



# Business Analyst Training

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## Go-Live Preparation

# BA Role in GO – live preparation

## What



- Delivering Trainings ( along with the SMEs already involved in testing)
- Support in updating the existing procedures
- User Manuals of the RPA process
- Handover all the documents produced (and updated) during the project

## To whom



### **The teams that will be still involved in the operational process**

- in the guarantee/ post –implementation monitoring
- Involved in the business as usual, after handover (attended or unattended bot)



### **CoE Support**

- in the guarantee/ post –implementation monitoring
- Handling exceptions and monitoring bots, after handover



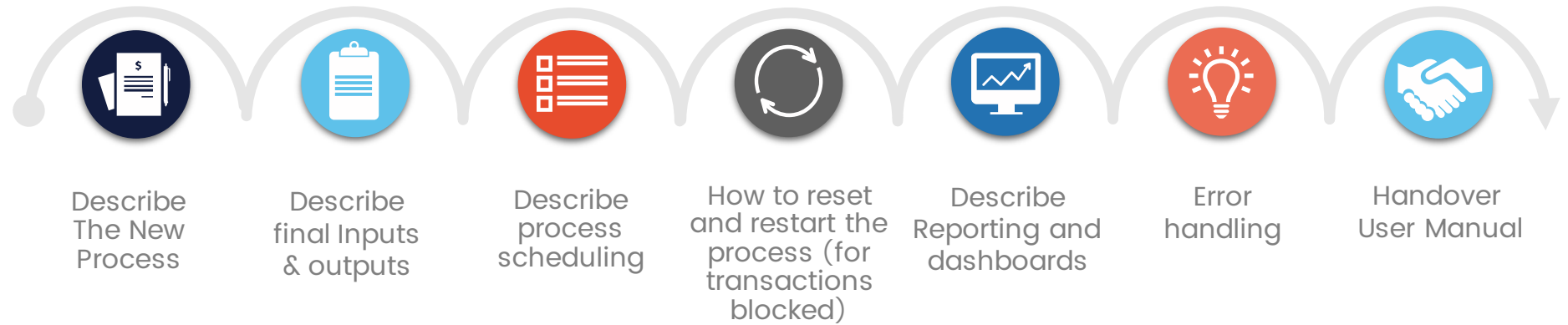
### **Technical Support CoE Support team**(with the dev and solutions architect)

- Handling errors on applications identified by the bots

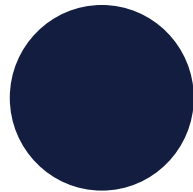
Make the transit easier for others to accept the change and its benefits

# Preparing GO Live – User Manual & Lessons Learned

## User Manual



## Lesson Learned



- Update the document, don't start writing it. It should be written from the first stages and structured accordingly
- Collect input from all team members, per their activity
- Document what triggered issues and how to identify them easier in the future
- Describe events and outcomes, not people
- Describe what teams were impacted by the change





# Thank you!

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