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Question 1

- a. Robotic Process Automation (RPA) is define as the use of technical applications to configure or reproduce the activities that occur when a human interacts with a computer's UI interface.

The characteristic of RPA are as following:

- **Code Free.** Using RPA doesn't require programming skills. Employees only need to learn about how the RPA works in order to automate it. The entire project is based on the RPA chart, which allows a flowchart designer to graphically link, drag, and drop icons to represent process phases.
- **User Friendly.** Robotic process automation software is typically simple to learn and utilized. RPA projects necessitate less IT expertise and less capital. Eventually, automation is lowered at a substantial rate.
- **Not disruptive.** RPA eliminates both complexity and risk. The software robots have access to the actual recipient's systems through some kind of controlled user interface, which eliminates the need for underlying system programming. The transformation of RCA is also simple and straightforward.

- b. 1. List Out Process to Automate

- RPA isn't ideal for many business processes. Businesses should devise a strategy for selecting the best processes and then prioritizing them based on factors such as complexity and return on investment. Consider how automating these activities will appear, what it will produce, the organizational environment in which it will be used, and how it will fit into future operational processes or the overall automation journey.

2. Perform Feasibility Assessment

- Perform a feasibility analysis for each process to determine how much of it can be automated. This is a two-step process that involves examining the process and assessing design and development. This inspection should be carried out by the operation user, an SME (Subject Matter Expert), and an RPA expert.

3. Readjust

- Based on the feasibility assessment report, identify the processes that are not structured, standardized, not executed as planned. Attempt to reoptimize and reconfigure the process at this point.

4. Gather User Stories

- A user story defines the aspects of an application that will be constructed from the point of the end-user user. It goes over all of the user needs in great depth. It's also important to get a detailed description of each process to be automated. Develop a process description document with defined RPA processes for the project team based on available data.

5. Start Development Process

- The development process begins at this phase, primarily on the RPA procedures that have been generated. Using RPA tools such as UiPath, Blue Prism, and others, the developers generate automated scripts and program code. Because each RPA tool has its own range of abilities, firms should be very particular when picking the appropriate solution for their purposes.

6. Test RPA Process

- Perform comprehensive testing to examine productivity in all possible scenarios and to detect errors when the procedure is run. Send any potential performance or bug issues to the development team for resolution.

7. Reconfirm and Deploy

- Once the development teams have solved the preliminary tests and problems, double-check the results and deploy the entire RPA solution.