

This course provides participants with the key concepts, terms, methodologies, and techniques to understand Robotic Process Automation (RPA). What it is – and what it is not - how to get started and what pitfalls to avoid.

Learn how best to select opportunities to apply Robotic Process Automation (RPA), and calculate the ROI on RPA projects. Explore implementation best practices and pitfalls to avoid. Be able to implement RPA across the organization. Learn about the skills needed for success with RPA solutions and the interdependence of RPA and BPM.

Robotic Process Automation (RPA) involves the development of software robots that can be programmed to do basic tasks across applications just as human workers do and has the potential to reduce the burden of repetitive, simple tasks on employees. This course outlines what RPA is – and what it is not. Further, it explores how best to select opportunities to apply RPA, calculating the ROI on RPA projects, implementation best practices and pitfalls to avoid.

In this one-day course you will acquire an understanding of the principal aspects of Robotics Process Automation and learn how to implement RPA across the organization. Learn about the skills needed for success with RPA solutions and the interdependence of RPA and BPM. There is a great deal of buzz about RPA which creates excitement – but also some confusion. This class helps you build your internal capability to deploy RPA.

WHO SHOULD ATTEND:

- Executives
- Senior Managers in Operations and IT
- Business Process Managers
- Business Process Analysts
- Business Analysts
- Business Architects
- Project Managers

COURSE OUTLINE:

- Introduction: What is RPA and what is it not?
- The business case for RPA
- RPA and Agile and CEM
- Techniques:
 - Project Selection
 - Customer Journey Mapping
 - Agile
 - The central role of BPM
 - RPA and AI
- Skills needed and gaps
- Using RPA to create more value for customers and the organization
- Accountability
- Summary

RECOMMENDED PREREQUISITES:

- **DIGITAL BUSINESS 101**

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