**PDD CHANGE LOG**

|  |  |  |  |
| --- | --- | --- | --- |
| **VERSION** | **DATE** | **PROCESS ANALYST** | **DESCRIPTION** |
| **1.0** | **06/17/2020** | **Aleo Ralph C. De Leon** | **Initial Draft** |
|  |  |  |  |
|  |  |  |  |

**DOCUMENT SIGN-OFF**

|  |  |  |
| --- | --- | --- |
|  | **NAME** | **DATE** |
| **PRODUCT OWNER** |  |  |

# **INTRODUCTION**

## **PURPOSE**

The Process Definition Document (PDD) describes and defines the business process to be automated. The “As-Is” process or the Current State – how the business process is done by the employees – must be defined in detail in this document.

## **DOCUMENT RACI MATRIX**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **PROCESS** | **RESPONSIBLE** | **ACCOUNTABLE** | **CONSULTED** | **INFORMED** |
| PDD Development | Process Analyst | Process Analyst |  |  |
| PDD Sign Off | Product Owner | Product Owner |  |  |

# **BUSINESS PROCESS SCOPE**

## **INVOLVED AREAS / DEPARTMENTS**

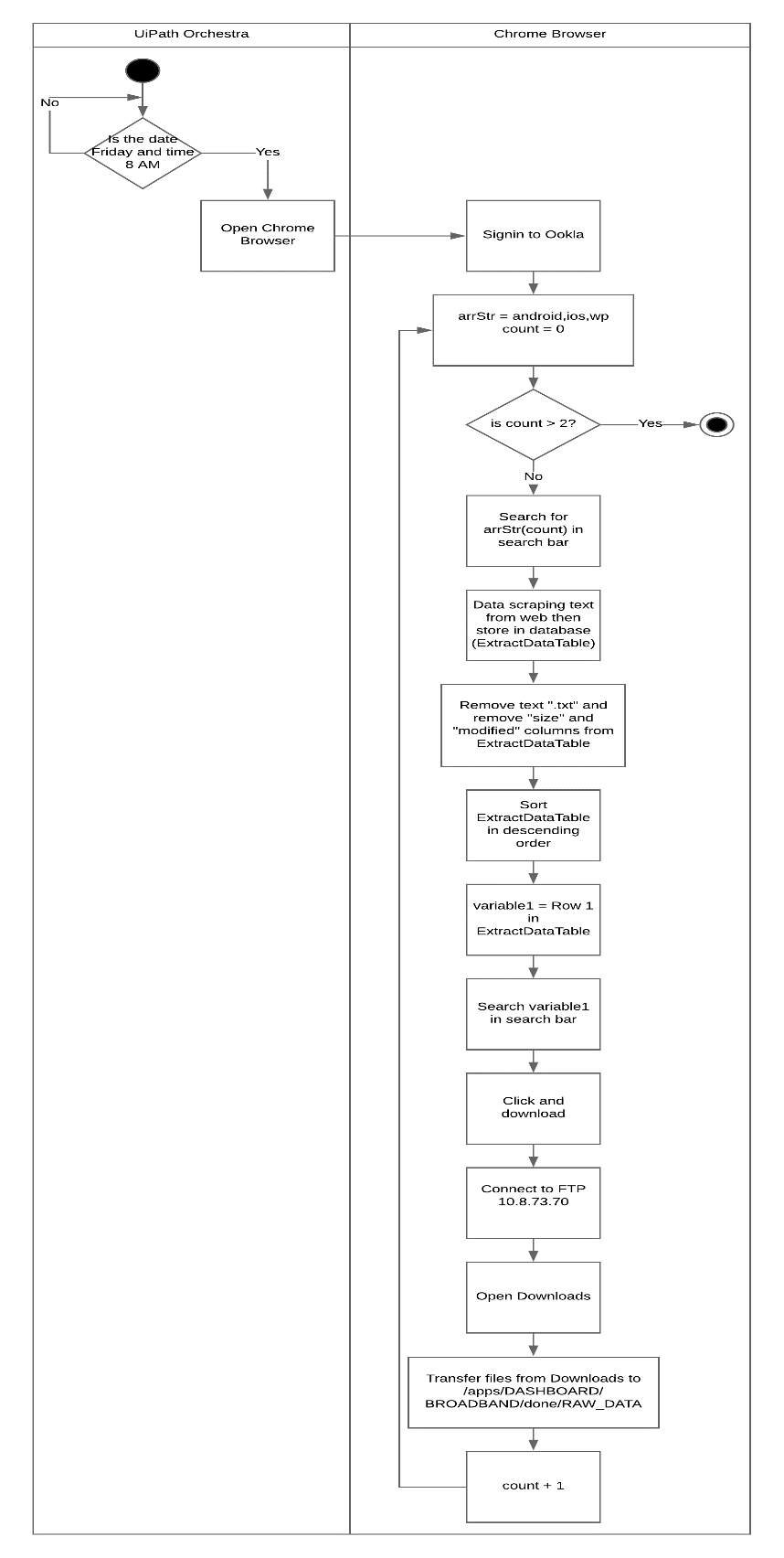
|  |  |  |  |
| --- | --- | --- | --- |
| **ROLE** | **NAME** | **CONTACT DETAILS (EMAIL, CONTACT NUMBER)** | **NOTES** |
| Process Analyst | Aleo Ralph De Leon | zadeleon@globe.com.ph |  |

## **PROCESS TASKS**

|  |  |
| --- | --- |
| **PROCESS NAME** | **Ookla\_RPA** |
| **PROCESS SHORT DESCRIPTION** | **This process automates the gathering of latest file from Ookla website then transferring it to another server.**  **This is a Back Office Bot meaning this can be done without human intervention. It is scheduled to run every week on Friday at 8 am.** |
| **ROLES REQUIRED FOR PERFORMING THE PROCESS** | **Backend Developer** |

|  |  |
| --- | --- |
| **#** | **BENEFITS** |
| 1 | Automated extraction of latest files from the server. |
| 2 | Automated transferrin of file from one server to another. |
| 3 | Scheduled job process, thus no human intervention needed. |

## **HIGH-LEVEL WORKFLOW DIAGRAM**

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## **IMPACTED APPLICATION, PLATFORMS, SYSTEMS AND SHARED FOLDERS**

|  |  |
| --- | --- |
| **Ookla\_RPA – 1.0** | |
| **ACCESS METHOD** | VIA Web – Google Chrome (Ookla)  VIA Desktop – Downloads folder  VIA Citrix – 10.8.73.70 |
| **PERMISSIONS, ACCESSES AND ROLES** | Admin User – Can access the UiPath Orchestrator |
| **CREDENTIAL/S VALIDITY DURATION** | TBD |
| **PLATFORM ENVIRONMENT** | Local Environment – Windows 10 |
| **POTENTIAL CHANGES IN THE APP** | Improvements will depend on the requirements |

## **IMPACTED FILES**

|  |  |
| --- | --- |
| **FILE NAME** | **PATH DIRECTORY** |
| android\_<Date>.zip | Downloads Folder |
| iOs\_<Date>.zip | Downloads Folder |
| Wp\_<Date>.zip | Downloads Folder |

## **ACCESSIBILITY PERIOD, SUPPORT PERIOD, MAINTENANCE PERIOD AND KNOWN ISSUES**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **APPLICATION/**  **PLATFORM/**  **SYSTEM** | **ACCESSIBILITY**  **PERIOD** | **SUPPORT**  **PERIOD** | **MAINTENANCE**  **PERIOD** | **KNOWN**  **ISSUES** |
| Ookla\_RPA | Mon-Thu and Fri 9 onwards | Weekdays 8am-5pm | When bugs are found | Will not work when not connected to domain or VPN |

## **MANUAL EXECUTION TIME, VOLUME AND FREQUENCY**

|  |  |
| --- | --- |
| **PROCESS SCHEDULE AND FREQUENCY** | Every week on Friday at 8 AM |
| **# OF TRANSACTIONS RECEIVED (VOLUME)** |  |
| **# OF TRANSACTIONS PROCESSED (VOLUME)** | 3 files per week |
| **AVERAGE HANDLING TIME PER TRANSACTION** |  |
| **PEAK PERIOD** |  |
| **# OF TRANSACTIONS RECEIVED DURING PEAK PERIOD (VOLUME)** |  |
| **# OF TRANSACTIONS PROCESSED DURING PEAK PERIOD (VOLUME)** |  |
| **TOTAL MAN HOURS SUPPORTING THE PROCESS** |  |
| **EXPECTED INCREASE OF VOLUME IN THE NEXT REFERENCE PERIOD** |  |
| **CURRENT BUSINESS SLAs** |  |

## **EXPECTED EXECUTION TIME, VOLUME AND FREQUENCY**

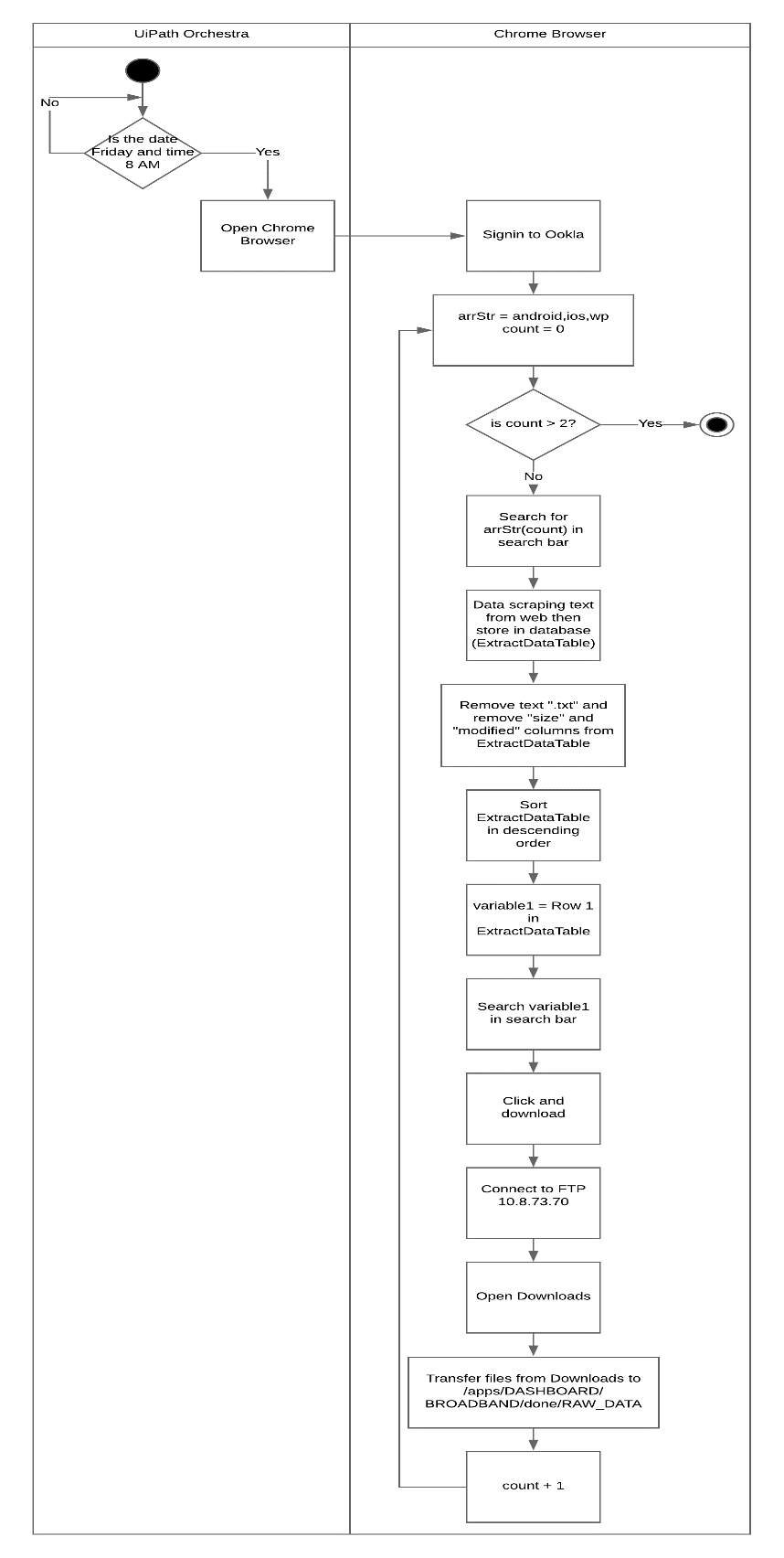
|  |  |
| --- | --- |
| **PROCESS SCHEDULE AND FREQUENCY** | Every week on Friday at 8 AM |
| **AVERAGE HANDLING TIME PER TRANSACTION** |  |
| **# OF TRANSACTIONS RECEIVED (VOLUME)** |  |
| **# OF TRANSACTIONS PROCESSED (VOLUME)** | 3 files per week |
| **# OF TRANSACTIONS RECEIVED DURING PEAK PERIOD (VOLUME)** |  |
| **# OF TRANSACTIONS PROCESSED DURING PEAK PERIOD (VOLUME)** |  |

## **SUGGESTED IMPROVEMENTS**

|  |  |
| --- | --- |
| **#** | **SUGGESTED IMPROVEMENTS** |
|  |  |
|  |  |
|  |  |

# **DETAILED BUSINESS PROCESS DEFINITION**

## **DETAILED BUSINESS PROCESS WORKFLOW**

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## **STEP-BY-STEP**

This section must include the Work Instruction on how the robot would be performing the process.

|  |  |
| --- | --- |
| TASK N |  |
| 1. Open Chrome Browser 2. Navigate to https://extracts.ookla.com/files/v2 |

|  |  |
| --- | --- |
| TASK N |  |
| 1. Enter Username and Password 2. Click Sign in |

|  |  |
| --- | --- |
| TASK N |  |
| 1. Search for latest filename for android, iOs and wp 2. Click file 3. Transfer file using FTP method |

## **EXCEPTIONS**

|  |  |
| --- | --- |
| **KNOWN EXCEPTIONS** | **UNKNOWN EXCEPTIONS** |
| Previously encountered exceptions | Unanticipated exceptions / Exceptions which are not yet encountered |

### **BUSINESS EXCEPTIONS HANDLING**

* **KNOWN EXCEPTIONS**

|  |  |  |
| --- | --- | --- |
| **EXCEPTION** | **ACTION TO BE TAKEN** | **CRITICALITY** |
| N/A | N/A | N/A |
|  |  |  |
|  |  |  |

* **UNKNOWN EXCEPTIONS**

N/A

### **APPLICATION EXCEPTIONS HANDLING**

* **KNOWN EXCEPTIONS**

|  |  |  |
| --- | --- | --- |
| **EXCEPTION** | **ACTION TO BE TAKEN** | **CRITICALITY** |
| N/A | N/A | N/A |
|  |  |  |
|  |  |  |

* **UNKNOWN EXCEPTIONS**

N/A

## **REPORTING**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **REPORT TYPE** | **UPDATE FREQUENCY** | **DETAILS** | **MONITORING TOOL** |
| 1 | Alert | If task is completed | Will send a message box |  |

### **KPIs (ONLY IF APPLICABLE)**

|  |  |
| --- | --- |
| **#** | **KPI** |
|  |  |
|  |  |
|  |  |

# **BUSINESS CONTINUITY (ONLY IF APPLICABLE)**

|  |  |  |
| --- | --- | --- |
| **NAME** | **CONTACT DETAILS (EMAIL, CONTACT NUMBER)** | **HOW TO INFORM** |
|  |  |  |
|  |  |  |
|  |  |  |