

RPA Business Analyst Course

COURSE DESCRIPTION

This course will teach you how to identify suitable processes for automation, how to lead process assessments, how to create process documentation, and how to coordinate End User Testing (UAT).

WHO IS THIS COURSE FOR

Future Business Analysts.

COURSE OBJECTIVES

To enable Business Analysts to perform the following activities:

- Lead Process Assessments and select suitable process candidates for automation.
- Document processes and create proper Process Definition Document and understand Operational Handbook documentation.
- Manage process business exceptions.
- Coordinate and perform User Acceptance Testing.

GENERAL INFORMATION

course length: 1 day
classroom size: 6 - 8 trainees
type of training: live instructor-led
way of delivery: standard or virtual classroom
prerequisites: none

COURSE OVERVIEW

- RPA Overview
- RPA Project Roadmap
- Process Assessment
- Defining Process
- Blue Prism basic principles
- Testing
- Operational Support

COMPLETION CERTIFICATE

Upon a successful course completion NEOOPS will issue a Course Completion Certificate.

DETAILED AGENDA

RPA Overview

- What is Blue Prism Robotic Process Automation.
- Case for the Digital Workforce.
- Where the Digital Workforce sits.
- Partnership between Business and IT.

RPA Project Roadmap

- Robotic Operating Model (ROM).
- RPA Analyst role specification.
- Where the RPA Analyst sits.
- Overview of typical RPA roles.

Process Assessment: how to perform process assessment

- Process Assessment overview.
- Process Discovery / Opportunity Assessment.
- Identification of suitable processes.
- Process prioritisation.
- Impact Assessment.

Defining Process

- Documentation:
 - The right way to create a Process Definition Document.
 - Functional Requirements Questionnaire.
- Identify Business Exceptions.

Blue Prism basic principles

- Control Room.
- Data inputs & outputs.
- Case management.
- Exception handling.
- Solution design.
- Scheduling.

Testing

- Overview of different testing types.
- Preparation of test scripts.
- Overview of developers, analysts, testers, and SME roles.
- Difference between verification and User Acceptance Testing (UAT).
- Test scenario preparation & UAT data.
- Coordinating User Acceptance Testing phase.

Operational Support

- Introduction to Control Room.
- Process triggers (on-demand vs. scheduled).
- Cooperation with process controllers, developers, and SMEs.
- Operational Handbook review.
- Difference between Solution Design Document and Operational Handbook.