Automation Blueprint ©

1. Choose the desired process?

Bombardier Location Validation Process

1. Opportunity Assessment Overview (we have worksheets for this)?
2. NTT Specific challenges to choose a project (environment, type of client relationship, ETC)?

Environment (Dev, Test, Prod) set up, Service Accounts creation

1. What is the ROI and who needs to approve this?

N/A, Hassanine Anass

2.     Document desired process

a.     Who is involved in the documentation process?

Varija Paparaju

b.     What stakeholders need to be engaged?

1. What are the documents that need to be filled out (and put them in a repository)?

PDD, SDD, PFD

1. What are the challenges we have faced (FYI Documents and FAQ documents in a folder) and FAQ section?

From the Infrastructure perspective: We haven’t got the infra set up as per the given deadline.

1. What is the timeline we can anticipate for the conclusion?

05/31/2019

3.     Approval and go forward

a.     Who will be signing off on the documents?

Hassanine Anass

b.      Who are the stakeholders in the process?

c.     What templates are needed for this?

Process flow document, PDD, PFD, Deployment Plan, Deployment Check List

4.     Infrastructure

a.     What are the typical hardware requirements – we should keep this simple such as

                                               i.     10 robots needs xxx set up, 100 robots need yyy set up, etc. 1

                                             ii.     What environments need to be set up (dev, test, prod, etc)

None

                                            iii.     What are the access requirements?

Application access, Service accounts

                                            iv.     What is the process for user credentialing?

                                              v.     Who needs to be credentialed and how (how many service accounts, how many admin accounts, how many test)

Bot needs to be credentialed, 3 Service accounts, one for each environment (Dev, Test, and Prod)

                                            vi.     What are the security credentials?

BOT Id’s to Access application

                                           vii.     How is this smoke tested?

                                         viii.     Who signs off on the infra (i.e. our architect and NTT’s architect)

NTT’s Architect- Kamal K

                                            ix.     What lessons learned do we have from this.

b.     Governance

                                               i.      What is the PM structure?

                                             ii.     Who are the stakeholders for approval?

                                            iii.     What is the escalation pathway?

                                            iv.     What is the change management pathway?

                                              v.     Xxxx

                                            vi.     Yyyy

                                           vii.     Zzzz

c.     Design and engineering

                                               i.     What documents are required?

PDD, PFD

                                             ii.     What cadence do we have meetings?

We have every day status calls and as well as, whenever have changes in the requirements.

                                            iii.     What is the time frame for the creation of the

1. Process Flow

2 Days (16 Hours)

1. Process Definition

3 Days (24 Hours)

1. Solution Design Documents?

3 Days (24 Hours)

                                            iv.     Lessons learned

1. How do we avoid duplication of effort?

Creating Re-usable components for the reusable code. (i.e. Login to SNOW, etc.)

1. How do we avoid delays?

Making sure, we got all the accesses, Test data. And also any change requests after the PDD sign-off will go after the deployment.

1. How do we avoid having to go back and make changes to the design?

Make sure/ confirm the Process flow steps with the Client.

d.     Development

                                               i.     What does the team look like?

Team of 2 members: 1 Developer, 1 Solution Architect

                                             ii.     What methodology?

Agile methodology

                                            iii.     How often do we have status calls?

On Daily basis

                                            iv.     What are the typical project milestones – create a general project plan

03/01 to 03/05 – Process Discovery

03/06 to 03/12 – Documentation & Sign-off

04/01 to 04/15 – Development

04/16 to 04/19 – UAT

05/14 to 05/22 – Testing/Development Tweaks

05/23 - Go on live

                                              v.     What project template are we using – use the template that Vik has for Hiscox

None; will follow and update the Template from Vik.

                                            vi.     What are the typical components we can reuse?

Reusable components: Login to Service Now

                                           vii.     How do we document the components going forward that will be reusable

We are documenting all the reusable components in a single document for the process for the NTT and storing the components in our GIT hub

e.     Testing

                                               i.     What is the duration?

2 Days (16 Hours)

                                             ii.     What is the methodology?

Unit Testing, Integration Testing

                                            iii.     How do we get the test data?

We get test data from SME- Hassanine Anass

                                            iv.     How long do we test?

2 Days (16 Hours)

                                              v.     How do we anticipate the common issues that go wrong and what are they?

Commonly we’ll get Selector issues, Bot couldn’t find the selectors for particular elements on the screen.

                                            vi.     Who provides the sign off to go forward?

Hassanine Anass

f.      Deployment

                                               i.     What is the strategy to deploy?

We have followed up as per the deployment plan:

We will perform the Dry Run.

Let the SME to Review the Logs.

If everything is good, deploy the Process, if not, fix the issues and then perform the Dry Run again, if it’s OK, process will GO-Live.

                                             ii.     How do we ensure continuity of the process?

We’ll include logs for each sub-workflow and we will review the Logs to ensure the continuity of the process.

                                            iii.     What is the contingency to perform the process if the robot doesn’t work?

If the Robot doesn’t work, agents from the client- side will work on this process.

                                            iv.     Who will be monitoring the robot?

SME- Hassanine Anass

                                              v.     What are the acceptable standards to keep this into production?

                                            vi.     Lessons learned – what went wrong before?

Change requests from SME at the time of deployment: Requested changes should be done after the Go-Live and Deployment should be done as per the sign-off.

g.     Hypercare

                                               i.     How often do we watch the robot – i.e. every hour, do we let it run under supervision every morning?  What is the best practice for this?

We will monitor the Bot for every Hour, and also we do get tagged into exception emails. Best Practice for this is to keep track of logs for the exceptions and fixing them.

                                             ii.     Lessons Learned

h.     Support

                                               i.     What is the best way to support the model going forward?

                                             ii.     What is the escalation pathway?

Folders for lessons learned/FAQ and for Common components -- store the code