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**Process Definition Document**

Random Courses and Degree PDD

**Version: approval for development**

**Document History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date | Version | Name | Organization (Dept.) | Comments |
| 05/02/2023 | 1.0 | Dhiaa | Junior Developer Team | Pending review by supervisor |

**Document Approval Flow**

|  |  |  |  |  |  |
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| Version | Flow | Role | Name | Organization (Dept.) | Date |
| 1.0 | Approve By | Team Leader | Mick Foley | Financial Service-MIF Unit |  |

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1. Introduction

## **I.1 Purpose of the document**

The Process Design Document outlines the < this process to create new Accounts in ROS for OPW organisation by build robot in Uipath, and the Robot will Extract the client data from excel file and insert into ROS App >

The document describes the sequence of steps performed as part of the business process, the conditions, and rules of the process prior to automation and how they are envisioned to work after automating it, partly or entirely. This specifications document serves as a base for developers, providing them the details required for applying robotic automation to the selected business process.

## **I.2 Objectives**

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

|  |  |
| --- | --- |
| Objectives | Benefits |
| Reduce manual and repetitive tasks | Reduce Team load |
| Automate data scraping | Faster response Eliminate human mistakes |
| Process standardization | Increase accuracy |

## **I.3 Process key contact**

This 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 steps, context, impact, and complete set of process exceptions. The names must be included in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Name | Contact details  (email, phone number) | Notes |
| Process SME | Mick Foley | mick.foley@opw.ie | Point of contact for questions related to process details & exceptions |

## **I.4 Minimum Pre-requisites for automation**

* Completed in Process Definition Document, with ‘As-Is’ and ‘To-Be’ solution signed off by all relevant parties involved
* Test Data to support development
* User access and user accounts creations (licenses, permissions, restrictions to create accounts for robots)
* All required applications to be installed Credentials (user ID and password) required to logon to machines and applications
* < any other specific pre-requisites for the automation>

# 2. 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** | Revenue-New Contract Process for OPW |
| 2 | **Process Area** | *ICW-UNIT* |
| 3 | **Department** |  |
| 4 | **Process short description**  (operation, activity, outcome) | Process read client data from excel file and insert it in ROS App to create new accounts |
| 5 | **Role(s) required for performing the process** | When the data available |
| 6 | **Process schedule and frequency** | When the data available |
| 7 | **# of items processes /reference period** | 30-300 |
| 8 | **Average handling time per item** | N/A |
| 9 | **Peak period (s)** |  |
| 10 | **Transaction Volume During Peak period** |  |
| 11 | **Total # of FTEs supporting this activity** |  |
| 12 | **Expected increase of volume in the next reference period** |  |
| 13 | **Level of exception rate** | 5-10% |
| 14 | **Input data** | Customer Emails and password |
| 15 | **Output data** |  |

## **II.2. Applications used in the process**

The table includes a comprehensive list all the applications that are used as part of the process automated, at various steps in the flow.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| # | Application name & version | System  Language | Thin/Thick Client | Environment/  Access method | Comments |
| 1 | Chrome Browser | English | Thick | Desktop Application |  |
| 2 | Excel | English | Thick | Desktop Application |  |
| 4 | ROS Account | English | Thick | Desktop Application |  |
| 5 |  |  |  |  |  |

## **II.3. AS IS Process map**

### High-level process map

A picture containing timeline

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### Low level process map

Diagram

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A picture containing diagram

Description automatically generated

Graphical user interface

Description automatically generated with low confidence

# 3. TO BE Process Description

This chapter highlights the expected design of the business process after automation.

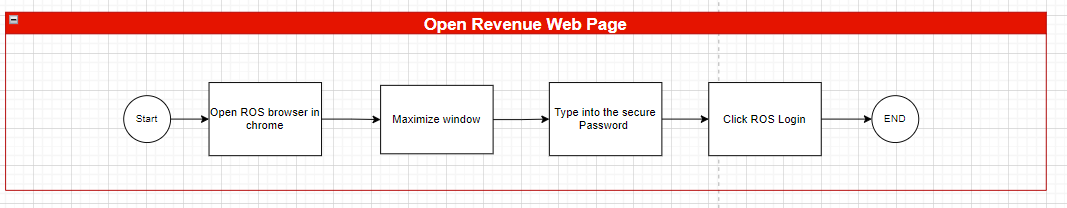
“*The process will use the data extracted from the Excel File request and insert it in ROS App to add new clients contracts under OPW account”*

***High-Level Process:***

A picture containing table

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**Low-Level Process:**



Diagram

Description automatically generated

**Diagram

Description automatically generated**

|  |  |
| --- | --- |
| Legend | Description |
|  | Action number in the process. Referred to in details or Exceptions and Errors table. |
|  | This process action is proposed for UiPath automation. |
|  | This process action remains manual (to be performed by a human agent). |
| Cog, gear, settings icon | This process action will be automated as a Service |

## **III.2 Parallel Initiatives/ Overlap (if case)**

This chapter captures the proposed Business, Process & System changes in near future and its impact.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| No. | Initiative Name | Process Step(s) where it is identified | Impact on current automation | Expected Completion Date | Contact person for more details |
|  | N/A | N/A | N/A | N/A | N/A |

## **III.3 In Scope for RPA**

The automated process will be developed as described in this document.

## **III.4 Out of Scope for RPA**

The following will be considered out of scope for this automated process:

* <Details missing>

## **III.5 Business Exceptions Handling**

### Known Exceptions

The table below reflects all the business process exceptions captured during the process evaluation and documentation. These are known exceptions, met in practice before. For each of these exceptions, define a corresponding expected action that the robot should complete if it encounters the exception.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| BE # | Exception name | Step | Parameters | Action to be taken |
|  |  |  |  |  |
|  |  |  |  |  |

### Unknown Exceptions

For all the other **unanticipated or unknown business (process) exceptions**, the robot should:

* Take a screenshot and save locally.
* <Other details>

## **III.6 Application Error and Exception Handling**

### Known Errors or Exceptions

The table below reflects all the errors identifiable 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 | Step | Parameters | Action to be taken |
| 1 | Application Crash / Internal Server Error | Any step | Error message | Recover & retry for maximum 3 times  Take Screenshot  Close the applications and run the sequence again |
| 2 | Timeouts | Any step | Error message | Recover & retry for maximum 3 times  Take Screenshot  Close the applications and run the sequence again |

### 

### Unknown Errors and Exceptions

For all the other **unanticipated or unknown business (process) exceptions**, the robot should:

* Take a screenshot and save locally.
* <Other details>

## **III.7 Reporting**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Report type | Update frequency | Details | Monitoring Tool |
| N/A | N/A | N/A | N/A | N/A |

# 4.Other

# IV.1 – Acronyms

|  |  |
| --- | --- |
| Abbreviation | Long Form |
| RPA | Robotic Process Automation |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

## **IV.2 – Glossary of RPA Terms**

|  |  |
| --- | --- |
| Term | Description |
| UiPath | The Robotics Process Automation tool used to automate this process. |
| Dispatcher | The initial stage of the automated process, where all the information that is needed for the processing of a work item is gathered and added to an automation queue of work. |
| Performer | The stage of the automated process that performs the work. It uses all the details gathered by the dispatcher to execute a complete run of a work item. |
| Orchestrator | The Orchestrator is a UiPath Webservice that manages and orchestrates automations. |
| Orchestrator Queue | This is the queue that the dispatcher adds the data to. |
| Queue Item | This is where the data extracted is stored in an item by item basis. It is analogous to the work ticket in Freshdesk. |
| Validation Queue | This is the queue of invoices that Abbyy requires human validation for due to the characters falling below the Confidence Threshold Level. |
| Exceptions Queue | This is the Freshdesk exceptions queue. Items will be moved here if they encounter specific exceptions that require a human to manually perform the process. |

## **IV.3 –** **Additional sources of process documentation**

|  |  |  |
| --- | --- | --- |
| Type | Link or Attachment | Comments |
| Video Recording of the process | Will be submitted upon project completion |  |
| Business Rules Library | N/A |  |
| Other documentation | N/A |  |
| Standard Operating Procedure(s) | N/A |  |
| Input Files | N/A |  |
| Output Files | N/A |  |