

## Tips for Success from the Front Lines

### People

- Engage relevant IT functions as early as possible in the robotic process automation (RPA) timeline.
- It is important to be provisioned access to internal networks, applications, and infrastructure early on, but it takes time and approval.
- Create a solid channel of communication between the RPA developers and the project managers.
- Problems should be raised to the project managers as early as possible, because if they linger without being addressed, they can turn into huge problems quickly.
- Fully establish expectations for handover.
- If you plan to hand over a live RPA solution to a support team, you need to ensure that they are provided with full documentation as well as a process and solution overview.
- Identify the support team early and align with their needs during the design and configuration stages.

### Process

- When automating a process, avoid deviating from the original, agreed-upon scope unless it is a consensus that has been formally signed off.
- This prevents misaligned objectives and wasted development time and reinforces the need for thorough planning.
- Make sure that the existing processes are fully documented and double-check important metrics and assumptions with subject matter experts (SMEs).
- Sometimes, SMEs may provide inaccurate or conflicting information that can go unnoticed unless it is cross-checked
- A function not directly related to the implementation needs to be made aware of the impact it may have on the organization as a whole and the organization's ways of working.
- RPA can have significant impacts on downstream processes such as volume bottlenecks.

### Technology

- RPA objects and components should be built with reusability as a focus. They should be organized into libraries and centrally governed.
- This will help you avoid repeating work that has already been completed.
- Understand the interactions between supporting applications and RPA when it comes to development and testing.
- Make sure you not only enlist application-specific personnel when needed but also test a wide variety of cases to catch potential bugs or problematic interactions.

- Align your test and production environments as closely as possible.
- Having identical test systems and production systems, both in infrastructure and case types, helps things move along quickly and reduces risk.