|  |
| --- |
|  |
| **Solution Design Document**    Robot | BOT  Process | FIS CEP Report Generation  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 |
| 0.1 |  | First Draft |  |

## Version Changes

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

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

## 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 |  |
| Centlivre, Andrew |  | Manager | Process Owner | 0.1 |  |
|  |  |  | Engagement Partner | 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 |
| --- | --- | --- | --- | --- | --- |
| Eisbrenner, Edward |  | Engineer | Process SME, | 0.1 |  |
|  |  |  | Process SME, | 0.1 |  |
|  |  |  | Process SME | 0.1 |  |
|  |  |  | 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 | 08:00 – 20:00 |
| 3. | Average Processing Time (As-Is Process) | 3 – 5 minutes |
| 4. | Average Processing Time (Automated Process) | 75 minutes |
| 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 Application | Internet | Self – request | Standard Access | Standard Access | Yes |
| pdf | Desktop | NA | NA | NA | Yes |

# As-Is Process (Functional) Design

## Manual Process (Current State) Overview

FIS CEP report generation is to make required Asset selection & Report Selection, extracting the accurate data by using PDF.

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

As-Is Process for FIS CEP

Open FIS Website

Select the desired plant and select Ford report Chooser

Select the Asset, If required

Select the required Shifts & Time pickers

Select the desired report & Template

Close FIS

Repeat the process to extract multiple reports as required

Save the report as PDF.

Generate the Report

I/P

Excel

Pdf

O/P

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

|  |  |  |
| --- | --- | --- |
| Sr. # | Process Step | Description |
| 1 | **Open FIS Website** | The process involves accessing the website of E2KS. |
| 2. | **Select the desired plant & ford report chooser** | The process involves to do click operation on desired plant & Ford report chooser. |
| 3. | **Select the Asset, If required** | The process Involves to select the required asset |
| 4. | **Select the desired report & template** | The process involves to select the desired Report & Template. |
| 5. | **Select the required Shifts & Time pickers** | Process involves to select the shifts & if required select the Time pickers. |
| 6. | **Generate the Report** | This process involves after selecting all the required attributes then generates the report. |
| 7. | **Save the Report as PDF** | Process involves to save the generated report as Pdf. |
| 8. | **Repeat the process** | Process involves to repeat the process to extract multiple reports |
| 9. | **Close FIS** | After the generation of Output. Close the FIS Web application. |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sr. # | Process Trigger | Application Used | Start Time | Frequency |
| 1. | The Process has to be started at the specified time by the Admin. | FIS, Excel and Adobe |  | 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 | System default Settings for PDF to be set as Adobe. | As by Default, The Pdf will open as Microsoft Edge. |

To-Be Process (Functional) Design

## Automated Process Overview

The automated process for FIS CEP is to extract reports in the form of pdf, by performing specified Report Selection & Asset Selection using Excel input file.

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

Automated Process for FIS CEP

Select the required plant & Plant Area

Access the FIS Input File

Select the Assets Which required

Click on Ford Report Chooser

Click on ADFS

Open FIS Web Application

Select the Required Template, Shifts & Time Pickers

Select Required Reports

Save the report in Required Path

Select the PDF & click on Print

Click on Print Icon in Generated report

Click on OK

If Current Report is equal to Last Generated Report, click on shifts in Generated report window.

Close the Pdf

Close all Applications

Repeat the process ( Follow from Step 3 )

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

|  |  |  |
| --- | --- | --- |
| Sr. # | Process Step | Description |
| 1. | **Access the FIS Input File** | The process involves fetching all the required data from the Input Excel file. |
| 2. | **Launch Website and login** | The process involves launching the FIS website and Click on ADFS to login, Click OK |
| 3. | **Select Ford Report Chooser** | The process involves to select the Ford Report Chooser. |
| 4. | **Clicking on Assets** | The process involves to click on required assets for required reports. |
| 5. | **Select Reports** | The process involves to click on required Reports. |
| 6. | **Select the required Templates, Shifts & Time Pickers.** | Process involves selecting the required Templates, Shifts & Time Pickers then Click on OK. |
| 6. | **Click on Print Icon in Generated report** | This process involves to click on Print Icon from the generated Report. |
| 7. | **Select the PDF & Click on Print** | Process involves to select the PDF inorder to save the report in PDF format & Then click on Print. |
| 8. | **Save the report in required path** | Process involves to save the Extracted report in required path. |
| 9. | **Close the PDF** | This process involves to close the PDF as when we save the report, It automatically opens. |
| 10. | **Repeat the process** | Process involves to repeat the process from step 3. |
| 11. | **If Current report is equal to last generated report** | Process involves if current report is equal to last generated report then it will go through the loop from Last Generated Report |
| 12. | **Close all Applications** | Process involves 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 Template

The high level process description (at L1 activity) has been provided in below table

|  |  |  |
| --- | --- | --- |
| Sr. # | Process Step | Description |
| 1. | **If Current report is equal to last generated report** | Process involves if current report is equal to last generated report then it has to follow different step. |
| 2. | **If Yes** | The process involves to do click operation on Shift Tab in Generated Report. |
| 3. | **If No** | The process involves to continue from Step 3. |
|  |  |  |

## 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 | **-NA-** | -NA- | -NA- | -NA- | -NA- |

## 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 Website, 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 FIS Website & Login**

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) |
| --- | --- | --- | --- | --- | --- | --- |
| 1.1 |  | Launch FIS Website, Click on ADFS |  |  |  |  |
| 1.2 |  | Click on Required Plant |  |  |  |  |
| 1.3 |  | Click on Required Plant Area |  |  |  |  |
| 1.4 |  | Click on OK |  |  |  |  |

###### **Select Assets**

The process/module highlights the detailed activities performed to Select Required Asset.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Step | Sub Step | Description of functionality | Screenshot | Template Reference | Suggested tool Functionality | | Robustness(High, Medium Low) |
| 2.1 |  | Make Asset Selection If required |  |  | |  |  |
|  |  |  |  |  | |  |  |

###### **Export the excel and save the excel input**

The process/module highlights the detailed activities performed to click on Ford Report Chooser

| Step | Sub Step | Description of functionality | Screenshot | Template Reference | Suggested tool functionality | Robustness (High, Medium Low) |
| --- | --- | --- | --- | --- | --- | --- |
| 4.1 |  | Click on Ford Report Chooser |  |  | RPA Tool Element Selector | High |

###### **Report Selection**

The process/module highlights the detailed activities performed for Report Selection.

| Step | Sub Step | Description of functionality | Screenshot | Template Reference | Suggested tool functionality | Robustness (High, Medium Low) |
| --- | --- | --- | --- | --- | --- | --- |
| 4.1 |  | Click on the Required Report |  |  |  |  |
| 4.2 |  | Click on the Required Report Template |  |  |  |  |
| 4.3 |  | Click on Load |  |  |  |  |
| 4.4 |  | Click on Show Time Pickers |  |  |  |  |
| 4.5 |  | Click on Previous |  |  |  |  |
| 4.6 |  | Select the Required Time Range |  |  |  |  |
| 4.7 |  | Click on Apply |  |  |  |  |
| 4.8 |  | Click on OK |  |  |  |  |
| 4.9 |  | Click on Shifts |  |  |  |  |
| 4.10 |  | Select the required Shift |  |  |  |  |
| 4.11 |  | Click on OK |  |  |  |  |
| 4.12 |  | Click on OK |  |  |  |  |

###### **Save the Generated Report in the form of PDF.**

The process/module highlights the detailed activities performed to save the Generated report in the form of PDF.

| Step | Sub Step | Description of functionality | Screenshot | Template Reference | Suggested tool functionality | Robustness (High, Medium Low) |
| --- | --- | --- | --- | --- | --- | --- |
| 5.1 |  | Click on Print Icon |  |  |  |  |
| 5.2 |  | Click on PDF |  |  |  |  |
| 5.3 |  | Click on Print |  |  | RPA Tool Element Selector | High |

###### **Save the Output files**

The process/module highlights the detailed activities performed to Save the Files.

| Step | Sub Step | Description of functionality | Screenshot | Template Reference | Suggested tool functionality | Robustness (High, Medium Low) |
| --- | --- | --- | --- | --- | --- | --- |
| 6.1 |  | Save the Extracted Reports |  |  | RPA Tool Element Selector | High |
| 6.2 |  | Close the PDF |  |  | RPA Tool Element Selector | High |

###### **Current Report is equal to Last extracted Report**

The process/module highlights the detailed activities performed if the current Report is equal to last extracted report.

| Step | Sub Step | Description of functionality | Screenshot | Template Reference | Suggested tool functionality | Robustness (High, Medium Low) |
| --- | --- | --- | --- | --- | --- | --- |
| 6.1 |  | If YES, Click on Shift in Last Generated Report Webpage |  |  | RPA Tool Element Selector | High |
| 6.2 |  | If NO, Select the Required Report or Asset. |  |  |  |  |

## 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 tracker** | Excel <.xlsx> | The Session File Tracker 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. Close all the applications

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

* Path of input file is not being accessed
* Website address is not correct
* The data is not populated in the FIS website.
* The excel file not stored and cannot access the path.

## 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 FIS Address might result in robot not able to access the Website. | Robot to flag an exception in case it is not able to log in to the FIS Website. | Developer | To be coded before UAT |
| 2. | Changes in the selected fields in FIS website would result in robot not able to continue further | -NA- | -NA- | -NA- |

## 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 website | Yes | GUEST access has been provided for the Robot. | -NA- |

# 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 Website | Open FIS Website and Login | Login for generate report | Website Address | Open the Website | No |
| M2 | 2 | Click on Required Plant & Plant Area | Click on Required Plant & Plant Area | For generate the report | 1. Template file location. | -NA- | Yes |
| M3 | 3 | Click on Asset If Required, then click on Reports | Click on Assets & Required Report. | For generate the report | -NA- | -NA- | Yes |
| M4 | 4 | Click on Report Template & Load | Click on the Report Template | -NA- | -NA- | -NA- | Yes |
| M5 | 5 | Click on Choose Time Pickers-> Previous->Required Time Range->OK | Click on the Choose Time Pickers button & select respective Time Range | -NA- | -NA- | Selected the Required field | Yes |
| M6 | 6 | Click on Shifts & Select the required shifts, Click on OK. | Select the input fields | For getting the required output we need to select the required inputs | Fetch from the input file | Selected the fields we want | Yes |
| M7 | 7 | Click on OK & the report will generate | Click on OK to generate the Reports. | -NA- | -NA- | -NA- | Yes |
| M8 | 8 | Click on PDF icon | Click on PDF icon. | -NA- | -NA- | -NA- | Yes |
| M9 | 9 | Select the PDF to save the report in the form of PDF. | Click on pdf to save the report in the form of PDF. | -NA- | -NA- | -NA- | Yes |
| M10 | 10 | Click on Print Button | Click on Print Button | -NA- | -NA- | -NA- | Yes |
| M11 | 11 | Save the File in required File Path | Save the Extracted reports in Requird file Path | -NA- | -NA- | -NA- | Yes |

## 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 | Application Issue | FIS | Whenever server has been updated with any changes, The Report selection will come into existence irrespective of the Automation Flow | Analysed the time, According to that Attached the current flow windows |  |  |
| 2 | Asset Selection | FIS | Unable to select the asset among varies assets | Used OCR text exists & made Selection accurate |  |  |
| 3 | Asset selection not working | FIS | After making accurate asset selection also, it is not affecting the Application | Given some delay & then made the operation done |  |  |

## 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 is wrong in FIS CEP Website | Invalid Data |
| 2.1 | E\_2.2 | System –  Assets need to be selected | 1. Asset selection was not done | Asset selection needs to be done |
| 3.1 | E\_2.3 | System – There are no Shifts to select | 1. Need to select shifts | There are no Shifts to do Selection Operation |

## Change Request Log

The table below lists the changes suggested during development and UAT. For detailed change request, kindly refer the document “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 Invoice Processing” 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 from FIS\_CEP inputfile | Data will be extracted from the input file inorder to process the workflow |
| T1.2 | Extracted the reports in the form of pdf | Robot will process the workflow & extract the data in the form of pdf | Will get the accurate results in the form of pdf |
| 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\_CEP |  |  |  |  |  |  | Successfully Completed |

## UAT Setup Information

The below sections lists the information where UAT has been conducted

| System | System Type | Tester | Location |
| --- | --- | --- | --- |
| -NA- | **-NA-** | **-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 “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 CEP | Environment Configuration Ensure the environment is configured in the local instance of the FIS CEP |  |
| Adobe Reader | By default, It will be Microsoft Edge. We have to change it to PDF in Default Settings |  |
| 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 | 08:00 – 20:00 | TBD | <To be updated post Go Live> |
| Average Processing Time (As-Is Process) | 4 – 8 minutes | 2 – 6 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 |