



# ANALYST



## 1.1 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 benefits of RPA.

## 1.2 Business Impacts: Evaluating the benefits

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

## 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: Implementation maturity analysis

- What defines the easiness of an automation
- What are the "no-go zones" for an automation
- How to evaluate the easiness in practice
- How to validate the "desktop analysis"

## 2.3 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

## 2.4 Process Assessment: Prioritisation

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

## 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

## 3.2 Functional Requirements: Functional Requirements Questionnaire (FRQ)

- In this module we'll go through the Functional Requirements Questionnaire document (FRQ). Filling it is the next step after a process has been chosen to be automated.

## 3.3 Functional Requirements: Align the business and operations interests

- In this module we'll discuss how to align targets and set common priorities across the entire organization:
- Why do targets need to be aligned?
- How to agree about common priorities?
- Common portfolio management

## 3.4 Functional Requirements: The handover process to the business unit

- In this module we'll go over the handover process from the RPA Analyst back to the Business Unit, the final step in the automation effort.

## 3.5 Functional Requirements: Operational Impacts Document (OID)

- The Operational Impact Document describes how the automation impacts the daily operations of the business unit. It is a business language description of the automation solution.

## 3.6 Functional Requirements: User Acceptance Test (UAT) procedure

- During the User Acceptance Test (UAT) the end users test the software with real life cases to ensure it is able to handle everything it is expected to. The special characteristics of RPA projects affect the User Acceptance Tests in some way, and we'll discuss them here.
- We'll also be going over what the RPA Analyst and Business Unit want from the test. While both want the robot to work correctly, their reasons and motivations differ slightly, which affects their approach to the testing process.





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## 4.1 Implementation Aspects: Define and concretise the process

- The importance of co-operation between the RPA Analyst and the Business Unit
- Initial Process Assessment
- How to define the scope and why is it important to take your time with it

## 4.2 Implementation Aspects: Draft your PDD

- In this module we will discuss what the Process Definition Document (PDD) is, and what purpose it serves in the automation effort. You will also gain knowledge of what the structure and key components of the document are.
- This module gives you the basic knowledge to draft the PDD that will serve as the handover documentation between the RPA Analyst and the RPA developers.

## 4.3 Implementation Aspects: What is doable with RPA

- This module helps you identify what is viable to automate with the existing robotic process automation technologies.

## 4.4 Implementation Aspects: Where are the troubles hiding?

- Here we discuss the most common obstacles in the daily RPA operations. You will learn when to expect surprises and how to avoid the most common hurdles that RPA brings on a project level.

## 4.5 Implementation Aspects: The test phases of a robotic process automation project

- This module is about the six testing phases that should be a part of every process automation project. The phases have been designed to ensure business object actions have been robustly created and automation solutions run efficiently in production.
- Note: This module is also featured in the Administrator and Developer training, but is equally important for analysts, too.

## 4.6 Implementation Aspects: Build a fast-to-develop PDD

- This module will dig deeper into the Process Definition Document (PDD).

### Final Exercise and Assignment

- Create a process definition document from our example case. You will also need to use the process quick-scan tool to see which example processes are viable for automation.





# 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	

