

# Robotic Process Automation Manager



## Purpose of the training

- RPA developers wishing to gain knowledge of the management of the RPA area in the enterprise
- IT managers whose area of operation has been extended to include the management of the RPA area
- Managers of business departments who want to learn the secrets of IT service management, with particular emphasis on process robotization services
- Participants of the RPA Foundation course who have decided to choose a managerial career path in RPA technology



## Benefits of completing the training

- Understanding Robotic Process Automation technology for enterprise RPA management
- Gaining knowledge in the design of the Company's Robotization Strategy
- Learning about the principles of building the RPA Competence Center
- Robotics as an IT service – learning good practices in managing IT Services
- Organization of work in the RPA project



## Expected Listener Preparation

Recommended courses before this training: RPA Foundation



## Training Language

- Language: English



## Duration

2 days / 14 hours

## Training agenda

1. Introduction to Robotics Management
2. Manage RPA Services based on ITIL
3. Robotic Process Automation Strategy in Enterprise
4. Designing RPA services
  - Proof-of-Concept
  - Pilot Implementations
  - Enterprise robotization project
5. Operational management of robot operation
  - Request Fulfillment and Incident Management
  - Change Management
  - Event Management and Robot Monitoring
6. The construction of RPA Center of Excellence
7. Roles and responsibilities
8. Robotization measurement and reporting
9. The future of automation
  - Automation First Concept
  - The combination of Blockchain technology and RPA
  - ML/AI Recording