UiPath™ | Process Definition Document

Password Reset Robot

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I. Introduction

I.1 Purpose of the document

- The procedure for a password reset in an enterprise will depend on the specific policies and protocols that the enterprise has established for this purpose. However, in general, the following steps may be involved:
- User requests password reset: The user who needs a password reset will typically initiate the process by contacting the enterprise's IT support team or help desk. They may do this through a phone call, email, or a self-service portal.
- Verification of identity: Before resetting the password, the IT support team will typically verify the user's identity to ensure that they are authorized to access the account. This may involve asking the user to provide personal information or answering security questions.
- Generate a temporary password: Once the user's identity has been verified, the IT support team will generate a temporary password for the user. This temporary password is usually a complex string of characters that the user will need to change upon their next login.
- Communicate temporary password: The IT support team will communicate the temporary password to the user through a secure channel, such as an encrypted email or a secure messaging platform. They may also direct the user to a self-service portal where they can retrieve the temporary password.
- User resets password: The user will then need to log in using the temporary password and change it to a new password of their choosing. This new password should meet the enterprise's password policy requirements, such as minimum length and complexity.
- Notify the user: Once the user has successfully reset their password, the IT support team will typically notify them that the process is complete.
- Record the password reset: Finally, the IT support team may record the password reset in a central log or database for auditing and tracking purposes.

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.

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
Business Analyst	Afzal Shah	shah976842@gmail.com	

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)

II. 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**	Password Reset
2	**Process Area**	Operations
3	**Department**	Account Recovery
4	**Process short description (operation, activity, outcome)**	This robot would reset the password of the employees
5	**Role(s) required for performing the process**	Access to the Input Excel and the Website
6	**Process schedule and frequency**	Every 15 Minutes
7	**# of items processed /reference period**	25
8	**Process execution time**	1 min. 13 sec.
9	**Peak period (s)**	Monday
10	**Transaction Volume During Peak period**	50
11	**Total # of FTEs supporting this activity**	3
12	**Expected increase of volume in the next reference period**	80
13	**Level of exception rate**	20
14	**Input data**	Excel Sheet
15	**Output data**	Successful Email with Password

*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
	Microsoft Edge Version 112.0.1722.48 (Official build) (64-bit)	English			Browser Should have the UiAutomation Enabled

*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.

```mermaid
flowchart TD
    Start((Start))
    A[Generate - Personal - Microsoft Edge<br/>3 actions · 2.4sec]
    B[PasswordResetData.xlsx - Excel<br/>1 actions · 3sec]
    C[Sequence<br/>1 actions · 2.5sec]
    D[Generate - Personal - Microsoft Edge<br/>13 actions · 12.9sec]
    E[Sequence<br/>1 actions · 0.9sec]
    F[Search<br/>3 actions · 5.3sec]
    G[Product License Expired<br/>1 actions · 22.2sec]
    H[Inbox - uipathrobots1@gmail.com Gmail (Unlicensed Product)]
    I[Sequence<br/>2 actions · 5.5sec]
    J[Inbox - uipathrobots1@gmail.com Gmail (Unlicensed Product)]

    Start --> A --> B --> C --> D --> E --> F --> G --> H --> I --> J
```

Start

Generate - Personal - Microsoft Edge
3 actions · 2.4sec

PasswordResetData.xlsx - Excel
1 actions · 3sec

Sequence
1 actions · 2.5sec

Generate - Personal - Microsoft Edge
13 actions · 12.9sec

Sequence
1 actions · 0.9sec

Search
3 actions · 5.3sec

Product License Expired
1 actions · 22.2sec

Inbox - uipathrobots1@gmail.com Gmail (Unlicensed Product)

Sequence
2 actions · 5.5sec

Inbox - uipathrobots1@gmail.com Gmail (Unlicensed Product)

II.4 Process statistics

High level statistics

Processes	Windows	Actions	Mouse clicks	Keys pressed	Text entries	Hotkeys used	Time
5	6	33	21	36	6	2	1 min. 13 sec.

Detailed statistics

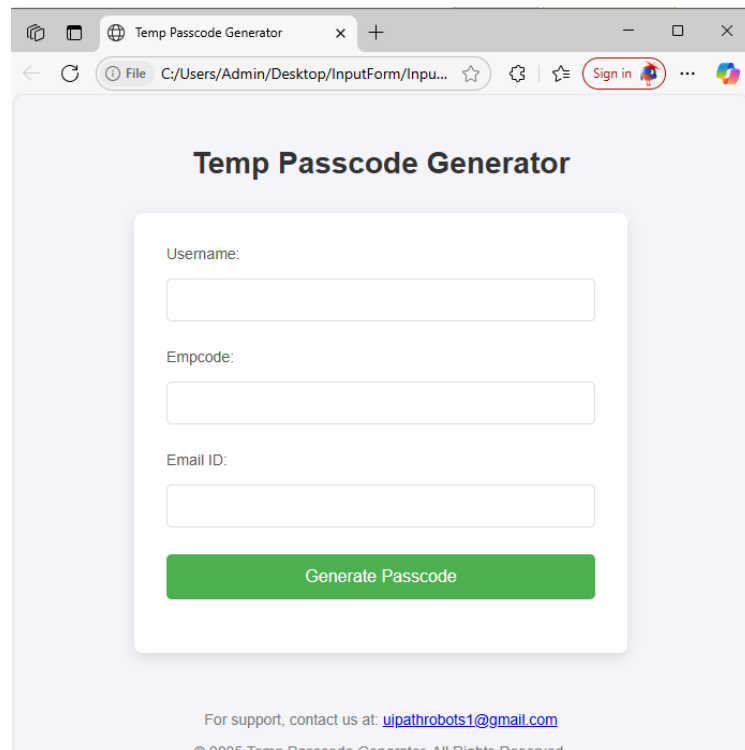| Window name	Mouse Clicks	Text entries	Keys pressed
Generate - Personal - Microsoft Edge	6	5	33
PasswordResetData.xlsx - Excel	1	0	0
	4	0	0
Search	1	1	3
Product License Expired	1	0	0
Inbox – uipathrobots1@gmail.com - Gmail (Unlicensed Product)	8	0	0

II.5 Detailed As-Is Process Actions

1. Generate - Personal - Microsoft Edge	
	Est. time: 2.4 sec.

1.1	
	Est. time: 1.4 sec.
	Action: Click

III. 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
1	Action number in the process. Referred to in details or Exceptions and Errors table
(robot icon)	This process action is proposed for automation
(person icon)	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 1-10*

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.
EmpId , Name and Email cannot be Blank	
EmpId Should be Numeric	
Valid Email Id	

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

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

IV. Other Observations

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

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

V. 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.