



# MANAGEMENT

## COURSE DETAILS



### 1.1 Business Impacts: Creating targets for RPA

- This module is about setting the right ambition level for RPA, making it happen and following up on the success.

### 1.2 Business Impacts: Introduction to analysis tools

- We have developed some useful tools to help you nail your analyses. In this module we'll go through how to use these tools and how to identify the RPA benefits.

### 1.3 Business Impacts: RPA governance, management and organisation

- The role of the RPA Center of Excellence
- Main responsibilities of the Center of Excellence
- A few words about how to get started with RPA
- And some related organizational aspects

### 1.4 Business Impacts: Creating demand

- How to educate your organization on RPA
- Workshopping & process quick screening
- and finally, how to manage the expectations and doubts in the organization

### 1.5 Business Impacts: Evaluating the benefits

- How to locate the benefits of RPA
- How to monetise these benefits
- How to prioritise between different benefits

### 1.6 Business Impacts: Impacts to target organisation

- Identifying changes due to RPA
- Change management
- How change is a path rather than a railway
- Planning the career paths of the operating personnel

### 1.7 Business Impacts: Strategic leverages of RPA

- Direct cost savings
- Productivity and Quality
- Strategic agility

### 1.8 Business Impacts: Maturity and capability building

- Formal training
- Embedding RPA into normal operations
- Organizational change management from the perspective of RPA implementation

### 2.1 Process Assessment: Process identification

- Typical application domains
- What is a good process candidate?
- Indicators to look for
- Other typical reasons for utilising RPA

### 2.2 Process Assessment: Process analysis tool

- How to use the process quick-scan tool:
- What are the critical factors?
- Using the quick scan tool
- Setting your own key point indicators
- Interpreting the results

### 2.3 Process Assessment: Prioritisation

- Easiness-effectiveness of the automation framework
- Cost-profit analysis
- Strategic alignment

### 2.4 Process Assessment: Pipeline management

- What is Pipeline Management
- The Ambition Level related to pipeline management
- Optimizing the Delivery Engine

### 2.5 Process Assessment: Business Case Tools

- The purpose of this module is to give concrete tips on how to analyse the business case for RPA process automation.

### 3.1 Functional Requirements: Communicate the role of RPA

- In this module we introduce the main parties involved in the automation effort and some ways to make the communication work more effectively.
- You learn about the two most important communication channels of an RPA Analyst:
- The channel between the Business Unit and the RPA Analyst
- The channel between the RPA Analyst and the development team or department

### 4.1 Implementation Aspects: The RPA team as a functional unit

- It is important to understand what RPA team members do. This module will show you what different roles are in a functional RPA team and what the responsibilities of each role are.

### 4.2 Implementation Aspects: Organisational change management

- In this module we'll go through how to describe and define the process with enough detail for the developers to be able to configure the robot. The focus is on what kind of changes RPA causes in an organisation and how they can be managed.

### 4.3 Implementation Aspects: Technical change management

- In this module we cover the different ideas and aspects of the project that need to be communicated between the different parties involved in the automation effort. We look at the User Acceptance Test and learn how to make it a success for all parties involved.

### Final Exercise and Assignment

- How to roll-out RPA in your organisation





# EXAMPLE LEARNING PATHS



## HEAD OF ROBOTICS

RPA Management



## EXPERT DEVELOPER

Developer 1 & 2



= Recommended ratio of experts

## EXPERT ANALYST

RPA Analyst  
Developer 1



## ALL-ROUND RPA EXPERT

RPA Analyst  
Developer 1 & 2  
Administrator



## ANALYST

RPA Analyst



## PROCESS CONTROLLER

Administrator



## RPA IT-EXPERT

Technical Blue Prism  
Expert\*



## RPA OPERATIONS SUPPORT

Technical Blue Prism  
Expert\*  
Administrator

