ROM Factsheet

Blue Prism
Introducing Your Process to Live Data

One of the key activities in the setup of a successful Robotic Operating Model is the test approach as this defines how automated processes will be verified before they are left unattended to safely and securely process the full operational workload.

Selecting the right test approach can significantly reduce delivery times, costs and operational exception levels.

This factsheet provides an overview of the factors that should be considered when defining a test approach appropriate for your Robotic Operating Model.

blueprism®
Robotic Process Automation Software

Delivering the **world's most successful digital workforce.**
blueprism.com

Verification of Blue Prism processes

Attended and Unattended Running of Processes

Development and testing of new automated processes is **attended** – this means that teams of developers, subject Matter Experts (SME) and/or test resources will be creating, observing and checking the process steps manually as each case is being processed.

To run at scale in production, Blue Prism processes run **unattended** in a secure data centre. When this happens the process is running with no human interaction and intervention. Cases are worked end-to-end with no one watching the screen.

Straight Through Processing Rate

No matter how well the Subject Matter Experts know the processes and how comprehensive the existing process documentation, there is a risk that some paths through the process (scenarios) may not be captured in the requirements (i.e. the Process Definition Document)

Using a traditional software delivery approach, the test data is based on the requirements, therefore if a requirement (or scenario) is not documented, it will not be tested.

When the process is then promoted to the production environment, this can lead it to encounter scenarios that it did not experience in testing and therefore has not been configured to process – it handles these in a safe and controlled manner by creating an exception; these exceptions then need to be processed manually.

Processes being implemented into an unattended production environment that have only previously been exposed to test data have a straight through processing rate that can be as low as 25%. This can lead to lower than expected business benefit, disillusioned operational teams and extra development effort to bring the unseen scenarios within scope.

Early Exposure to Production Data

With Blue Prism, an approach has been used successfully for many years that involves proving the process against live data in attended mode prior to it being implemented in the full volume production environment. This can be likened to when a new trainee starts in an operational department where they are supervised initially then left unattended when they have proved they can perform the process.

This is done by pointing the process solution, in the Blue Prism development or test environments, at the live target system then stepping through each case with the SME to verify the results before they are committed to the system. Any unexpected system responses or missing process steps and scenarios can be immediately configured by the Process Developer in the Blue Prism development environment and tested by the SME.

This option is possible because with Blue Prism there is no coding, just configuration of workflow to orchestrate existing assets; therefore the underlying systems have not been changed and the automated process can only perform the same functions as the human workforce.

Processes being implemented into an unattended production environment that have already been exposed to live data can have straight through processing rates greater than 70% and the test cycle timeframe is reduced dramatically due to the rapid fix on fail approach and the reduced reliance on manufacturing test data.

This leads to rapid realisation of high levels of business benefit at the earliest opportunity and facilitates a seamless transition of workload from the human to the digital workforce.

Choose Your Test Approach

In which mode would you like to first introduce you process to live data?

Attended **or** **Unattended**

	Attended		Unattended
Would you like the ability to fix on fail?	**Yes**	**No**	**No**
Blue Prism Environment	Development	Test	Test
Studio Access	Read and write	Read	None
Summary	The process will be introduced to live data step-by-step with the ability to recognize and immediately fix and test defects before they impact the live case or transaction. This agile approach will provide rapid identification and resolution of process defects and missing scenarios.	The process will be introduced to live data step-by-step with the ability to recognize defects before they impact the live case or transaction. A separate Blue prism environment will be required where user access can be restricted. You will need to return to the development environment and replicate the defect or scenario in order to apply a fix. This could take time and may still require access to live data in the development environment.	The process will be introduced to live data via Control Room and cases will be worked end-to-end. SME's will need to check all cases post processing. Where scenarios are encountered that had not been documented in the requirements, the cases will need to be processed manually. Where the test data did not accurately reflect the live data & process, errors may be introduced to the live case data which will require remediation. Updating the configuration to reflect the learnings from the live data will be time consuming as it will need to be carried out in the development environment where the scenarios will need to be manufactured. This is the most time consuming, costly and (ironically) risky approach