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**Business Analysis for RPA**

**V4.0**

**Vendor Onboarding Process**

Requirements Template

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# **Overview**

The Business Analysis for Robotic Process Automation (RPA) vX.0 Requirements Template is intended to provide business analysts working on RPA initiatives with the structure and guidance to capture needs, scope, and detail focused requirements, specifications, and models necessary to complete the Process Definition Document (PDD), and to act as a critical input to the Solution Design Document (SDD). The Requirements Specification will serve as a repository for all Business Analysis artifacts produced.

# **Using the Requirements Template**

The Requirements Template provides readers with a comprehensive understanding of the needs, scope and specifications leading to a solution. When using the Requirements Template:

* Uniquely identify each artifact produced and documented
* Complete the Requirements Trace Matrix to ensure comprehensive requirements coverage
* Follow the best practice recommendations defined within the supporting Business Analysis for RPA course materials

# **Requirements Template Author(s)/Reviewer(s)**

The Business Analyst(s), or alternative role(s) authoring or reviewing the Requirements Template. Reviewers are the individuals who evaluate the content for quality, completeness and accuracy. List the names, roles performed on the project, when they were engaged and the date they sent in their final acknowledgement of completed review

|  |  |  |
| --- | --- | --- |
| Name | Role (Author/Reviewer) | Start/Review Date |
| Tyler Krimmel | Author |  |
|  |  |  |
|  |  |  |

# **Requirements Template Distribution List**

Those who will receive a copy of the completed, signed off Requirements Template. Provide the full name, role and contact information.

|  |  |  |
| --- | --- | --- |
| Name | Role | E-Mail |
|  |  |  |
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|  |  |  |

# **Requirements Template Approver(s) List**

Those Business and/or Technology leads who will receive a copy of the completed Requirements Template, and who must accept what has been documented in the Requirements Template.

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Title | Date | Signature |
|  |  |  |  |
|  |  |  |  |

# **Requirements Template Reference Artifacts(s)**

This information in this section provides context for the project, based on the input information used to support the vision and needs of this initiative.

|  |  |
| --- | --- |
| File/Artifact Name | Source/Location |
|  |  |
|  |  |
|  |  |

# Introduction

This section of the Requirements Template provides readers of this document with the Business Requirements of the Initiative. This will include; Goals, Objectives, Problem/Opportunities, and Current State Process Maps. For each table, add rows as required.

## Goal(s)

Qualifiable statements defining what the organization is seeking to establish and/or maintain.

|  |  |
| --- | --- |
| Unique ID | Goal Statement |
| GO001 | Optimize enabling processes of Acme Corp. |
| GO002 | Improve new vendor onboarding experience |

## Objective(s)

Statements of the quantitative measures of success to be realized.

|  |  |  |
| --- | --- | --- |
| Unique ID | Objective Statement | Traced to: |
| OB001 | Enable existing staff to manage an estimated increase of 50% new vendors by Q2 | GO001 |
| OB002 | Reduce new vendor processing time by 80% minimum | GO001 |
| OB003 | Ensure to generate all activity log reports at the end of each business day | GO001 |
| OB004 | Provide new vendors with an onboarding time guarantee of 48 business hours, 90% of the time. | GO002 |

## Problem/Opportunity Statement(s)

The Problem/Opportunity Statements (POs) provide factual, quantifiable and concise descriptions of a problem or opportunity. The statement(s) do not recommend or provide a solution. Identify who the impacted actor/organization is, what the issue is, and where and when the issue is occurring.

|  |  |  |
| --- | --- | --- |
| Unique ID | Problem/Opportunity Statement | Traced to: |
| PO001 | Currently, new Vendors must complete the Vendor Onboarding documentation and submit it to a Vendor Onboarding process SME who manually completes the onboarding process, so that the vendor can begin working with Acme. This is a manual and time-consuming process that impacts the vendor, the Vendor Onboarding process SME, and the Support Team, as vendor information is not complete and/or incorrect 35% of the time. This is resulting in the need for manual follow up with the vendor, which takes an average of four business days to address the error for each vendor, and can consume on average over two-hours of time by the Vendor Onboarding process SME to support each vendor. There are an average of 6 – 8 vendors onboarded per day, with a high of 10 per day. | OB001, OB002, OB004 |
| PO002 | Currently, the MIS Report is manually generated by the Vendor Onboarding process SME and sent to the Support Team. While this should be completed daily, the volume of vendor onboarding process cycles is exceeding the capacity of the Vendor Onboarding process SME to complete this work, and as a result this report is being generated on average once everyone two weeks. This is impacting the Support Teams ability to monitor and address issues with the processes and supporting technologies | OB003 |

## As-Is/Current State Process Map(s)

Capture the current state processes following the process taxonomy defined (L2/L3). For each process mapped, provide a summary description. Replicate these tables as needed for each map.

### As-Is/Current State Process Map(s) – Level 2

|  |  |  |  |
| --- | --- | --- | --- |
| Process Name: | Vendor Onboarding Process | | |
| Unique ID: | CSPM-001 | Level: | L2 |
|  | | | |
| Description: | The L2 map represents the E2E L2 vendor onboarding process within scope for this initiative. | | |
| Process Metrics: | 1. The process happens daily, and staff generally check the Vendor Onboarding email between 15 – 20 times a day 2. The Vendor Registration information is generally received through standard working hours, Monday through Friday, between the hours of 6:00 am – 4:00 pm 3. The systems are available between the hours of 7:00 am – 8:00 pm on weekdays only 4. It is generally busiest at the beginning and end of the month, where there can be upwards of 10 new vendor registrations daily 5. This work is generally performed by a single individual, who is also completing other department tasks | | |

### As-Is/Current State Process Map(s) – Level 3

|  |  |  |  |
| --- | --- | --- | --- |
| Process Name: | Read Mail & Download Attachments | | |
| Unique ID: | CSPM-001.S1 | Level: | L3 |
|  | | | |
| Description: | This process describes receiving the Vendor Onboarding Registration Form via email, and saves in folder | | |
| DOWNTIME Analysis: | Waiting – SME is only able to check for emails intermittently throughout the work day  Non-Utilized Talent – SME could be spend time performing higher value add tasks.  Excess – SME spends time reviewing information and provides a unique email for each email that does not contain attachment. | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Process Name: | Validate Tax ID | | |
| Unique ID: | CSPM-001.S2 | Level: | L3 |
|  | | | |
| Description: | This process describes Extracting Data from attached file, and locating and validating the Tax ID. Files will either be PDF or Excel. | | |
| DOWNTIME Analysis: |  | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Process Name: | Search For Vendor (System 1) | | |
| Unique ID: | CSPM-001.S3 | Level: | L3 |
|  | | | |
| Description: | This process describes opening system 1 (ERP) and search for vendor using Tax ID | | |
| DOWNTIME Analysis: |  | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Process Name: | Search For Vendor (System 3) | | |
| Unique ID: | CSPM-001.S4 | Level: | L3 |
|  | | | |
| Description: | This process describes opening system 3 (CRM) and search for vendor using Tax ID | | |
| DOWNTIME Analysis: |  | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Process Name: | Add Vendor to ERP & Create MIS Report | | |
| Unique ID: | CSPM-001.S5 | Level: | L3 |
|  | | | |
| Description: | This process describes adding a vendor to ERP system, and generating the MIS report | | |
| DOWNTIME Analysis: |  | | |

# Requirements Scope

Scope/Stakeholder Requirements address the business need(s). These statements and models form the boundary of the ‘Requirements Scope’, which is a subset of the overall project scope. This section will include: High-Level Requirements Statements, Out-of-Scope, and scope models (e.g. Business Context Diagram). For each table, add rows as required.

## High-Level Requirement(s)/In Scope

Statements of the needs of a particular stakeholder or class of stakeholders that enable the Business Requirements. The initiative must meet these needs. For each Requirement Statement, ensure to define the Priority (High, Medium, Low) as well as trace to P/O statements.

|  |  |  |  |
| --- | --- | --- | --- |
| Unique ID: | High-Level Requirement Statement(s) | Priority | Traced to: |
| HLR001 | Vendor/Department must be able to send Vendor Onboarding registration email at anytime\* | H | PO001 |
| HLR002 | Vendor/Department must receive notification when email does not contain attachment\* | H | PO001 |
| HLR003 | Support Team must receive MIS Report, summarizing all new Vendors Onboarded on a daily basis | H | PO002 |

\*HLRs listed only for Read Mail & Download Attachments activity

## Out-of-Scope

This Section is meant to document results of the discussions and decisions that were made to exclude requirement(s) from the scope of the initiative. Be sure to define the rational for exclusion.

|  |  |  |
| --- | --- | --- |
| Unique ID: | Out-of-Scope Statement(s) | Rational |
| OS001 | Vendor/Department must receive notification of email receipt | Unnecessary effort |
| OS002 |  |  |
| OS003 |  |  |

\*Out-of-Scope listed only for Read Mail & Download Attachments activity

## Scope Model(s)

Technique(s) that provides a view of the business needs, external of the solution. Describe each of the entities and information flows depicted in the diagram to avoid ambiguity.

|  |  |  |  |
| --- | --- | --- | --- |
| Scope Model: | Vendor Onboarding Robot | | |
| Unique ID: | BCD001 | Traced to: | CSPM-001 |
|  | | | |
| Entity Descriptions: | Email Solution – MS Outlook  CRM Application – Acme System 3  ERP Application - Acme System 1  Support Team – the team managing the Robot, its functions and processes  Vendor/Vendor Department – the organization/team that will send Vendor Onboarding Registration form | | |
| Information Descriptions: | Login Credentials – Username and password used to access system  Emails and Attachment – records viewed and saved by the robot  Notifications – information provided to appropriate actor based on scenario  Report – information presented to appropriate actor | | |

# Solution Requirements

This section describes the capabilities and qualities of a solution that meets the stakeholder requirements. They provide appropriate level of detail to allow for development and implementation of the solution. This section will include: Future State/To-be Process Maps (L2/L3), Process Specifications (Use Cases), Business Rules & Calculations, Data Requirements, UI/Screen Specifications & Notifications, Reporting Requirements, and Non-Functional Requirements.

## To-be/Future State Process Map(s)

Document the future state processes following the process taxonomy defined (L2/L3). For each process mapped, provide a summary description. For L2 Future State Maps, be sure to summarize each key activity/function defined. Replicate these tables as needed for each map.

### To-be/Future State Process Map(s) – Level 2

|  |  |  |  |
| --- | --- | --- | --- |
| Process Name: | Automated Vendor Onboarding Process | | |
| Unique ID: | FSPM-001 | Level: | L2 |
|  | | | |
| Description: |  | | |
|  | | Traced to: | All HLRs |

### To-be/Future State Process Map(s) – Level 3

|  |  |  |  |
| --- | --- | --- | --- |
| Process Name: | Read Emails & Download Attachments | | |
| Unique ID: | FSPM-001.S1 | Level: | L3 |
|  | | | |
| Description: | This process describes how the Robot will perform when the Vendor Onboarding Registration Form is received via email. The robot is then to save attachment in folder | | |
|  | | Traced to: | FSPM-001 |

|  |  |  |  |
| --- | --- | --- | --- |
| Process Name: | Validate File Type | | |
| Unique ID: | FSPM-001.S2 | Level: | L3 |
|  | | | |
| Description: | This process describes how the Robot will perform when validating that the Vendor Onboarding Registration attachment is either a PDF or Excel format | | |
|  | | Traced to: | FSPM-001 |

|  |  |  |  |
| --- | --- | --- | --- |
| Process Name: | Validate Tax ID, and Check Tax ID in System 1 (ERP) | | |
| Unique ID: | FSPM-001.S3 | Level: | L3 |
|  | | | |
| Description: | This process describes how the Robot will perform when locating and validating that Tax ID, and then checking if Tax ID already exists in System 1 (ERP) | | |
|  | | Traced to: | FSPM-001 |

|  |  |  |  |
| --- | --- | --- | --- |
| Process Name: | Check Tax ID in System 3 (CRM) | | |
| Unique ID: | FSPM-001.S4 | Level: | L3 |
|  | | | |
| Description: | This process describes how the Robot will perform when checking if Tax ID already exists in System 3 (CRM) | | |
|  | | Traced to: | FSPM-001 |

|  |  |  |  |
| --- | --- | --- | --- |
| Process Name: | Add Vendor to System 1 (ERP) and Generate MIS Report | | |
| Unique ID: | FSPM-001.S5 | Level: | L3 |
|  | | | |
| Description: | This process describes how the Robot will perform when adding a new vendor to System 1 (ERP) and then generating the MIS Report once all new vendors have been added | | |
|  | | Traced to: | FSPM-001 |

## Use Case(s)

The Use Case Specification provides elaborated details of a L3 Business Process Map. Within the context of a Process Map, it demonstrates the expected interaction with the system(s). In the context of an RPA initiative, the Robot will be identified as an actor, so that interaction, scenario flows, logic, and information used by the Robot are clearly defined.

### Actor Summary

Define the actors (people, systems) in scope of the use case specifications provided. A Use Case Diagram can be used to visually represent actors.

|  |  |  |  |
| --- | --- | --- | --- |
| Unique ID: | Actor Description | Role (Primary/ Secondary) | Traced to L3: |
| ACT001 | Robot - The RPA solution that is executing the process of opening emails from vendors and downloading attachments | Primary |  |
| ACT002 | Email Application - The system used to send and receive emails from Vendors | Secondary |  |
| ACT003 | Vendor – the external organization who will be performing work on behalf of Acme | Secondary |  |
| ACT004 |  |  |  |
| ACT005 |  |  |  |

\*Actors listed only for Read Mail & Download Attachments activity

### Use Case Specification(s)

The Use Case Specification provides details on steps, data, rules, interface, and reporting for each Use Case identified in the Use Case Diagram.

|  |  |  |  |
| --- | --- | --- | --- |
| Unique ID: | Use Case Specification Name & Description | UC Specification File (attachment) | Traced to L3: |
| UC001 | Receiving Emails and Downloading Attachments\* |  | FSPM-001.S1 |
| UC002 – UC005 | All remaining Use Cases |  | FSPM-001.S2 – S5 |

\*Use Cases listed only for Read Mail & Download Attachments activity

## Report(s)

Reporting requirements document the business knowledge to be presented in the process of enabling a goal.

|  |  |  |  |
| --- | --- | --- | --- |
| Unique ID: | Report Specification Name & Description | Report Specification File (attachment) | Traced to: |
| REP001 | MIS Daily Vendor Onboarding Report |  |  |
| REP002 |  |  |  |
| REP003 |  |  |  |

# Non-Functional Requirements

Non-Functional Requirements describe a system operation, or quality. These qualities may include describing a systems performance, capacity, security, availability, redundancy and recovery, and continuity. Listed below are a primary subset of key NFRs for RPA consideration. Complete this only as needed, as NFR conditions may have already been included as part of the HLR statements.

|  |  |  |  |
| --- | --- | --- | --- |
| Unique ID: | NFR Category | NFR Requirement | Traced to: |
| NFR001 | Hours of Usage |  |  |
| NFR002 | Days of Usage |  |  |
| NFR003 | Usage Time Exceptions |  |  |
| NFR004 | Response Time |  |  |
| NFR005 | # of concurrent events |  |  |
| NFR006 | # of system users |  |  |
| NFR007 | # of peak events |  |  |

# Additional Details & Notes

Please provide any additional details to support this Requirements Specification.

# Requirements Trace Matrix

Use this table to summarize the traceability between the requirements artifacts captured throughout this document.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Goals | Objectives | Problems/ Opportunities | HLRs | BCD | FSPM L2 | FSPM L3 | Actors | Use Case(s) | Reports | Other |
| GO001 | OBJ001 | PO001 | HLR001  HLR002 | BCD001 | FSPM-001 | FSPM-001.S1  FSPM-001.S2 | ACT001  ACT002  ACT003 | UC001  UC002 |  |  |
|  | OBJ002 | PO001 |  | BCD001 | FSPM-001 | FSPM-001.S3  FSPM-001.S4 |  | UC003  UC004 |  |  |
|  | OBJ003 | PO002 | HLR003 | BCD001 | FSPM-001 | FSPM-001.S5 |  | UC005 | REP001 |  |
| GO002 | OBJ004 | PO001 |  | BCD001 | FSPM-001 | all |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |