Introduction to RPA

RPA 🡪 Robotic Process Automation

Robotic 🡪 XXX Agent installed on machine.

Process 🡪 set of tasks executed sequential order.

Automation 🡪 performing any task without human intervention.

Mimic 🡪 exactly performing how human works.

Web Application 🡪 Front end (Client side), Backend (server side)

Process 🡪 any sequential steps or tasks will be considered as process

1. Ticket booking
   1. Login to portal
   2. Search for tickets available by inputting date, source (from), destination (to)
   3. If tickets are available 🡪 book tickets
   4. If not available, look for next day
2. Online shopping for better price
3. Applying the jobs on job portals

Business Processes 🡪 Processes / tasks performed in an organization as part od day to day business.

1. Payment (Accounts payable)
2. Employee Onboarding
3. Bill of entry

Which process to be Automated?

1. No of Records to be processed with repetitive steps.
2. Stable processes – steps for process are fixed and no changes to the process and to the applications.
3. Rule based.

Feasibility and complexity….

RDLC

SDLC 🡪 Software Development lifecycle

1. Requirement gathering
2. Planning (Design)
3. Coding (Development)
4. Testing
5. Deployment
6. Hypercare
7. Maintenance & Execution

STLC 🡪 Software testing lifecycle

RDLC 🡪 RPA Development lifecycle (RPA Implementation methodology)

1. Discovery 🡪 **Business users, Business Analyst**, Solution Architect, BEX\*
   1. Process identification for automation.
   2. Pipeline for processes to be automated.
   3. Initial cost benefit analysis
2. Analysis 🡪 **Business Analyst**, Solution Architect\*
   1. Assess the feasibility of the process in both functional and technical.
   2. Processes definition document is prepared.
   3. RoI report (Estimated)
3. Design 🡪 **Solution Architect**, Developers\*
   1. Solution design, Solution design document
   2. Effort estimations
   3. Timelines project
4. Development 🡪 **Developers, Team Lead**, Solution Architect\*
   1. Development
   2. Code reviews.
5. Testing 🡪 **Testing Team**, Business Team
   1. Unit Testing
   2. Integration Testing (SIT) – record artifacts and share with business team.
   3. User Acceptance Testing (UAT) – **Business Team, Business analyst,** Testing Team
6. Deployment – Infra Team, Solution Architect
   1. Code Deployed to production.
   2. Change management run book.
7. Hyper care – 2 weeks 🡪 Business analyst, Development, Solution architect
8. Maintenance & support - L1, L2, L3 (Dev)
   1. Monitoring process executions
   2. RCA
   3. Bug Fixes

Bug Life cycle

1. Incident created. (Issue, Clarification)
2. Identification of Root Cause (RCA)
3. If change required submit **change request (Issue, Enhancements)**
4. Perform bug fix
5. Testing
6. Deployment