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

RPA challenge

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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, 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 90%
* 100% Accuracy on Data entry
* Better Monitoring of the overall activity by using the logs provided by the robots.

## I.3 Process key contact

The specifications document includes concise and complete requirements of the business process 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**** |
| SME | Kavitha | [Mkavitha.r86@vajrang.org](mailto:Mkavitha.r86@vajrang.org) |  |

## I.4 Minimum Pre-requisites for automation

* A filled in Process Definition Document
* Test Data to support development
* A Browser to pull RPA Challenge Website (<https://www.rpachallenge.com/>)

# 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 challenge |
| 2 | **Process Area** | HR Department |
| 3 | **Department** | All Departments from an Organization |
| 4 | **Process short description (operation, activity, outcome)** | 1.Collecting Employee information  2. Enter all the collected Data into RPA Challenge website on changing input fields of the Input Form and Submit the form  3. Once all the Input forms were filled for the collected data, Capture the Success Rate of Data Entry |
| 5 | **Role(s) required for performing the process** | Executives |
| 6 | **Process schedule and frequency** | Monthly once |
| 7 | **# of items processed /reference period** | 1 sec approx |
| 8 | **Process execution time** | 17.4 sec. |
| 9 | **Peak period (s)** | Nil |
| 10 | **Transaction Volume During Peak period** | Nil |
| 11 | **Total # of FTEs supporting this activity** | 2 |
| 12 | **Expected increase of volume in the next reference period** | Nil |
| 13 | **Level of exception rate** | 2% |
| 14 | **Input data** | Employee Details in Excel |
| 15 | **Output data** | Success Rate in % |

\*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.

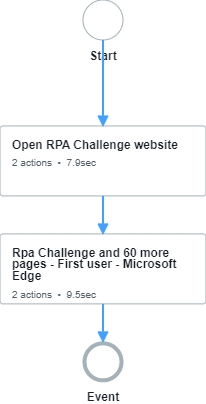
|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| # | Application name & version | System Language | Thin/Thick Client | Environment/ Access method | Comments |
| 1. | Browser  (Edge/Chrome) | English | Thin Client | On-premises | To fill the input forms available on RPA Challenge Website  (https://www.rpachallenge.com/) |
| 2. | Microsoft Excel | English | Thin Client | On-premises | To collect the Employee details from all departments of an organization |

\*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:

This chapter depicts the As-Is business process at a High Level to enable developers to have a high-level understanding of the current process.



End

## II.4 Process statistics

### High level statistics

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Processes** | **Windows** | **Actions** | **Mouse clicks** | **Keys pressed** | **Text entries** | **Hotkeys used** | **Time** |
| 1 | 3 | 4 | 4 | 0 | 0 | 0 | 17.4 sec. |

### Detailed statistics

|  |  |  |  |
| --- | --- | --- | --- |
| Window name | Mouse Clicks | Text entries | Keys pressed |
| Rpa Challenge and 58 more pages - First user - Microsoft​ Edge | 1 | 0 | 0 |
| Rpa Challenge and 60 more pages - First user - Microsoft​ Edge | 2 | 0 | 0 |
| challenge.xlsx and 62 more pages - First user - Microsoft​ Edge | 1 | 0 | 0 |

## II.5 Detailed As-Is Process Actions

#### Open RPA Challenge website

|  |  |
| --- | --- |
| Open Chrome/Edge (https://www.rpachallenge.com/) | **Est. time: 7.9 sec.** |

##### Click Download input file

|  |  |
| --- | --- |
| **Download the input file** | **Est. time: 6.9 sec.** |
| image | Action: Click |

##### read input excel

|  |  |
| --- | --- |
| **Read all the Input Data available in Excel** | **Est. time: 1.0 sec.** |
| image | Action: Read |

#### Rpa Challenge and 60 more pages - First user - Microsoft Edge

|  |  |
| --- | --- |
| Click Start to begin the RPA challenge | **Est. time: 9.5 sec.** |

|  |  |
| --- | --- |
| **Enter each row on the input Data to fields available in Input forms and click submit** | **Est. time: 6.8 sec.** |
| image | Action: Click |

##### Capture score

|  |  |
| --- | --- |
| Extract score and send screenshot to business users | **Est. time: 2.7 sec.** |
| image | Action: Click |

#### Event

|  |  |
| --- | --- |
|  | **Est. time: 0.0 sec.** |

## II.6 Exceptions Handling

* + 1. Website not Responding/Downtime
    2. Change in User Interface
    3. Incorrect entry of Data on their respective fields
    4. Success Rate is not up to Expectation

# 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. Actions 1-2.2

## 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 | NA | - | - |

\*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 |
| 1. Success Rate is not up to the Expectation | Nil |

### 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 |
| 1. | Result | Capture Score | - | Extract score and send screenshot to business users when score not upto expectations |

### Unknown Exceptions

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

* Send the Error Message with screenshot to RPA Team

## 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 | Website not Responding/Downtime | Change in User Interface |
| Technology/Applications | Incorrect entry of Data on their respective fields of the Input Forms | - |

### 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/ Website not Responding/Downtime | Any action | Could not find the UI element corresponding to this selector: | 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:

* Send the Error Message with screenshot to RPA Team

## III.7 Reporting

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| # | Report type | Update frequency | Details | Monitoring Tool to visualise the data |
| 1 | Process logs | Monthly | 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 | Monthly | 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 | Monthly | Average number of errors by type per day | Kibana |
| 5 | Error logs | Monthly | 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.

* Needs to check the user interface if Score captured is not up to expectation.

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) | RPA Challenge Walkthrough | Insert any relevant comments |
| Standard Operating Procedure (s) (Optional) | - | - |
| Business Rules Library (Optional) | - | Insert any relevant comments |
| Other documentation (Optional) | process description, fields mapping | Refer II.5 Detailed As-Is Process Actions |

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