

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



Czas trwania

2 dni / 14 godzin

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