|  |  |
| --- | --- |
|  | | Process Definition Document |

RPA Test

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# Introduction

## I.1 Purpose of the document

The Process Definition Document outlines the business process chosen for automation using UiPath Robotic Process Automation (RPA) technology.

The document describes the sequence of actions performed as part of the business process to extract crypto data end email it to the client, the conditions and rules of the process prior to automation and how they are envisioned to work after automating it, partly or entirely. This specifications document serves as a base for developers, providing them with the details required for applying robotic process automation to the selected business process.

## I.2 Objectives

The business objectives and benefits expected by the Business Process Owner after automation of the selected business process are:

* Reduce processing time per item by 80%
* Better Monitoring of the overall activity by using the logs provided by the robots.
* Collect the crypto data from the website.
* Remove Ethereum from the list.
* Save the list to a json file.
* Email the list with a quote to the client.

## I.3 Process key contact

The specifications document includes concise and complete requirements of the dispatcher and performer and it is built based on the inputs provided by the **process** **Subject Matter Expert (SME)/ Process Owner.**

The **Process Owner** is expected **to review it and provide signoff for accuracy** and completion of the actions, context, impact and a set of process exceptions. The details are to be included in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| ****Role**** | ****Name**** | ****Contact details (email, phone number)**** | ****Notes**** |
| Client/SME | Zanré van Staden | Zanre.staden@sapconet.co.za |  |
| Developer | Justin Morgan | Justin.morgan@sapconet.co.za |  |

## I.4 Minimum Pre-requisites for automation

1. A filled in Process Definition Document
2. Test Data to support development
3. User access and creation of user accounts (licenses, permissions, restrictions to create accounts for robots)
4. Access to the coinbase website.
5. Email account from which to send the email containing the documents of which to email to the client.
6. Access to orchestrator and the queue where the crypto data is stored.

# As-Is process description

## II.1 Process Overview

General information about the process selected for RPA prior to automation.

|  |  |  |
| --- | --- | --- |
| **#** | **Item** | **Description** |
| 1 | **Process full name** | RPA Test |
| 2 | **Process Area** | Personal use |
| 3 | **Department** | N/A |
| 4 | **Process short description (operation, activity, outcome)** | Collect crypto data from website and upload to queue with dispatcher. Performer removes Ethereum and saves queue items to excel and saves items to Json file and emails excel file to client. |
| 5 | **Role(s) required for performing the process** | n/a |
| 6 | **Process schedule and frequency** | Daily basis. 7 AM Mondays to Saturdays and 9 AM on Sundays. |
| 7 | **# of items processed /reference period** | 10 Items |
| 8 | **Process execution time** | Less than 60 seconds |
| 9 | **Peak period (s)** | Morgnings |
| 10 | **Transaction Volume During Peak period** | 10 |
| 11 | **Total # of FTEs supporting this activity** | 1 |
| 12 | **Expected increase of volume in the next reference period** | Can increase tenfold |
| 13 | **Level of exception rate** | Very low |
| 14 | **Input data** | Crypto Data from Coinbase repository |
| 15 | **Output data** | Crypto Data in Excel and JSON format |

\*Add more rows to the table to include relevant data for the automation process. No fields should be left empty. Use “n/a” for the items that don`t apply to the selected business process.

## II.2. Applications used in the process­

The table includes a comprehensive list of all the applications that are used as part of the process to be automated to perform the given actions in the flow.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| # | Application name & version | System Language | Thin/Thick Client | Environment/ Access method | Comments |
|  | UI Path 23.1 | Visual Basic | Thin |  |  |

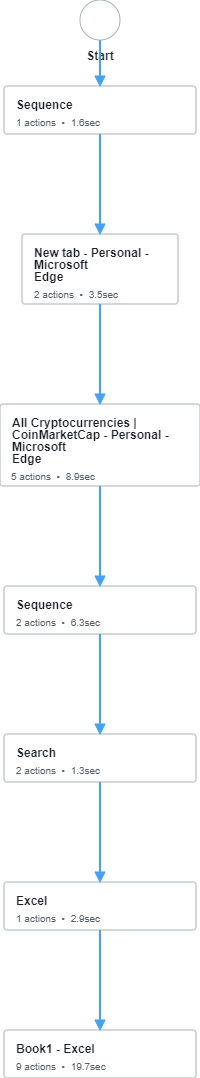
\*Add more rows to the table to include the complete list of applications.

## II.3 As-Is Process map

### High Level As-Is Process Map:

A colorful background with a white paper on it

Description automatically generated with medium confidenceThis chapter depicts the As-Is business process at a High Level to enable developers to have a high-level understanding of the current process.



## II.4 Process statistics

### High level statistics

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Processes** | **Windows** | **Actions** | **Mouse clicks** | **Keys pressed** | **Text entries** | **Hotkeys used** | **Time** |
| 4 | 7 | 22 | 16 | 16 | 4 | 1 | 44.3 sec. |

### Detailed statistics

|  |  |  |  |
| --- | --- | --- | --- |
| Window name | Mouse Clicks | Text entries | Keys pressed |
|  | 2 | 0 | 0 |
| New tab - Personal - Microsoft​ Edge | 0 | 1 | 2 |
| All Cryptocurrencies | CoinMarketCap - Personal - Microsoft​ Edge | 4 | 1 | 3 |
|  | 1 | 0 | 0 |
| Search | 1 | 1 | 3 |
| Excel | 1 | 0 | 0 |
| Book1 - Excel | 7 | 1 | 8 |

## II.5 Detailed As-Is Process Actions

#### Sequence

|  |  |
| --- | --- |
|  | **Est. time: 1.6 sec.** |

|  |  |
| --- | --- |
|  | **Est. time: 1.6 sec.** |
| image | Action: Click |

#### New tab - Personal - Microsoft Edge

|  |  |
| --- | --- |
|  | **Est. time: 3.5 sec.** |

|  |  |
| --- | --- |
|  | **Est. time: 2.4 sec.** |
| image | Action: Keyboard Input |

##### Press 'Enter'

|  |  |
| --- | --- |
|  | **Est. time: 1.0 sec.** |
| image | Action: Special Key |

#### All Cryptocurrencies | CoinMarketCap - Personal - Microsoft Edge

|  |  |
| --- | --- |
|  | **Est. time: 8.9 sec.** |

|  |  |
| --- | --- |
|  | **Est. time: 3.1 sec.** |
| image | Action: Click |

|  |  |
| --- | --- |
|  | **Est. time: 1.4 sec.** |
| image | Action: Click |

|  |  |
| --- | --- |
|  | **Est. time: 0.8 sec.** |
| image | Action: Keyboard Input |

|  |  |
| --- | --- |
|  | **Est. time: 1.1 sec.** |
| image | Action: Click |

|  |  |
| --- | --- |
|  | **Est. time: 2.5 sec.** |
| image | Action: Click |

#### Sequence

|  |  |
| --- | --- |
|  | **Est. time: 6.3 sec.** |

|  |  |
| --- | --- |
|  | **Est. time: 5.2 sec.** |
| image | Action: Click |

|  |  |
| --- | --- |
|  | **Est. time: 1.1 sec.** |
| image | Action: Click |

#### Search

|  |  |
| --- | --- |
|  | **Est. time: 1.3 sec.** |

|  |  |
| --- | --- |
|  | **Est. time: 0.6 sec.** |
| image | Action: Keyboard Input |

|  |  |
| --- | --- |
|  | **Est. time: 0.7 sec.** |
| image | Action: Click |

#### Excel

|  |  |
| --- | --- |
|  | **Est. time: 2.9 sec.** |

|  |  |
| --- | --- |
|  | **Est. time: 2.9 sec.** |
| image | Action: Click |

#### Book1 - Excel

|  |  |
| --- | --- |
|  | **Est. time: 19.7 sec.** |

##### Press 'Ctrl+v'

|  |  |
| --- | --- |
|  | **Est. time: 0.4 sec.** |
| image | Action: Hotkey |

|  |  |
| --- | --- |
|  | **Est. time: 2.7 sec.** |
| image | Action: Click |

|  |  |
| --- | --- |
|  | **Est. time: 2.5 sec.** |
| image | Action: Click |

|  |  |
| --- | --- |
|  | **Est. time: 1.7 sec.** |
| image | Action: Click |

|  |  |
| --- | --- |
|  | **Est. time: 2.6 sec.** |
| image | Action: Click |

|  |  |
| --- | --- |
|  | **Est. time: 5.4 sec.** |
| image | Action: Click |

|  |  |
| --- | --- |
|  | **Est. time: 1.5 sec.** |
| image | Action: Click |

|  |  |
| --- | --- |
|  | **Est. time: 1.2 sec.** |
| image | Action: Keyboard Input |

|  |  |
| --- | --- |
|  | **Est. time: 1.7 sec.** |
| image | Action: Click |

## II.6 Exceptions Handling

### Business Rule Exceptions

If Crypto is Ethereum remove it from the Queue so that it is not added to the Excel Workbook.

# To-Be Process Description

This chapter highlights the expected design of the business process after automation.

## III.1 To-Be Detailed Process Map

Highlight Bot interventions/ To-Be automated actions with different legend/ icon (purple)

\*Mention below if process improvements were performed on the To-Be design and provide details.

|  |  |
| --- | --- |
| Legend | Description |
|  | Action number in the process. Referred to in details or Exceptions and Errors table |
|  | This process action is proposed for automation |
|  | This process action remains manual (to be performed by a human agent) |

## III.2 Parallel Initiatives/ Overlap (if applicable)

This chapter covers the proposed Business, Process & System changes to be made in the near future and their impact.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S.No | Initiative Name | Process Acion(s) where it is identified | Impact on current automation request? How? | Expected Completion Date | Contact person for more details |
|  | n/a |  |  |  |  |

## 

## III.3 In Scope of RPA

The activities **In scope of RPA**, are listed here:

1. Open Coinbase repository
2. Collect top 10 cryptocurrencies from table
3. Add cryptocurrencies to queue
4. Remove Ethereum from Queue
5. Add Queue items to Excel Workbook
6. Convert items to Json File
7. Add Excel Workbook to Email
8. Send Email to Client

## III.4 Out of Scope of RPA

The activities **Out of scope of RPA**, are listed here:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sub-process (if applicable) | Activity (action) | Reasons for Out of scope\* | Impact on the To-Be | Possible measures to be taken into consideration for future automation |
| 1.1 | 1.1.1 | Input: handwritten form | After processing action 1.1.2, an email is sent to the user to perform action 1.1.3 in a csv file  In order to go to action 1.1.4, the robot will read the csv file | Collect the form in an editable pdf format and electronically signed |

\*Add more rows to the table to reflect the complete documentation provided to support the RPA process.

## III.5 Business Exceptions Handling

The Business Process Owner and Business Analysts are expected to document below all the business exceptions identified in the automation process. These can be classified as:

|  |  |
| --- | --- |
| Known | Unknown |
| Previously encountered. A scenario is defined with clear actions and workarounds for each case. | New situation never encountered before. It can be caused by external factors. Cannot be predicted with precision, however if it occurs, it must be communicated to an authorized person for evaluation. |

### Known Exceptions

The table below reflects all the business process exceptions encountered during the process evaluation and documentation. These are **known exceptions** that occurred before. For each of these exceptions, define a corresponding expected action that the robot should complete if it encounters the exception.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| BE # | Exception name | Action | Parameters | Action to be taken |
|  | Ethereum | Remove | Symbol = ETH | Remove from Queue |

### Unknown Exceptions

For all other unanticipated or unknown business (process) exceptions, the robot should:

## III.6 Application Error and Exception Handling

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

Errors identified in the automation process can be classified as:

|  |  |  |
| --- | --- | --- |
| Area | Known | Unknown |
| Technology/Applications | Experienced previously, an action plan or a workaround available. | Never encountered before, or may happen independently of the applications used in the process. |

### Known Errors or Exceptions

The table below reflects all the errors identified in the process evaluation and documentation.

For each of these errors or exceptions, define a corresponding expected action that the robot should complete if it is encountered.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| # | Error name | Action | Parameters | Action to be taken |
| 1 | Application Crash / Internal Server Error | Any action | Error message | Recover & retry for maximum 3 times. Close the applications and run the sequence again |

### Unknown Errors and Exceptions

For all the other unanticipated or unknown application exceptions/errors, the robot should:

## III.7 Reporting

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| # | Report type | Update frequency | Details | Monitoring Tool to visualise the data |
| 1 | Process logs | Daily | How many times was this process run since the beginning of the month and what was the average run duration? | Kibana |
| 2 | Process logs | Monthly | How many robots worked on this process per each month? | Csv file posted daily on share drive |
| 3 | Transaction logs | Daily | How many transactions were run by this process since the beginning of the month and what was the average transaction duration? | Kibana |
| 4 | Error logs | Daily | Average number of errors by type per day | Kibana |
| 5 | Error logs | Daily | All errors per month grouped by type | Csv file posted daily on drive |

\* For complex reporting requirements, include them into a separate document and attach it to the present documentation

# Other Observations

Include below any other relevant observations you consider needed to be documented here.

Example: Specific Business monitoring requirements (audit and reporting) etc.

# Additional sources of process documentation

If there is additional material created to support the process automation please mention it here, along with the supported documentation provided.

|  |  |  |
| --- | --- | --- |
| Additional Process Documentation | | |
| Video Recording of the process (Optional) | ACME-System1-Process-WI5-Manual-Walkthrough | Insert any relevant comments |
| Standard Operating Procedure (s) (Optional) |  | Insert any relevant comments |
| Business Rules Library (Optional) | Insert link to Business rules library | Insert any relevant comments |
| Other documentation (Optional) | Insert link to any other relevant process documentation (L4, L5 process description, fields mapping files etc.) | Insert any relevant comments |

\*Add more rows to the table to reflect the complete documentation provided to support the RPA process.