# 

Use case - <Name of the Use case>

**Design Document**

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| **S.No** | **Document author** | **Version No.** | **Reviewed by** | **Approved by** | **Signed off by Use Case PoC** | **Remarks** | **UAT Performer Name (AID)** | **UAT Sign-Off Authority Name (AID)** |
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# 1.0 Introduction

# Objective

The objective of this document is to provide guidance and template material which is intended to assist the user in implementing automation solution for the use case **“****ABC”** using ITPA and RPA. Business role of this use case is <Business role>.

# Automation Approach

In a real time scenario, automating the complex use case has always involved partitioning the use case into simpler sub-tasks. The solution implementation involves analyzing the use case by understanding the SOP documents and splitting it into several tasks. Then find the appropriate activity for the sub-tasks in ITPA to automate and implement the solution. If the appropriate ITPA activity is not available for the identified sub-task, then look for an alternate approach to automate it using script based approach or RPA.

***Before Automation:***

<FlowChart>

# Use case details

This use case involves in updating or inserting the values based on contract number

***Business Role***:

|  |  |
| --- | --- |
| **Use Case -Details** | **Description** |
| Trigger Type | SME Assisted / ITSM / Email |
| Use Case - Title |  |
| Use Case Description |  |
| Effort savings | hours |

# Steps Involved

# Action Details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Action Name** | **Input Parameters** | **Mandatory/Optional** | **Type** | **Explicit/ Implicit** |
| HPSM Accept and Assign | Interaction Id | Yes | String | Auto-mapped |
| Assignee | Yes | String | Explicit |
| Status | Yes | String | Explicit |
| Action | Yes | String | Implicit |
| Signature | Yes | String | Explicit |

|  |  |  |  |
| --- | --- | --- | --- |
| SL No | TestCondition | Success / Failure | Output in screen / Action performed |
| 1 | Job is failed due to environment issues | Success | Action can be performed successfully |
| 2 | Job is failed due to any other issues | Failure | Resolution steps other than environmental issue can be taken |

# 2.3 Pre requisites

# 2.4 Current Process and Proposed Automation Solution

|  |  |  |
| --- | --- | --- |
| **Process** | **Manual** | **Automated** |
| Current process as per SOP | Manual Way | Automated Approach |

# 3.0 Automation Procedure

**Step 1:**

**Step 2:**

**Step 3:**

**Step 4:**

**Step 5:**

**Step 6:**

# Change Log

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version Number | Changes made | | | |
| V1.0 | *Baseline version* | | | |
| V1.1 | *<If the change details are not explicitly documented in the table below, reference should be provided here>* | | | |
| Page no | Changed by | Effective date | Changes effected |
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| V1.2 | *<If the change details are not explicitly documented in the table below, reference should be provided here>* | | | |
| Page no | Changed by | Effective date | Changes effected |
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