

# RPA CAPABILITY JOURNEY

When implementing RPA within an organization, Navigant recommends the following roadmap as a guide to ensure a successful implementation.

## 1. Strategy

- Define mission and vision, goals, objectives
- Form leadership team, outline roles, and responsibilities
- Identify potential software partners
- Conduct proof of concepts with software partner(s)
- Begin org design (e.g., CoE, Federated)
- Select partners (software and/or implementation) and execute contract
- Create awareness, educate, and promote RPA capabilities

## 3. Execution

- Stand up process for ongoing RPA life cycle, to include identification of pipeline of processes, evaluation, prioritization, and feasibility review
- Execute process identification, evaluation, prioritization, and feasibility review to choose pilot process(es)
- Execute pilots and measure results
- Design, build, test, and implement bots

## 4. Production, Monitoring, and Scaling

- Monitor bots: productivity, analysis, exceptions
- Report out on results
- Ongoing governance and change management
- Determine required changes to training, processes, tools, templates, and methodologies
- Maintenance of bots and update as necessary



## 2A. RPA Infrastructure - Organization

- Develop target operating model
- Define roles and responsibilities
- Train resources
- Identify and hire RPA leader
- Develop and execute staffing plan
- Conduct initial training

## 2B. RPA Infrastructure - Technology

- Define technical requirements
- Set up the technology and governance model
- Build technical infrastructure
- Define user access and security controls

## 2C. RPA Infrastructure - Governance

- Develop governance model: policies, procedures, lifecycle, SDLC, idea submission and evaluation, feasibility, ROI analysis
- Design tools, templates, and methodologies
- Manage for change
- Implement a bot controls framework to validate that the “bots” are operating within acceptable tolerances.