**Q 1. Could you explain the correct approach for creating PDDs and SDDs?**

**Answer:**

**PDD:**

As per my understanding creation of PDD requires discussions with the operators, Subject matter experts and process experts to understand the process and identify if there is any gap, then document the observations and further communicate with stakeholders vie emails for short queries and calls for complete discussion to document the process.

PDD should have at least these contents:

* Overview of the process.
* Objective and expected outcomes of the automation project.
* Describe the end-to-end process flow in detail, including each step and decision points.
* Information of any business rules, exceptions, or validations that need to be considered.
* Details about the inputs required to execute the process.
* Expected outputs or deliverables.
* Exception Handling.
* User Interfaces.
* Include screenshots or mockups to illustrate the UI elements.
* Methods or steps to validate the accuracy and completeness of the automation process.
* Information of managing changes to the automation process in the future.

**SDD:**

When creating a Solution Design Document (SDD) it is crucial to follow a structured approach to ensure clarity and comprehensiveness.

SDD should have details about:

* An overview of the automation solution.
* The overall architecture of the automation solution.
* Technical Requirements of hardware, software, and infrastructure, operating systems, databases, browser versions, etc
* The design of individual workflows or automation sequences.
* The flowcharts, diagrams, or pseudocode to illustrate the logic and decision points.
* How the data will be collected, stored and processed during automation.
* Error Handling and Logging.
* Testing and deployment.
* Maintenance and support.

**Q 2. Describe the life cycle of RPA.**

**Answer:**

**RPA life cycle consists of following stages:**

discovery and assessment – Identifying Automation opportunity.

process analysis and design – analysing and designing the process.

Development – development of the automation project.

testing and validation – testing the workflows used in the automation.

deployment and go-live – Deploying them in production.

operations and monitoring – monitoring the initial days of execution and performance.

maintenance and support – providing the support.

continuous improvement– Continuous improvements in the automation solution.

**Q 3. Could you provide a few examples of processes that are good candidates for RPA and processes that are not good candidates?**

**Answer:**

**Some examples of processes which are good for RPA:**

* Rule based and repetitive tasks.
* Manual data entry or extraction.
* Report generation or distribution.
* Data validation.
* Email automation.

**Example which are not good for RPA automations:**

* Highly Complex and requires some decision making.
* Unstructured Data Processing.
* Frequent process changes or Frequent UI changes.
* Legacy systems with lack of integration support.