UiPath

Robotic Process Automation

UIPath Automation

Process design document

Process Design Document – Research Copy of Check for Vendor for ACME Systems Inc.

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Process Design Document History

Date	Version	Role	Name	Organization	Function	Comments
01.08.2017	1.0	Author	*Olfa Ben Taarit*	*ACME Systems Inc.*	*SME*	Creation v 1.0
08.09.2017	1.2	Reviewer	*Vrabie Stefan*	*Ui Path*	*BA*	Approved v 1.0
19.09.2017	1.3	Reviewer	*Vrabie Stefan*	*Ui Path*	*BA*	Modified exception handling

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Table of Contents

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1. Introduction

1.1 Purpose of the document

The Process Design Document describes the business processes chosen for automation using UIPath Robotic Process Automation (RPA) technology.

The document describes the sequence of steps performed as part of the process, the conditions and rules of the process prior to automation. This design document serves as a base documentation for developers to collect the details required for robotic automation of the same business process.

1.2 Objectives

The process has been selected for RPA as part of the larger project initiative conducted within ACME Systems Inc., the Finance and Accounting department.

The objective of this process automation is linked to the project business case and it is mainly intended to:

- ➢ Deliver faster processing
- ➢ Reduce duration of time-consuming activities
- ➢ Leverage automation to improve the department`s overall performance and reliability.

1.3 Process key contacts

The design document includes concise but complete requirements of process and it is built based on the inputs provided by the process Subject Matter Expert (SME).

For escalation points, please review the table below:

Role	Name	Date of action	Notes
Process SME	Aurel Vlaicu	TBD	Point of contact for questions related to business exceptions and passwords
Reviewer / Owner	Sergiu Celibidache	tBD	POC for process exceptions.
Approval for production	Nicoale Herlea	TBD	Escalations, Delays,

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2. AS IS Process Description

2.1 Process overview

General information about the process selected for RPA, prior to automation:

AS IS process details	
Process full name	Research Copy of Check
Function	Accounts Payable
Department	Finance and Accounting
Process short description (operation, activity, outcome)	This process research a Client check copy and upload it in system 1
Role required for performing the process	AP Process Associate
Process schedule	Daily, Monday to Friday, 9 am – 6 pm
# of items processes /month	100 checks
Average handling time per item	15 min
Peak period (s)	End of month, usually from 20th to 28th day of each month
# of FTEs supporting this activity	10
Level of exception rate	

*Feel free to add more rows to the table to include relevant data for the automation process

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Input data	Client information
	Check Information
Output data	Check copy – image

2.1.1 In scope for RPA

The activities and exception in of scope for RPA, in this automation workflow/sequence are listed here:

> *Full Scope of the process for RPA - to be 100% automated*

2.1.2 Out of scope for RPA

There are no activities out of scope for RPA

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2.2 High Level process diagram

A high level representation of the process selected for automation, among the other related processes and/ or sub processes.

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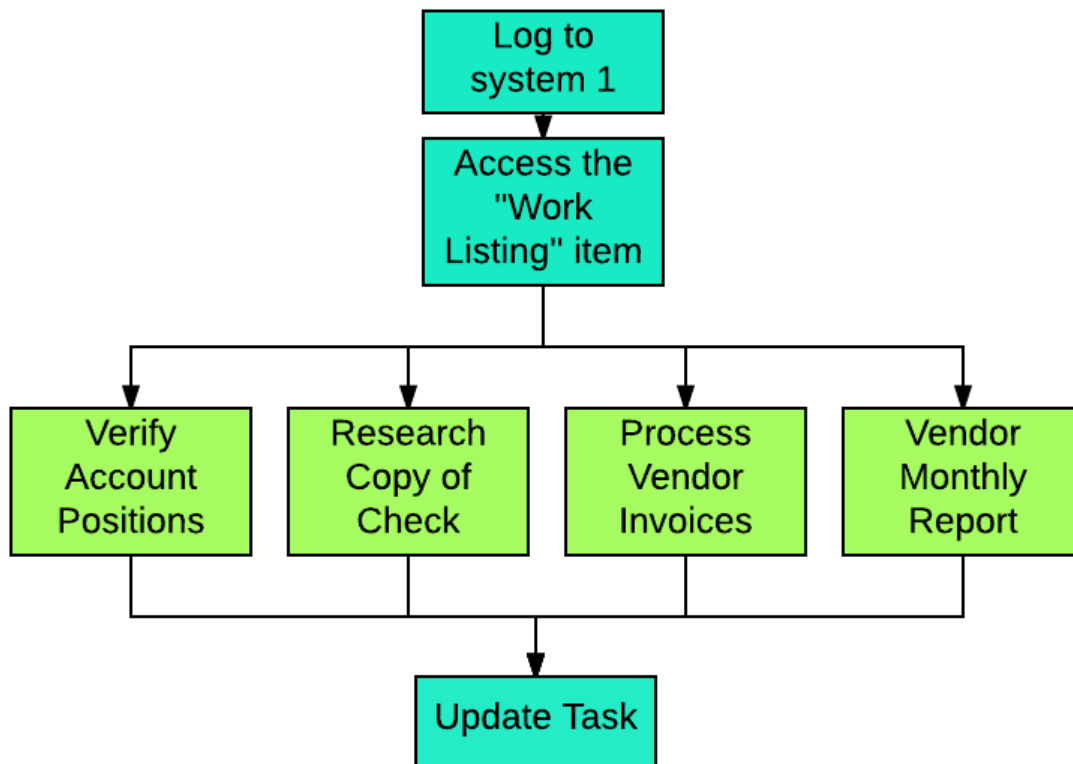
2.3 Detailed Process map

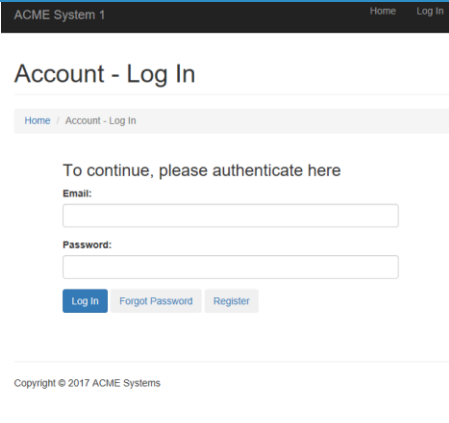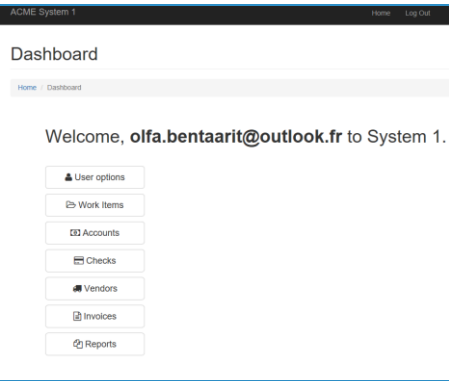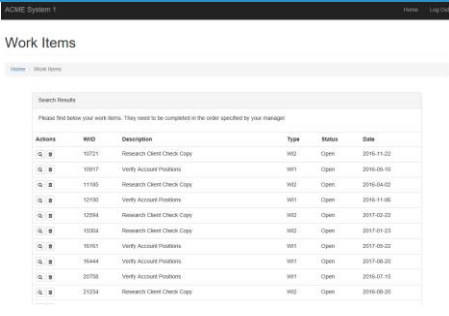This chapter presents the chosen process in detail, which enables the developer to build the automated process.
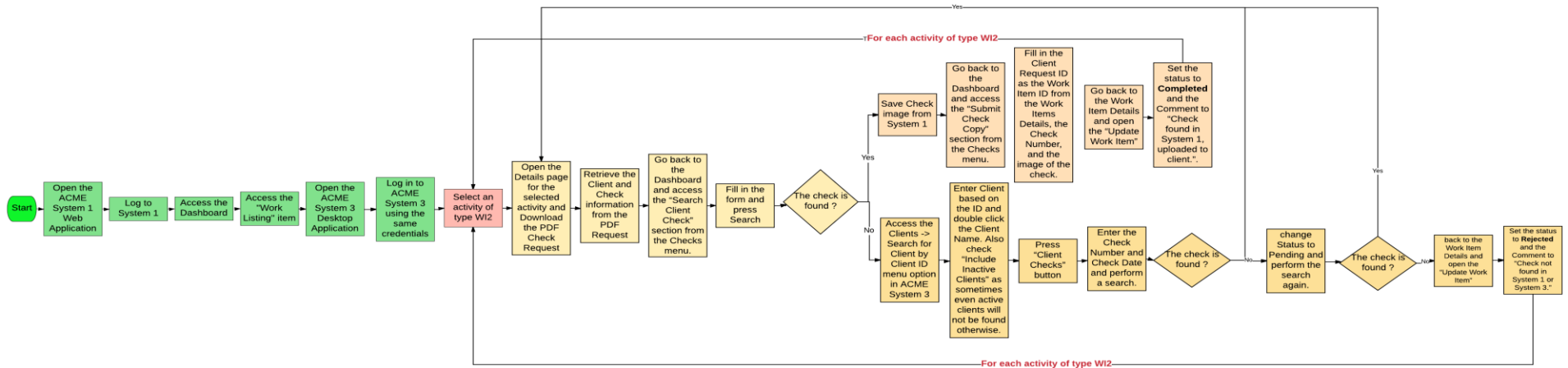
Step	Short Description
1.1	Open the ACME System 1 Web Application
1.2	Log in to System 1 (input data: email and password)
1.3	Access the Dashboard, it's the central location where the user can pick a specific menu item
1.4	Access the Work Items Listing to consult all the available tasks to perform (Output data: task)

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1.5	Open the ACME System 3 Desktop Application
1.6	Log in to ACME System 3 using the same credentials
1.7	**For each activity** of the type WI2 perform the following steps
1.7.A	Open the Details page for the selected activity and Download the PDF Check Request
1.7.B	Retrieve the Client and Check information from the PDF Request
1.7.C	Go back to the Dashboard and access the "Search Client Check" section from the Checks menu.
1.7.D	Fill in the form and press Search
1.7.E	If check is found

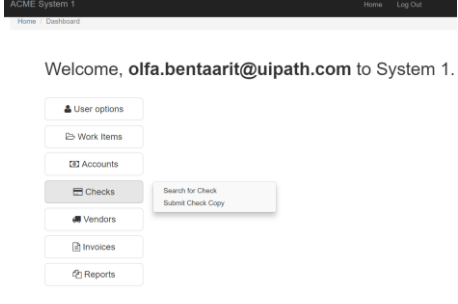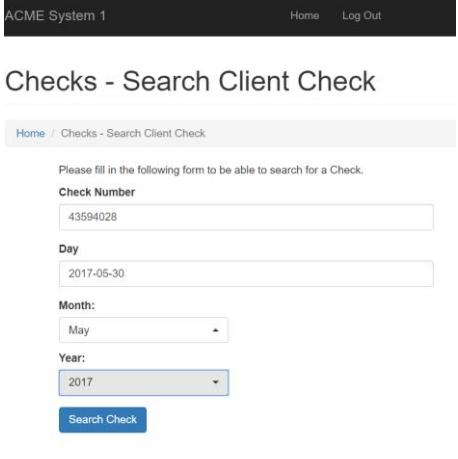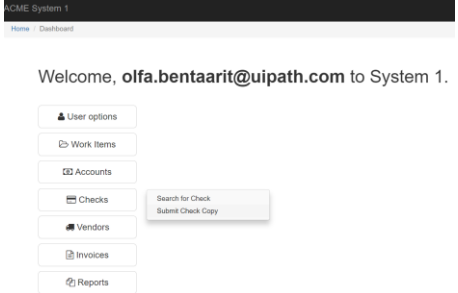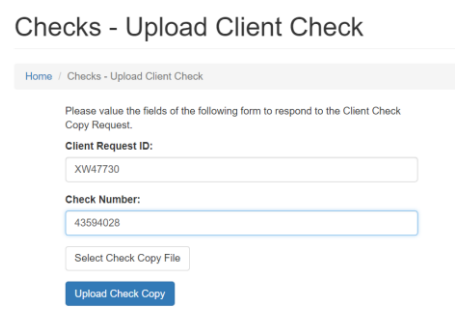| Yes		No	
1.8-Yes	Save Check image from System 1	**1.8-No**	Access the Clients -> Search for Client by Client ID menu option in ACME System 3
	Go back to the Dashboard and access the "Submit Check Copy" section from the Checks menu.		Enter Client based on the ID and double click the Client Name. Also check "Include Inactive Clients" as sometimes even active clients will not be found otherwise.
	Fill in the Client Request ID as the Work Item ID from the Work Items Details, the Check Number, and the image of the check.		Press "Client Checks" button

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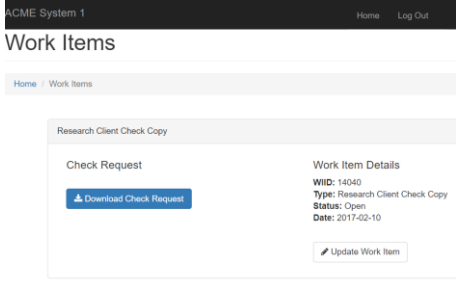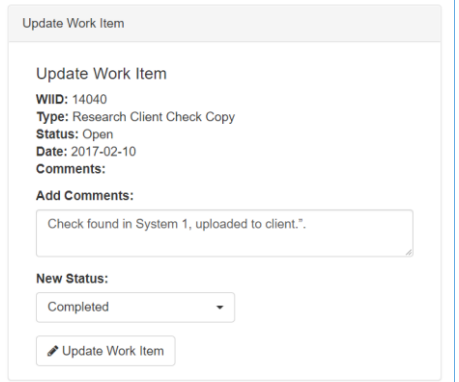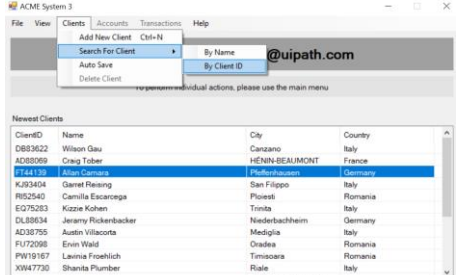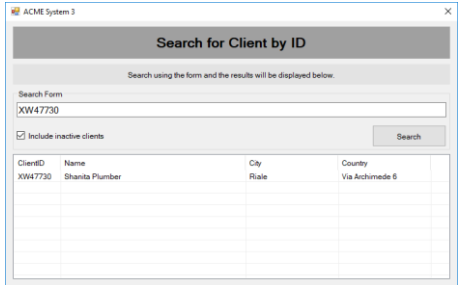|				
	Go back to the Work Item Details and open the "Update Work Item"		Enter the Check Number and Check Date and perform a search.	
	Set the status to **Completed** and the Comment to "Check found in System 1, uploaded to client.".		If no results found, change Status to Pending and perform the search again.	
			If Check found – apply same steps as 1.8-Yes, except mark the comment as "Check found in System 3".	If Check NOT found, go back to the Work Item Details and open the "Update Work Item"
				Set the status to **Rejected** and the Comment to "Check not found in System 1 or System 3.".
1.9	Continue with the next WI2 Activity			

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2.4 Detailed Process Steps
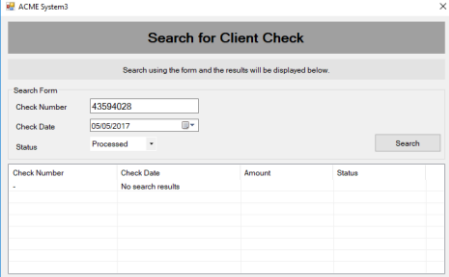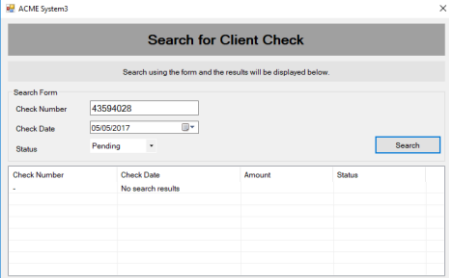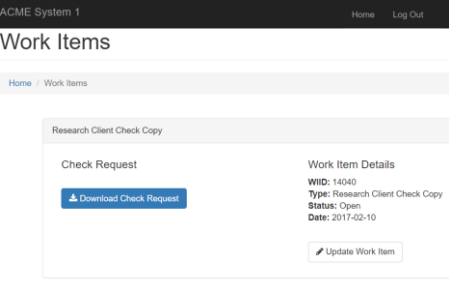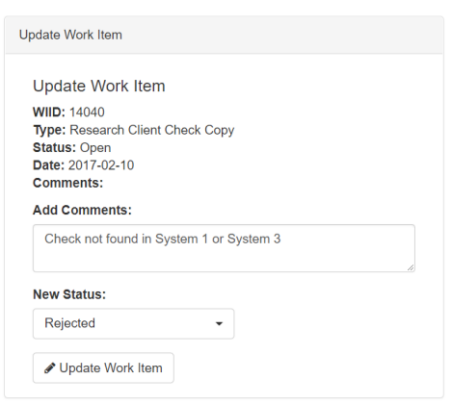
Complete and concrete process steps at keystroke level or clicks to be defined with screenshots. (If there are any data restrictions, mask important data like Policy Number, Customer ID, bank account etc).

S T E P	Step action description	Screenshot	Expected result	Remarks
1.1	Open the ACME System 1 Web Application		Opening of a screen : System 1 Web App	**Possible exception:** Handle exception if *Web app not available*
1.2	Log in to System 1 (input data: email and password)		Access to the dashboard	**Possible exception:** - Handle exception if *Incorrect email or Password*
1.3	Access the Dashboard, it's the central location where the user can pick a specific menu item			
1.4	Access the Work Items Listing to consult all the available tasks to perform (Output data: task)		List of tasks	

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1.5	Open the ACME System 3 Desktop Application	ACME System3 **Welcome to ACME System 3!** Please login to access the system Machine Information / System Credentials OTAARIT olfa.taarit UIPATH Microsoft Windows NT 6.2.9200.0 Username Password Login Exit	Opening of a screen : System 3 desktop App	**Possible exception:** Handle exception if *Desktop app not available*
1.6	Log in to ACME System 3 using the same credentials	ACME System 3 File View Clients Accounts Transactions Help **Welcome, olfa.bentaarit@uipath.com** To perform individual actions, please use the main menu Newest Clients ClientID Name City Country DB83622 Wilson Gau Canzano Italy AD88069 Craig Tober HÉNIN-BEAUMONT France FT44139 Allan Camara Pfeffenhausen Germany KJ93404 Garret Reising San Filippo Italy RI52540 Camilla Escarcega Ploiesti Romania EQ75283 Kizzie Kohen Trinita Italy DL88634 Jeramy Rickenbacker Niederbachheim Germany AD38755 Austin Villacorta Mediglia Italy FU72098 Ervin Wald Oradea Romania PW19167 Lavinia Froehlich Timisoara Romania XW47730 Shanita Plumber Riale Italy	Access to the dashboard	**Possible exception:** Handle exception if *Incorrect username or Password Error*
1.7	**For each activity** of the type WI2 perform the following steps			**Possible exception:** Handle exception if *no task* of type ' research client copy check' *exist*

1.7.A	Open the Details page for the selected activity and Download the PDF Check Request	ACME System 1 Home Log Out
		Work Items
		Home / Work Items
		
		Research Client Check Copy
		
		Check Request Work Item Details
		⬇ Download Check Request WID: 16224
		                          Type: Research Client Check Copy
		                          Status: Open
		                          Date: 2016-06-11
		
		                          ✏ Update Work Item		

1.7.B	Retrieve the Client and Check information from the PDF Request	**ACME Systems Inc.** Client Check Copy Request Form Client Information Client Name Shanita Plumber Client ID XW47730 Client Address Via Archimede 6 Check Information Check Number 43594028 Check Date 2017-05-30 Check Amount 266802 RON (incl. currency) Employee who handled the request: John Doe, JD12326 For internal use only – do not distribute to the client		

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1.7.C	Go back to the Dashboard and access the "Search Client Check" section from the Checks menu.			
1.7.D	Fill in the form and press Search			
1.7.E	check is found ?			
1.8-Yes	Save Check image from System 1			
	Go back to the Dashboard and access the "Submit Check Copy" section from the Checks menu.			
	Fill in the Client Request ID as the Work Item ID from the Work Items Details, the Check Number, and the image of the check.			

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	Go back to the Work Item Details and open the "Update Work Item"			
	Set the status to **Completed** and the Comment to "Check found in System 1, uploaded to client.".			
1.8-No	Access the Clients -> Search for Client by Client ID menu option in ACME System 3			
	Enter Client based on the ID and double click the Client Name. Also check "Include Inactive Clients" as sometimes even active clients will not be found otherwise.			
	Press "Client Checks" button			

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	Enter the Check Number and Check Date and perform a search.			
	If no results found, change Status to Pending and perform the search again.			
	If Check found – apply same steps as 1.8-Yes, except mark the comment as "Check found in System 3".			
	If Check NOT found, go back to the Work Item Details and open the "Update Work Item"			
	Set the status to **Rejected** and the Comment to "Check not found in System 1 or System 3.".			
1.9	Continue with the next WI2 Activity			

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2.5. Exceptions handling

Exceptions identified in the automation process can be classified as:

Area	Known	Unknown
Business	Previously encountered. A scenario is defined with clear actions and workarounds for each case.	New situation never encountered before – it should not really happen. It can be caused by external factors.

Based of the above criteria the table below should reflect all exceptions identifiable in the process and map the expected action the robot needs to take for each exception.

Below are the exceptions captured during the process study. These are known exceptions, met in practice before. For each exception an action is defined.

Insert as many rows as required in the table, to capture all exceptions in a comprehensive list.

#	Exception name	Step where exception is encountered	Parameters	Action to be taken
1	Web app not available	Step # **1.1**	If Web app is not available	Send email to exceptions@acme-test.com *"Hello,* *System 1 web App could not be open because the web app is not available"*
2	*Incorrect email or password*	Step # **1.2**	If *message for incorrect email or password exist*	Send email to exceptions@acme-test.com *"Hello,* *The email or the password is incorrect. Please check and restart* *Thank you"*
3	Desktop app not available system 3	Step # **1.5**	If desktop app is not available	Send email to abcd@uipath.com *"Hello,* *System 3 desktop App could not be open because the desktop app is not available"*
4	*Incorrect username or password*	Step # **1.6**	If *message for incorrect*	Send email to exceptions@acme-test.com *"Hello,* *The username or the email is incorrect. Please check and restart*

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		username or password exist	Thank you"	
5	No task of type 'Research Client Check Copy' exist	Step # **1.7**		Wait 30 min and retry

For all the other unanticipated or unknown exceptions, the robot should send an email notification at exceptions@acme-test.com with the original email and error message screenshot attached.

2.6 Error mapping and handling

A comprehensive list of all the errors or warnings or notification should be consolidated here with the description and action to be taken, for each, by the Robot.

Errors identified in the automation process can be classified as:

Area	Known	Unknown
Technology	Experienced previously, action plan or workaround available for it.	New situation never encountered before, or may happened independent of the applications used in the process.

Based of the above criteria the table below should reflect all errors identifiable in the process and map the expected action the robot needs to take for each error.

Insert as many rows as required in the table, to capture all errors in a comprehensive list.

E #	Error name	Step where error is encountered	Parameters	Action to be taken

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Application Crash / Internal Server Error	System 1 – Check Section	Error message	Refresh / Retry for a maximum of 2 times Send email with screenshot to exceptions@acme-test.com Close application and run the sequence again
Application unresponsive / page not loading	Any step	No response / blank page	Wait 5 minutes and retry 2 times. Close application and run the sequence again

2.7 In-Scope application details

The table below lists all the applications that are used as part of the process automated, at various steps in the flow.

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#	Application name & Version	System Lang.	Login module	Interface	Environment/ Access method	Comments
1	ACME System 1	EN	Web	Web	Web Browser	
2	Microsoft Excel	EN	n/a	Client	Local desktop	

3. Development details

3.1 Prerequisites for development

- Development or testing environment will be provided for development.
- Development/testing environment is an exact replica of production environment.
- Dedicated system and application access are given to developers with adequate permission.

3.2 Password policies

Users manage their own passwords. There are no special policies in place.

3.3 Credentials and asset management

Log on details (user IDs and passwords) should be stored under "Windows Credential Manager" or "UIPath Orchestrator Assets"

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4. Testing preliminary details

Below are the various stages in testing. Update each item with Testing plan.

Testing	Owner	Start date	End date	# of test cases	% of Success	Status
Alpha	RPA Project Lead					
User Acceptance Testing	Process SME					
Regression Testing	Process Owner					
Security Testing	Client IT / Info Sec Team					

4.1 Alpha testing

Alpha and Beta Testing: Alpha testing is the testing done by RPA developers and RPA project lead after development.

4.2 User Acceptance Test

Business operations team creates test cases and provides test data for development and testing. This is due to be provided by POC.

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5. Annexure

5.1 UIPATH automated process details

Note: this step is to be filled in after automation process is complete

Automation overview: (time to dev, test, etc)

Robots type: Back Office Robot

Level of human intervention required:

Use of Orchestrator:

Exceptions recorded in automation process:

Errors identified in the automation process:

Challenges identified in the automation process:

Lessons Learned:

Any adjustments done in the automation process to facilitate (steps tweaked from the human way of working to an automatic programing way of working).All activities which have been performed to tweak the as is process to enable higher rates of automation on the process.

- ➢ Process Assumption
- ➢ Input data assumption
- ➢ Number or types of input to be received
- ➢ Skip logon interface and collect back end details
- ➢ Extract data from backend without opening the file…
- ➢ Data conversion / formatting

Reporting: The details and format of the logging available in the workflow must be specified here. (Whether it is creating local log reports or Orchestrator logs).

The format should be specified by the business users.

Workflow and scripts: A brief of each workflow and the sequence in which are executed should be described here.

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