**PDD CHANGE LOG**

|  |  |  |  |
| --- | --- | --- | --- |
| **VERSION** | **DATE** | **PROCESS ANALYST** | **DESCRIPTION** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**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** |
|  |  |  |  |  |
|  |  |  |  |  |

# **BUSINESS PROCESS SCOPE**

## **INVOLVED AREAS / DEPARTMENTS**

***<***

*Indicate the key persons that are impacted by the change. They may be the ones who work on the manual process before automation, those who will work on the exceptions after the automation, or other persons to whom the process is dependent on.*

*Indicate the Business Process SMEs who can provide test cases and data, and also review the proposed test plan.*

*>*

|  |  |  |  |
| --- | --- | --- | --- |
| **ROLE** | **NAME** | **CONTACT DETAILS (EMAIL, CONTACT NUMBER)** | **NOTES** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## **PROCESS TASKS**

*<*

*In the* ***PROCESS SHORT DESCRIPTION*** *row, insert a brief overview of the current business process tasks and its sequence.*

*>*

|  |  |
| --- | --- |
| **PROCESS NAME** |  |
| **PROCESS SHORT DESCRIPTION** |  |
| **ROLES REQUIRED FOR PERFORMING THE PROCESS** |  |

*<Describe the benefits achieved with the automation of the business process.>*

|  |  |
| --- | --- |
| **#** | **BENEFITS** |
|  |  |
|  |  |
|  |  |

## **HIGH-LEVEL WORKFLOW DIAGRAM**

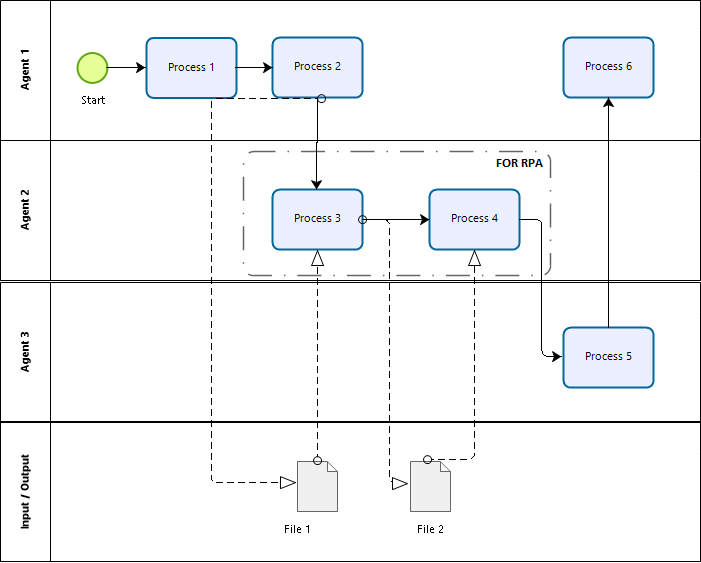
*<*

*Indicate the high-level flow diagram of the end-to-end business process for automation. Provide information about the dependencies of the business process:*

* *Previous process carried out, inputs required in the process that will be automated, output of the process that will be automated, and succeeding process of the process that will be automated.*

*The process that will be automated should be highlighted in the workflow diagram.*

*>*



ILLUSTRATIVE

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

*<*

*The tables may be duplicated as one (1) table represents only a single Application/Platform/System.*

*Replace the header of the table with the Application/Platform/System name and the version (the version that should be indicated is the version of the Application/Platform/System that is used in doing the process).*

*In the* ***ACCESS METHOD*** *row, indicate whether the application is accessed: via Web, via Desktop, via Citrix, etc.*

*In the* ***PERMISSIONS, ACCESSES AND ROLES*** *row, indicate permissions, accesses and/or roles necessary to get through applications, platforms, systems and shared folders.*

*In the* ***CREDENTIAL/S VALIDITY DURATION*** *row, indicate password duration for every credential needed to access the application/system, and the process on how to change an expired password.*

*In the* ***PLATFORM ENVIRONMENT*** *row, all environments where the Application/Platform/System is available. For those that are available in multiple environments, indicated short description of the differences (if there is) for each environment. Indicate also URL or routes to access the Application/Platform/System in each environment. For Shared folders, indicate here if there is a periodic clean-up and the date/s of the clean-up.*

*In the* ***POTENTIAL CHANGES IN THE APP*** *row, indicate potential or upcoming changes in the application/platform/system, and the target date when the changes will be applied.*

*>*

|  |  |
| --- | --- |
| **<APPLICATION/ PLATFORM/SYSTEM NAME> - <VERSION>** | |
| **ACCESS METHOD** |  |
| **PERMISSIONS, ACCESSES AND ROLES** |  |
| **CREDENTIAL/S VALIDITY DURATION** |  |
| **PLATFORM ENVIRONMENT** |  |
| **POTENTIAL CHANGES IN THE APP** |  |

## **IMPACTED FILES**

*<*

*Indicate the following: files needed to do the process, files created and updated when doing the process, files downloaded when doing the process, etc.*

*Indicate the file type in the FILE NAME column.*

*Indicate the complete path of the files in the PATH DIRECTORY column.*

*>*

|  |  |
| --- | --- |
| **FILE NAME** | **PATH DIRECTORY** |
|  |  |
|  |  |
|  |  |

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

*<*

*In the* ***APPLICATION/PLATFORM/SYSTEM*** *row, indicate the name of the Application/Platform/System name.*

*In the* ***ACCESSIBILITY PERIOD*** *column, indicate the schedule or period that the Application/Platform/System is available to be used (e.g. 24/7, Weekdays 8am-5pm, etc.)*

*In the* ***SUPPORT PERIOD*** *column, indicate the schedule or period, indicate the period that a Support may be contacted for each Application/Platform/System.*

*In the* ***MAINTENANCE PERIOD*** *column, indicate the schedule or period that the Application/Platform/System undergoes maintenance.*

*In the* ***KNOWN ISSUES*** *column, indicate only the known application issues encountered when doing the business process.*

*>*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **APPLICATION/**  **PLATFORM/**  **SYSTEM** | **ACCESSIBILITY**  **PERIOD** | **SUPPORT**  **PERIOD** | **MAINTENANCE**  **PERIOD** | **KNOWN**  **ISSUES** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

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

*<*

*In the* ***PROCESS SCHEDULE AND FREQUENCY*** *row, provide a calendar for the business process schedule. It is very important to specify applicable holidays as well. Provide information about when the business process should not be executed. Indicate the time windows when the business process is manually executed.*

*In the #* ***OF TRANSACTIONS RECEIVED (VOLUME)*** *row, indicate existing/predicted volumes or expected throughput. Include Unit times per major scenario type, volumes by major scenario type, variance in daily volumes, etc.*

*In the #* ***OF TRANSACTIONS PROCESSED (VOLUME****) row, indicate total number of transactions processed by FTEs.*

*In the* ***AVERAGE HANDLING TIME PER TRANSACTION*** *row, indicate average handling time of a single transaction’s full execution.*

*In the* ***PEAK PERIOD*** *row, indicate common dates wherein the number of transactions is at its highest.*

*In the* ***# OF TRANSACTIONS RECEIVED DURING PEAK PERIOD (VOLUME)*** *row, indicate increase on the number of transactions during peak periods.*

*In the* ***# OF TRANSACTIONS PROCESSED DURING PEAK PERIOD (VOLUME)*** *row, indicate total number of transactions processed by FTEs during Peak Period.*

*In the* ***TOTAL MAN HOURS SUPPORTING THE PROCESS*** *row, indicate total number of hours dedicated to manually do the business process.*

*In the* ***EXPECTED INCREASE OF VOLUME IN THE NEXT REFERENCE PERIOD*** *row, indicate the expected increase on the number of transactions, if any.*

*In the* ***CURRENT BUSINESS SLAs*** *row, indicated the committed service performance measures that cover quality, availability, turnaround time, etc.*

*>*

|  |  |
| --- | --- |
| **PROCESS SCHEDULE AND FREQUENCY** |  |
| **# OF TRANSACTIONS RECEIVED (VOLUME)** |  |
| **# OF TRANSACTIONS PROCESSED (VOLUME)** |  |
| **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**

*<*

*Indicate the expectations once the robot executes the process.*

*In the* ***PROCESS SCHEDULE AND FREQUENCY*** *row, indicate the expected schedule when the robot would execute the business process.*

*In the* ***AVERAGE HANDLING TIME PER TRANSACTION*** *row, indicate the expected average handling time per transaction once robot does the process.*

*In the* ***# OF TRANSACTIONS RECEIVED (VOLUME)*** *row, indicate the expected number of transactions that would be received considering robot’s process schedule and frequency.*

*In the* ***# OF TRANSACTIONS PROCESSED (VOLUME)*** *row, indicate the expected number of transactions that robot could process considering robot’s process schedule and frequency.*

*In the* ***# OF TRANSACTIONS RECEIVED DURING PEAK PERIOD (VOLUME)*** *row, indicate the expected number of transactions that would be received during peak period considering robot’s process schedule and frequency.*

*In the* ***# OF TRANSACTIONS PROCESSED DURING PEAK PERIOD (VOLUME)*** *row, indicate the expected number of transactions that robot could process during peak period considering robot’s process schedule and frequency.*

*>*

|  |  |
| --- | --- |
| **PROCESS SCHEDULE AND FREQUENCY** |  |
| **AVERAGE HANDLING TIME PER TRANSACTION** |  |
| **# OF TRANSACTIONS RECEIVED (VOLUME)** |  |
| **# OF TRANSACTIONS PROCESSED (VOLUME)** |  |
| **# OF TRANSACTIONS RECEIVED DURING PEAK PERIOD (VOLUME)** |  |
| **# OF TRANSACTIONS PROCESSED DURING PEAK PERIOD (VOLUME)** |  |

## **SUGGESTED IMPROVEMENTS**

*<Indicate all suggested improvements that could be applied to the “As-Is” process.>*

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

# **DETAILED BUSINESS PROCESS DEFINITION**

## **DETAILED BUSINESS PROCESS WORKFLOW**

*<*

1. *Describe the step-by-step business process flow including its associated input/output data.*
2. *Illustrate the business process flow by using descriptive graphics in order to clearly visualize the exceptions, ramifications, and the end-of-process.*
3. *Indicate, as much as possible, all logic that is involved in the calculation of all variables or decisions within the business process flow.*
4. *In the case of an attended process, which requires the intervention of a user, list all involved users including their roles, responsibilities and back-up processes. Also indicate the user’s expected response time?*

*>*

## **STEP-BY-STEP**

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

*<*

1. *Create an end-to-end keystroke-level definition of the business process.*
2. *Include screenshots for all navigations that the robot would have to carry out – highlighting the buttons, fields and/or other objects in which interaction is required.*
3. *Screen captures must be accompanied by descriptions of the actions that the robot would have to carry out. If quick commands or keyboard shortcuts are available and will be used, please specify.*

*>*

|  |  |
| --- | --- |
| TASK N | **<SCREENSHOT>** |
| <Task>  <Task Step 1>  <Task Step 2>  <Task Step n>  Task AHT:  <Time>  <Other Details> |

## **EXCEPTIONS**

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

*<*

1. *Identify the relevant types of exceptions that may occur in the business process. The exceptions to be identified are related to:*
   1. *High criticality/impact in the business process*
   2. *High/Medium frequency of occurrence*
   3. *High user dependency that require human intervention.*
2. *Use a model like the following to report all types of errors that we can find in the business process flow.*
3. *Tips to help identifying exceptions:*
   1. *Data: What happens if the expected data is not in the database or is not written/loaded in the database correctly?*
      * *Does an error message appear?*
      * *Does a pop-up window appear?*
      * *What actions would be taken in case of not being able to close the error message or pop-up window?*
      * *Should this exception stop the business process or can it continue?*
      * *In case of stopping the business process:*
        1. *What should be done?*
        2. *How to get back in the application?*
        3. *What exception should be thrown by the robot?*
   2. *Application: What happens if the application changes, or a button is momentarily unable to be clicked?*
      * *Does an error message appear?*
      * *Does a pop-up window appear?*
      * *What actions would be taken in case of not being able to close the error message or pop-up window?*
      * *Should this exception stop the business process or can it continue?*
      * *In case of stopping the business process:*
        1. *What should be done?*
        2. *How to get back in the application?*
        3. *What exception should be thrown by the robot?*
   3. *What happens if the page or application does not respond?*
   4. *Is there a time-out or disconnection time for the page or application due to inactivity, or for the maximum time of connection within the page or application?*
      * *What actions should be taken in case of a time-out?*
      * *Does the page or application retain the data that was being processed at the time of disconnection?*
      * *Is there a minimum waiting time for reconnection?*
      * *Was the record being processed at the time of disconnection blocked for some time? If so, is an unblock action required for it?*
   5. *What happens if the application has closed unexpectedly or does not respond?*
      * *How should the application restart?*
      * *Is there an error message / pop-up window that indicates an error? If yes, describe the navigation flow that should be followed.*
   6. *Unknown Errors and Exceptions: For all other unanticipated or unknown application exceptions/errors, what should the robot do? (E.g. send an email notification to XYZ@domain.com [insert full name, function and email address] with the original email, and the error message screenshot attached.)*
4. *Will it be necessary to make partial and/or final reports during the process? If so:*
5. *If an email is required to notify an error, specify the subject, body and recipients of the same email as well as the moment at which the email should be sent. (e.g. At the end of the process execution, at the time of process failure, when the error occurs at a particular point in the flow or at any specific time, etc.)*
6. *If a document is required, a template must be created.*

*>*

### **BUSINESS EXCEPTIONS HANDLING**

* **KNOWN EXCEPTIONS**

|  |  |  |
| --- | --- | --- |
| **EXCEPTION** | **ACTION TO BE TAKEN** | **CRITICALITY** |
|  |  |  |
|  |  |  |
|  |  |  |

* **UNKNOWN EXCEPTIONS**

*<Indicate instructions on what the robot should do if it encounters an unknown application exception.>*

### **APPLICATION EXCEPTIONS HANDLING**

* **KNOWN EXCEPTIONS**

|  |  |  |
| --- | --- | --- |
| **EXCEPTION** | **ACTION TO BE TAKEN** | **CRITICALITY** |
|  |  |  |
|  |  |  |
|  |  |  |

* **UNKNOWN EXCEPTIONS**

*<Indicate instructions on what the robot should do if it encounters an unknown application exception.>*

## **REPORTING**

*<*

*What is the method of communication that will be used to confirm with the business user that the business process has ended, detailing the process end-status? (E.g. e-mail, report in shared folders, etc.)*

*Will it be necessary to generate a detailed log of the robot’ execution with all the points of the process execution? If so, define:*

1. *The points at which checks would be carried out*
2. *The level of detail needed in the log*
3. *The format of the log (e.g. \*.csv, \*.txt, \*.xlsx, etc.)*

*>*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **REPORT TYPE** | **UPDATE FREQUENCY** | **DETAILS** | **MONITORING TOOL** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

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

*<*

*Indicate all defines KPIs of the current manual business process, how each KPI is computed, and the current value of each KPI.*

*>*

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

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

*<*

*If applicable, indicate the business stakeholders responsible for the activation and management of the business continuity scenario, and the communication channels.*

*>*

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