

RPA Standard Operating Procedure

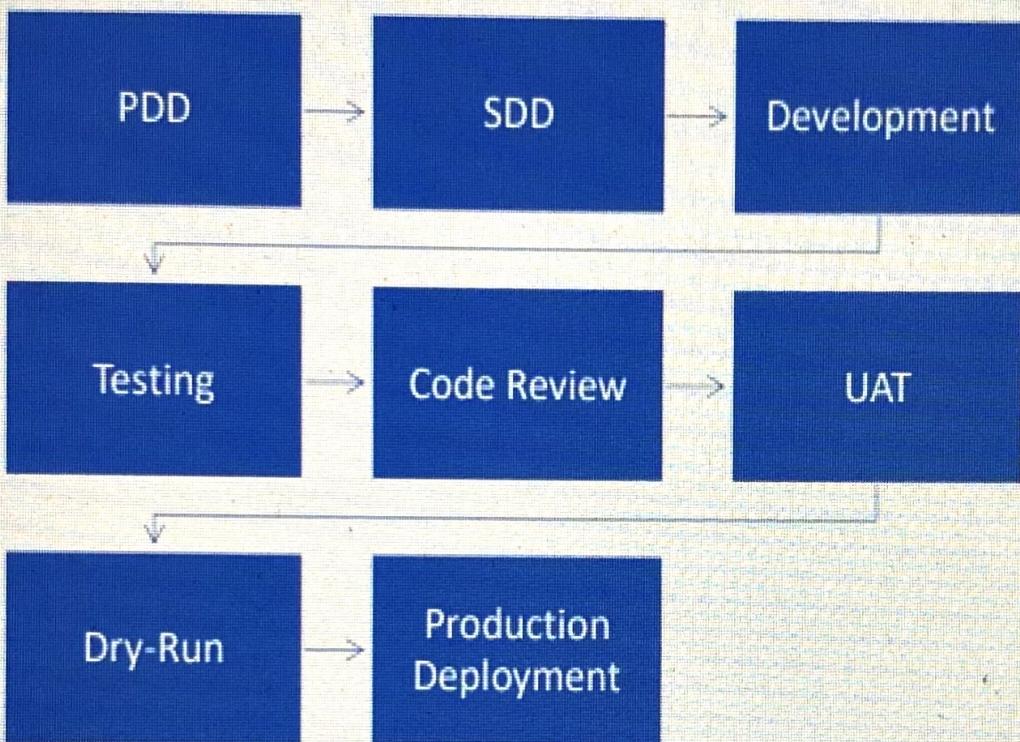
1. **Obtain PDD:** PDD serves as the primary documented procedure for the process to be automated. Once the PDD is shared, developer goes through it thoroughly, and asks BA/SME for any clarifications which need to be understood in order to begin with process development. The PDD MUST capture both the happy path (path to be followed for successful execution of the process) and the unhappy path (exceptions) which may arise during the process execution. It must also define what steps to be followed for each exception that can arise during the process execution. The PDD should also capture the infrastructure requirements like firewalls (IPs/ports of target application), access details etc. for both UAT and PROD Systems. Any software pre-requisites should be clearly documented, and necessary setup documents must be provided along with the PDD. PDD should also mention the Schedule details like:

- a. When will the BOT run and its frequency (hourly/minutely, daily, weekly, etc.,)
- b. How long the BOT would run (time taken to process 1 item * No. of items processed in each run)

[P.S. – Developers should be allowed 1-2 days to go through the PDD so that she/he is ready with her/his questions during the Process Walkthrough]

2. **Process Walkthrough:** A walkthrough must be arranged by PM/Developer in which a person from business side manually performs the process. Developer then clarifies the doubts (if any) which may arise during the walkthrough. A screen recording of the walkthrough should be saved for future reference.
3. **System Preparedness:** Developer works with RPA Operations team to get pre-requisite done (client software installation and configuration, N/w connectivity setup, etc. installed and ensure target application is reachable).
4. **Access Provisioning:** BA must ensure appropriate access has been granted on the target application(s).
5. **Data Provisioning:** Business should provide enough data to developers to manually go through the process and use the same during development, UAT and Dry-run activities.
6. **Manual Run:** After above steps completed, developer manually runs the process on her/his own machine to familiarize herself/himself with the process.
7. **SDD Creation:** Developer creates SDD based on the above steps. After SDD development it must be sent for business sign off. Development can start only after SDD sign off.

8. **Estimation for Process Development:** Developer estimates the timeline for the development completion for the process and shares with the Project Manager.
9. **Development Stage:** The developer begins with the development of the process. If any issue arises which has not been mentioned in the PDD, it is conveyed to business and feedback is received on how to handle that specific exception. Simultaneously, business is requested to update the PDD with the changes(maintain version control for any changes). Based on complexity of the change requested in updated PDD, developer re-estimates the effort required and shares the updated timelines with PM. SDD is also updated in this stage.
10. **Testing Phase:** After process is developed, developer should test the process for 3-4 days in unattended mode from Blue Prism Control Room.
11. **Code Review:** Post development, code is reviewed by Solution Architect, and any changes suggested are incorporated.
12. **UAT:** A demo is scheduled with the concerned stakeholders. The developed process is executed in front of Business representatives. After successful demo, business must confirm/sign-off that BOT is performing the steps as described in the PDD.
13. **Dry Run:** Post UAT acceptance, code is released into production and executed in production environment, to see whether it is running successfully or not.
14. **Go Live:** On successful dry-run, Process is scheduled based on the details mentioned in the PDD.



Post Go-Live Activities:

- **KT to Monitoring Team:** The monitoring team is informed how to handle the cases in which BOT run is not successful, and who all to inform.
- **Hypercare Period:** For the first 2-3 weeks depending on the complexity of the process, the developer works closely with monitoring team to watch the BOT in un-attended mode.
- **Process Support Transition:** Developers provides necessary KT to Process Support Team who must handle any incidents related to BOT after hyper-care period.
- **Change Request/Enhancement:** In case any add-ons are requested by business in the process, those are considered for enhancements and a new timeline is decided for that. The PDD and SDD are updated accordingly.