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DIGITAL AUTOMATION CLUB

□Introduction to the Club & □ Digital Automation Terms

□Thank You

THE FIRST RULE OF THE BOT CLUB IS THAT WE HAVE FUN TOGETHER □😀
THE SECOND RULE OF THE BOT CLUB IS THAT YOU GOT TO SHARE AND TRANSFORM □

Agenda

- □CLUB INTRO - 15 MIN
  - WHY, HOW (DEMOS), SESSION SCHEDULE
- □INTRODUCTIONS - 15 MIN
- □TOPIC FOR TODAY: AUTOMATION TERMS
  - PRESENTATION 15 MIN
  - BRAINWRITING 10 MIN
  - GROUP THINK: DISCUSS, GUEST INPUTS 15 MIN
  - BREAKOUT: GREET & RECEIVE FEEDBACK 10 MIN
- □LOOKING AHEAD: TOOLS &TRENDS, VOTING - 10 MIN

Club - Why?

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□ Automation Mastermind

- BUILD A ONE-STOP-SHOP FOR ANY AUTOMATION-RELATED QUERIES/ SOLUTIONS
- VALIDATE SOME OF MY THINKING ON VARIOUS TOPICS
- EXPAND THE NETWORK OF KNOWLEDGEABLE CONNECTIONS
- PART OF A GREAT COMMUNITY OF MARKET LEADERS WHERE WE CAN GIVE AND TAKE KNOWLEDGE WITH REAL-LIFE BITS AND BITES
- UNDERSTAND DIFFERENT IDEAS AND PERSPECTIVES
- GET TO KNOW PEOPLE IN THE INDUSTRY

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□Learnings / Best Practices

- DISSECT COMPLEX SOLUTIONS - HOW WAS IT CONSTRUCTED USING TECH, LEARNINGS
- A DEEPER UNDERSTANDING OF THE CURRENT PROBLEMS YET UNSOLVED
- SOLVE SCALING PROBLEMS THAT WE ARE FACING IN OUR MARKET
- FIRST STEPS IN AUTOMATION
- IDENTIFY PROCESSES FOR AUTOMATION
- REASONS BEHIND AUTOMATION PROJECT FAILURES AND LONG ROLLOUT TIMES
- ACTIONS AND STRATEGIES AT DIFFERENT STAGES OF THE AUTOMATION JOURNEY
- BARRIERS (ORGANIZATIONAL/POLITICAL/TECHNICAL)
- LEARNINGS FROM PREVIOUS PROCESS AUTOMATION ESTIMATION THAT CAN BE USED FOR OUR REFERENCE

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□ Latest Trends

- WHAT'S THE NEXT BIG TECH TRANSFORMATION PEOPLE ARE TALKING ABOUT? HOW TO BEST UTILIZE THE SAME WITHOUT IMPACTING ROI?
- HOW TO APPROACH ML WITH RPA PROCESSES
- USE CASES LEVERAGING BPM, RPA AND AI
- USE CASES WITH RPA AUTOMATION WITH AI/ML
- RPA TOOLS AT THE DESKTOP FOR MAC
- REAL-LIFE USE CASES OF PROCESS MINING FOR CLIENT ONBOARDING
- EXPERIENCE SKILL SET REQUIRED TO PERFORM PROCESS MINING
- CAN AI GIVE ANSWERS TO DOCUMENT PROCESSING?

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□ How to's

- HOW TO SET UP A CENTRE OF EXCELLENCE- ROADMAP, COE BLUEPRINT
- SCALING UP AUTOMATION WITHIN AN ORGANIZATION
- BOT SECURITY AND NPE SECURITY ISSUES
- HOW TASK/ORCHESTRATION SIGNALING IS HANDLED (OAUTH/SAML/ETC)
- SELF-HEALING BOTS THAT CAN BE USED
- OPEN SOURCE: RPA TOOL BASED ON SELENIUM/ PYTHON
- EFFECTIVELY BUILD A SUPPORT/MAINTENANCE TEAM
- HOW ARE OTHER LEADERS AND COMPANIES DEALING WITH INCREASING MAINTENANCE COSTS?

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□ Opportunities

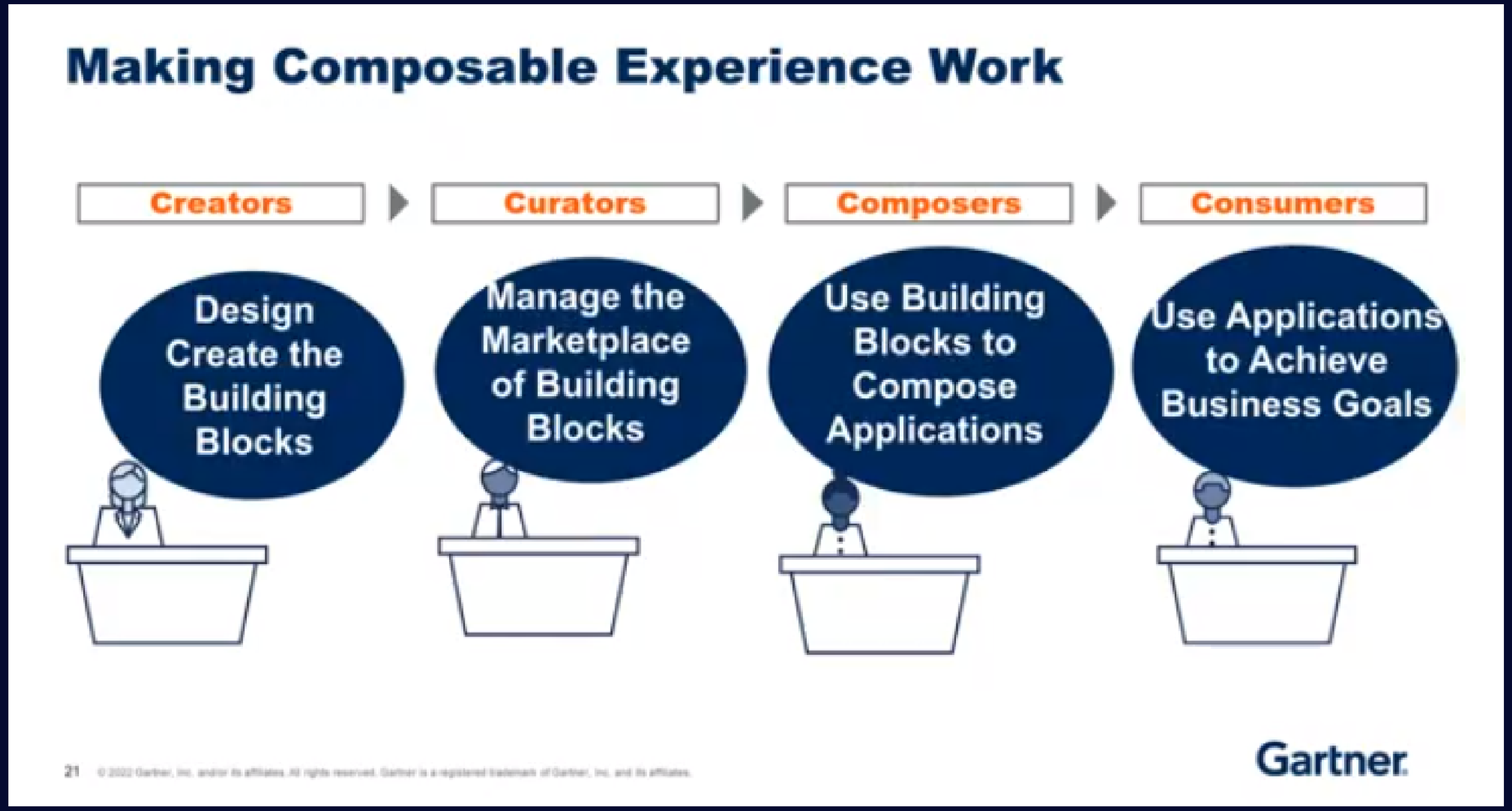
- FIND INTERESTING CAREER OPPORTUNITIES.
- BEST WAY TO EDUCATE CUSTOMERS AND GAIN COMMITMENT TO RPA AS A STRATEGIC DECISION
- GAPS AND SHORTCOMINGS IN THE CURRENT AUTOMATION TOOLSET
- BUSINESS NEEDS AND VIEWS ON AVAILABLE TOOLS AND THEIR EFFECTIVENESS
- LOW COST TRAINING FOR OUR TEAMS
- DEVELOPING AND TRANSITIONING TO THE NEW COLLAR WORKFORCE

Our Vision

1. □Automation Mastermind
2. □ Learnings / Best Practices
3. □ Latest Trends
4. □ How to's
5. □ Opportunities

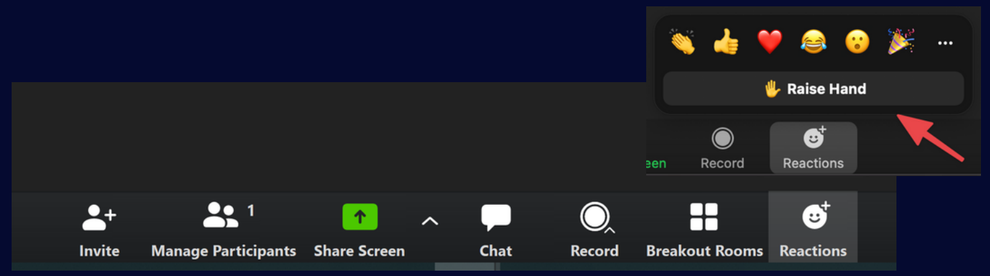
Unlearn, Networked ideas, Transform

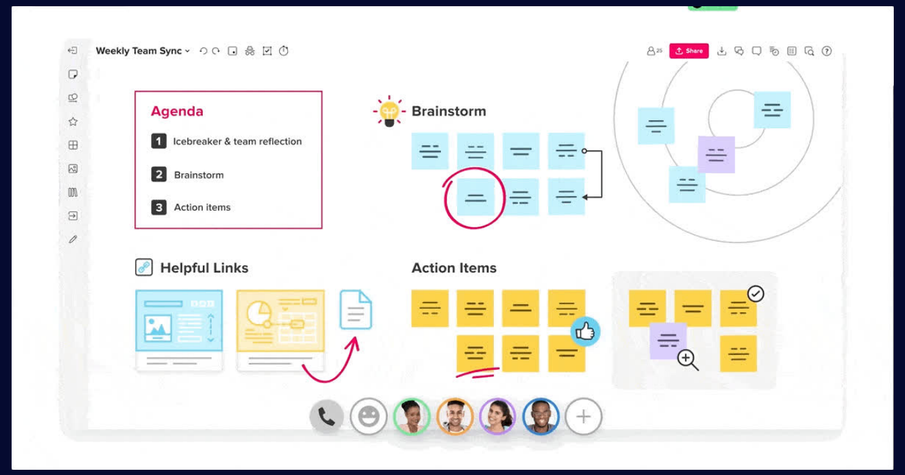
Be Future Ready!



Club - How and What?

How & What





□ Core Sessions

Video conference (Zoom), Chat, Raise Hand, White board, Recordings
Bookmark: Club on community

□ Digital Wall

Brainwriting, Networked thought, Questions and Thoughts (Mural)
Bookmark: Mural

□ Community

Profiles, Async messages, Group chats, Huddles, Resources
Bookmark: community.botnirvana.org

How & What

□ Documents / Reports

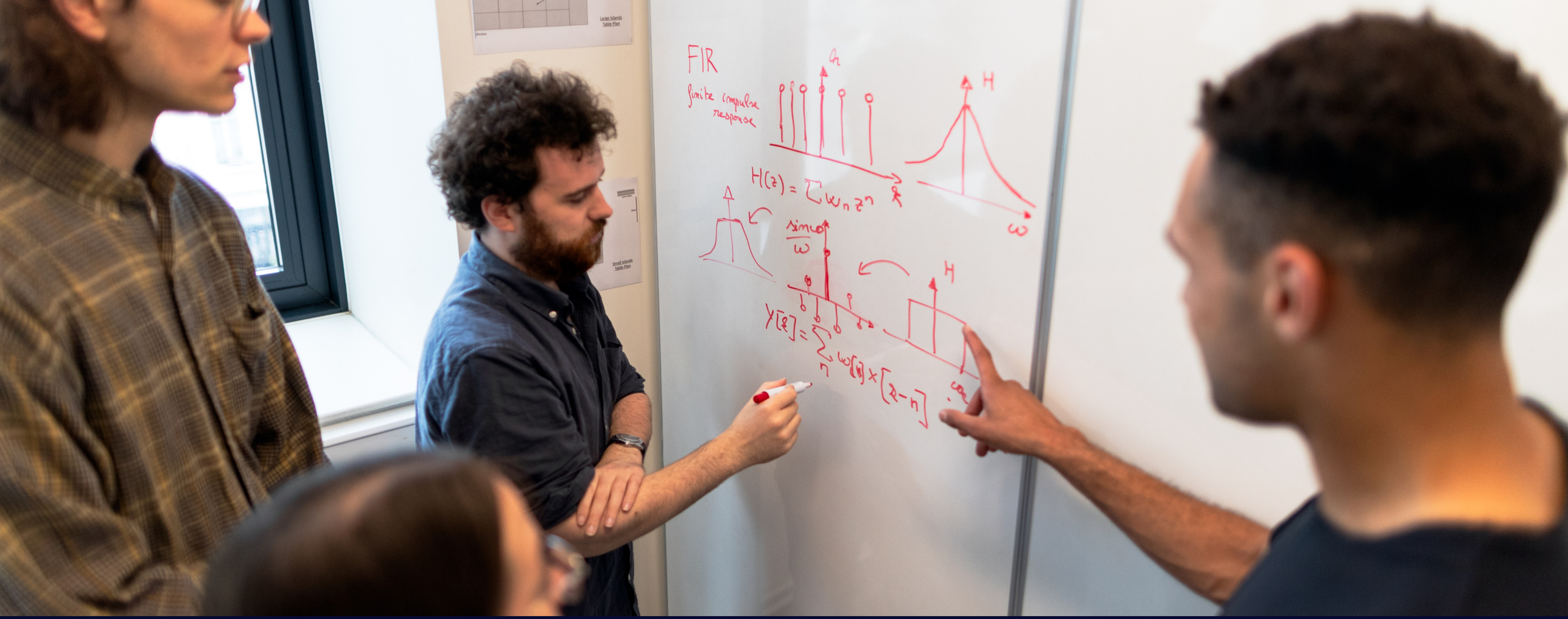
Save on research time - collated information of key takeaways
Bookmark: botnirvana.org/docs

□□Guest inputs & Guest sessions

Provide expert inputs, Answer questions, Optional expert sessions

😎 Personal branding (Optional)

Experts directory, Thought leadership stuff, Offer your services



Our Sessions

Sessions

Introduction

INTRO TO CLUB,
DIGITAL AUTOMATION

Tech & Trends

CURRENT TECHNOLOGY &
EMERGING TRENDS

Use Cases & Biz case

USE CASES BY CATEGORY &
BUILDING A BUSINESS CASE

Sessions

CoE & Best Practices

COE SETUP &
OTHER BEST PRACTICES

Process Mining & IDP

PROCESS MINING &
INTELLIGENT DOC PROCESSING

Operations & Others

AUTOMATION OPERATIONS &
MISCELLANEOUS TOPICS

Sessions

- MAY 19 — □Introduction to the Club & □ Digital Automation Terms
- MAY 26 — □ Current Technology, Tools &□Emerging Trends
- JUNE 02 — □Real-World Use cases & building a□Business Case
- JUNE 09 — □Center of Excellence (CoE) & □□Best Practices
- JUNE 16 — □Process Mining and □Intelligent document processing
- JUNE 23 — □Automation Operations & ⚠ Other topics

Introductions

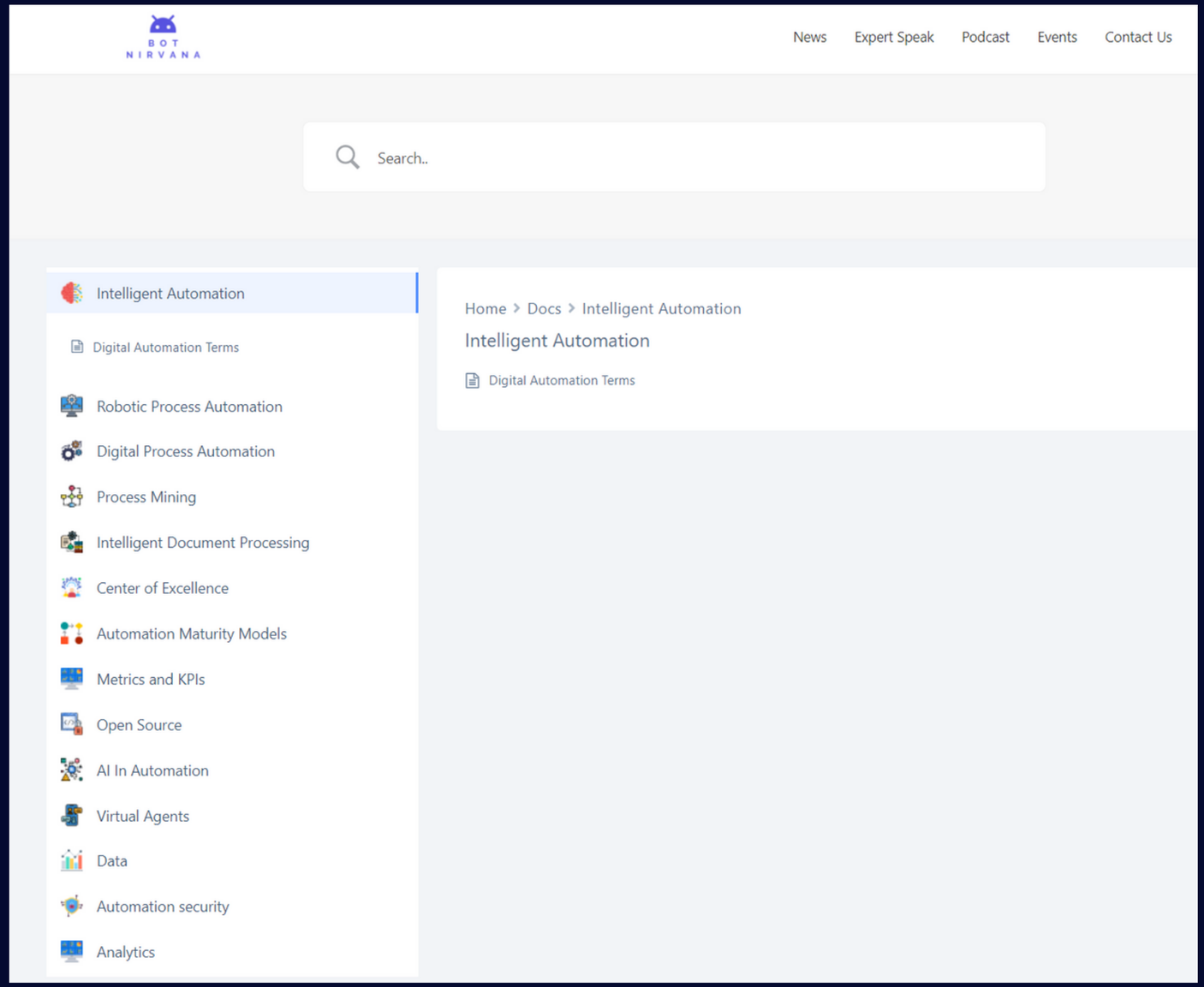
Keep it short and sweet please

□ Digital Automation Terms

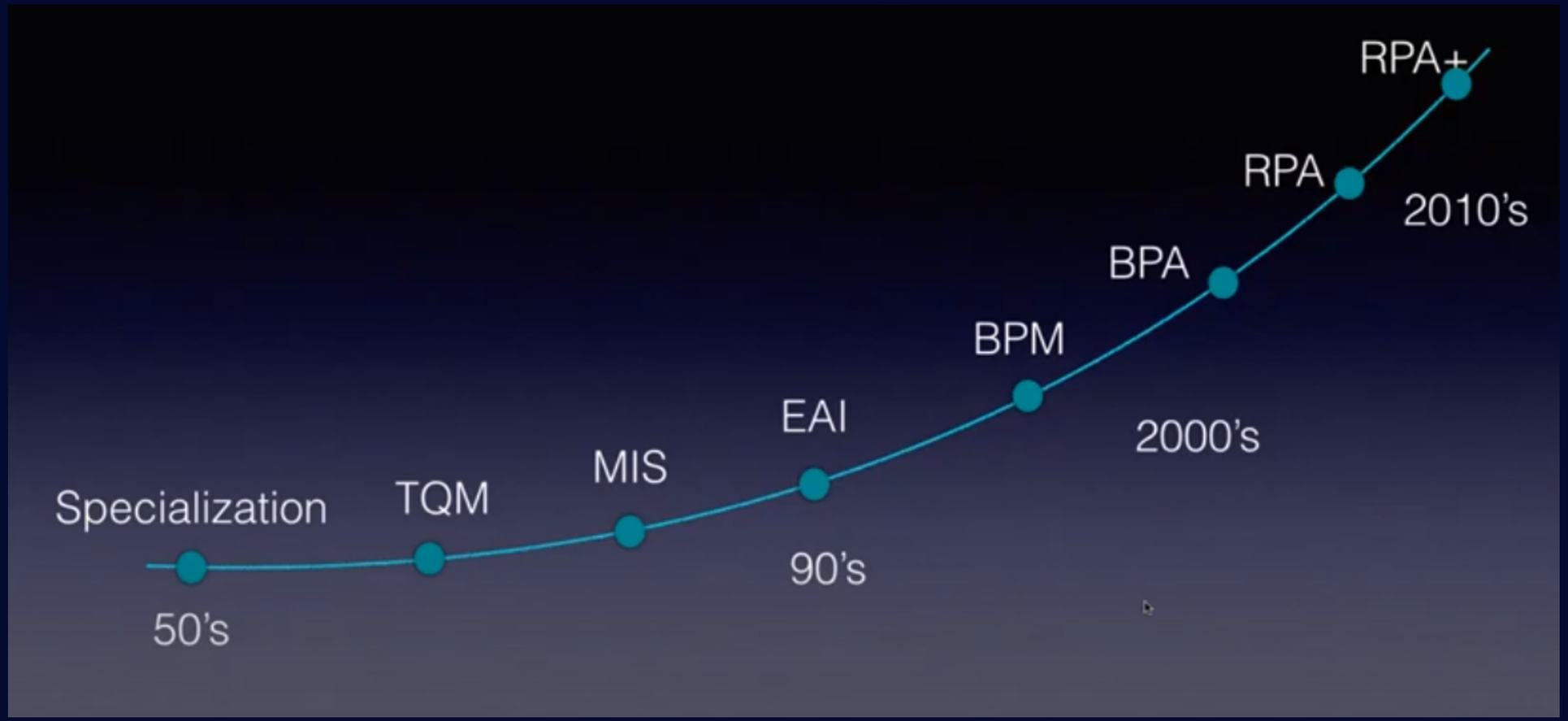
CONFUSED ABOUT THE NUMEROUS TERMS AND HYPE?
LET'S GO PAST THAT!.

Terms!

- BPM, BPA, RPA, DPA
- LOW CODE, NO CODE
- PROCESS & TASK MINING
- PROCESS INTELLIGENCE & DISCOVERY
- INTELLIGENT AUTOMATION
- HYPERAUTOMATION 😀



https://botnirvana.org/docs/intelligentautomation/digital-automation-terms/



We have been "Automating"
and adding new terms for 50+ years! 😀

Read more

Business Process Management (BPM)

PRACTICE OF USING VARIOUS METHODS TO DISCOVER, MODEL, ANALYZE, MEASURE, IMPROVE AND OPTIMIZE END-TO-END BUSINESS PROCESSES.

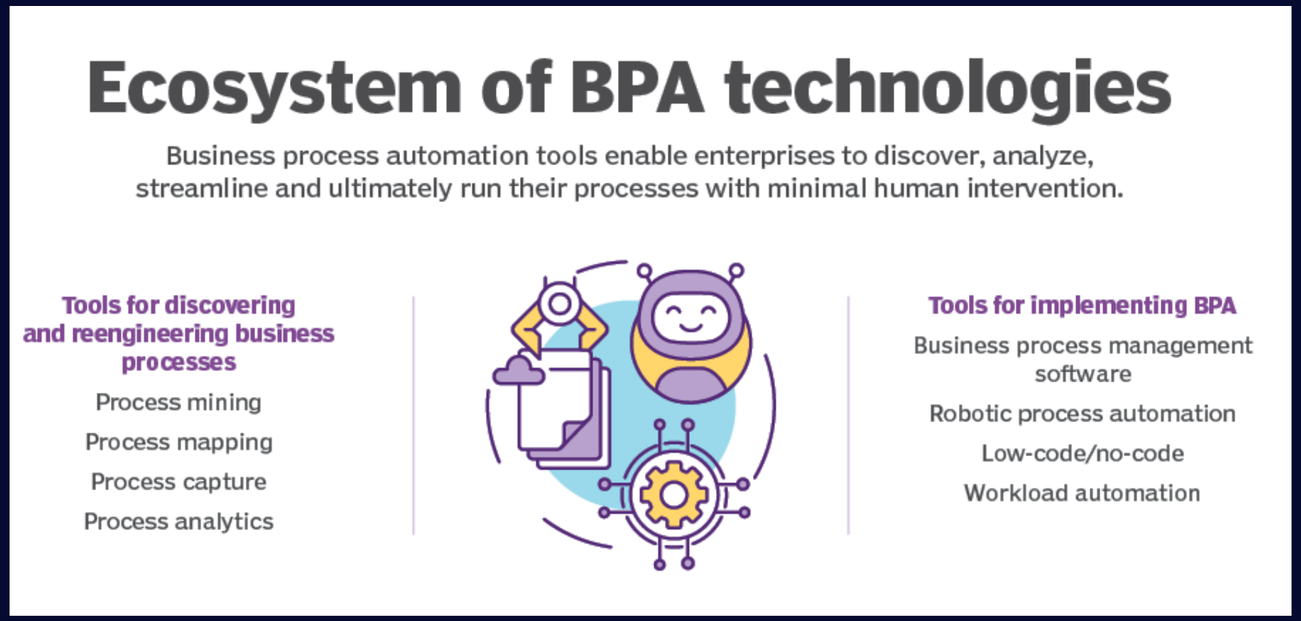
- NINTIES BUZZWORD THAT ENCOMPASES ALL THINGS PROCESS IMPROVEMENT. HAS EVOLVED OVER TIME.
- ALSO CALLED BUSINESS PROCESS IMPROVEMENT (BPI), BUSINESS PROCESS RE-ENGINEERING, CONTINUAL IMPROVEMENT PROCESS (CIP)!

⚠ LEGACY ALERT!

Business Process Automation (BPA)

UMBRELLA TERM FOR SOFTWARE USED FOR AUTOMATION OF BUSINESS PROCESSES AND FUNCTIONS BEYOND CONVENTIONAL DATA MANIPULATION AND RECORD-KEEPING ACTIVITIES

- "RUN THE BUSINESS" AS OPPOSED TO "COUNT THE BUSINESS" (PROCESS VS TASK AUTOMATION)

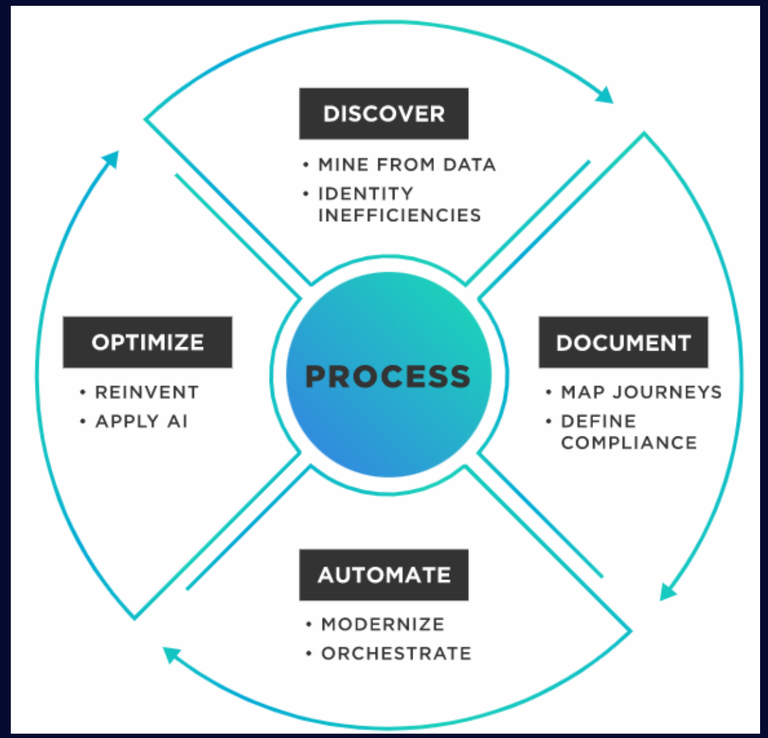


Source: TechTarget

Digital Process Automation (DPA)

COINED BY FORRESTER TO INDICATE BPM PLUS NEW TECH (LOW CODE, AI, UX FOCUS, APPS ETC). SO DPA IS CONSIDERED AN EVOLUTION OF BPM.

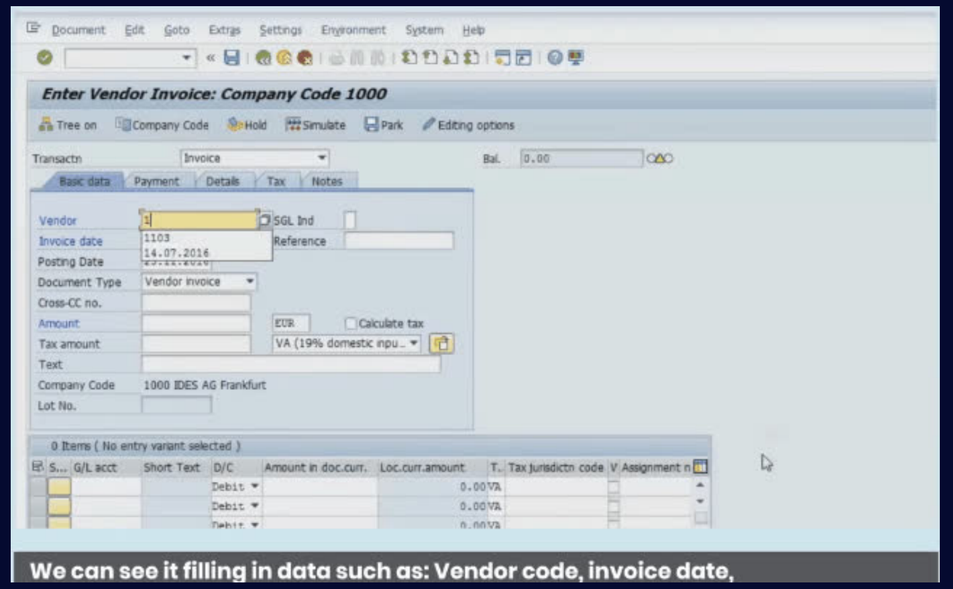
- DPA DEEP: TRADITIONAL BPMS TOOLS THAT NEED TECHIES
- DPA WIDE: LIGHTER TOOLS THAT CAN BE CONFIGURED BY BUSINESS USERS.



Robotic Process Automation (RPA)

ROBOTIC PROCESS AUTOMATION OR RPA IS A CAPABILITY THAT ALLOWS YOU TO CARRY OUT TASKS ON A COMPUTER JUST LIKE A HUMAN WOULD.

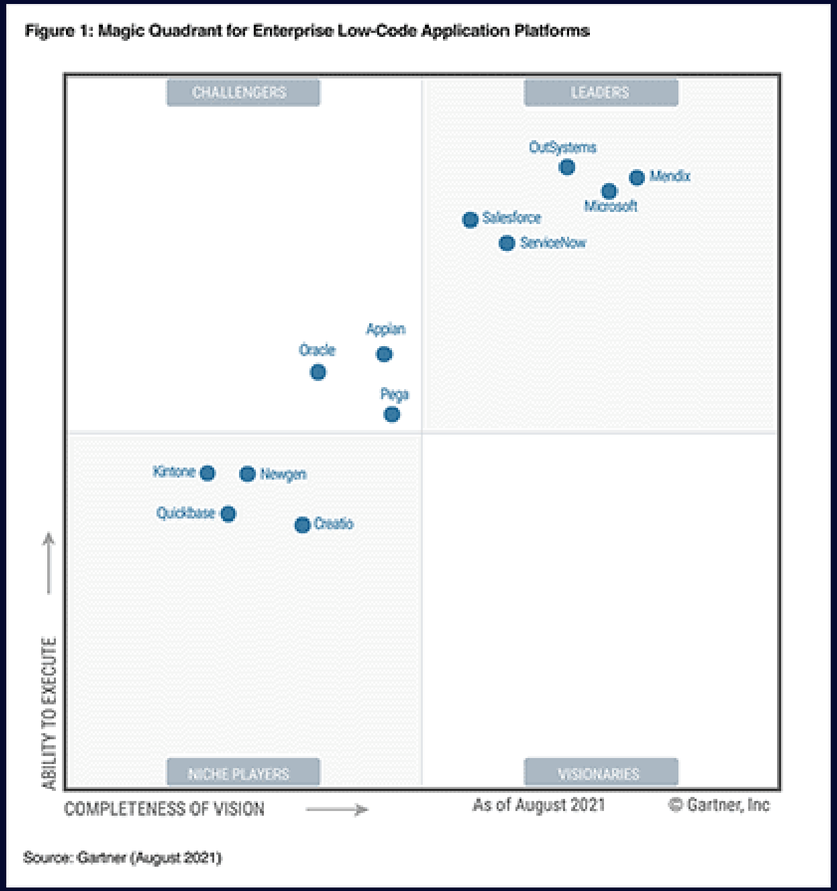
- STARTED BY AUTOMATING BPO WORK (2003+)
- RPA IS NOT ROBOTIC OR PROCESS AUTOMATION □



Low-code application platform (LCAP)

CREATE APPLICATIONS WITH LITTLE TO NO CODING SKILLS. THIS HELPS "CITIZEN" DEVELOPERS OR EVEN REGULAR DEVELOPERS BUILD APPLICATIONS IN LESS TIME THAN TRADITIONAL CODING.

- NOTE THAT IT SAYS "APPLICATION DEVELOPMENT" WHICH IS DIFFERENT FROM JUST AUTOMATION



No-code development platforms (NCDPs)

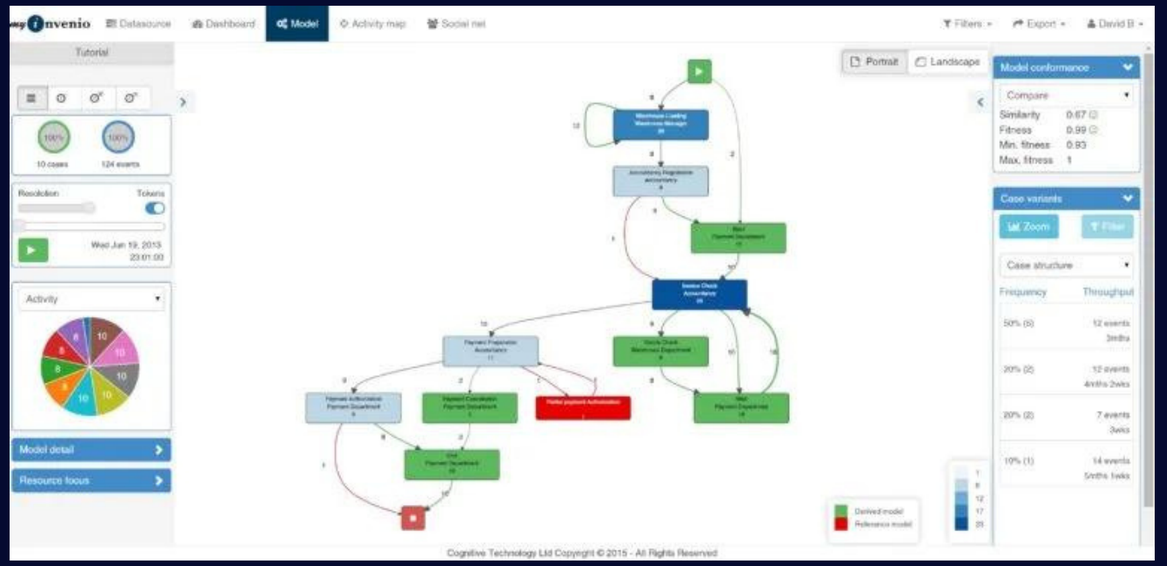
UNLIKE LOW-CODE, NO-CODE DEVELOPMENT PLATFORMS REQUIRE NO CODE WRITING AT ALL, GENERALLY OFFERING PREBUILT TEMPLATES THAT CAN BE USED TO BUILD APPLICATIONS.

- MANY CREDIBLE SAAS STARTUPS
- MANY CLAIMS □ ON ENTERPRISE SIDE BUT MOSTLY WIP

Process Mining

PROCESS MINING USES DATA FROM COMPUTER LOGS AND DATABASES TO PROVIDE A VISUAL REPRESENTATION OF PROCESSES. IT THEN HIGHLIGHTS THE VARIATIONS AND POSSIBLE INEFFICIENCIES.

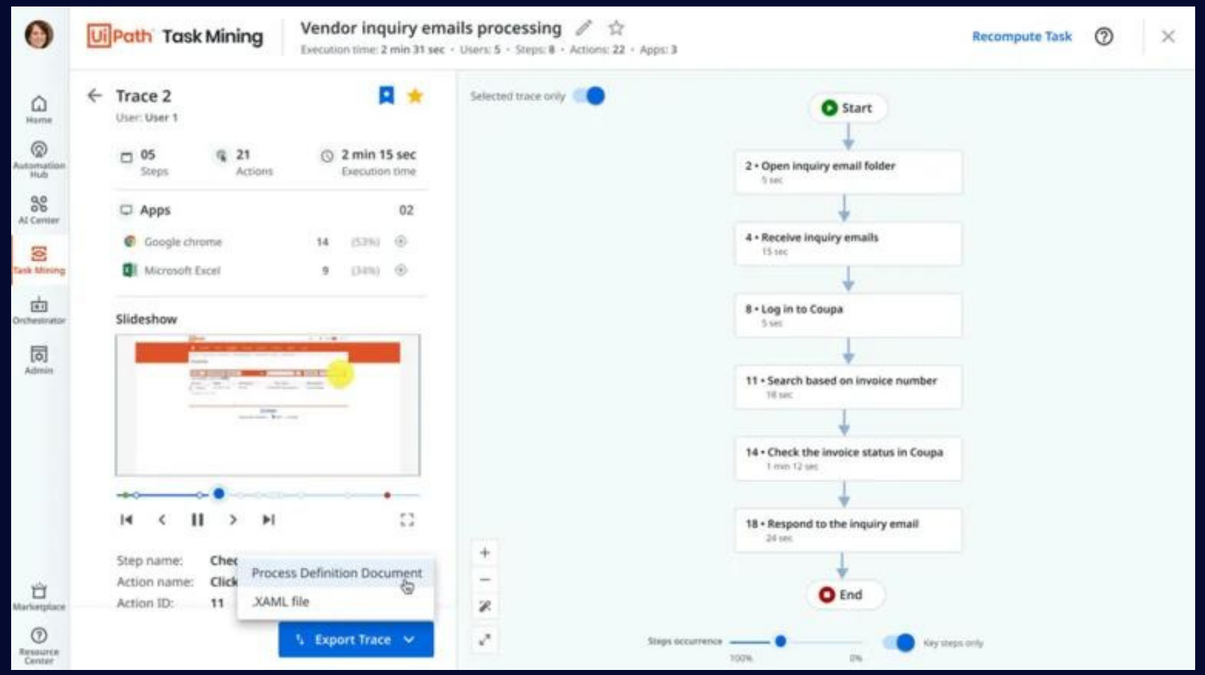
- "DATA SCIENCE" AND “DATA-DRIVEN RIGOR ” TO MAP OUT PROCESSES
- CELONIS INTRODUCED PRACTICAL ASPECTS OF PROCESS MINING IN 2011



Task Mining

TASK MINING RECORDS THE INTERACTIONS PERFORMED ON THE COMPUTER SCREEN. IT THEN USES COMPUTER VISION (A FORM OF AI) TO ANALYZE AND UNDERSTAND THE PERFORMED TASKS.

- PROVIDES A FRONT-END VIEW OF WORK. THIS IS A DIFFERENT VIEW COMPARED TO PROCESS MINING.THIS VIEW IS USEFUL FOR RPA BASED AUTOMATION.

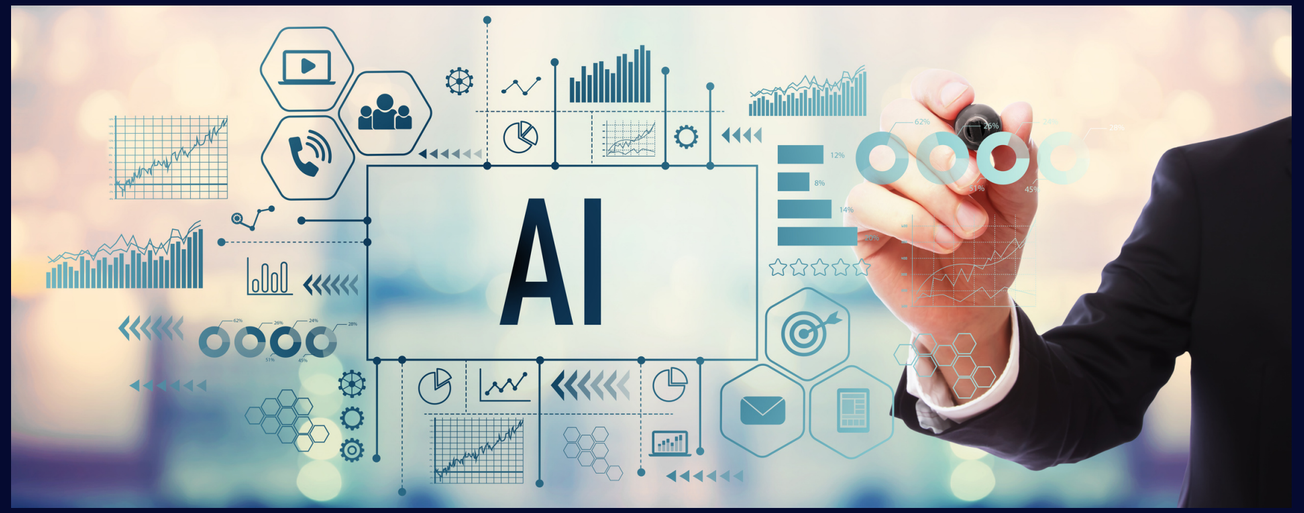


Process Intelligence / Discovery

CAPTURES TASK DATA ACROSS WORKSTATIONS AND AT DIFFERENT TIME PERIODS TO DEDUCE THE END-TO-END AND CONTINUOUS VIEW OF PROCESSES.

- CAPTURES DATA FROM THE OPERATING SYSTEM NOT JUST SCREENS
- END-TO-END TASK MINING

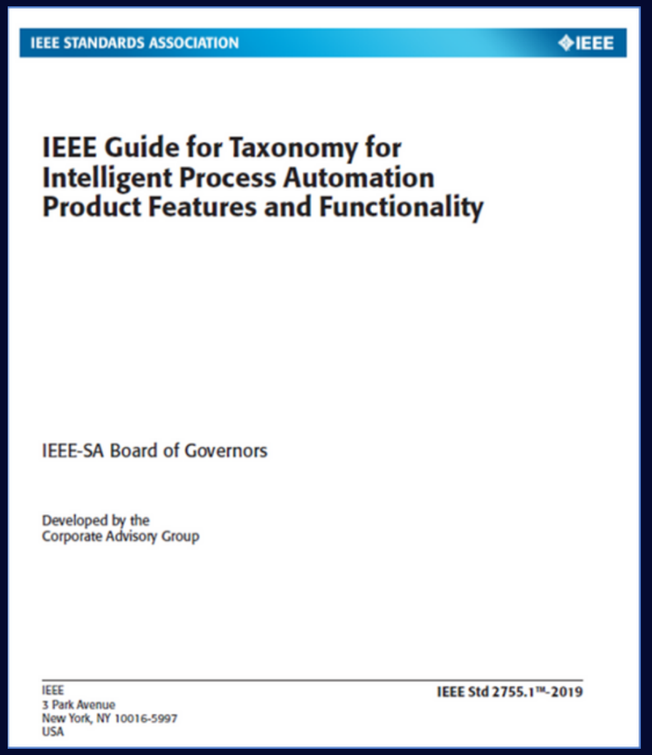
'⚠ NOT YET WIDELY ACCEPTED



Intelligent Automation

THE TERM INTELLIGENT AUTOMATION (IA) WAS COINED IN 2017 BY IEEE

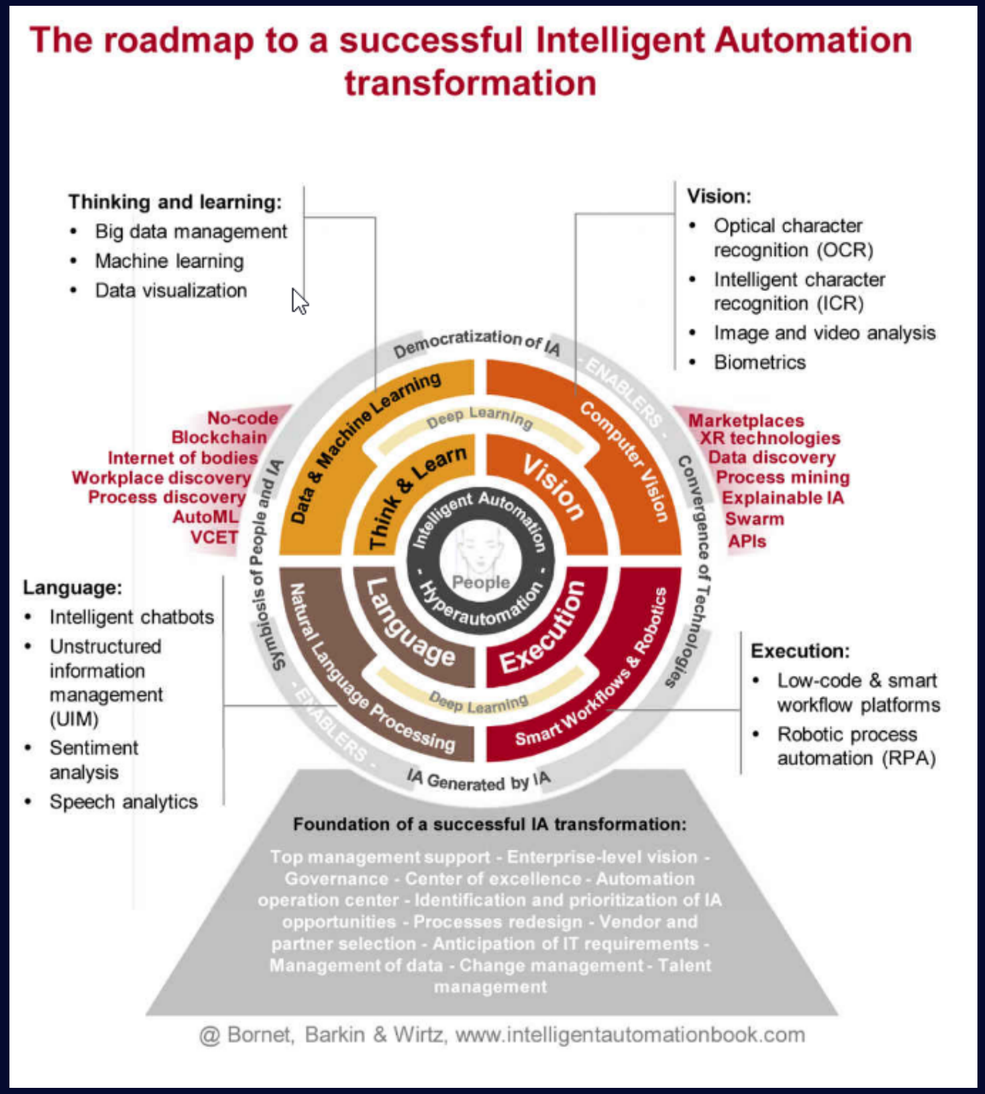
"INTELLIGENT PROCESS AUTOMATION IS THE APPLICATION OF ARTIFICIAL INTELLIGENCE AND RELATED TECHNOLOGIES TO ROBOTIC PROCESS AUTOMATION". (SOURCE) IEEE 2755.1—2019



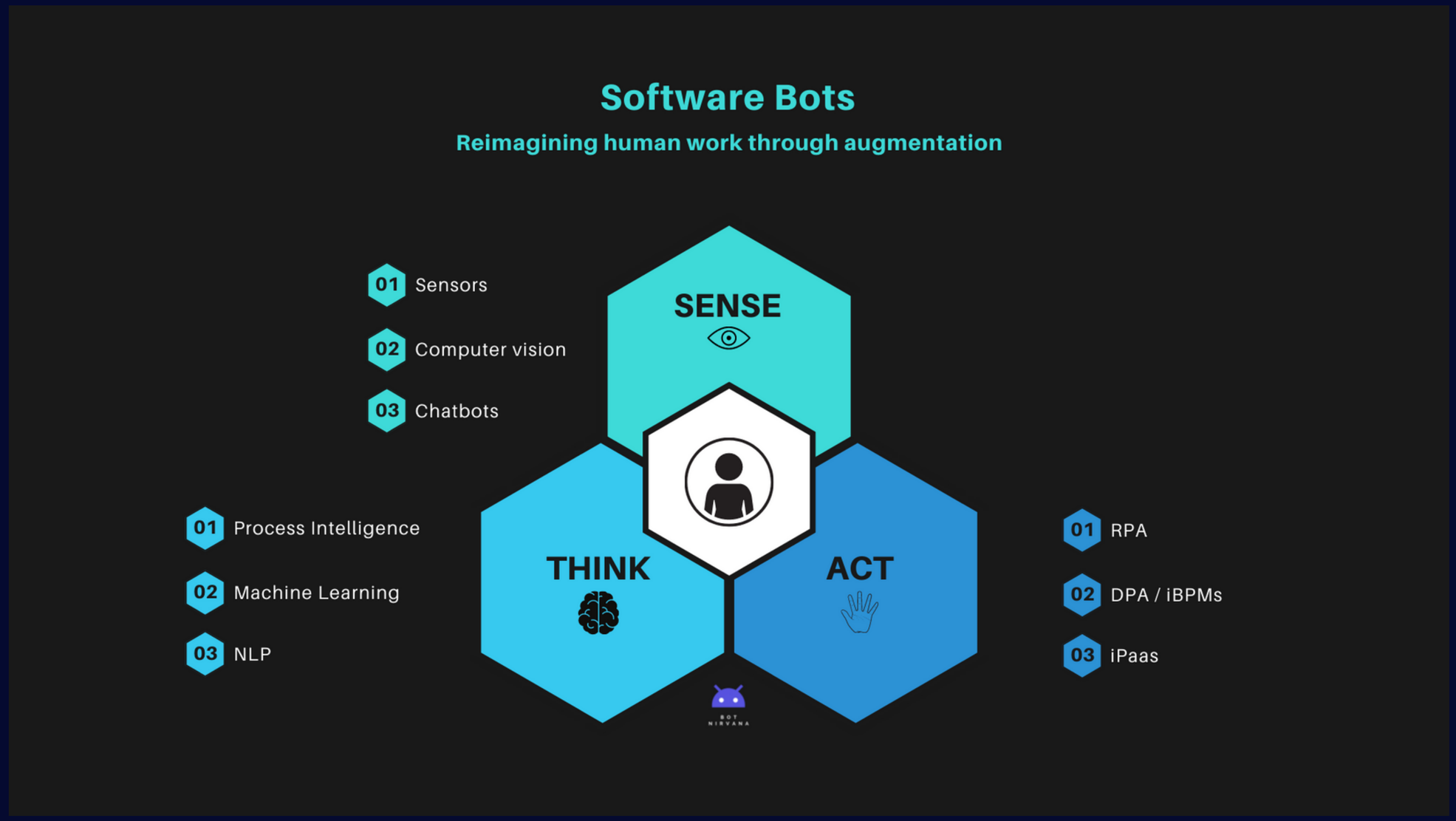
IA, also called Hyperautomation, is a concept leveraging a new generation of software-based automation.
It combines methods and technologies to execute business processes automatically on behalf of knowledge workers.

IA automates knowledge workers' activities by mimicking four main capabilities:

- **Vision** e.g., viewing the environment, recognizing objects and signs
- **Execution** e.g., typing, clicking, filling in forms, and authenticating
- **Language** e.g., using language to read, speak, write, and interact
- **Thinking and learning** e.g., analyzing, creating insight, predicting, making decisions, and adjusting

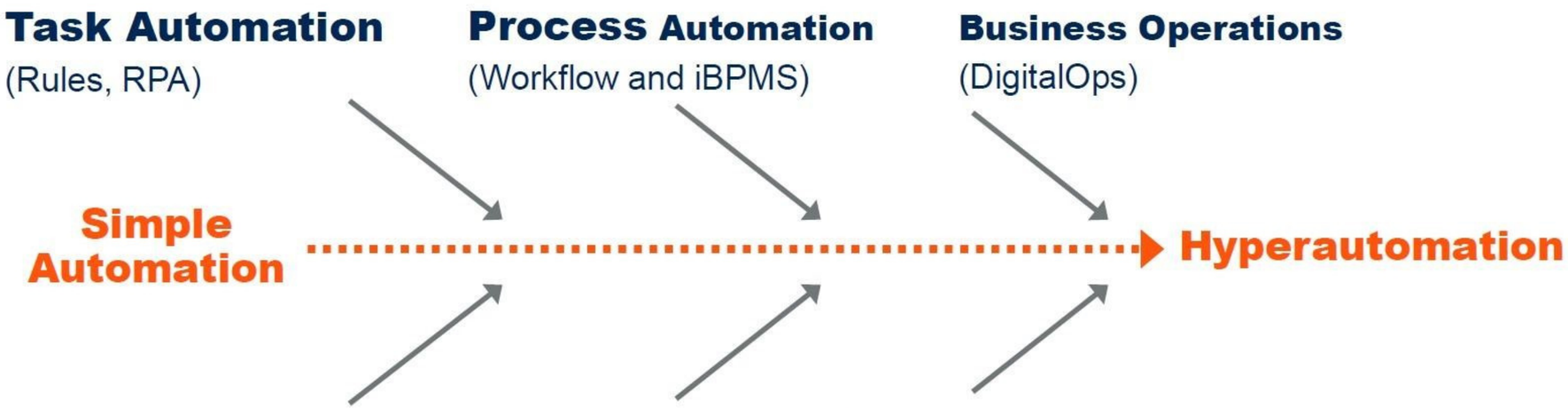


Intelligent Automation Book



Robotic paradigm

The Path to Hyperautomation



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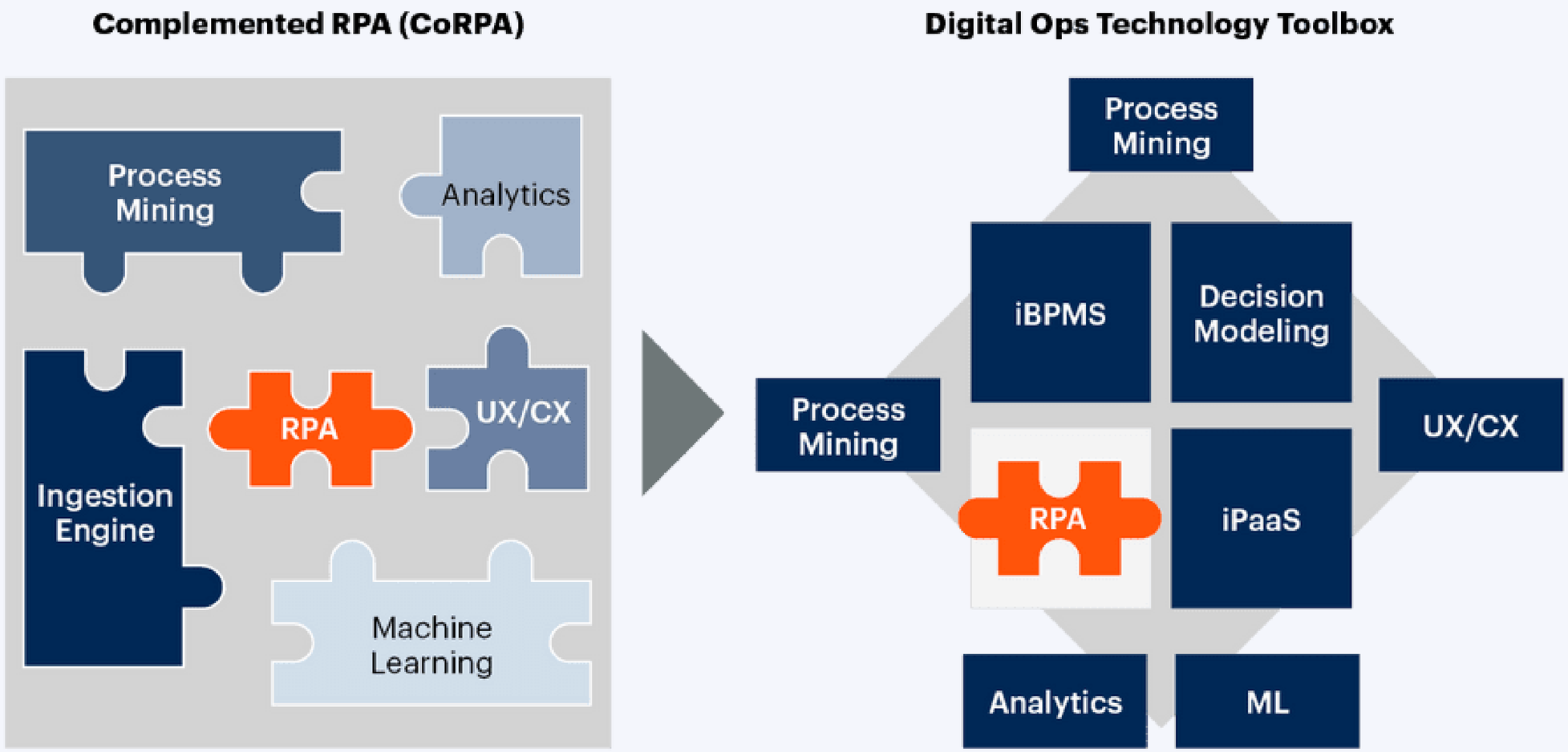
Gartner

Evolution From Task-Based to Complemented RPA (CoRPA) to Digital Ops Toolbox



Source: Gartner

ID: 465015

Worldwide Hyperautomation-Enabling Software Market to Reach Nearly **$600 Billion** by 2022

Table 1: Worldwide Forecast for Hyperautomation-Enabling Technologies (Millions of U.S. Dollars)

	2020	**2021**	**2022**
Process-Agnostic Software That Enables Hyperautomation	19,604	25,108	30,184
Other Software That Enables Hyperautomation	462,030	507,316	566,433
Total	**481,635**	**532,424**	**596,616**

Source: Gartner (April 2021)

PROCESS-AGNOSTIC SOFTWARE: RPA, LCAP, AND AI

OTHER SOFTWARE: ERP, SUPPLY CHAIN AND CRM SYSTEMS.

Gartner

Brainwriting

Add your thoughts to the Digital wall

WHAT DOES AUTOMATION MEAN TO YOU?

5 mins Privacy mode

5 mins Sharing mode

5 Notes maximum per person

1 Idea in each note / postit

Group Think

Let's discuss our inputs among ourselves and with our guest.

Breakout

10 mins

Greet & receive feedback on your thoughts on Automation.

Looking Ahead

Add your inputs to the Digital wall

5 mins

Next session

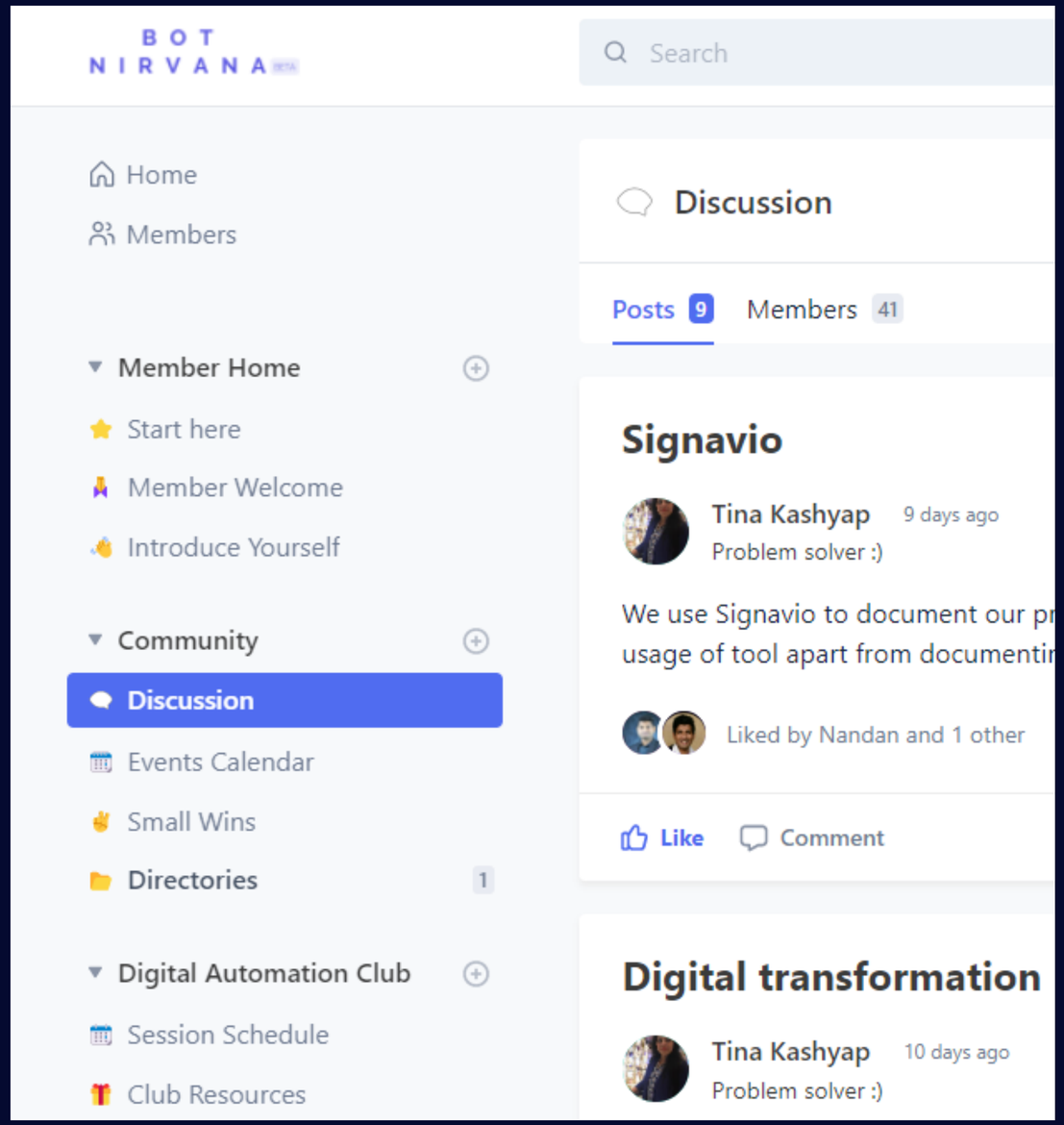
What would you like to discuss as part of the next session - ⚒Tools and Trends?

Let's vote!

Add your votes on the Digital wall

5 mins Voting

What would you like to do more of? Any other ideas?



Before you go!

Add ONE problem you currently like a solution on in the community.

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Thank You

QUESTIONS & THOUGHTS