|  |
| --- |
|  |
| **Solution Design Document**    Robot | BOT  Process | FIS Pretoria  Area | GME |
|  |
|  |
| *Client confidential / sensitive data should not be recorded in this document* |

|  |
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# Document Information

## Version Control

The table below lists different versions of this document along with date of creation, description and the author of the document

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Description | Author |
|  | 15-10-2018 | First Draft | Lipi Krishnan |

## Version Changes

Listed below are the changes incorporated in to different versions of this document

|  |  |
| --- | --- |
| Version | Document Changes |
| -NA- | -NA- |

## Document Approval

Listed below are the stakeholders who have reviewed and approved this document

| Name | Approval Details | Business Role | Project Role | Version | Approval Date |
| --- | --- | --- | --- | --- | --- |
|  |  |  | Project Manager | 0.1 |  |
|  |  |  | Process Owner | 0.1 |  |
|  |  |  | Engagement Partner, Deloitte | 0.1 |  |

## Document review

Listed below are the people who have reviewed the content of this document

| Name | Approval Details | Business Role | Review Role | Version | Review Date |
| --- | --- | --- | --- | --- | --- |
|  |  | Seniors Professional | Process SME, | 0.1 |  |
|  |  | Senior Professional | Process SME, | 0.1 |  |
|  |  | Team Leader | Process SME | 0.1 |  |
|  |  | Project Manager | Project Manager, | 0.1 |  |

# Context & Base Information

## Purpose

The Solution Design Document (SDD) describes the functional and non-functional aspects of the current and the automated process, including pre-requisites, the process flow, design constraints and other factors necessary to provide a comprehensive view of the process. This document serves as a guide for the business users, developers and test engineers on the future behavior of the robot

The document captures the details of the existing manual process of the Invoice Processing Pre-handling as performed by the client and is the blueprint of the automation of the process in scope, Invoice Processing Pre-handling, including any exceptions, constraints and requisites for automated process.

Overall, the purpose of this document is to:

* Ensure process solution is in line with standards.
* Provide information on the process and object sheets involved
* Provide understanding into the RPA process flow
* Provide UAT sign-off criteria

**Note -** Changes to the underlying business process after the completion of this document, may constitute a request for change and will be subject to the agreed change procedures

## Process Owners and SMEs

The table below provides the list of people from the Line of Business (Lob) who were involved as Partial of the development and deployment of the automated solution

|  |  |  |
| --- | --- | --- |
| Process Stakeholder | Approval Details | Responsibility |
|  |  | Functional Head |
|  |  | Process Owner |
|  |  | Process SME |
|  |  | Process SME |
|  |  | Bot Operator 1 |
|  |  | Bot Operator 2 |

## Process Execution (Current state) Requirements

The table below provides key business metrics measured for the current process and the automated process

| Sr. # | Metric Type | Value |
| --- | --- | --- |
| 1. | Processing Frequency | Daily |
| 2. | Process time window | -NA- |
| 3. | Average Processing Time (As-Is Process) | 45min |
| 4. | Average Processing Time (Automated Process) | 40min |
| 5. | Process Rework Rate | 5% - 10% |
| 6. | Average Process volume | 30,000 per month |
| 7. | Peak Process volume | -NA- |
| 8. | SLA per record | 24 hours |
| 9. | FTE required (As-Is process) | 20-25 |
| 10. | FTE required (Automated Process) | To be Captured |
| 11. | Number of robot operators | To be Captured |

## IT Application overview

The table below provides the list of applications that are used as Partial of the current process. This information is used to setup the application environment for the automated process and request necessary accesses

| Application Name | Application Type | Method to gain access | Detailed steps to request dev/test access | Detailed steps to request production access | Compatibility checked (Yes/No) |
| --- | --- | --- | --- | --- | --- |
| FIS | Intranet | Not Required | Go to the FIS Application | FIS Application 🡪 Pretoria | Yes |
| MS Excel | Desktop | NA | NA | NA | Yes |

# As-Is Process (Functional) Design

## Manual Process (Current State) Overview

FIS Pretoria to extract reports by using Excel Application.

Given below is a step-by-step flow chart for the AS-IS process (L0 view).

As-Is Process for FIS Pretoria

1.

Open FIS Application

7.

Click on StartTime 🡪 Today & EndTime 🡪 Today

6.

Click on FIS\_Validation Tab

5.

Click on Production View &

Click on Required Asset

4.

Click on OK

3.

Click on Body

2.

Click On ADFS

13.

Repeat 5,6,7,8,9,10,11 & 12 until all the required assets get completed

8.

Change the Span as Days

12.

Sorted data Paste it in new Excel by replacing the sheet name as Asset name

14.

Click on Ford Report Choooser

11.

Click on Excel Icon & Sort the required data in excel

10.

Click on Time Interval Icon , Change the type by Day & click on OK

9.

Click on < Tab & OK

21.

Repeat 15,16,17,18,19&20 until all the global tempates get completed.

19.

Save the Excel File & Sort it.

18.

Click on Excel icon & open Tab

17.

Click on Load 🡪 OK

16.

Select the Required Global Template from Select Report Template

15.

Click on Cycle time Report

22.

Close All the Applicaions

20.

Paste it in new Excel by replacing the sheet name as Global Templates Name

I/P

.xlsx File

O/P

.xlsx File

The high level process description at(L0 ) is been provided.

|  |  |  |
| --- | --- | --- |
| Sr. # | Process Step | Description |
| 1 | **Open the FIS WebPage** | The process open the FIS Application |
| 2. | **Click ADFS** | The Process involves to login as Guest User. |
| 3. | **Click on Body** | This process involves to do a click operation on Body Tab. |
| 4. | **Click OK** | This process is used to confirm the login as a guest user. |
| 5. | **Click on Production view & Required Assets.** | This Process involves to do click operation on Production View & select the required assets. |
| 6. | **Click on FIS Validation Tab** | The Process involves to click on FIS Validation Tab. |
| 7. | **Click on StartTime 🡪 Today & EndTime 🡪 Today** | This process involves to click on Start Time followed by Today & EndTime followed by Today |
| 8. | **Change the span as Days** | The process involves to change the span as Days. |
| 9. | **Click on < Tab & OK** | The process involves to click on < Tab & Click on OK |
| 10. | **Click on Time Interval Icon, Change the type by Day & Click on OK** | The process performs click operation on Time Interval Icon, Change the Type by Days & click on OK |
| 11. | **Click on Excel Icon & Sort the required data in excel** | The process involves to click on Excel Icon & Sort the required data in excel |
| 12. | **Sorted data Paste it in new Excel by replacing the sheet name as Asset name** | The process involves to paste the sorted data in new excel by replacing the sheet name as Asset name |
| 13. | **Repeat 5,6,7,8,9,10,11 & 12 until all the required assets get completed** | The process involves to repeat 5,6,7,8,9,10,11 & 12 until all the required assets get completed. |
| 14. | **Click on Ford Report Choooser** | The process involves to click on Ford Report Chooser |
| 15. | **Click on Cycle time Report** | The process involves to click on Cycle Time Report |
| 16. | **Select the Required Global Template from Select Report Template** | The process involves to Select the Required Global Template from Select Report Template |
| 17. | **Click on Load 🡪 OK** | The process involves to Click on Load 🡪 Ok |
| 18. | **Click on Excel icon & open Tab** | The process involves to Click on Excel icon & Open Tab |
| 19. | **Save the Excel File & Sort it.** | The process involves to Save the Excel File & Sort it |
| 20. | **Paste it in new Excel by replacing the sheet name as Global Templates Name** | The process involves to Paste it in new Excel by replacing the sheet name as Global Templates Name |
| 21. | **Repeat 15,16,17,18,19&20 until all the global tempates get completed.** | The process involves to Repeat 15,16,17,18,19&20 until all the global tempates get completed. |
| 22. | **Close All the Applications** | The Process involves to Close All the Aplications. |

For more details about the AS-IS process, please refer the AS- IS process map at section Reference Documents, Links and Templates

## Process Triggers

The table below provides the trigger for the current process

For more details about the TO-BE process, please refer the To – Be process map at section [Reference Documents, Links and Templates](#_Reference_Documents,_Links)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sr. # | Process Trigger | Application Used | Start Time | Frequency |
| 1. | The Process has to be started at the specified time by the Admin. | Excel Application, FIS Website. | 12:00 | Multiple |

## Process Risks and Dependencies

The following section lists the key risks and dependencies of specific to manual process

|  |  |  |
| --- | --- | --- |
| Sr. # | Description | Current controls in place |
| 1 | Need to create shortcut for Excel  [Properties 🡪 Shortcut 🡪 Ctrl+Alt+e] | If Shortcut is not available, Do it Manually |

To-Be Process (Functional) Design

## Automated Process Overview

The automated process for FIS Pretoria is to Extract Previous days data from the Ford Report Chooser & Production View using Excel Application.

Given below is a step by step flow chart for the To-Be process (L0 view).

Automated Process for MFGQL File update

7.

Click on StartTime 🡪 Today & EndTime 🡪 Today

3.

Click on Body

2.

Click On ADFS

1.

Open FIS Application

5.

Click on Production View &

Click on Required Asset

6.

Click on FIS\_Validation Tab

4.

Click on OK

14.

Click on Ford Report Choooser

10.

Click on Time Interval Icon , Change the type by Day & click on OK

11.

Click on Excel Icon & Sort the required data in excel

12.

Sorted data Paste it in new Excel by replacing the sheet name as Asset name

13.

Repeat 5,6, 10,11 & 12 until all the required assets get completed

9.

Click on < Tab & OK

8.

Change the Span as Days

21.

Repeat 16,17,18,19&20 until all the global tempates get completed.

20.

Paste it in new Excel by replacing the sheet name as Global Templates Name

22.

Close All the Applications

19.

Save the Excel File & Sort it.

18.

Click on Excel icon & open Tab

17.

Click on Load 🡪 OK

16.

Select the Required Global Template from Select Report Template

15.

Click on Cycle time Report

The high level process description (at L0 activity) has been provided in below table

|  |  |  |
| --- | --- | --- |
| Sr. # | Process Step | Description |
| 1 | **Open the FIS WebPage** | The process open the FIS Application |
| 2. | **Click ADFS** | The Process involves to login as Guest User. |
| 3. | **Click on Body** | This process involves to do a click operation on Body Tab. |
| 4. | **Click OK** | This process is used to confirm the login as a guest user. |
| 5. | **Click on Production view & Required Assets.** | This Process involves to do click operation on Production View & select the required assets. |
| 6. | **Click on FIS Validation Tab** | The Process involves to click on FIS Validation Tab. |
| 7. | **Click on StartTime 🡪 Today & EndTime 🡪 Today** | This process involves to click on Start Time followed by Today & EndTime followed by Today |
| 8. | **Change the span as Days** | The process involves to change the span as Days. |
| 9. | **Click on < Tab & OK** | The process involves to click on < Tab & Click on OK |
| 10. | **Click on Time Interval Icon, Change the type by Day & Click on OK** | The process performs click operation on Time Interval Icon, Change the Type by Days & click on OK |
| 11. | **Click on Excel Icon & Sort the required data in excel** | The process involves to click on Excel Icon & Sort the required data in excel |
| 12. | **Sorted data Paste it in new Excel by replacing the sheet name as Asset name** | The process involves to paste the sorted data in new excel by replacing the sheet name as Asset name |
| 13. | **Repeat 5,6,10,11 & 12 until all the required assets get completed** | The process involves to repeat 5,6, 10,11 & 12 until all the required assets get completed. |
| 14. | **Click on Ford Report Choooser** | The process involves to click on Ford Report Chooser |
| 15. | **Click on Cycle time Report** | The process involves to click on Cycle Time Report |
| 16. | **Select the Required Global Template from Select Report Template** | The process involves to Select the Required Global Template from Select Report Template |
| 17. | **Click on Load 🡪 OK** | The process involves to Click on Load 🡪 Ok |
| 18. | **Click on Excel icon & open Tab** | The process involves to Click on Excel icon & Open Tab |
| 19. | **Save the Excel File & Sort it.** | The process involves to Save the Excel File & Sort it |
| 20. | **Paste it in new Excel by replacing the sheet name as Global Templates Name** | The process involves to Paste it in new Excel by replacing the sheet name as Global Templates Name |
| 21. | **Repeat 15,16,17,18,19&20 until all the global tempates get completed.** | The process involves to Repeat 16,17,18,19 & 20 until all the global tempates get completed. |
| 22. | **Close All the Application** | The process involves to Close All the Applications |

For more details about the TO-BE process, please refer the To – Be process map at section [Reference Documents, Links and Templates](#_Reference_Documents,_Links)

## Process Variations

The table below provides the list of process variations and the solution incorporated in the automated process. Variations that were considered out of scope and not automated are indicated below

| Sr. # | Variation Type | Variations | Variation Description | Automated Process |
| --- | --- | --- | --- | --- |
| 1. | **Keep the All the Files in Public Folder** | File names | Name of the file may be changed. In that case, the engineer has to update the new file name in the public Folder. | In case of change in file name, the robot would not be able to find the file. The engineer will be notified that the file is not there or the file name has changed |

## Process Re-engineering for Automated Process

The table below provides the list of process re-engineering carried out during automation. Re-engineering was done with an objective to bring in standardization in the process to increase scalability without impacting the outcome of the process

| Sr. # | Process Step | Original Process | Changed Process (Automated) | Reason for change | Impact, if any |
| --- | --- | --- | --- | --- | --- |
| 1 | **Clicking on Start Data & End Date for every Asset** | For Each Asset, The Click operation needs to be done on Start date, End date, < | For the First Asset Selection, The Original process will done  For Rest Assets, there is no need of click operation | To make ease the process. | efficiency |

## Process Triggers

The table below provides the trigger coded for the Bot to start the automated process

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sr. # | Process Trigger | Application Used | Start Time | Frequency |
| 1. | Scheduled to start automatically | FIS,Excel | TBD | Multiple |

## Automated Process – Screen flow

This section provides the detailed (keystroke) automated process along with screenshots of various screens accessed and updated as Partial of the process. The automation of Invoice Processing Pre-Handling has been achieved by modularizing the key functions i.e. each L0 steps into modules and each table further represents the detailed steps/activities i.e. L1 and L2 activities carried out for automation of the respective module.

###### **Module Name**

Description of the L0 activity and further steps performed as Partial of the L0 activity

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Step | Sub Step | Description of functionality | Screenshot | Template Reference | Suggested feature of automation tool | Robustness (High, Medium Low) |
| Corresponds to L1 activity of the Module or L0 activity | Corresponds to **L2** activity of the respective L1 activity | Detailed description at key stroke level of the activity | Desktop screenshot of the activity performed | Template referred to as Partial of the process | Automation tool feature used to automate the activity | Robustness of the automation feature |

###### **Launch the FIS Website.**

The process/module highlights the detailed activities performed to launch the FIS.

| Step | Sub Step | Description of functionality | Screenshot | Template Reference | Suggested tool functionality | Robustness (High, Medium Low) |
| --- | --- | --- | --- | --- | --- | --- |
| 1 |  | Open the **FIS Website** |  |  | RPA Tool Element Selector | High |

###### **Login**

The process/module highlights the detailed activities performed for logging into the FIS Website

| Step | Sub Step | Description of functionality | Screenshot | Template Reference | Suggested tool functionality | Robustness (High, Medium Low) |
| --- | --- | --- | --- | --- | --- | --- |
| 2 |  | Click **on ADFS** |  |  | RPA Tool Element Selector | High |

###### **Production View**

The process/module highlights the detailed activities performed for to open the Production View

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
| 3 |  | Click **on Body** |  |  |  |  |
| 3.1 |  | Click on Ok |  |  |  |  |
| 3.2 |  | Double Click on Required Asset |  |  |  |  |
| 3.3 |  | Click on FIS\_Validation |  |  |  |  |
| 3.4 |  | Click on Start Time Dropdown |  |  |  |  |
| 3.5 |  | Click on Today |  |  |  |  |
| 3.6 |  | Click on End Time Dropdown |  |  |  |  |
| 3.7 |  | Click on Today |  |  |  |  |
| 3.8 |  | Click on Dropdown [ Change the Span From hours to Days ] |  |  |  |  |
| 3.9 |  | Select Days |  |  |  |  |
| 3.10 |  | Click on < |  |  |  |  |
| 3.11 |  | Click on OK |  |  |  |  |
| 3.12 |  | Click on Time Interval Icon |  |  |  |  |
| 3.13 |  | Click on Type Dropdown |  |  |  |  |
| 3.14 |  | Select By Day |  |  |  |  |
| 3.15 |  | Click on Ok |  |  |  |  |
| 3.16 |  | Click on Excel Icon |  |  |  |  |
| 3.17 |  | Excel Manupilations & Save the File |  |  |  |  |

## Input, Working and Output Templates for Automated Process

The following section lists the templates that are being used in the automated solution

| Sr. # | Template Name | Document Type | Description | Screenshots |
| --- | --- | --- | --- | --- |
| 1. | **Input file** | Excel <.xlsx> | The Session File is used by the robot to read values, making the automated process flexible whenever there is a change in user or environment |  |

## Process/Transaction Exit Activities and Expiry Criterion

**Process/Transaction Exit Activities** – The below are the set of high level activities the robot will perform whenever it exits the process (after successful or unsuccessful completion)

1. Update the Details in Input File.
2. Close All the Applications.

**Process/Transaction Expiry Criterion** – Events during which the process would expire and wouldn’t continue further for processing

* The Input file is not available.
* Plant name for the respective program is not available.

## Automated Process Risks and Dependencies (robot specific)

The following section lists key risks and dependencies specific to automated process.

| Sr. # | Description | Action | Owner | Due Date |
| --- | --- | --- | --- | --- |
| 1. | Changes in the Pretoria Input file location would result in robot not able to find out the file. | Robot to flag an exception in case it is not able to access/recognize the Folder/File/Application with given details | Developer | To be coded before UAT |

## User Credentials Requirements

User credentials required by the automated solution to access the applications in scope are listed below.

| Application Name | Access Provided | Employee ID to mirror, if any | Storage of Credentials |
| --- | --- | --- | --- |
| FIS | Standard access |  | Credentials |

# Process (Technical) Design

## RPA Solution Model

The table below lists the modules developed as Partial of RPA solution build to execute the automated process. The module name follows Camel Casing nomenclature

| Module # | SDD Ref. | Modules | Description | Purpose/Objective | Input | Output | Reusability |
| --- | --- | --- | --- | --- | --- | --- | --- |
| M1 | 1 | Open FIS Application | This Process Involves to open the FIS Application | For open the Application | Application Path | Open the FIS Application | No |
| M2 | 2 | Click on ADFS | This process involves to click on ADFS | Click The ADFS to open Pretoria Plant | -NA- |  | No |
| M3 | 3 | Click on Asset | Select to Asset from the List | The Page will get loaded | -NA- |  | No |
| M4 | 3.1 | Click on FIS Validation | The process involves to click on FIS Validation | The page gets loaded with accurate data | -NA- |  | No |
| M5 | 3.2 | Click on Start Date | Click on Start Date | To set Period | -NA- |  | No |
| M6 | 3.3 | Click on End Date | Click on End Date | To set Period | -NA- |  | No |
| M7 | 3.4 | Click on ‘<’ | Click on ‘<’ | Click on ‘<’ inorder to set Date | -NA- |  | No |
| M8 | 3.5 | Click on OK | The process involves to click on ‘ OK ‘ | To set the period | -NA- |  | No |
| M9 | 4 | Click on Ford Report Chooser | Click on Ford Report Chooser | To get all the list of Reports | -NA- |  | No |
| M10 | 7 | Click on Required Report | Click on Report | To open the Template window | -NA- |  | No |
| M11 | 8 | Click on OK | Click on OK | This is used to generate the Report | -NA- |  | No |
| M12 | 9 | Click on Excel Icon | This is used to save the file | It is used to Save the file in Excel Format | -NA- |  | No |
| M13 | 8 | Close all Applications | Close all applications like FIS, Excel | Close | -NA- |  | No |

## Issues and Challenges Encountered during Solution Build

The section below lists the issues and challenges encountered during the solution build and the actions taken to resolve them

| S. No. | Issue type | Affected Application | Implication | Action Taken | Date raised | Date resolved |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Unable to get accurate data | .xlsx file | Need to click on ‘<’ | Click operation has done only for first asset |  |  |

## Exception Management & Handling

The table below lists various process and system exceptions handled by the automated solution

| Ref | ID | Exception Description | Action on Exception | Exception Message |
| --- | --- | --- | --- | --- |
| 1.1 | E\_1.1 | System – Invalid input data given | Given input data file name is wrong | “The Data provides is wrong “ |
| 3.2 | E\_2.4 | System –  File locations path not available | Location of the path not available. | “location not available” |

## Change Request Log

The table below lists the changes suggested during development and UAT. For detailed change request, kindly refer the document “Ford RPA Prod Fin Change Log” placed at section [Reference Documents, Links and Templates](#_Reference_Files). The documents provide the information of the Change Requests that has been made by the business and agreed to be incorporated as Partial of the automated solution.

| # | Change Request | Area of Change | Reason for Change | Original Step/ Logic as per SDD (V 0.1) | Change Criticality |
| --- | --- | --- | --- | --- | --- |
|  | -NA- | -NA- | -NA- | -NA- | -NA- |

# Testing / UAT Requirements

## Test Cases / Scenarios

The table below lists various scenarios tested during User Acceptance Testing (UAT). For detailed test case scenarios, kindly refer the document “Test Cases FIS Pretoria” within “Ford RPA” placed at section [Reference Documents, Links and Templates](#_Reference_Files)

| S. No. | Test Scenario | Description | Expected Result |
| --- | --- | --- | --- |
| T1.1 | Extract data from input File | Robot to extract data inorder to extract reports. | To start the Workflow, data should be extracted from input file |
| T2.1 | Launch FIS Application | Launch FIS application environment successfully | “Login” screen within specified environment in FIS application shall be opened in the system |
| T2.2 | Login to FIS | Log in to FIS successfully | Successful login into FIS |

## Test Plan and Approach

The table below provides the test plan and approach adopted during the UAT

| Area | Robot | Robot ID | Scenarios Tested | Start Date | End Date | Time Slot | Operator | Status |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Accounts Payable | FIS Pretoria | -NA- | -NA- | -NA- | -NA- | -NA- | -NA- | Successfully Completed |

## UAT Setup Information

The below sections lists the information where UAT has been conducted

| System | System Type | Tester | Location |
| --- | --- | --- | --- |
| -NA- | -NA- |  |  |

The UAT was conducted in remote server set up by the Client. The solution was run and controlled from the RPA Tool connected in the local machine. UAT has been within the given time slot of 2:00 PM (IST) till 8:00 PM (IST) from <date till<date. Any reference, input and output files has been accessed at shared folder path provided by the LoB.

## UAT Success Criteria and Sign-Off

For detailed test results, kindly refer the document “Test Results” within “Ford RPA Prod Fin\_UAT Test Plan and Results” placed at section [Reference Documents, Links and Templates](#_Reference_Files). The document provides the information on results of the UAT conducted for testing the automated solution.

The following documents has been signed off as Partial of the sign off process.

###### Sign off from the LOB on documented Test Scenario

###### Sign off from the LOB on documented UAT Test Results

###### Sign off from the Test results uploaded in Testing tool

###### Uploading SDD in docs

# Solution Operation and Maintenance

## Initial Setting for Solution Deployment

Table highlights the system setup that is required to be done before setting up the automated solution

| System | Instruction | Screenshot |
| --- | --- | --- |
| FIS Pretoria | Environment Configuration Ensure the environment is configured in the local instance of the FIS Pretoria. |  |
| RPA Tool | RPA Tool Configuration Steps |  |
| Windows Credential Manager | Storing Bot Credentials |  |

## Reports and Audit Trail

Table highlights the instruction for reading various reports that are captured as Partial of the automated solution

| Reports | Purpose | Instruction | Screenshot |
| --- | --- | --- | --- |
| -NA- | –NA- | -NA- | -NA- |
| -NA- | -NA- | -NA- | -NA- |

**Note – Kindly don’t change the template structure of any document. Also, please do not change the formulae of any field in the templates and reference files.**

## Process SLAs and Metrics

Table highlights the key parameters that has been used to identify the performance of the automated solution.

| Metric Type | Starting Metrics | Target Metrics | Actual Metrics |
| --- | --- | --- | --- |
| Processing Frequency | Daily | Daily | <To be updated post Go Live> |
| Process time window | 12:00 – 13:00 | TBD | <To be updated post Go Live> |
| Average Processing Time (As-Is Process) | 45 minutes | 40 minutes | <To be updated post Go Live> |
| Process Rework Rate | 5% - 10% | 1% - 2% | <To be updated post Go Live> |
| Average Process volume | 30,000 per month | 30,000 per month | <To be updated post Go Live> |
| Peak Process volume | -NA- | -NA- | <To be updated post Go Live> |
| SLA per record | 24 hours | 24 hours | <To be updated post Go Live> |
| FTE required (As-Is process) | 20-25 | TBD | <To be updated post Go Live> |
| FTE required (Automated Process) | -NA- | TBD | <To be updated post Go Live> |
| Number of robot operators | -NA- | TBD | <To be updated post Go Live> |

## Robot Operation Scheduling Instructions

Table provides the information on scheduling instruction for triggering the automated solution.

| Parameters | Details |
| --- | --- |
| Robot Operator | TBD |
| Robot Schedule | Daily |
| Trigger (Manual, On creation of file, On logging in, etc.) | TBD |
| Robot Run time | TBD |
| Robot Stop time | TBD |

## Deployment Challenges and Resolution Adopted

The below section highlights the challenges faced for migrating the automated solution to the production and resolution adopted to meet the challenges for successful migration of the solution.

| Deployment Issue | Issue Type (Environment change, Change request, Defect) | Date Identified | Date Resolved |
| --- | --- | --- | --- |
| <To be updated post Go Live> | <To be updated post Go Live> | <To be updated post Go Live> | <To be updated post Go Live> |

## Business Continuity Guidelines

The below section highlights the business continuity for automated process as Partial of disaster management process.

* Invoice Process team to identify a human resource for each shift to take over bot load in case of a business continuity issue
* Robot operator to inform the process owner and functional lead in case of bot unavailability for an extended period
* Process owner and functional lead to initiate business continuity plan and assign bot load to the identified human employee
* Process owner and functional lead to manage work allocation among the human employees till the time bot is unavailable

# Appendixes

## Reference Documents, Links and Templates

The table below lists all the reference files

| # | Referenced Section | File Name | File |
| --- | --- | --- | --- |
| 1 | Manual Process (Current State) Overview | As Is Process Map |  |
| 2 | Automated Process (To – BE State) Overview | To Be Process Map |  |
| 3 | Test Cases/ Scenarios | Test Cases Invoice Processing |  |
| 4 | UAT Success Criteria and Sign Off | Test Results |  |
| 5 | Change Request Log | Change Log |  |

## Abbreviations

The table below lists various abbreviations and acronyms used in the document

| Abbreviation | Full form |
| --- | --- |
| RPA | Robotic Process Automation |
| CoE | Center of Excellence |
| SDD | Solution Design |
| Doc. | Document |
| UAT | User Acceptance Testing |
| LoB | Line of Business |
| VAT | Value Added Tax |
| PO | Purchase Order |
| GL | General Ledger |
| CC | Cost Center |
| Tcode | Transaction Code |
| VAT | Company VAT Registration |
| GR | Good Receipt |
| TBD | To Be Decided |