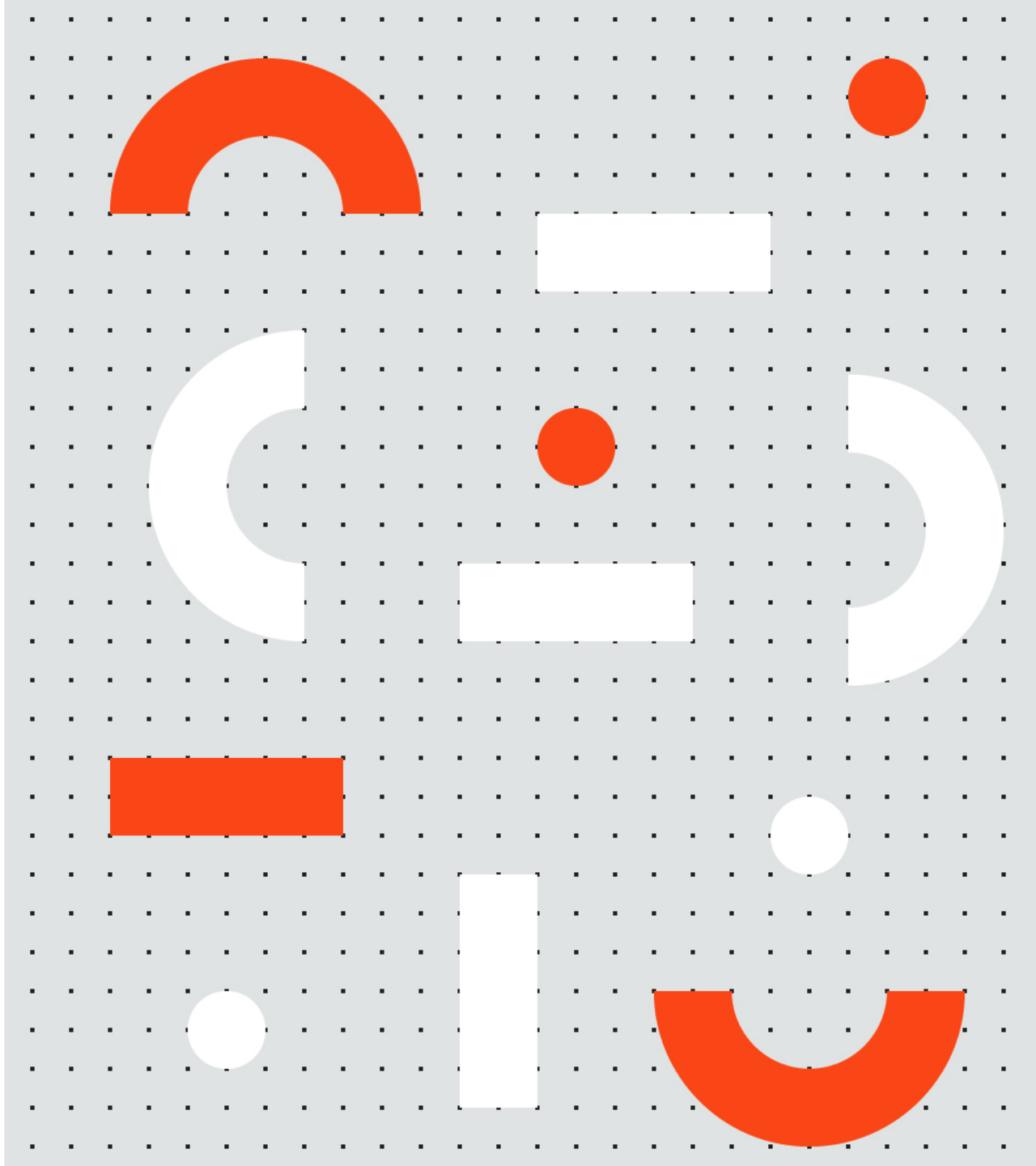


Business Analyst Training

Stabilize RPA



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Preparing GO-Live



Aim

- Make the transit easier for others to accept the change and its benefits



Responsibilities

- Deliver trainings (along with the SMEs already involved in testing)
- Support in updating the existing procedures
- Create User Manuals for the RPA process
- Handover all the documents produced (and updated) during the project



To whom

- Stakeholders
- Implementation Team
- Operations and Technical Support Team

Preparing GO-Live – The User Manual



What it needs to cover

- Description of the new process
- Description of the final inputs & outputs
- Description of the process schedule
- Procedures for resetting and restarting the process
- Instructions on how to create reporting dashboards
- Instructions on error handling



Things to remember

- The User Manual must be updated throughout all the implementation phases
- Each team member should provide input based on their activity
- Any issue that comes up needs to be documented by mentioning what triggered it and how to identify it more easily in the future
- The documentation should describe events and outcomes, not the people involved in the project
- It's important to mention which of the teams were affected by the changes brought by the implementation of RPA

Thank you

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