

Onboarding your Digital Worker

Tasks you would do to onboard a real person



Tasks relevant for the Digital Worker

The Digital Worker needs:

Somewhere to work.

A properly configured virtual environment whilst defining a scalable, low maintenance technical environment and associated growth strategy.

Technical Infrastructure, Security and Governance comprises of the policies and procedures required to ensure that a structured and scalable technical environment exists to support current and future operational requirements along with ensuring adherence to all corporate security policies.

Access and authorization to applications.

As with any new starter you need to make sure your Digital Workers have proper access and authorizations to the application they are going to be working with and you need to make sure they are properly on boarded and trained. Ensure the use of the Blue Prism Logical Access Model (LAM) to help define for a security aspect what roles have what responsibilities within the implemented Blue Prism environments.

Onboarding your Digital Worker

How	What	Who
Provide somewhere to work	• Provide virtual environment (Runtime Resource / Interactive Client) • Collect recommendations of the in-scope business applications to define Hardware Minimum Requirements • Install OS and Blue Prism software • Install in-scope business applications Software Prerequisites • Create local user account/AD account • Create email account (if needed) • Set up antivirus/firewall policy • Set up Login Agent • Apply Login Agent Mandatory Security Policies • Create certificate (if needed) • Apply System setting optimization (Screensaver, Font Smooth, etc.)	• Infrastructure Team • Infosec Team
Provide access and authorization to applications	• Install in-scope business applications • Install in-scope third-party tools (i.e. Adobe, Outlook , Office...) • Verify business applications licensing requirement • Verify prerequisites for business applications BP interaction • SAP – Client/Server Scripting enabled • Java Access Bridge (JAB) and Runtime Environments (JRE) • Provide access to the in-scope business applications • if not SSO, then the Digital Worker will require a UserID and Password to log in • The Digital Worker will require the same access as a human • Provide access to the in-scope folders / shared drives • Consider Cross-functional and Cross-application security policies • Carry out an Operational Audit overview with Audit team • Carry out a SOX Compliance overview with InfoSec team	• Infrastructure Team • Audit Team • InfoSec Team • Business Operation

Onboarding your Digital Worker

The human workforce will assist the Digital Worker in its day-to-day job. The human workforce needs:

To be properly onboarded and trained.

The Blue Prism certification scheme provides confidence to clients and partners that the members of their Robotic Process Automation team(s) have consistently demonstrated their skills and successfully completed the training relevant to their role. Training courses are delivered via the self-led online training platform, or alternatively a formal classroom environment by a Blue Prism certification training partner.

Defined roles and responsibilities.

They need defined roles and responsibilities. It must be clear who is managing them on a day to day basis and the human team that interacts with them and directs them will also require defined roles and responsibilities. Yes robots don't give back chat, they don't go on coffee breaks and they don't take vacations. They still need to be told what to do and their work still needs checking for quality and improvement.

Operational processes.

Unlike humans, robots they don't go off sick but there is still a virtual equivalent of planned and unplanned system downtime and also like a human there will be times when the robot finds an exception and simply doesn't know what to do and you need to have operational processes to mitigate this. So there is still this management overhead involved in having a digital workforce.

Onboarding your Digital Worker

How	What	Who
Provide training to the RPA COE team	• ROM Architect (to manage the creation of the BP delivery capability that assists the Digital Workers) • Technical Architect (to provide and maintain a place to work for the Digital Workers) • Process Analysts, Solution Designers, Developers (to tell the Digital Workers how to do their job) • Process Controllers, Support Analyst (to tell the Digital Workers what to, when and where, and support them in their day-to-day job)	• RPA Delivery Team • RPA Support Team • Infrastructure Team
Defined roles/responsibilities	• Assign teams to manage the Digital Worker on a day to day basis: • Delivery team (build, test and deploy) • Service team (schedule, report, support, SLAs) • Infrastructure team (environment health check, support) • Provision LAM to define roles and responsibilities	• RPA Delivery Team • RPA Support Team • Infrastructure Team • Business Operation
Operational processes	• Provide the Business access: • to submit work to the Digital Worker (i.e. folders / shared drives) • to retrieve/receive outcome of the automation • to MI reports • to Exception reports	• RPA Support Team • Infrastructure Team • Business Operation