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Automatisch gegenereerde beschrijving

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**PROCESS DESIGN DOCUMENT (PDD)**

**FlinQ**

*Timesheet Automation*

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# Process Design Document – Document History

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| --- | --- | --- | --- | --- | --- | --- |
| Date | Version | Role | Name | Org. | Function | Comments |
| 19-03-2020 | v1 | RPA Business Analyst | Jill Paulissen | FlinQ | External Consultant | First version of PDD |
|  |  |  |  |  |  |  |
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# Introduction

## Purpose of the document

The Process Design Document (PDD) provides a detailed description of the business process that was selected for automation using the UiPath Robotic Process Automation (RPA) technology.

The document describes the sequence of steps performed as part of the process, as well as the conditions and requirements prior to its automation. This design document provides the automation scenario for the business process and thus serves as a base documentation for developers to collect the details required for robotic automation of the same business process. All process related information, such as the in scope applications, the reporting structure of the Bot and the maintenance of different elements of the process (e.g. templates) are described as well.

## Objectives

The process has been selected for RPA as part of a larger project initiative conducted within FlinQ.

The ultimate objective of this process automation is linked to the overall project business case and is mainly intended to:

* Have an automated way of filling in Timesheets for the different team members;
* Reduce the time spent on low value adding activities such as copying data between files.

## Key contact details

The PDD describes the automation scenario for the business process as well as the set of process requirements. The content of this document is based on the input gathered by the business analyst (FlinQ Consultant) from the Process Subject Matter Expert (SME).

The table below provides the contact details of the involved experts:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Organization | Role | Contact |
| Liza De Muynck | FlinQ | Project Manager |  |
| Aykut Musluoglu | FlinQ | RPA Developer |  |
| Jill Paulissen | FlinQ | RPA Analyst |  |
|  |  |  |  |

# Process analysis

## Process overview

The table below provides general information on the current state of the process selected for RPA.

|  |  |
| --- | --- |
| Process detail | Description |
| *Process full name* | FLTS01 – Automation of Timesheets |
| *Department* | FlinQ Administration |
| *Process short description* | Time spent on activities is being registred by the team members in Trello. Weekly there is an extraction from these numbers to a Google spreadsheet. The information from this spreadsheet needs to be copied to an Excel File with the format that can be uploaded in the Cronos TimeSheet Application. |
| *Process schedule* | Weekly |
| *Peak periods* | None |
| *# FTE supporting process* | 1 |
| *Level of exception rate* | Low (none) |
| *Input data* | Excel file (needs to be downloaded from Google Chrome) |
| *In scope applications* | Excel  Google Chrome |
| *Output data* | Updated Excel File that can be uploaded in Cronos Timesheet application |

## Scope of RPA process

The process cases that are included in the automation scope of this project are listed below.

* The entire process can be automated – per week only the data from that week needs to be updated for Timesheets

The following process exceptions and/or sub-activities are not included in the scope of the automation scope:

* none

## Process map

In the figure below, a high level overview of the process steps is provided. The main steps are also explained in the accompanying table.

*Insert flowchart*

|  |  |
| --- | --- |
| Main process steps | Description |
| *A* |  |
| *B* |  |
| *C* |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

## Process automation scenario

The below table provides a detailed overview of the process map in section 2.3. It includes all the steps that are part of the process as well as all the decision points, keystrokes and click activities. The steps are accompanied with a description and screenshots for clarification.

For data restrictions, sensitive data (such as policy numbers, company ID, bank accounts etc.) will be blanked out.

|  |  |  |  |
| --- | --- | --- | --- |
| Step | Action | Screenshot | Comment |
|  | Download the MS Excel documents manually from Google Spreadsheets and MS SharePoint websites/servers. |  | Planned to be automatized. |
|  | Create all necessary initial variables. |  |  |
|  | 1. Open and assign all data from **Spreadsheet** to **OutputDT** variable. 2. Delete the unused **week**, **month** and **comment columns** from **OutputDT data table.** |  |  |
|  | 1. Create an “**Excel Application Scope”** for the Excel file to be updated. 2. Assign **OutputDT** data to variables. |  |  |
|  | Write the related data to Excel file. |  |  |
|  | Check and see the Excel file visually during data transfer execution. |  |  |
|  | Go to Excel file check whether the data has been written or not. |  |  |

# In scope application details

The table below lists all the applications that are used as part of the automated process.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| App | Test | Production | Login | Interface | Comments |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# Exception handling

As indicated in the Process Analysis before, there can be an exception throughout the process. This means that the Bot will not complete all the steps of the process. For all known exceptions, exception handling will be included in the Bot.

The table explains in what step of the PDD this exception might occur and how this in being handled by the Bot. When new exceptions are discovered, these are added to the list. These exceptions can be both business (B) and system (S) related.

|  |  |  |
| --- | --- | --- |
| Area | PDD Step | Exception description and handling |
| (B/S) |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# Reporting

*Describe how the Bot will interact with the users (report to them). How will they know what cases have been handled, what has been successful and what not, where can they find the failed cases, what should they do?*

# Development details

## Prerequisites for development

* Development or testing environment will be provided for development;
* Development/testing environments are exact replicas of the production environment;
* Dedicated system and application access are given to developers with the adequate permissions.

## Sensitive data management

*Describe how credentials, passwords are managed and what it would mean for the Bot if one of the credentials should change.*

# RPA Process Testing

In order to demonstrate the correct functioning of the Bot, User Acceptance Testing (UAT) will be performed. The different tests performed are explained, as well as the result of these tests.

## Test 1 –

**Objective** – *what did we want to prove with the test?*

**Test set up** – *who was involved, what did we test, how were results checked?*

**Test results** – *describe results but try to use quantitative data on the results as well (how much tested in which timeframe with what success rate?)*

## Test 2 –

**Objective** – *what did we want to prove with the test?*

**Test set up** – *who was involved, what did we test, how were results checked?*

**Test results** – *describe results but try to use quantitative data on the results as well (how much tested in which timeframe with what success rate?)*

# Maintenance

*Here should be information about COE set up or maintenance agreement and procedures ensuring continuity of the bot functioning such as keeping track of the changes in the environment and business processes (think about procedures on how to maintain folders, files, …)*

# RPA Troubleshooting

## How to handle issues?

For questions regarding how to work with the Automation Anywhere Control Room / UiPath Orchestrator, we refer you to the Automation Anywhere / UiPath User Guide, which can also be found on this SharePoint.

If the Bot runs into a problem during execution, please have a look at the list of previous encountered issues (section 4.2.) and the respective solution. This might already give you an indication of the root cause of the issue and this will smoothen communication and shorten resolution time.

## Overview previous encountered issues

|  |  |  |  |
| --- | --- | --- | --- |
| Issue ID | Date | Description of issue + solution | Request handled by |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## Relaunch Bots

*Describe for the process if and how the Bot can be relaunched manual. Explain if settings need to be reset, applications need to be closed before relaunching, files need to be moved/deleted…*