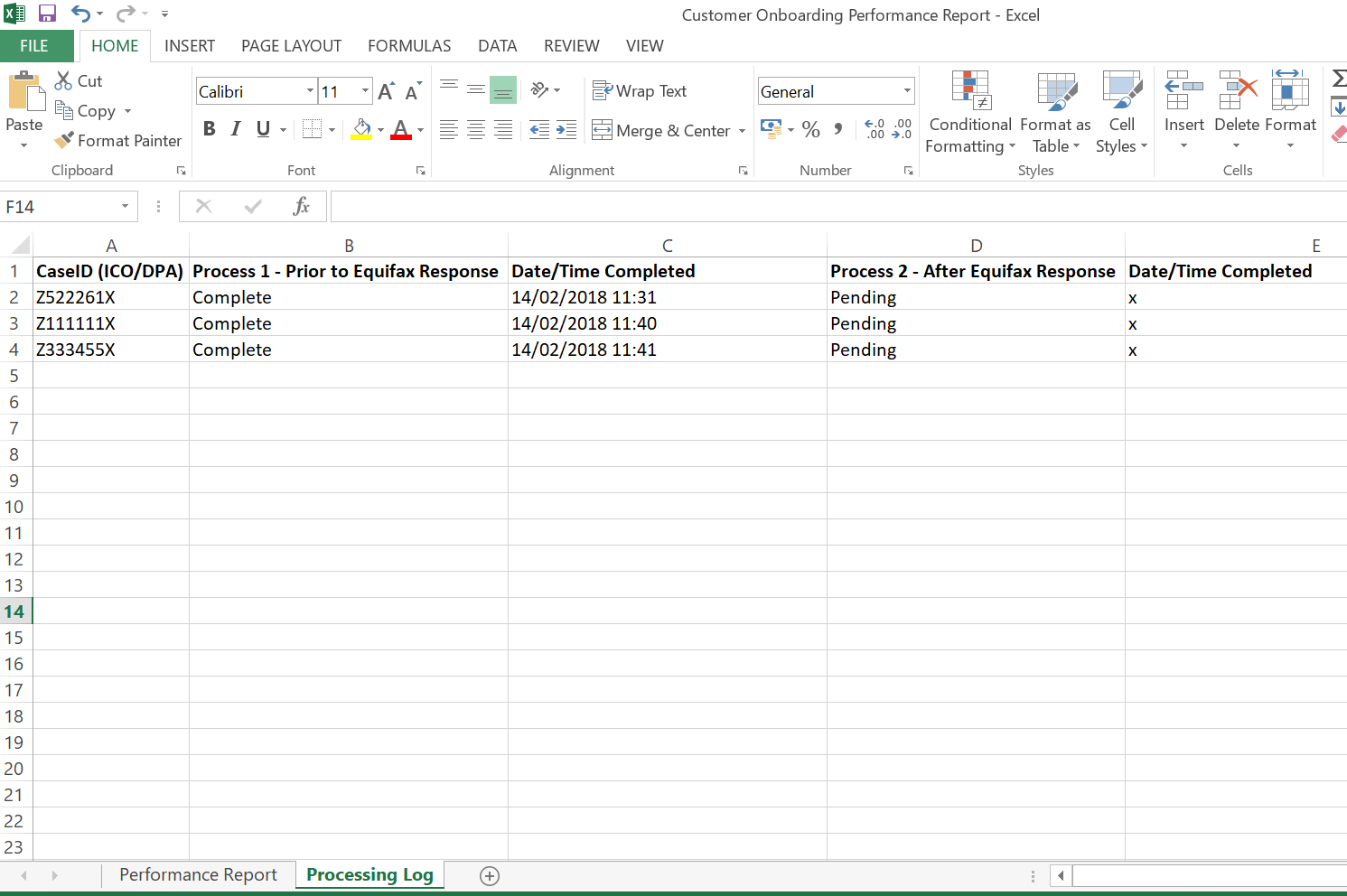
CredBest

CredBest

**Processing Log**

This will show cumulative successes from the automated Process:

EXAMPLE REPORT



**CredBest**

**CredBest**

### 4.2.4 Triggers

*Definition of how the Robot will be triggered. This could simply define that this is a manual trigger i.e. an attended start, or could indicate more advanced triggers such as on a particular event or schedule.*

**UPDATE THE TABLE OF CONTENTS AND ENSURE ALL RED TEXT HAS BEEN UPDATED/REMOVED PRIOR TO DISTRIBUTION**