WORK INSTRUCTION

DOC TITLE:	RPA CMDB BOT REGISTRATION
DOC ID:	WI-8723
VERSION:	4.0
PROCESS CATEGORY:	AS DEVELOPMENT

TABLE OF CONTENTS

1   Objective

This work instruction (WI) provides detailed instructions for the updating of the Configuration Management Database (CMDB) for RPA Bot Applications. Section 6 will explain what is required from the PLO to create a proper support structure for their RPA Bot applications. Adherence to this Work Instruction will ensure that the CMDB for each deployed Bot Application is correct and communications sent to the Application Owners reaches the intended target.

Adherence to this Work Instruction will ensure compliance with the requirements in RPA Platform Master SOP.

2   Scope

This WI applies to all personnel who register and update the CMDB Bot applications.

3   Definitions

It is assumed the audience of this WI has an understanding of the basic IT terms and acronyms and those are not required to be defined in this section.

3.1   Terms and Acronyms:

- **WI** – Work Instruction

- **RPA** – RoBotic Process Automation

- **Bot** – The software code that executes a process (transaction or group of transactions) that replicates a human end user

- **CMDB** – Configuration Management Database

- **CI** – Configuration Item

- **SACM** – Service Asset & Configuration Management, known now as CFG Management

4   Role Descriptions

- **Technical Application Owner (TAO)**– The individual that manages the development, implementation, and operation of the system from a technical perspective, explains aspects of the system to auditors and provides input for requirements and communication planning

- **Product Line Owner (PLO)** -The individual, who is the primary IT interface with the business and is accountable for the development work getting done correctly

5   References

Doc ID: – SOP-8719   **Title:** – RPA Platform Master SOP

Doc ID: – WI-8726   **Title:** – RPA Blue Prism Development Naming Standard

Doc ID: – WI-5424   **Title:** – ISM Change Management Process Activities WI

6   Work Instructions

6.1   Requesting access to CMDB roles

Role required is "ITS-APP-ISM-SACM-CIOwner"

If you do not have the role this is how you request it

1. Log into http://myapps.jnj.com

2. Click "Self Service"

3. Click on Groups

4. Request access to "ITS-APP-ISM-SACM-CIOwner"

6.2   Creating TAO owner group

A new TAO Group is required for the first launch of RPA within a region and functional area. The PLO can leverage an existing RPA TAO group if already created.

1. Create Business Service CI in CMBD referencing the RPA Blue Prism Development Naming Standard

2. Enter the following information in the data fields

   A. Request for*   : <PLO TAO user name*>

      *Requester must be owner of the new group, otherwise approval email from incoming group manager must be attached

   B. Is this request for a support group?   : 'No"
   C. Group name* : "RPA"_<Region max 2 characters>_<Functional Area max 5 characters>_<ProcessName >

      *Example RPA_NA_HR_LetterGeneration

   *Any names that require +45 characters in total length will require approval of the Service Owner

Region abbreviation guidelines	
Region	**Abbreviation**
North America	NA
Latin America	LA
Europe, Middle East & Africa	EM
Asia-Pacific	AP
Global / Multi-Region	GL

Functional Area naming guidelines	
Functional Area	**Abbreviation**
Supply Chain	SCM
Quality & Compliance	QnC
Corporate Systems	CS
Global Finance	FIN
Healthcare Compliance & Privacy	HCCP
Human Resources	HR
IT	IT
Law	LAW
Procurement	PROC
Sales & Marketing	SnM
Research & Development	RnD
Facilities	FACIL
Data & Analytics	DnA
Hospital Medical Devices	HMD

    D.   Name of the manager who will own this group in IRIS   :<PLO TAO user name>

    E.   Name of the change manager for this group name   : <PLO TAO user name>

    F.   Group type   : Technical Application Owner Group

6.3   Registering Business Service CI

1. Create Business Service CI in CMBD referencing the RPA Blue Prism Development Naming Standard

2. Enter Name : "RPA"_<Region max 2 characters>_<Functional Area max 5 characters>_<ProcessName max X* characters>

   *Process name + subprocess name = X+Y max of 27 characters. Any names that require + 45 characters in total length will require approval of the Service Owner

Example RPA_ LA_HR_LetterGeneration

Region abbreviation guidelines	
Region	**Abbreviation**
North America	NA
Latin America	LA
Europe, Middle East & Africa	EM
Asia-Pacific	AP
Global / Multi-Region	GL

Functional Area naming guidelines	
Functional Area	**Abbreviation**
Supply Chain	SCM
Quality & Compliance	QnC
Corporate Systems	CS
Global Finance	FIN
Healthcare Compliance & Privacy	HCCP
Human Resources	HR
IT	IT
Law	LAW
Procurement	PROC
Sales & Marketing	SnM
Research & Development	RnD
Facilities	FACIL
Data & Analytics	DnA
Hospital Medical Devices	HMD

Category   : "Service"
Sub Category   : "Business Service"
Environment   : "Production"
Operational Status   : "Being Assembled"
CI Criticality   : <Select the Criticality of the application> (Critical, Non-Critical, Sensitive, Vital)
IRIS Change Management: "False"

3. Support Tab -

Support Group 1   : GLOBAL SERVICE DESK
Support Group 2   : ROBOTIC PROCESS AUTOMATION L2
Support Group 3   : ROBOTIC PROCESS AUTOMATION L3
Technical application owner group: <TAO Group Name>*
                *(TAO Group based on Business service registered)
Primary Technical Application Owner: <TAO Owner Name>*
                    *(TAO owner manager)
Functional org   : <Select your functional org name>

6.4   Registering Application CI

1. Create Business Service CI in CMBD referencing the RPA Blue Prism Development Naming Standard

2. Enter Name : "RPA"_<Region max 2 characters>_<Functional Area max 5 characters>_<ProcessName max X* characters>_<SubProcessName max Y* characters>

     *Process name + subprocess name = X+Y max of 27 characters. Any names that require + 45 characters in total length will require approval from the service owner

Example RPA_ LA_HR_LetterGeneration_EmplVer_PROD

Region abbreviation guidelines	
Region	**Abbreviation**
North America	NA
Latin America	LA
Europe, Middle East & Africa	EM
Asia-Pacific	AP
Global / Multi-Region	
	GL

Functional Area naming guidelines	
Functional Area	**Abbreviation**
Supply Chain	SCM
Quality & Compliance	QnC
Corporate Systems	CS
Global Finance	FIN
Healthcare Compliance & Privacy	HCCP
Human Resources	HR
IT	IT
Law	LAW
Procurement	PROC
Sales & Marketing	SnM
Research & Development	RnD
Facilities	FACIL
Data & Analytics	DnA
Hospital Medical Devices	HMD

3. Category   : Service

Sub Category   : Application
Environment*   : *<Production/QA/Dev>*

  *A application CI will need to be created for each environment (Dev, QA, Production)

Operational Status*   : "Being Assembled"

  * Please note that the Operational Status of a new application CI will be "Being Assembled"

CI Criticality   : *<Enter the Criticality of the application>* (Critical, Non-Critical, Sensitive, Vital)
IRIS Change Management: "False"

4. Support Tab -

Support Group 1   : GLOBAL SERVICE DESK
Support Group 2   : ROBOTIC PROCESS AUTOMATION L2
Support Group 3   : ROBOTIC PROCESS AUTOMATION L3
Technical application owner group: <TAO Group Name>*
        *(TAO Group based on Business service registered in section 6.3)
Primary Technical Application Owner: <TAO Owner Name>*
            *(TAO owner manager selected in section 6.3)
Functional org   : App Svcs

5. Relationships Tab –

Click on "+" icon to add a new CI relationship

Select available relationship

Depends on: <Applicable source and target applications>
These are items that the CI you are editing depend on. For example, RPA Bot application retrieves data from the source application X and inputs it into target application Y, RPA Bot application depends on X and Y to function fully.

Used by: <Applicable Business Service CI>
These are CIs that use information from the CI you are editing. For example, using the above application Y is used by application X so in application Y's relationship definitions, Y is used by X.

Runs on: < Robotics Process Automation + applicable environment Dev,QA,Prod>
The underlying system(s) and database(s) that allow the application to run. Usually database and server but could be another system. An application may require a web server that is not part of the application. In that case the application runs on the web server that runs on the server. You must add a database. If you are not using a database click on the check box that states, "database not required"

Search for applicable CI in the available column

Click the ">" to move to the relationship column

Click save

6. Compliance Tab If applicable due to regulatory requirements e.g. GxP, SOX

Click on "Change Management (CHG) "

Click on "Create New"

Click on "…" icon on bottom far right icon

Enter "Update Application Regulatory CIs" in the All Templates search box pop up

Click on "Update Application Regulatory CIs" to activate the template

Update the "Short Description field" based on the template

- Owning Company Name

- App ID

- App Name

- Add

- Applicable regulatory CIs

Click on "Submit" to move to assess and schedule

7   Document History

7.1   Superseded Document(s)

- **Doc ID:** – N/A   **Title:** – N/A   **Effective Date:** – N/A

7.2   Revision History

Version	DD-Mmm-YYYY	Author	Change Summary	Major/Minor Change
4.0	15-Dec-2022	Pratibha Hiray	Added Global / Multi-Region (GL) in Region and Data & Analytics (DnA) and Hospital Medical Devices (HMD) in function	Minor
3.0	15-June-2022	Pratibha Hiray	Periodic Review – Minor Changes	Minor
2.0	02-Jun-2020	Paparaju Buddhavarapu	Periodic Review – Minor Changes Reference section – modified SOP-8719 title as it is in EDMS.	Minor
1.0	7-Aug-2018	Jarel Hawkins	New Document	Major

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Title: RPA CMDB Bot Registration

Signed By: Buddhavarapu Paparaju Decision: Approved Decision Date: 12/15/2022 9:44:34 AM Role: Owner Purpose: Approve Document Meaning Of Signature: As the Owner, I confirm that this document is technically correct and complete, and that the appropriate persons are reviewing/approving this document
Signed By: Hamid Omar Decision: Approved Decision Date: 12/15/2022 11:59:26 AM Role: Q&C Functional Approver Purpose: Approve Document Meaning Of Signature: As the Q&C functional approver, I confirm that this document is correct and complete from a quality perspective.
Signed By: MAMUN SHAHRIAR Decision: Approved Decision Date: 12/20/2022 8:16:59 AM Role: Functional Approver Purpose: Approve Document Meaning Of Signature: As the functional approver, I confirm that this document is technically correct and complete, I agree with the purpose and scope of this document and accept for the department identified within the content of this document.
Signed By: Noothi Laxmi Decision: Approved Decision Date: 12/21/2022 1:21:01 AM Role: Q&C Document Approver Purpose: Approve Document Meaning Of Signature: As a Q&C approver, I confirm that this document complies with Document management process.