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Role of Business Analyst in Automation

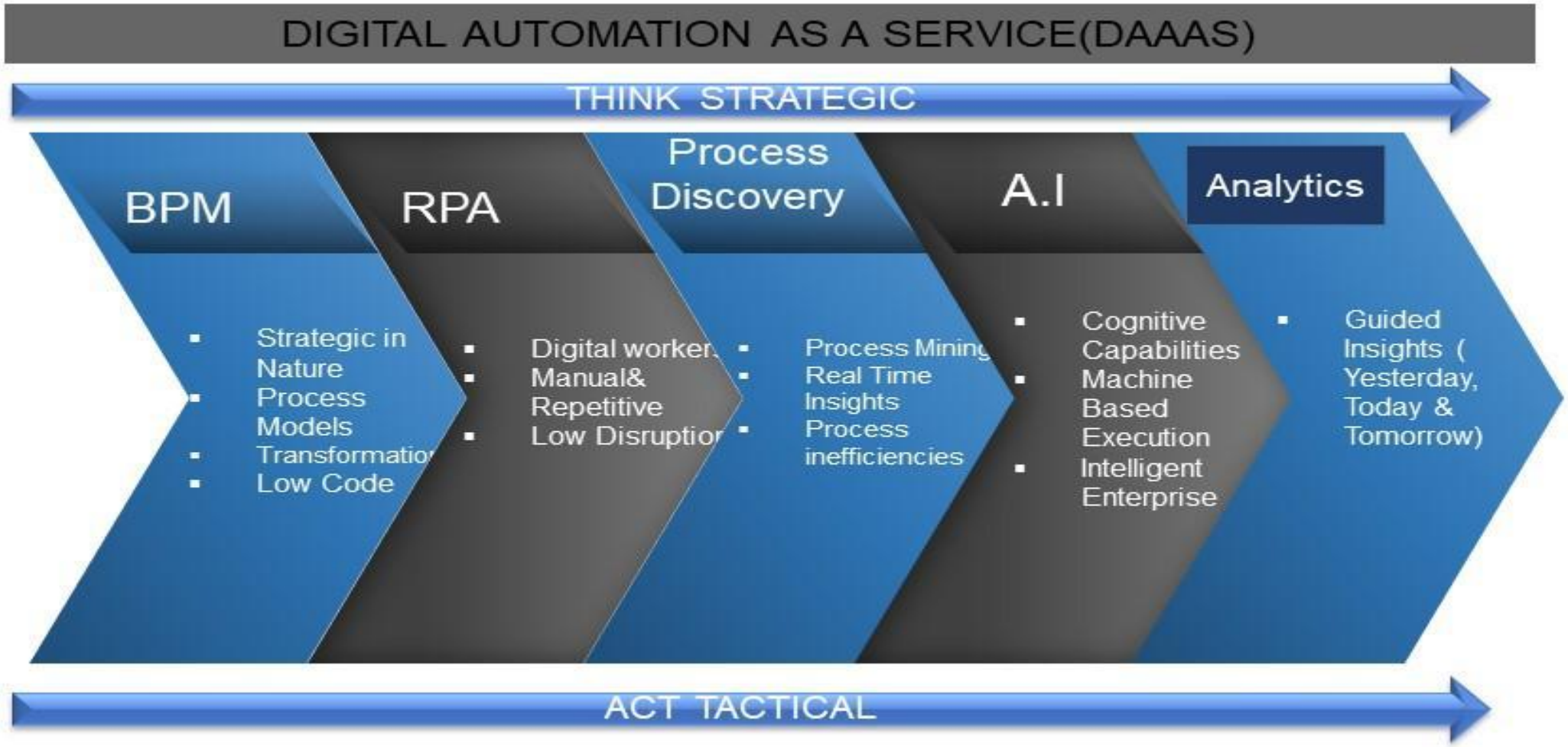
Introduction

The Automation Analyst is a Key role that plays the foundation from RFP to End to End Automation
The Process Analyst identifies the Business process after a thorough evaluation, Identifies Process in-efficiencies, suggest areas of Improvement ,build traceability matrix and prioritizes Automation candidates

Role Specification

- Person be able to clearly communicate and build relationship to Business
- Prior Business Analyst experience and nice to have any Kind of Automation experience
- Able to Help Enterprise Architects to build the RFP, vet the vendors
- Perform Opportunity Assessments to Identify and Prioritize Business Process for Automation(Process Discovery)
- Identify the Process in-efficiencies and suggest ways to eliminate In-efficiencies and suggest for Re-engineering(Process Mining)
- Clearly documented process to generate Process Design Documents(PDD) which includes screen shots and step by step process
- Define the UAT uses cases and Success Criteria
- Act as SME and Liason between Business and I.T and resolve fires as needed

DIGITAL AUTOMATION



What is RPA

DansCartoons.com
I.R.S.
"All I know is that you've worked in an auto plant."

DIGITAL BUSINESS AUTOMATION

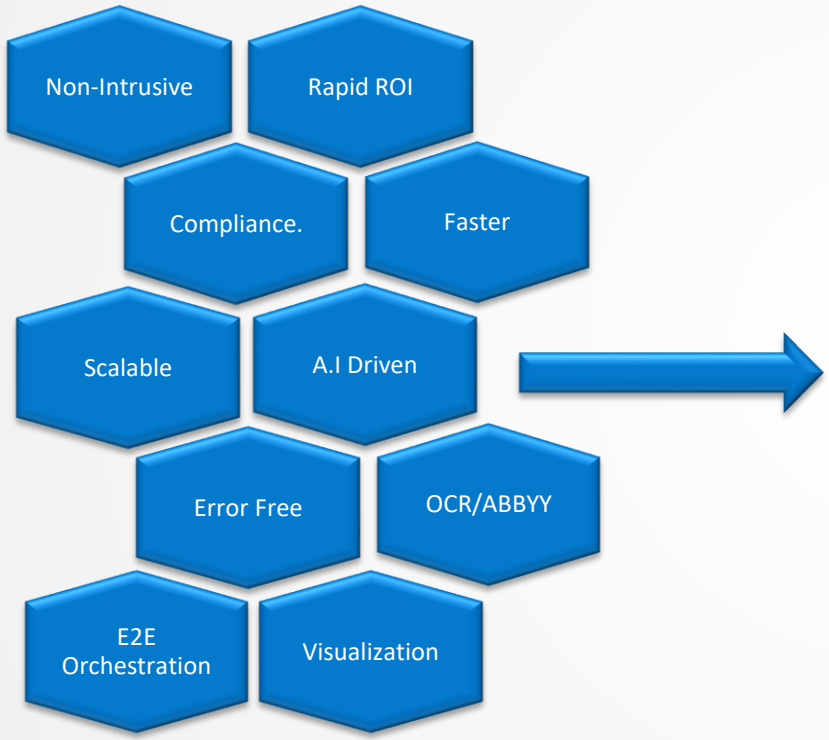
What is RPA?

Robotic Process Automation is the innovative use of software to perform repetitive rules-based knowledge work across an organization as a substitute for, or **aide to, human workers.**

“Virtual Workers/Digital Workers” replicate the specific actions a human would take while working with IT systems, the decisions they make, and the logical processes they follow, while interacting between different systems and applications.

JumpStart A.I. combination of OCR/ICRPA accelerates the A.I Journey by using a R techniques to scrape documents at scale and allow adoption of ML techniques

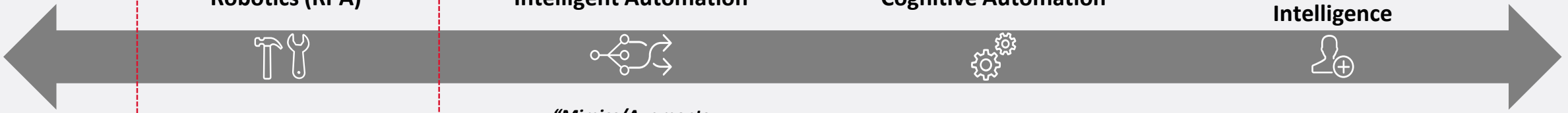
Value Proposition to Tangible Benefits



Value	Description
Costs	RPA runs @ -10%onshore costs and -33% offshore costs
Quality	RPA can reduce errors to near zero
Flexibility	Bots can run 24*7 and need no Holidays
Scalability	Bots could be scaled at ease up and down based on work loads and does not need huge Infrastructure.
Risk	Automating of repeatable process reduces risk
Compliance	Bots can reduce compliance errors involved with human errors
Faster	RPA can reduce efforts from months ,weeks, days to minutes
ROI	Returns of over 300% Implementation(weeks to Months)
Support	Read from structured & unstructured data

The Automation Journey

Today's Focus



Robotics (RPA)

"Mimics Human Actions"

Used for rules-based processes, such as invoice processing exceptions

Intelligent Automation

"Mimics/Augments Quantitative Human Judgment"

Used for processes requiring judgment, such as commercial contract understanding, insights, and implications
Interactions with Chatbots

Cognitive Automation

"Augments Human Intelligence"

Used for predictive decision making, such as with Amazon Echo and Alexa, Integrate with NLP, etc.

Artificial General Intelligence

"Mimics Human Intelligence"

Systems that completely replicate human interactions

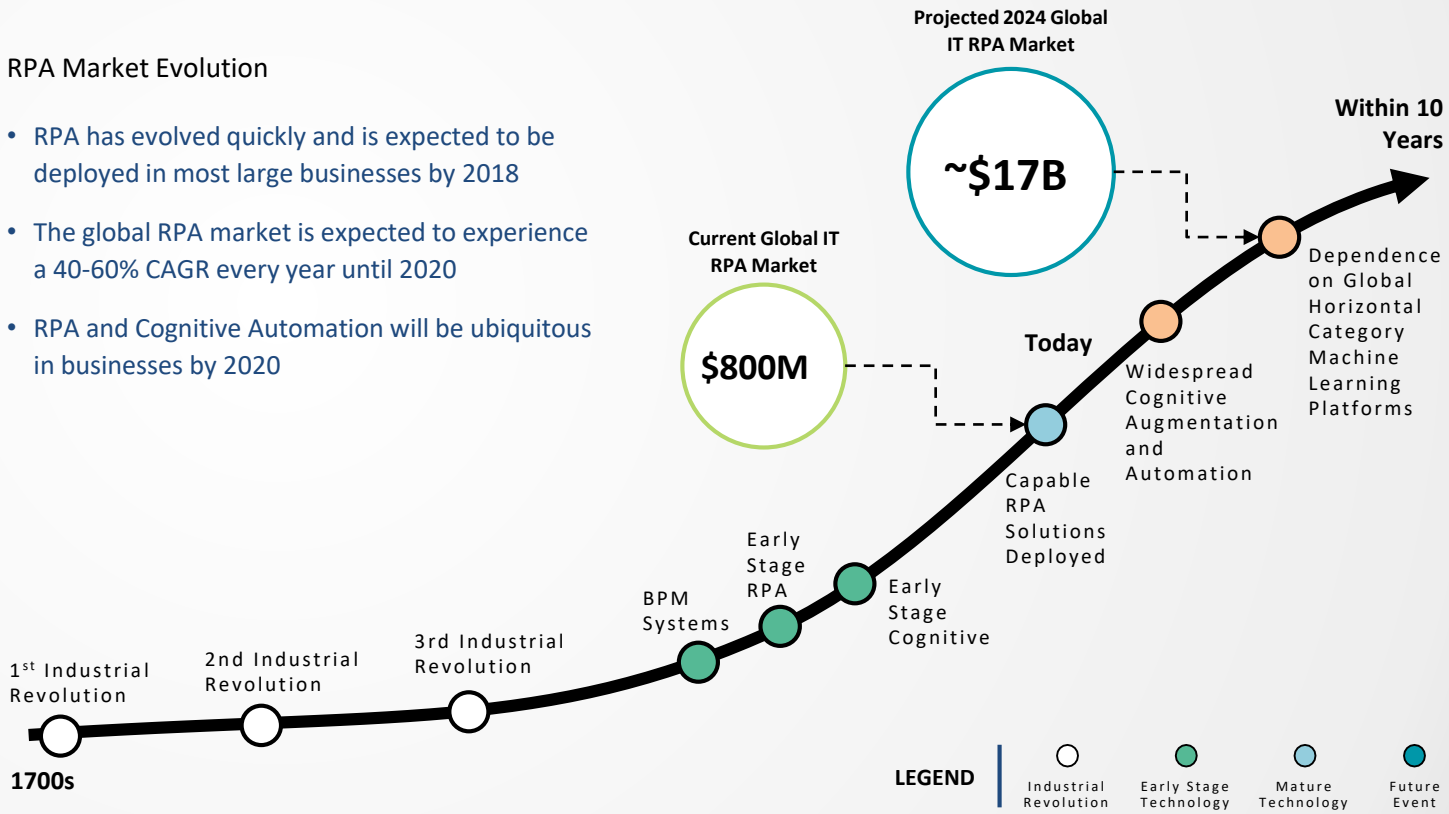
RPA is the Accelerator for A.I and are the next step in Automation
SOA, Containers, DEV OPS are the pillars of automation

Robotic Process Automation & The Market Evolution

Robotic Process Automation (RPA) is software that captures and interprets existing applications to automate rules-based processing, data manipulation, and communication across multiple systems, including web-based and local applications

RPA Market Evolution

- RPA has evolved quickly and is expected to be deployed in most large businesses by 2018
- The global RPA market is expected to experience a 40-60% CAGR every year until 2020
- RPA and Cognitive Automation will be ubiquitous in businesses by 2020



WHERE CAN I USE RPA?

Paper Based Transactions

Broken IT Systems

Complex Legacy Systems

Exceptions Transaction and Judgmental Decision

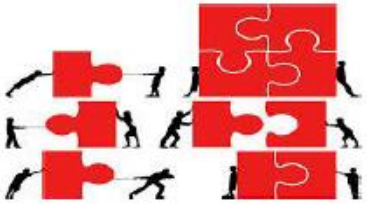
Unstructured Information

Resulting in Repetitive Manual Processes

Data Entry

Hoping across multiple screens to read or update relevant customer details

Verification, validation and comparison of data across multiple sources



Decision making - Rule or Judgment

Letter Generation and Email communications

RPA FEASIBILITY ASSESSMENT(PROCESS DISCOVERY/PROCESS MINING)

Technology Considerations

- Static Business Rules
- # of Systems, IT Subsystems involved
- Stability of the Current systems
- % of exception handling
- Level of process documentation
- Faulty systems – Downtimes

S.A +B.A +Tech lead

+

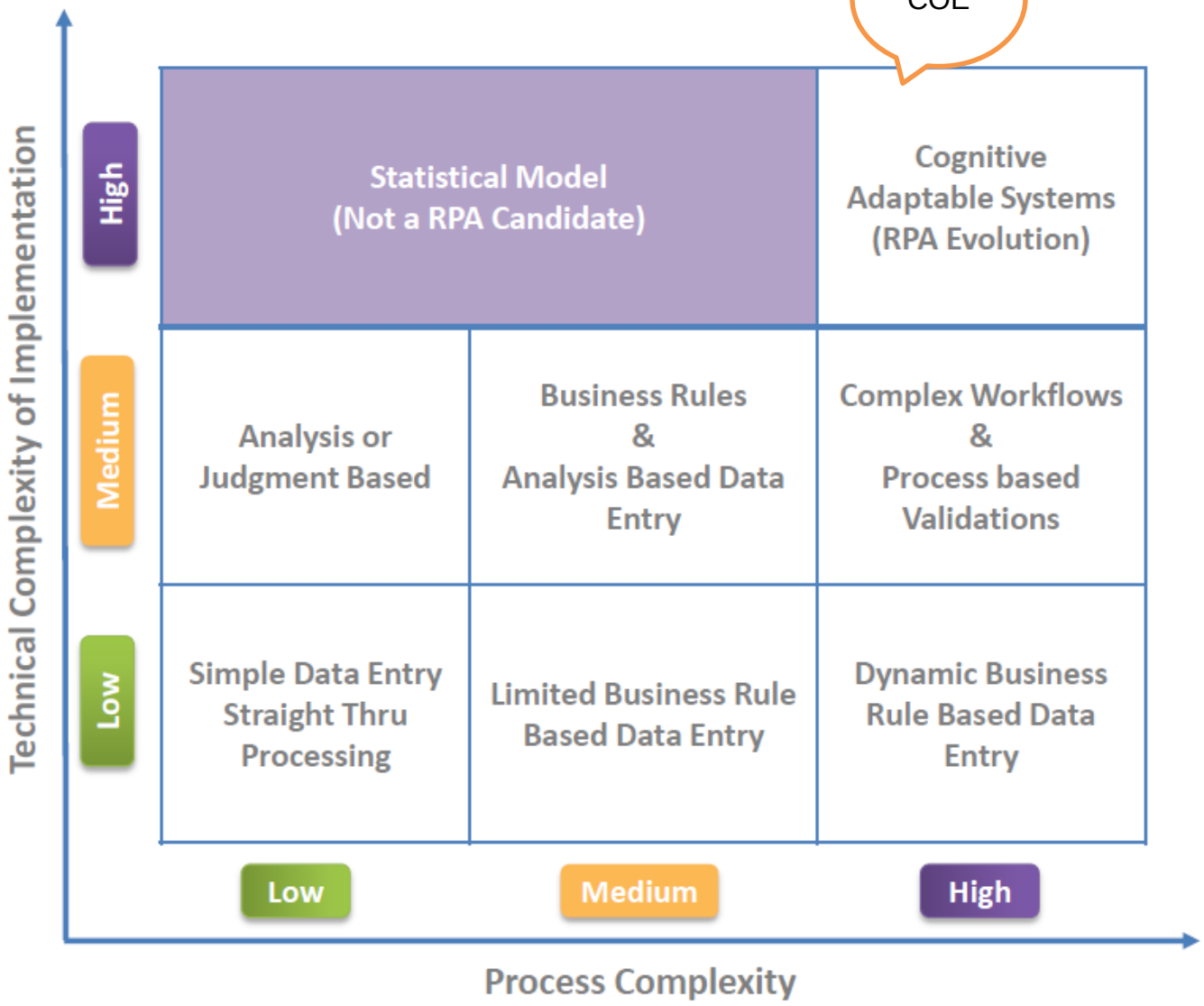
Business Considerations

- # of Transactions
- # of Process steps / FTEs involved
- AHT/TAT for the Process
- Upfront Investment
- Maintenance cost
- Cost per Transaction

B.A

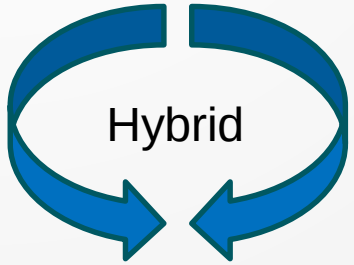
PROCESS RISK & COMPLIANCE EVALUATION

COE



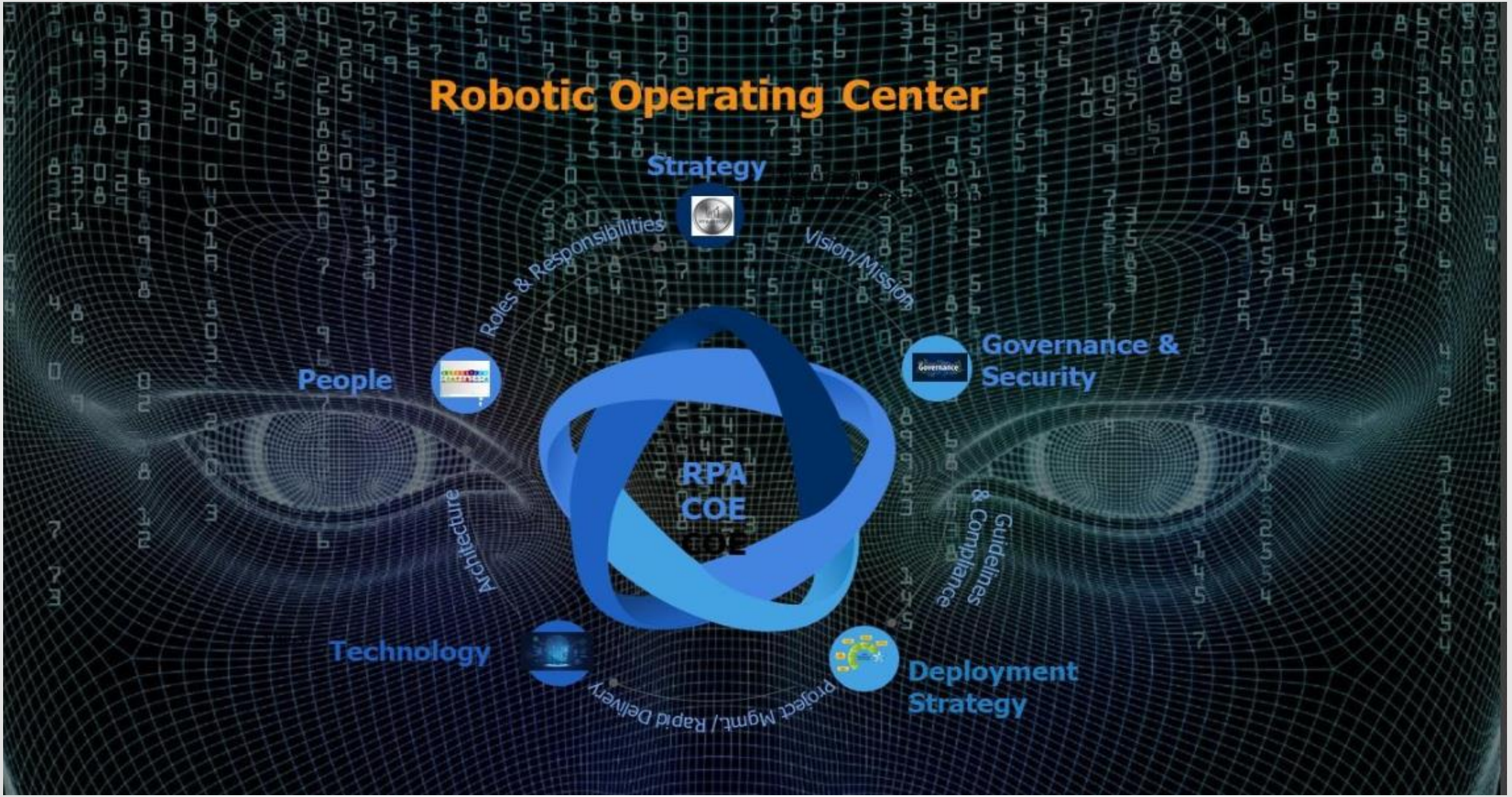
Attended Vs Un-Attended

	Front-office Automation	Back-office Automation
Description	• Also called as “Attended” / “Assisted” / “Desktop” automation • Involves mashups or reskinning applications for real-time	• Also called as “Virtual Workforce” • Use techniques like workflow, prioritization and scheduling to process large volumes of work securely
Execution of work	• Partial automation, involving human to intervene • Runs on each associate’s desktop	• Straight-thru processing with no human intervention • Runs on servers and not on associate’s desktop
Decision Making	• Non-judgmental, rule-based, assisted by human where needed	• Non-judgmental, rule-based, minimal to human intervention
Benefits	• Increases efficiency of existing workers • Helps to consolidate information and provide consistent customer experience	• Large-scale unattended processing without human intervention • Secure, reliable and scalable, and can’t be interrupted by human staff



WHAT SHOULD I KNOW ABOUT BOTS?

SOC → NOC → ROC

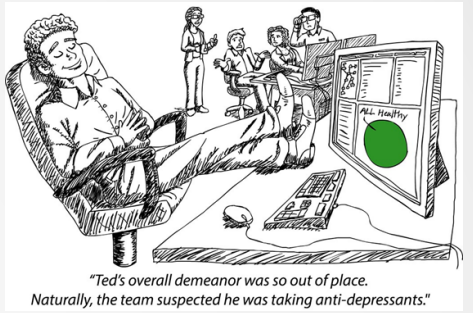

Robotic Operating Center
Strategy
Roles & Responsibilities
Vision/Mission
People
Governance & Security
RPA COE
Architecture
Guidelines & Compliance
Technology
Project Mgmt/ Rapid Delivery
Deployment Strategy

POC→PILOT→PRODUCTION(Scaled up Model)

	Initialize **Establish Capability**	*Industrialize* **Replicate & Ramp-Up**	*Institutionalize* **Deliver Differentiated Performance**
Organization	• Define vision, operating model & organizational roles • Establish governance board, demand pipeline and support model	• Cascade to multiple departments • Extend automation to include complementary technologies such as AI.	• Digital Workforce embedded at the heart of the organization with seamless bi-directional flow of work between humans and robots
Business Benefit	• Roll out standardized approach for defining scope and benefits • Evangelise benefits of the Robots	• Showcase process automation successes • Incentivize staff to identify automation opportunities	• Business teams generating ongoing demand by asking 'Can this process be Blue Prismed?'
Capability	• Establish environments and procedures for the robots • Train COE how to automate processes • Deliver initial processes / benefits	• Core team mentor new resources • Leverage Lean to populate pipeline • Adhere to RPA industry best practices	• Fully federated delivery capabilities with centralized control and governance
	Centre of Expertise & Execution	**Centre of Expertise**	**Centre of Expertise**

Courtesy:- Blueprism

STAGES OF Automation maturity



RPA 1.0

Controlled Automation

- **Pilot Phase of Automation with Limited Scope and Systems Integration(Roadmap well defined)**
- **Key Areas identified and Metrics well defined**
- **Human assisted bots and well Monitored**
- **Pro-Active in Nature**
- **Automate Mundane Tasks /Human/Legacy systems**
- **Digitize documents**
- **Expand OCR/ICR Limited capabilities**

RPA 2.0

Intelligent Automation

- **Extensive Rollout of Automation across Enterprise**
- **Key Areas identified and Metrics to be continuously optimized and Improved**
- **Human assisted/Un assisted bots aided with experience using A.I coupled with Business rules to drive outcomes**
- **Identify Areas of Automation and improve Process through Analytics & Process Discovery/Mining**
- **Less Intervention of Human Being**
- **Tighter compliance and Security rules**
- **Move from Back end to Modern Systems**
- **Use of NLP to read UnStructured data**

Decision Support Systems

- **Self-Learning/Self-Healing and optimizing on the fly**
- **Widespread use of Machine Learning and A.I and possible use of Deep learning**
- **Automation become Inherently smart and connect to Industry 4.0**
- **Possible use of Blockchain use cases**
- **Automation becomes adaptive to the process being automated**

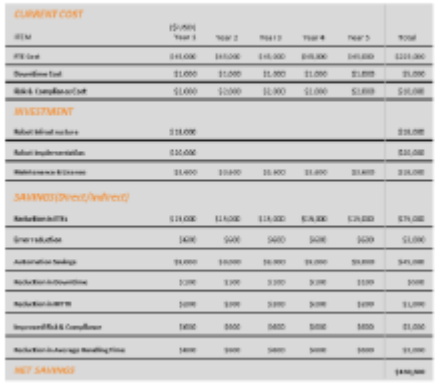
ROLE OF BUSINESS ANALYST

Assess | Suitability Analysis | Attribute & Sample

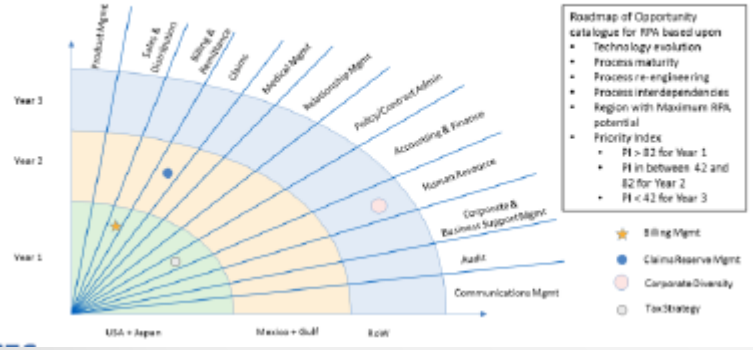
Attribute	Objective
Process Complexity	To gauge Process flow variation, NIGO rate and Business rule complexity
Output Quality	To assess text type
Organization	To understand Expertise, Profit/Cost center and Talent management
System Integration	To determine number of user interfaces
Risk	To gauge Metlife financials, regulations and cost of remediation
Scalability	To determine number of FTEs, Average handling time

Suitability Analysis Chart

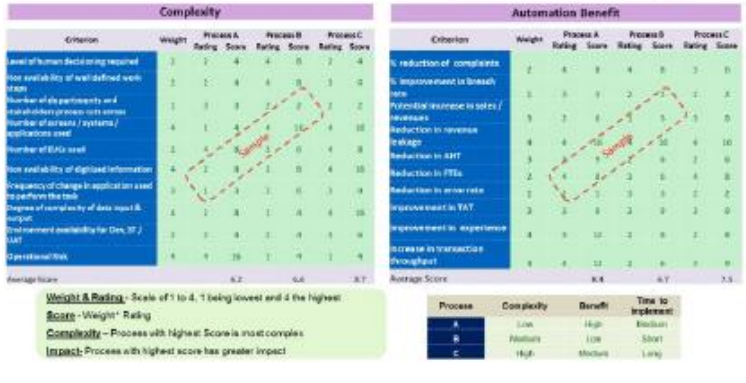
Assessment | Financial Benefit Analysis



Roadmap | Criteria Sample



Process Selection – Scoring Methodology



Q&A
When?
Why?
How?
WHAT?
WHERE?
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When?
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