**EGID**

**EBD Reports**

**Intelligent Automation Process Design Document (PDD)**

**Data Management**

**State of Oklahoma**

**Document History**

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Author | Change Summary |
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| 2.0.0 |  | EY, xx | Final draft |
|  |  |  |  |

**Document Approval Flow**

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Approver | Approved / Denied |
| 2.0.0 | xx/xx/xxxx | State of OK, [Process SME] |  |
| 2.0.0 | xx/xx/xxxx | State of OK, [Process Owner] |  |
|  |  |  |  |

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# Introduction

## Document Purpose

This Process Design Document (PDD) provides a detailed instruction for the automation to be built. It includes detailed process descriptions, what the dependencies might be, details of scheduling requirements for the automation and details of access requirements. This document also provides a technical snapshot and must always reflect the latest design and key features of the automated workflow. It gives instruction, information, and guidance on the running of the specified automated process in a normal daily operational environment. The contents of the PDD are based on information gathered during working sessions with the business process owners. This document will be used as the basis for development of related automations within UiPath.

The functional portion of this document is completed by the business analysts and the technical portion is completed by the solution architect and developer who automates the business process.

This document is meant to assist the ACoE, IT operations and process owners by providing a snapshot of the automated process details and components. It can also serve developers to have a quick glance at the setup, before diving into the code, to troubleshoot or update changes. The purpose of the document is to record the outcome specific to the automated master project and its subcomponents: projects, workflows, sequences etc.

This document is also meant for those who monitor and maintain the processes and therefore provides high-level information on the processes, and more detail on any key operational dependencies. This document also provides fix guidance, how to identify failure and outlines technical information required to run and troubleshoot the automated process.

## Objectives and Business Value

To implement Intelligent Automation for the **EBD Reports**. This PDD describes the process in a click-level detail. The As-Is and To-Be processes are described in detail within this document.

The business objectives and benefits expected by the Business Process Owner after automation of the process are:

|  |  |
| --- | --- |
| Benefit | Description |
| Decrease in Average Handle Time (AHT) | Automation will reduce the time spent on doing EBD reports process. It removes the manual effort for doing in the corrections in V10 system |
| Improved monitoring of the overall process | Automation will complete the work on time, if missed will notify the business which ensures the work be done. |
| Compliance | Automation will help in entering the health information accurately each week which helps in avoidance of any manual error or misses in change to health plan |

|  |  |
| --- | --- |
| Item | Description |
| Total Hours Saved  How many hours per year will this automation save the business? | ~300 corrections / week  AHT ~5 mins /correction  300 \*5/60 = ~ 25 hours / Week  50 Working weeks per year = 1250 hours / year |

## Process Key Contacts

This document is built based on the inputs provided by the **Process** **Subject Matter Expert (SME) and/or Process Owner.** The **Process Owner** is expected **to review and provide sign-off** for accuracy and completion of the steps, context, impact and complete set of exceptions.

|  |  |  |
| --- | --- | --- |
| **Role** | **Name** | **Email Address** |
| **Process SME/ Reviewer** | David Sinclair  Denise Varley | [david.sinclair@omes.ok.gov](mailto:david.sinclair@omes.ok.gov)  [denise.varley@omes.ok.gov](mailto:denise.varley@omes.ok.gov) |
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| **Process Owner** | Stephanie Nicholson | stephanie.nicholson@omes.ok.gov |

## Automation Master Project Details

|  |  |
| --- | --- |
| Item | Details |
| **Master project name** | EGID – EBD Reports |
| **Robot type** | Unattended |
| **Is Orchestrator used?** | Orchestrator needs to be used all the time |
| **Scalable?**  (can the process be run by multiple robots in parallel) | Yes |

## Main Terms

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Automated / bot process | Business process that is partially or fully executed by bots |
| Bot | A machine configuration that executes tasks (normally performed by a human), interacting with a user interface of a business system |
| RPA | Robot Process Automation |
| UiPath | Underlying system that launches and manages bot |
| User | An employee that is monitoring the process and performing the human tasks within the process |
| *Add as needed* |  |

## Assumptions & Pre-Requisites

For Automation, see assumptions and pre-requisites below:

1. Filled in Process Design Document
2. Test Data to support development (Unit and SIT)
3. User access and user accounts creations (licenses, permissions, restrictions to create accounts for robots)
4. Credentials (user ID and password) required to logon to machines and applications
5. In-scope applications, screens. fields and limitations

# Process Overview

General information about the process selected for RPA, prior to automation.

|  |  |
| --- | --- |
| **Item** | **Description** |
| **Process full name (L5)** | EBD Reports |
| **Process area** | Data Management |
| **Department** | EGID |
| **Process short description**  (operation, activity, outcome) | *The automation will access business share folder/server to access the weekly correction file. Opens the V10 V3locity application searched the record to perform the required corrections based on the input file. Automation updates a record for reporting and sends out weekly summary at the end of its run.* |
| **Other business and technical stakeholders** who participate in the process | Todd Marney, Thomas Peter, Gary Beebe, Lori Carroll |
| **Stakeholders operating hours and time zone?** | **8 AM to 5 PM CST** |
| **Role(s) required for performing the process** | **TBD** |
| **Failure Implications** | Failure to update health care information on time for employees |

## Workload and Schedule

Workload and schedule for the automation solution.

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Description** | | |
| **Avg. Monthly Transactions**  How many units is the solution expected to handle? | ~1200 correction / month | | |
| **Average Handling Time (AHT) per item in minutes (Bot)**  The estimated time it takes the Bot to complete the process steps, not including any wait time. | ~5 mins / correction | | |
| **Process frequency?**  How often is the solution expected to be executed? | Weekly | | |
| **What is the maximum expected volume?** | TBD | | |
| **What is the minimum expected volume?** | TBD | | |
| **Are there any peak periods when a higher workload is anticipated? What are they?**  EX: Busy season, Month end close | TBD | | |
| **Transaction Volume During Peak period**  The number of times the current employees completes this process during peak period | TBD | | |
| **Current operating hours (+ time zone)** | 8 AM – 5 PM CST | | |
| **Run Restrictions**  Should the bot run on weekends, holidays, etc.? | TBD | | |
| **Process Schedule**  See section 4.4 for schedule for each queue in process and detailed schedule details | **Date / Day** | **Time** | **Time Zone** |
| Every Thursday | 2 PM | CST |

## Manual Resource Effort

Manual resource effort of the current state process.

|  |  |
| --- | --- |
| **Item** | **Description** |
| **FTEs supporting this activity**  How many Full Time Employees (FTEs) are currently required to perform the process manually? | 1 FTE |
| **Transaction Volume**  The number of times the current employees complete this process per week/month. | ~1200 corrections monthly |
| **Average Handling Time (AHT) per item in minutes**  The average time it takes the current FTEs to complete the process steps, not including any wait time. | ~5mins |

## Process Criticality

|  |  |
| --- | --- |
| **Criticality** | **Reason** |
| High | This process is determined as High criticality since the process involves updation & add/remove dependents on health care plan information |

## Service Level Agreements

|  |  |
| --- | --- |
| **Item** | **Description** |
| **Are there any SLAs this solution must conform to?** | Yes/No |
| **List any Service Level Agreement (SLA) for the process** – EX: How much time does the bot have to process the transaction? | TBD |
| **Should the solution be expected to recognize an SLA breach? If so, how?** |  |

## Process Risk Assessment and Compliance Considerations

|  |  |  |
| --- | --- | --- |
| **#** | **Item** | **Specific Considerations (otherwise mark N/A)** *Fill in with free text. If not applicable, mark the field as N/A. No empty fields.* |
| 1 | SOX | N/A |
| 2 | HIPAA | N/A |
| 3 | FERC Standards of Conduct | N/A |
| 4 | Personally identifiable information | Yes |
| 5 | Others | N/A |

## Systems and Applications Involved

Comprehensive list of all the systems/applications used in the process, including external (customer/supplier) sites.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **System / Application Name (Version # + Additional Plug-ins)** | **Environment /**  **Access Method** | **Purpose** | **Roles Required /**  **Variants** | **RPA Application Inventory ID** | **Known Performance Issues / Availability of Lower environments** | **VM Requirements** |
| V3locity V10 | Web Portal | Search records, update healthcare plan/information, add/remove dependents | Read/Write |  |  |  |
| Business Sharefolder/Server | Sharefolder | To copy input excel sheet | Read |  |  |  |
| Outlook | Installed on desktop | Used to send summary emails, notifications and flag notifications based on required action | Send |  |  |  |

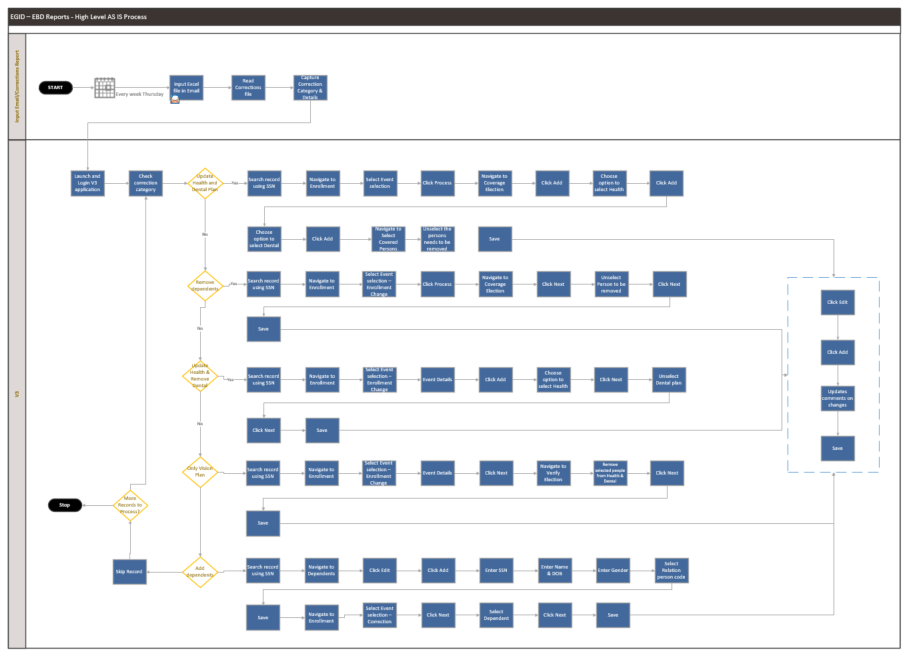
## Access Requirements

|  |  |  |
| --- | --- | --- |
| **Application** | **Access Profile / Attachment** | **Additional Comments** |
| V3locity (V10) | TBD |  |
|  |  |  |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| **Shared Folders/Mailboxes** | **Path / Description** | **Access (Read / Write)** |
| **Input Business Share Folder** | TBD | Read |
|  |  |  |

## High level AS-IS process flow

This section depicts the AS-IS business process at a **High Level** to confirm the process is understood and to enable the users of this PDD to have a high-level understanding of the current process. The AS-IS process captures the business’s current actions and procedures to perform the process.



## AS-IS SIPOC

SIPOC is a tool that summarizes the inputs and outputs of one or more processes in table form. It’s an acronym that stands for Supplies, Inputs, Process, Outputs and Customers. A SIPOC diagram is a tool used by a team to identify all relevant elements of a process improvement project before work begins.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Supplier | Input | Process | Output | Customer |
| Source of input data | Input data | High-level process steps | Process output | Who receives the process outputs? |
| EBD Report - Corrections | Corrections Excel file | * + 1. Receive input email with corrections data     2. Open and read the file to process one by one     3. Launch and login to V3 application     4. Search record using SSN     5. Navigate to enrollment     6. Select Event and coverage election based on the current record     7. Remove or add dependent based on the current correction record     8. Do the above steps for Dental plan if applicable for the current record and save     9. Update comments as per the changes made | Weekly Corrections/Update V3 system | EGID Employees |

# TO-BE Process Description

The TO-BE section captures the process that the business aims to model using Intelligent Automation. This section is the reference that the developers will use to develop the solution.

## To-Be Process Map

## To-Be SIPOC

If any of the inputs or outputs of the process change from the As-Is to the To-Be, please note them down in the below table

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Supplier | Input | Process | Output | Customer |
| Source of input data | Input data | High-level process steps | Process output  (i.e. daily report, posted transactions in SAP) | Who receives the process outputs? |
| Business Share Folder/server | Weekly Corrections excel | * + 1. Bot to access business share folder for input file     2. Read input file and store details to queue for processing     3. Launch and login to V3locity application     4. Check for the type of correction/update to be done for the current record     5. Perform the steps to update the primary/dependant     6. Update healthcare information as per the record     7. Update comments on the changes done for the record.     8. Bot to prepare weekly summary report     9. Send out summary report email at end of the run |  |  |

## In scope/Out of scope Steps

|  |  |  |  |
| --- | --- | --- | --- |
| Process Step | Scenario | Transaction Volume | Scope |
| 1 | V3 steps for updating the health care records |  | Out-of-scope |
| 2 | Steps to import files to test system and run queries |  | Out-of-scope |
| 3 | Steps to reconcile the date and find variations between Workday and V3 system |  | Out-of-scope |
| 4 | Correction steps to perform updation/corrections in V3locity V10 system |  | In-scope |

## Folder Structure

Folder Structure:

Folder Structure Overview

* “EGID\_EBD Reports” is the root folder.
* Input and Weekly Summary Report are the two folders inside the root folder.

Shared Mailbox / SharePoint / Other Websites:

|  |  |  |  |
| --- | --- | --- | --- |
| Title | Description | System action  (extract, read/write, display only, etc.) | Link |
|  |  |  |  |
|  |  |  |  |

## Process Steps

|  |  |
| --- | --- |
| Color definitions | |
| Black | Description of process step |
| Blue | Input values – Company Code, T-codes, etc. |
| Green | Process logic – calculation in excel, date consideration, etc. |
| Red | Exceptions |

|  |  |  |  |
| --- | --- | --- | --- |
| **To-be process details (Task Capture format)** | | | |
|  | | | |
|  | | | |
|  | | |
| **Step** | **Process** | **Detail** |
| **1.0 Dispatcher – Get Input Excel File** | | |
|  | Bot to check if there are any transaction items in Business Exception or System Exception in today’s date   * If no, stop * If yes, add queue item for dispatcher |  |
|  | Get queue item |  |
|  | Bot to access Bot SharePoint input folder | File Path : TBD |
|  | Check if the current week’s input file is available   * If not available, proceed to next step * If available, skip to step 6 | Sample: |
|  | Access business server/folder to access the input file | File Path : TBD |
|  | Check if the current week’s input file is available   * If available, proceed to next step * If not available, send business exception and stop   If current week’s input excel file is not available in the business folder  **Business Exception\_1:**  Weekly input Corrections file not found in business Folder  Bot to send email notification to business, CC Support. Stop further processing. Business team to add the input file to the business folder. |  |
|  | Copy the input file and past the file to Bot sharepoint/input folder | File Path : TBD |
|  | Read input excel each line item |  |
|  | Create queue item for performer queue for each line item |  |
|  | Repeat step 6 & 7 for all line items in the input excel |  |
|  | If no more line items in the input excel   * Move the input file to archive folder | File Path : TBD |
| **2.0 Performer – Check Mandatory data & Correction Type** | | |
|  | Get queue item for performer |  |
|  | Check the correction category for the current transaction based on the rule  Note: All records cannot be updated according to WD 100% of the time as it reflects in the record with start date. The plan should be modified only if it satisfies the condition | |  |  |  | | --- | --- | --- | | Plan Condition | Action | Event | | V3\_PLAN = Blank WD\_PLAN = Plan Name  Start date = Future date | Add plan equivalent to WD | Midyear enrollment/change | | V3\_PLAN = Blank WD\_PLAN = Plan Name  Start date = Past date | Add plan equivalent to WD | Correction | | V3\_PLAN = Plan Name WD\_PLAN = Plan Name  Start date = Future date | Update plan equivalent to WD | Midyear enrollment/change /change | | V3\_PLAN = Plan Name WD\_PLAN = Plan Name  Start date = Past date | Update plan equivalent to WD | Correction | |
|  | Capture “EBD\_PLAN” and map it to the coverage category for which the changes to be done  Note: the first 3 character determines the coverage category | |  |  | | --- | --- | | **EBD\_PLAN** | **Coverage Category** | | HEA | Health | | DEN | Dental | | VSP | Vision | | LIF | Basic Life | | SUP | Supplemental | |  | Age Related Life | |  | Dependent Life | |
|  | Check all “PERSON\_CODE” to be updated based on the reference to “PERSON\_CODE” | |  |  |  | | --- | --- | --- | | **PERSON\_CODE** | **Relationship** | **Tier** | | 00 | Primary Member | Member only | | 01 - 09 | Spouse | Wife | | 10 - 99 | Child/Children | Child/Children | |
|  | Check if mandatory fields are available based on the correction for the line item   * MEMS\_SSN * DEP\_SSN * PERSON\_CODE * MEM\_DOB * DEP\_DOB * MEM\_FNAME * MEM\_LNAME * MEM\_MNAME (if available) * DEP\_FNAME * DEP\_LNAME * MEM\_MNAME (If available) * WD\_PLAN * V3\_PLAN * WD\_EFF\_DATE   If any of mandatory field is missing based on correction category  **Business Exception\_2:**  Mandatory Field Missing – “Field Name”  Bot to update the weekly Summary report and proceed processing next transaction |  |
| **3.0 Login V3locity & Search Record** | | |
|  | Launch and login to V3locity application  Test Link : <https://egiduat.v3locity.com/app?service=home>  If launch login is unsuccessful.  **System Exception\_1:** Unable to login to V3locity application  Bot to take screenshot of the current page, attach and sent email notification of the issue to support, CC business. Support team to look into the issue and when issue resolved, restart the Bot | Login Screen:    Home Page: |
|  | Enter ”MEMS\_SSN” in the search and hit enter  If the member search is unsuccessful  **Business Exception\_3:**  Member SSN not found in V3locity application  Bot to send email notification to business, CC Support and proceed processing. Business team to resolve the issue or process manually |  |
|  | Click “Enrollment” |  |
|  | Click the three doted line and click “Change Existing”  Default: Change Existing |  |
| **4.0 Select Event Details** | | |
|  | Select “Event from the drop down based on the current item’s correction type   * If “Start date” is future date = “Midyear enrollment/change” * If “Start Date” is past date = “Correction” |  |
|  | Enter “WD\_EFF\_DATE” in “Start Date” |  |
|  | Click “Next” button |  |
|  | Jump to the following section based on the correction Category   * 5.0 Add Dependent/s to Coverage * 6.0 Change Coverage/s * 7.0 Drop Dependent/s Coverage * 8.0 Change/Decline Coverage Member & Dependent – Existing Coverage * 9.0 Drop Dependent & Change Coverage – Existing Coverage |  |
| **5.0 Add Dependent/s to Coverage** | | |
|  | Select coverage based on the tier decision |  |
|  | Health - On the Select Coverages, select “Tier” drop down to Tier decision  Note: The Covered Individuals are auto selected/checked as Member, Spouse & Child is selected |  |
|  | Click “Dental” |  |
|  | Check if changes to be done for “Dental”   * If yes, select “Tier” drop down to Tier decision * If no, click “Vision |  |
|  | Check if changes to be done for “Vision”   * If yes, select “Tier” drop down to Tier decision * If no, click “Basic Life” |  |
|  | Check if changes to be done for “Basic Life”   * If yes, select “Tier” drop down to Tier decision * If no, click “Supplemental” |  |
|  | Check if changes to be done for “Supplemental”   * If yes, select “Tier” drop down to Tier decision * If no, click “Age Rated Life” |  |
|  | Check if changes to be done for “Age Rated Life”   * If yes, select “Tier” drop down to Tier decision * If no, click “Dependent Life” |  |
|  | Check if changes to be done for “Dependent Life”   * If yes, select “Tier” drop down to Tier decision * If no, click “Next” button |  |
|  | Click “Confirm” |  |
|  | Skip to Section 10.0 Update Comments |  |
| **6.0 Change Coverage/s** | | |
|  | Read Factor ID.xlsx file | **Factor ID** |
|  | Based on the plan code, capture the description name |  |
|  | Health - Choose the plan captured in the “Plan” drop down menu |  |
|  | Click “Dental” |  |
|  | Check if changes to be done for “Dental”   * If yes, select “Plan” drop down to select plan from input * If no, click “Vision |  |
|  | Check if changes to be done for “Vision”   * If yes, select “Plan” drop down to select plan from input * If no, click “Basic Life” |  |
|  | Check if changes to be done for “Basic Life”   * If yes, select “Plan” drop down to select plan from input * If no, click “Supplemental” |  |
|  | Check if changes to be done for “Supplemental”   * If yes, select “Plan” drop down to select plan from input * If no, click “Age Rated Life” |  |
|  | Check if changes to be done for “Age Rated Life”   * If yes, select “Plan” drop down to select plan from input * If no, click “Dependent Life” |  |
|  | Check if changes to be done for “Dependent Life”   * If yes, select “Plan” drop down to select plan from input * If no, click “Next” button |  |
|  | Click “Confirm” |  |
|  | Skip to Section 10.0 Update Comments |  |
| **7.0 Drop Dependent/s Coverage** | | |
|  | Health - Choose the “Tier” based on the selection made in the “Tier” drop down menu |  |
|  | Click “Dental” |  |
|  | Check if changes to be done for “Dental”   * If yes, select “Tier” drop down to select plan from input * If no, click “Vision |  |
|  | Check if changes to be done for “Vision”   * If yes, select “Tier” drop down to select plan from input * If no, click “Basic Life” |  |
|  | Check if changes to be done for “Basic Life”   * If yes, select “Tier” drop down to select plan from input * If no, click “Supplemental” |  |
|  | Check if changes to be done for “Supplemental”   * If yes, select “Tier” drop down to select plan from input * If no, click “Age Rated Life” |  |
|  | Check if changes to be done for “Age Rated Life”   * If yes, select “Tier” drop down to select plan from input * If no, click “Dependent Life” |  |
|  | Check if changes to be done for “Dependent Life”   * If yes, select “Tier” drop down to select plan from input * If no, click “Next” button |  |
|  | Click “Confirm” |  |
|  | Skip to Section 10.0 Update Comments |  |
| **8.0 Change/Decline Coverage Member & Dependent – Existing Coverage** | | |
|  | Read Factor ID.xlsx file |  |
|  | Based on the plan code, capture the Plan description name |  |
|  | Health – Check if the health plan needs to be changed   * If yes, click “Decline” button * If no, click “Dental” |  |
|  | Check if changes to be done for “Dental”   * If yes, Click “Decline” button * If no, click “Vision |  |
|  | Check if changes to be done for “Vision”   * If yes, Click “Decline” button * If no, click “Basic Life” |  |
|  | Check if changes to be done for “Basic Life”   * If yes, Click “Decline” button * If no, click “Supplemental” |  |
|  | Check if changes to be done for “Supplemental”   * If yes, Click “Decline” button * If no, click “Age Rated Life” |  |
|  | Check if changes to be done for “Age Rated Life”   * If yes, Click “Decline” button * If no, click “Dependent Life” |  |
|  | Check if changes to be done for “Dependent Life”   * If yes, Click “Decline” button * If no, click “Next” button |  |
|  | Click “Confirm” |  |
|  | Skip to Section 10.0 Update Comments |  |
| **9.0 Drop Dependent & Change Coverage – Existing Coverage** | | |
|  | Read Factor ID.xlsx file |  |
|  | Based on the plan code, capture the Plan description name |  |
|  | Health – Check if the plan needs to be updated   * If yes, select plan based on the plan name captured in plan description * If no, proceed to next step |  |
|  | Health – Check if the member needs to be updated   * If yes, select “Tier” based on PERSON\_CODE * If no, click “Dental” |  |
|  | Check if changes to be done for “Dental”   * If yes, select plan based on the plan name captured in plan description * If no, proceed to next step |  |
|  | Check if the member needs to be updated   * If yes, select “Tier” based on PERSON\_CODE * If no, click “Vision” |  |
|  | Check if changes to be done for “Vision”   * If yes, select plan based on the plan name captured in plan description * If no, proceed to next step |  |
|  | Check if the member needs to be updated   * If yes, select “Tier” based on PERSON\_CODE * If no, click “Basic Life” |  |
|  | Check if changes to be done for “Basic Life”   * If yes, select plan based on the plan name captured in plan description * If no, proceed to next step |  |
|  | Check if the member needs to be updated   * If yes, select “Tier” based on PERSON\_CODE * If no, click “Supplemental” |  |
|  | Check if changes to be done for “Supplemental”   * If yes, select plan based on the plan name captured in plan description * If no, proceed to next step |  |
|  | Check if the member needs to be updated   * If yes, select “Tier” based on PERSON\_CODE * If no, click “Age Rated Life” |  |
|  | Check if changes to be done for “Age Rated Life”   * If yes, select plan based on the plan name captured in plan description * If no, proceed to next step |  |
|  | Check if the member needs to be updated   * If yes, select “Tier” based on PERSON\_CODE * If no, click “Dependent Life” |  |
|  | Check if changes to be done for “Dependent Life”   * If yes, select plan based on the plan name captured in plan description * If no, proceed to next step |  |
|  | Check if the member needs to be updated   * If yes, select “Tier” based on PERSON\_CODE * If no, click “Next” button |  |
|  | Click “Confirm” |  |
|  | Skip to Section 10.0 Update Comments |  |
| **10.0 Update Comments** | | |
|  | Click “Power Panel” incon |  |
|  | Click “Comments” |  |
|  | Click “Add” button |  |
|  | Type into standard comment in the text box |  |
|  | Click “Save” button |  |
|  | Click “Power Panel” incon again to close the comment section |  |
| **11.0 Weekly Summary Report** | | |
|  | Access Bot SharePoint/Weekly Summary Report folder | Path: TBD |
|  | Check if the weekly summary report is available   * If no, create weekly summary report with column shown in the sameple * If yes, proceed to next step |  |
|  | Update summary report for the current transaction |  |
|  | Get next queue item   * If yes, jump to section 2.0 step 2 * If no, proceed to next step |  |
|  | Draft and attach Weekly summary report to new email | **Recipients:**  To: All business contacts (Can be email group)  CC: Support contact  **Subject :** EGID – EBD Reports – Weekly Summary Report\_Wk“No”\_Today’s Date  **Body:**  Hello,  This email is to keep you all informed that EBD Reports automation have completed processing its weekly transaction and attached is the summary report for the Week.  All the results are also stored to Bot’s SharePoint – [EBD Reports](https://officemgmtentserv.sharepoint.com/:f:/r/sites/ACOE_Automations/Shared%20Documents/EGID%20Process/EBD%20Reports?csf=1&web=1&e=dUwmAl)  Note: This is a system generated email, please do not reply back to this email. If you have any further questions/concerns, please reach out to automation support @ [acoesupport@omes.ok.gov](mailto:acoesupport@omes.ok.gov).  Regards,  EBD Reports Automation |
|  | Send email to business |  |
|  | Move the current weekly summary report to archive folder |  |

## Exceptions handling

The Business Process Owner and Business Analysts are expected to document all the exceptions identified in the automation process. These can be classified as:

|  |  |  |
| --- | --- | --- |
| **Known** | | **Unknown** |
| 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 |
| **Business Exceptions:**  Any scenario in which the bot is expected to send out a notification to the business for manual review of the item/transaction. Common occurrences are:   * Error in input data * Out-of-scope scenario * New scenario | **System/App Exceptions:**  Any issue related to any of the applications being used by the bot to complete the automated process. Common occurrences are:   * Login failure * App unavailability * Slow or unresponsive system * New app version available |

**Notifications:**

* System/Application exceptions should be handled by the Bot Controlling team and/or escalated to IT to be handled by the assigned resource for the application. The resource responsible for resolving the issue should communicate to the process owner the level of severity, as they may be responsible for manually processing the failed items
* Business exceptions must be notified to the business so that they can manually review the items

Notifications can be done by the following methods:

* **Native Application:** Utilize the native business application. Examples including adding a comment to the item in the application, moving the item to an exception queue in the application, etc.
* **Summary Report:** End of day / end of run report on the queue that produces a report outlining exception cases (and completed cases if required by the business). The standard utility report process should be used for this.
* **Immediate Email:** This should only be used for specific exceptions where the business specifically requires this –normally for critical exceptions or tight SLAs.

**All Exceptions should be included in the exception template (this should include all exception notifications to the business and bot controllers for system exceptions).**

For all the other **unknown exceptions**, please indicate as many details as possible

|  |  |  |
| --- | --- | --- |
| Unknown Exception description | Notification Method | Contact to Notify |
|  |  |  |
|  |  |  |
|  |  |  |

# Solution Design

Provide an overall description of the solution design.

## Runtime Diagram

Display the interaction between components (Main process, sub-processes, Orchestrator queues, exception handling and running order).

*[Insert Process Flow Map here]*

## List of Packages

Include **the list of packages with versions, and the high-level description** for each of them, to explain each one`s purpose:

|  |  |
| --- | --- |
| **Package name** | **High Level description** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

*\*Add more rows to the table to include all the project names and version. No fields should be left empty. Use “n/a” for the items that don`t apply to your project.*

## Master Process Runtime Details

|  |  |
| --- | --- |
| **Item** | **Details**  (Fill in with free text. If the section does not apply to your automation, mark the field as “n/a”. No empty fields) |
| **Production environment details** |  |
| **Prerequisites to run** |  |
| **Input Data** |  |
| **Output Data** |  |
| **Process trigger** |  |
| **Is it possible to resume the process from a particular step? If so, please provide details** |  |
| **Reporting requirements** |  |
| **How to resume the process in case of error** |  |
| **How to manually fix transactions with error** |  |
| **Password policies**  (specific compliance requests) |  |
| **Stored Credentials**  (Never hard code credentials in the workflow) |  |
| **List of Asset Names:** | ProcessName\_AssetName |
| **Multiple resolutions supported**  (in case of image automation/ Citrix) |  |
| **Recommended resolution** |  |

## Schedule Details

Replicate table for each queue of the process.

|  |  |
| --- | --- |
| **[Queue Name]** | **Details** |
| **Frequency** | daily / weekly / bi-weekly / monthly / ad-hoc |
| **Time** |  |
| **Time zone** | EST/CST/etc. |
| **Restrictions** |  |
| **Other Considerations** |  |

Describe details on when the process should be scheduled to run and how

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Schedule Name | Tasks | Fail fast on errors? | Start Time & Stop Time | Recurrence | Calendar | Comments |
| Schedule 1 | Task 1: Process 1 – Load Queue on Machine1  Task 2: Process 1 – Process Queue on Machine1, Machine2 and Machine3  Task 3: Process 1 – Run Queue Report on Machine 1 | Yes / No | Yes / No | Daily | Working Week / No Holidays |  |

## Automated Project Details

**Sections 4.5 – 4.8 describe all the projects that compose the automated process.**

* For each project, describe the workflow(s) in the logical order that they are called in.
* If the workflow is a flowchart, also include the exported image from Studio.
* If the automated process is composed of multiple projects, copy paste and fill in the table below for each project with its specific details

|  |  |  |
| --- | --- | --- |
| **Project Name** | **Item name** | **Details**  (Fill in with free text. If not applicable, mark the field as “n/a. No empty fields.) |
|  | **Environment used for development**  (name, location, configuration details etc.) |  |
|  | **Environment prerequisites**  (OS details, libraries, required apps) |  |
|  | **Logging level** |  |
|  | **Details about automation** (if the apps were automated using UI Automation, Image & Text) |  |
|  | **In case of an attended bot, can the user operate the computer while the robot is running?** |  |
|  | **Are there any hand-offs between the bot and the business?** |  |
|  | **Repository for project**  (where the developed project is stored) |  |
|  | **Custom logs defined in the workflows**  **(**where Throw Activity was used or custom log message was defined**)** |  |
|  | **Workarounds used in the automation phase** |  |
|  | **Configuration method**  (assets, excel file, Json file) |  |
|  | **Configuration details**  (path for input files, configuration Orchestrator assets used) |  |
|  | **Workflow File Export List**  (Use the project mapping tool) |  |

## Workflow Details

Define below all the workflow files (xaml files) used in the project, with the Input and Output data.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Project Name** | **Workflow file name** | **Description** | **Input Arguments** | **Output Arguments** | **Dependencies** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
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|  |  |  |  |  |  |

## Queues

List down all the queues used by the project:

|  |  |  |  |
| --- | --- | --- | --- |
| Project Name | Queue Name | Purpose | Configuration |
|  | Name of the queue per naming conventions | Describe the purpose of the queue | * Reference value * Defer Date * Deadline / Due date |
|  |  |  |  |

## Reusable Components

List down all reusable components by project:

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name** | **Reusable Component** | **Application** | **Description** |
|  |  |  |  |
|  |  |  |  |

## Robot Allocation & Access Management

**Machines and robot user IDs allocated or able to run this process**

|  |  |  |
| --- | --- | --- |
| Machine Name | Robot ID | Business Owner |
|  |  |  |
|  |  |  |

**User role model details**

|  |  |
| --- | --- |
| **Role** | **Details** |
| Mailbox | Mailbox address, read only / send as / send on behalf |
| Shared drive | Drive path, read only or write access |
| System 1 | Access template / type / permissions |
| System 2 | Access template / type / permissions |
| Add more systems as required | Access template / type / permissions |

**Credentials required**

|  |  |  |
| --- | --- | --- |
| System / Application | Username | Password Reset Process Available |
| System 1 | E.g. System 1 - [Machine name] | Yes / No |

## Environment Variables/ Orchestrator Asset Values

Do not include credentials.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variable/Asset Name** | **Description** | **Type** | **Value in Prod**  **(Assets will always overwrite another config)** | **Value in Non-Prod** |
|  |  | (Integer, Bool, Text, etc. |  | *If different to Production* |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## Start-Up Parameters

Provide details on any triggers or input parameters required to start the process. The process will not run in case these start-up parameters are not supplied.

|  |  |  |  |
| --- | --- | --- | --- |
| **Start-Up Parameter Name** | **Data Type** | **Description** | **Acceptable Values / Formatting Requirements** |
|  |  |  |  |

## Files

Describe what happens to any files produced by the process, both interim and files produced as output. When and how are these files deleted / archived? Who is responsible for archiving / deletion? How does this relate to any data retention policies?

## Data

Describe any customer data handling.

What evidence is there to prove that the data is handled appropriately and complies with LBG Data Retention Policy e.g. any Customer Information that is classified as Confidential needs more thought than a public document.

## Logging

Provide details on how logging has been enabled / disabled throughout the solution and reasoning for this.

## Screen Resolution

If the solution requires a specific screen solution to function appropriately, note this here.

## Non-standard Infrastructure Requirements

Describe any non-standard infrastructure requirements (i.e. desktop configurations and dependencies).

## Configuration Files

|  |  |  |
| --- | --- | --- |
| **File Name** | **File Path** | **Use** |
|  |  |  |
|  |  |  |

## Dependencies

List any application or configuration dependencies that are required for the process to run successfully.

|  |  |  |
| --- | --- | --- |
| Application/Config | Dependency | Comments |
| Example: SAP GUI | Example: Uses SAP GUI version 7500.2.7.1153 |  |
| Example: Citi Bank Portal | Example: Must have “Invoice” report bookmarked in “Quick access” |  |

## Future Improvements

Please list out any future improvement that need to be implemented in the bot. These details need to be explicitly called out in the PDD and approval given to why they could not be implemented in the development phase.

## Debugging Tips

Please include any tips for debugging any common or known issues, this is critical for the support team to understand and ensure they process runs smoothly in production.

# Test Data Requirements

*Please include any and all requirements for functional test data (Unit, SIT and UAT) and indicate whether or not any sensitive data would be included*

|  |  |
| --- | --- |
| Test Data Needed | Sensitive Information |
|  |  |
|  |  |
|  |  |

# Data Security

*This section deals with the data security and preservations as defined below:*

**Data Storage**

Provide the folder paths the IA solution will be using across the process

**Data Privacy**

Provide information on the existence of sensitive or PII data in the files used in the automation if applicable

**Data Preservation**

List the people and/or team responsible for archiving input files, output files, and work data items used in the process

|  |  |  |  |
| --- | --- | --- | --- |
| Description | Data Storage | Data Privacy | Data Preservation |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Reporting and Metrics Requirements

Please specify which reports are required for the IA solution to provide a clear understanding to the business on what was processed.

The below reports are provided as guidance and if they are not needed, they need to be removed. If any additional reports are required, please add them accordingly.

|  |  |  |  |
| --- | --- | --- | --- |
| **Report Type** | **Update Frequency** | **Details**  (Include who they are shared with) | **Notification Method** |
| Daily Result Report | Daily | At the end of each business day, create a report that outlines items were successfully completed vs not completed. | Email |
| Monthly Result Report | Monthly | At the end of each fiscal month, consolidate the data into a single report that outlines the number of items that were successfully completed vs not completed. | Email |
| Quarterly Result Report | Quarterly | At the end of each fiscal quarter, consolidate the 3 month’s data into a single report that outlines the number of items that were successfully completed vs not completed. | Email |
| Annual Result Report | Annually | At the end of each fiscal year, consolidate the 12 month’s data into a single report that outlines the number of items that were successfully completed vs not completed. | Email |
| ***Add or delete as needed*** |  |  |  |

# Post UAT Specifications

**Average duration per transaction:** (varies depending on the Test environment):

**Recommended number of robots for the specified volumes:**

**Specified schedule:**

# Production Release Plan and Notes

**Smoke-testing (if applicable)**

*Required: <Y/N>*

*Justification:*

*Approach & Run Procedures (if applicable):*

*Exit Criteria (if applicable):*

**Controlled testing (if applicable)**

*Required: <Y/N>*

*Justification:*

*Approach & Run Procedures (if applicable):*

*Exit Criteria (if applicable):*

**Soft release (if applicable)**

*Required: <Y/N>*

*Justification:*

*Approach & Run Procedures (if applicable):*

*Exit Criteria (if applicable):*

**Hyper-care**

*Approach & Run Procedures:*

*Exit Criteria:* See section 10.1 below for details

**Release Notes**

|  |  |  |  |
| --- | --- | --- | --- |
| Release | Description | Date | UIP Version |
|  |  |  |  |

**Package Versions**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Package Name | Package Version | Date of Update | Reason for Update | SNOW Ticket Inc # | SNOW Prod Migration Ticket # | UAT Evidence (yes/no) | UAT Evidence link |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

# Support and Maintenance

## Hypercare Exit Criteria

*Please provide the criteria that the solution should meet to exit the Hypercare period in production. This criterion should be defined by the Business Analyst and approved by the Process Owner.*

**General HC Exit Criteria:**

* All incidents are resolved
* Complete KT sessions
* Complete transition to support checklist
* Obtain support lead approval
* Updated PDD and SDD (when applicable)

**Use Case Specific HC Exit Criteria (**please remove any items that are not applicable):

* 80% average transaction volumes
* The most recent 20% of transactions should be over 90% success rate
* Achieve 5 consecutive runs with success rate conditions for daily frequency processes (2 for weekly processes, 1 for monthly or quarterly processes)

## Support & Monitoring Approach

*Please provide any special instructions that need to be followed by the Support team once the solution is in production, if any.*

[Please enter text here]

**L1 Support Plan**

*Bot Manager:*

*Bot Manager Contact Details:*

*Help Desk Support & Enablement Plan:*

## Critical Business Steps/Failure Points

*Identify the critical business steps, where in the process these steps occur, and what needs to be done if the process fails here. Describe any key stages in the process that create a scenario where “there is a point of no return” with the work item.*

[Please enter text here]

## Robot / Human Interfaces

Describe here potential hand-offs, documentation and robot triggers.

## Business Continuity Plan (BCP)

*Provide details on how the business will respond to robot downtime and a plan to ensure SLAs are still met during prolonged robot downtime. Outline BCP if it differs by time window (i.e. down for 1 day, down for 5 days, etc.).*

[Please enter text here]

*Detailed communication requirements from the Support team to the business in case the BCP needs to be triggered:*

|  |  |  |
| --- | --- | --- |
| **Event** | **Communication Required** | **Parties to be notified** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

## Process Retirement

*Please outline any conditions on which the process would be retired from production and the procedure to trigger the retirement. If applicable.*

[Please enter text here]

# References

If there is additional material or references created to support the process automation please mention it here, along with the supported documentation provided.

| **Document** | **Attachment / Links** |
| --- | --- |
| Video Recording of the process |  |
| Any previously available process documents |  |
|  |  |