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| **Title** | **Use Cases** | **Time Spent/Day** | **Steps Involved** |
| Daily Core posting to the GL | IT has already built a process to load the data into the Epicor tables, currently C1 staff reviews 3 files for balancing and any errors and then we run the “verify” process in Epicor. This helps apply all the posting rules to the morning file as the IT process loads it into the system bypassing those rules and thus not updating all tables. The verify process completes the process. Then we save the core trials off and compare the GL and core to see if it is in balance. I think a process could be run to complete all steps to have the balancing report ready for review when we arrive each morning. Progress was made recently to make a lot of the saving, emails, file review automated through use of macros. Room for improvement would be recreating how the data gets into Epicor, I know when we tried in the beginning it was said a process could be built by a vendor so I would think we could do that. Bypassing the need to verify maybe and making the process much more efficient with no wait time each morning. Or keep the process we have and figure out how to schedule the process. I know how to schedule a process, but I cannot find a solution to change the dates that default to 1997-2033 (years open in the system) to just the current month, this make a difference in process time.  Data Extraction from multiple locations and running recon in Epicore tool send the results to stake holders. | 3 minutes | 30+ |
| Securities implementation | I have attached the spreadsheet that I am using for credit union implementations and it has all the necessary fields to create a CUSIP and position for the credit union. Some of the information can be imported through the data feeds portion of TPG, but the CUSIP needs to be created before anything can go in. Then after the import of the rates, factors, and ratings are complete then I go in and create the positions. After this process is completed, then I compare the source document to the exported TPG file for any errors that could have occurred. We can also utilize this for inputting new purchases which happens almost every month. | 1 Hour | 30+ |
| Set up new time deposit accounts in Core | Receive SharePoint new account form Select CU account in Core Create new account Select type Enter amount Maturity date Dividend frequency Enter account to pay dividends and principal into/ Process  Similar to Account addition or user onboarding which is triggered from a ticketing tool. Bot periodically checks the outstanding requests and triggers the rest of the operations in main application. Input data is from SharePoint. | 15 Minutes | 15+ |
| Set up new loan accounts in Core | Receive SharePoint New account form Select CU Account in Core Create new account Select type Enter amount/maturity date Enter account to debit at maturity/ Process  Similar to Account addition or user onboarding which is triggered from a ticketing tool. Bot periodically checks the outstanding requests and triggers the rest of the operations in main application. Input data is from SharePoint. | 15 Minutes | 15+ |
| Set up new savings accounts in Core | Receive SharePoint New account form Select CU account in Core Create new account Select type/enter amount/dividend payment frequency Enter account dividends should pay into /or sweep into/ Process  Similar to Account addition or user onboarding which is triggered from a ticketing tool. Bot periodically checks the outstanding requests and triggers the rest of the operations in main application. Input data is from SharePoint. | 10 Minutes | 10+ |
| Paying down /Paying off Loans in Core | Receive request Select CU account in Core Select Paydown or Payoff Enter dollar amount Enter account that payment is coming from /Process.  Similar process as mentioned above however input data source is not clear. | 10 Minutes | 10+ |
| Share to Share transfers in Core | Receive request Enter CU core account to Debit Enter Dollar Amount Enter CU account in Core to Credit/Process  Similar process as mentioned above however input data source is not clear. | 10 Minutes | 10+ |
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| Entering new vendors to Accounts Payable | Receive request Enter new vendor name, enter address Enter payment type and bank information Enter Tax id # Enter payment term  Similar process as mentioned above however input data source is not clear. | 10 Minutes | 15+ |
| File imports from excel to Billing Advantage process could be automated | Various excel files are manually manipulated to a standard format to import into Billing Advantage.  This is a simple use case that can be implemented. RPA will be doing Data manipulation in excel and uploading the same to Billing Advantage. It can also fetch data from multiple systems for preparing the data. | 5 Minutes | 10+ |
| Posting of transactions | Posting of transactions received from various sources that are in excel format could be automated so they would post in Core, versus someone manually posting the transactions into the SWIMFileMaker application/ Creating a SWIM file/CoreOps picks up the file and processes in Core.  This might require a process optimization. “transactions received from various sources” is a tricky term. Unless we define the scope of input channels and formats associated with them, we might not be able to provide timelines for this project. Also, if they are getting information through mails and there is no standard template being followed, there could be challenges in providing a stable solution. | 30 Minutes | 15+ |
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| Download data from Crystal Reports | On a monthly basis, log into Crystal Reports to export Vault activity into an excel spreadsheet to be used for billing validation. (supervised)  Automated distribution of reports from different systems. | 15 Minutes | 38+ |
| Download data from JPM Web Currency Services | Download vault history from the JPM Web Currency website. This data can be exported to excel. (initially what JPM is billing us for vault)  Automated distribution of reports from different systems. | 15 Minutes | 8+ |
| ACH File Validations | Log into FedWeb and Juniper payments to print ACH file totals at specific times during the day.  Automated distribution of reports from different systems. | 8 Minutes | 15+ |
| Review of User Access for specific applications | Log into specific applications to pull user reports for review and validation of our Users.  Extend this to other application like all payment systems Core, EPICORE etc.  Automated distribution of reports from different systems. | 10 Minutes | 8+ |
| Employee Password Reset | We spend approximately 30 minutes a day in resetting user password. Generally, a request is made through manage engineer or a phone call to the service desk. A SDS (service desk staff) picks up the work. Logs into the Active Directory Management tool by entering username and password. Clicks on the search filed. Keys in the username of the account to be unlocked. User opens the properties of the object in the AD tool. Clicks on unlock check box and user must change password in next login. Clicks sets a temporary password. Email or texts the password to the user.  Password reset use case we have already completed can showcase that. | 10 Minutes | 15+ |
| Daily CD Emails | A person downloads a “generic rate run” from SimpliCD exports to excel. Cleans up the excel file by removing the same columns daily. Goes into the multibank system and does something similar- formatting a spreadsheet. these “spreadsheets” are dropped into our Pardot system and emailed out to our accounts.  This is a daily manual process.  Data extraction from multiple systems, data manipulation and automated distribution of reports from different systems. | 20 Minutes | 10+ |
| Access Management of a CU employee  ( this can be a uses case for Kevin #2, Martha mentioned this can be used for Corporate users as well) | CU Data change emails Example: Neil Spell leaves General Credit Union. Toby Thomas the CEO notifies Us to remove Neil from everything. Each department is required by risk/audit to check a box that he left. By checking the box the department verifies that a) steps are being taken to remove Neil. B) Neil doesn’t have access to anything that department owns. I think with something automated various systems could talk to each other and remove Neil? Example if he’s on wires, SimpliCD, and investment dashboard. Couldn’t one button essentially trigger changes being made? Can we let PFC know and generate a new resolution for the person taking over for Neil?    ***Non-relevant department and teams are are being required to check the box.***  We have done user onboarding and offboarding based on Service Now incident. This use case can be showcased. | 10 Minutes | 5+ |
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| User Onboarding Juniper | One other idea for an RPA POC would be Entitlements. We know that we want to eventually have Entitlements (or Salesforce I guess…) use RPA to automatically update settings in vendors like Juniper to help eliminate some of the manual work that Corp1 staff have to do. It might be nice to prove/disprove that feasibility before we plan too far down that path.  Same as user onboarding. | 10 Minutes | 10+ |
| User Management | When MEX gets a request to setup a user, they must go to multiple systems to complete that task. MEX gets the request through a channel. They must enter that data in SSO Admin, Repeat the same process in 5 other systems depending on request.  Same as user onboarding. | 6 Hours | Over 40 |
| User Permission Change | Once a new loan/certificate is sold. Investment team enters data in the New Account Form system, which goes to multiple departments. Funds, Core Ops and MEX. Each department then takes a manual steps to enter the data into their subsystems. For MEX team it is 1 hour a day.  Same as Additional access provisioning for user. | 1 Hour | Over 40 |