Blue Prism Design Authority

Utilize the most appropriate technique for delivering automation

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Blue Prism

Methodology Overview

The Blue Prism Process Delivery Methodology is a proven means of delivering ongoing business benefit through process automation using a controlled and structured Automation Framework.

Blue Prism Process Delivery Methodology has been designed to provide the most appropriate technique for delivering Blue Prism processes to mitigate risk by providing earliest possible visibility to potential issues. By allowing multiple processes to be delivered in parallel, ensuring comprehensive control is maintained throughout the delivery to realise the process benefits at the earliest opportunity

During this session, we will cover:

Agenda

Blue Prism Methodology Overview

Design Authority – Terms of Reference

Design Authority – Tools

Blue Prism Portal

Blue Prism Methodology

Ensuring those opportunities are implemented in the right way

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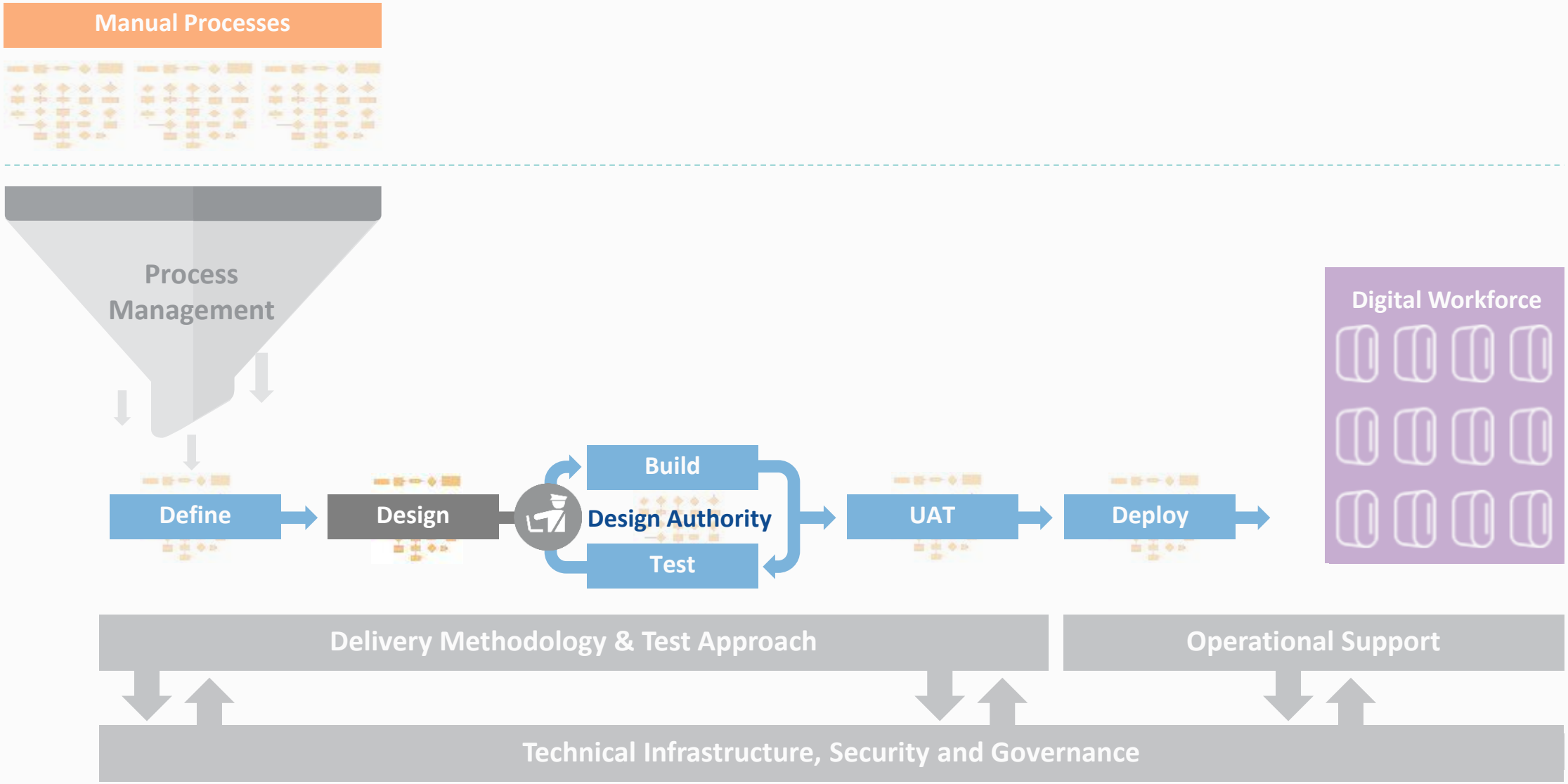
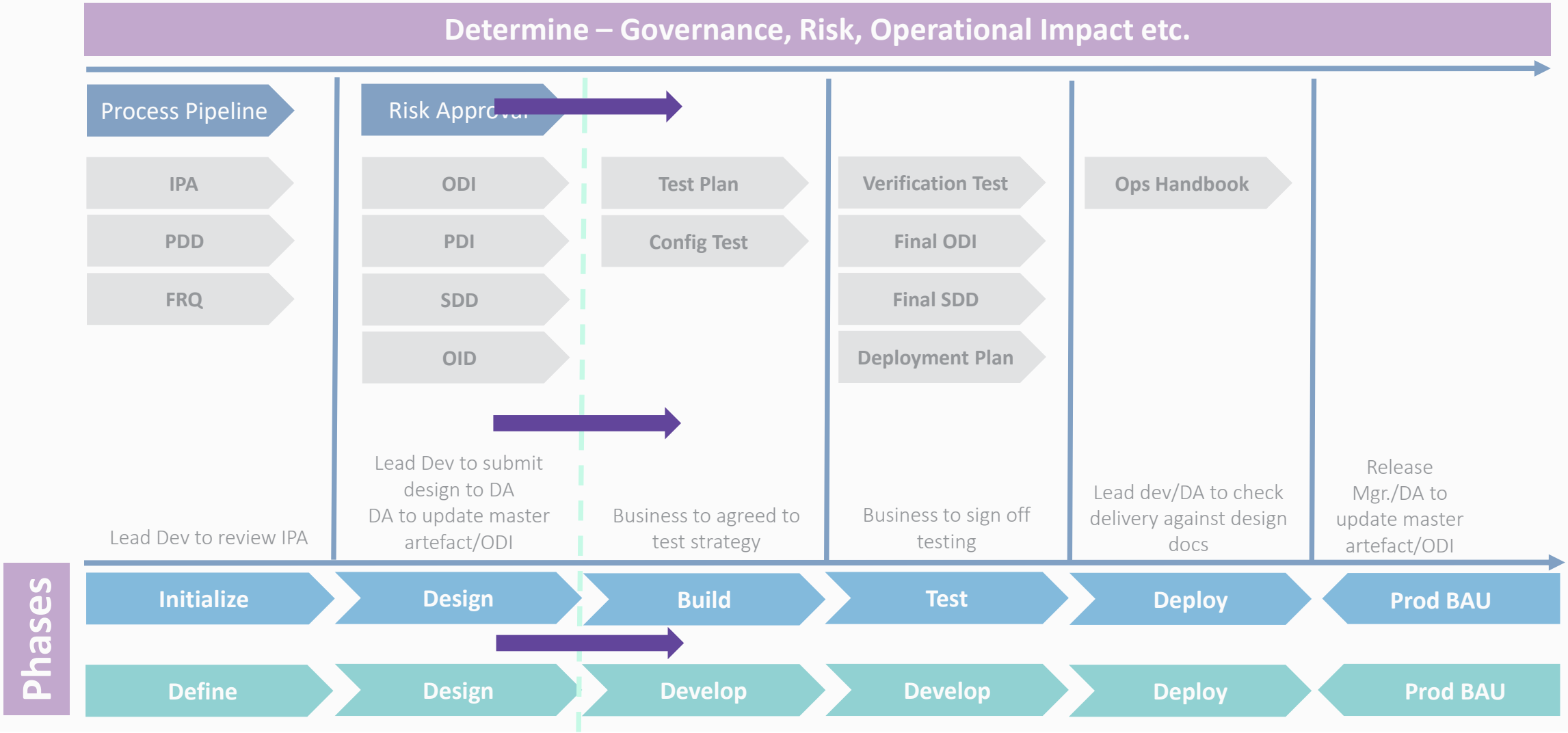
Blue Prism - Methodology



Blue Prism – Design Authority



Design Authority

Terms of Reference

Basic best practices that should be adopted during process and object development

Design Authority

Introduction

The Design Authority (DA) is responsible for

Maintaining the development integrity of the Blue Prism solution and its constituent processes and objects.

Updating a centralised view or library to reflect the most up-to-date state of available Blue Prism resources, objects and processes.

The DA operates as both advisor and gatekeeper to the Blue Prism development team, supporting and validating all architectural elements at both design and deployment.

Design Authority

Composition

- ✓ The Design Authority does not necessarily refer to an individual. In initial stages of engagement, the DA should include an expert provided by the engagement partner or Blue Prism.
- ✓ To meet long-term needs, the DA authority can transition to a body within the client organization and integrate more closely with existing strategic processes and policies.

Design Authority

Role Responsibilities

Where listed below, the necessary qualifications can apply either to an individual filling the role or to the group/body acting in that capacity

- Regular Meetings
- Maintained a Centralized View
- Adherence to Standards & Best Practices
- Enforcing Best Practices

Design Authority

Regular Meetings

Regular Meetings
▪ Meet regularly (e.g. weekly) with development and design staff to support implementation schedules
▪ Provide availability to meet on an ad-hoc/exceptional basis as necessary to support exceptional circumstances
▪ Review all provided artefacts in a timely manner to avoid negative impact on timelines
▪ Engage with developers and designers to review all design documentation (e.g. Process Overview, SDD, ODI)

Design Authority

Adherence to Best Practices and Standards

Adherence to Standards & Best Practices
▪ Ensure designs and development meet agreed-upon standards and best practices, both for the client organization and Blue Prism
▪ Provide feedback and recommendations to address any gaps or concerns found in artefact review
▪ Provide final approval or denial on all designs
▪ Review all implementations before deployment to ensure that the end result is of the highest quality and matches planned and approved designs

Design Authority

Maintain a Centralised View

Maintained a Centralized View

- Update and maintain the centralised view or library with all up-to-date information and documentation.
- Provide easy access and expert support for the centralised view or library contents and information to all development and design staff.

Design Authority

Enforcing Best Practices

Enforcing Best Practices

- Enforce Blue Prism best-practices on all aspects of design and development
- Offer feedback and advice to development team to ensure highest quality of submitted materials at all stages of the development process

Design Authority

Necessary Qualifications

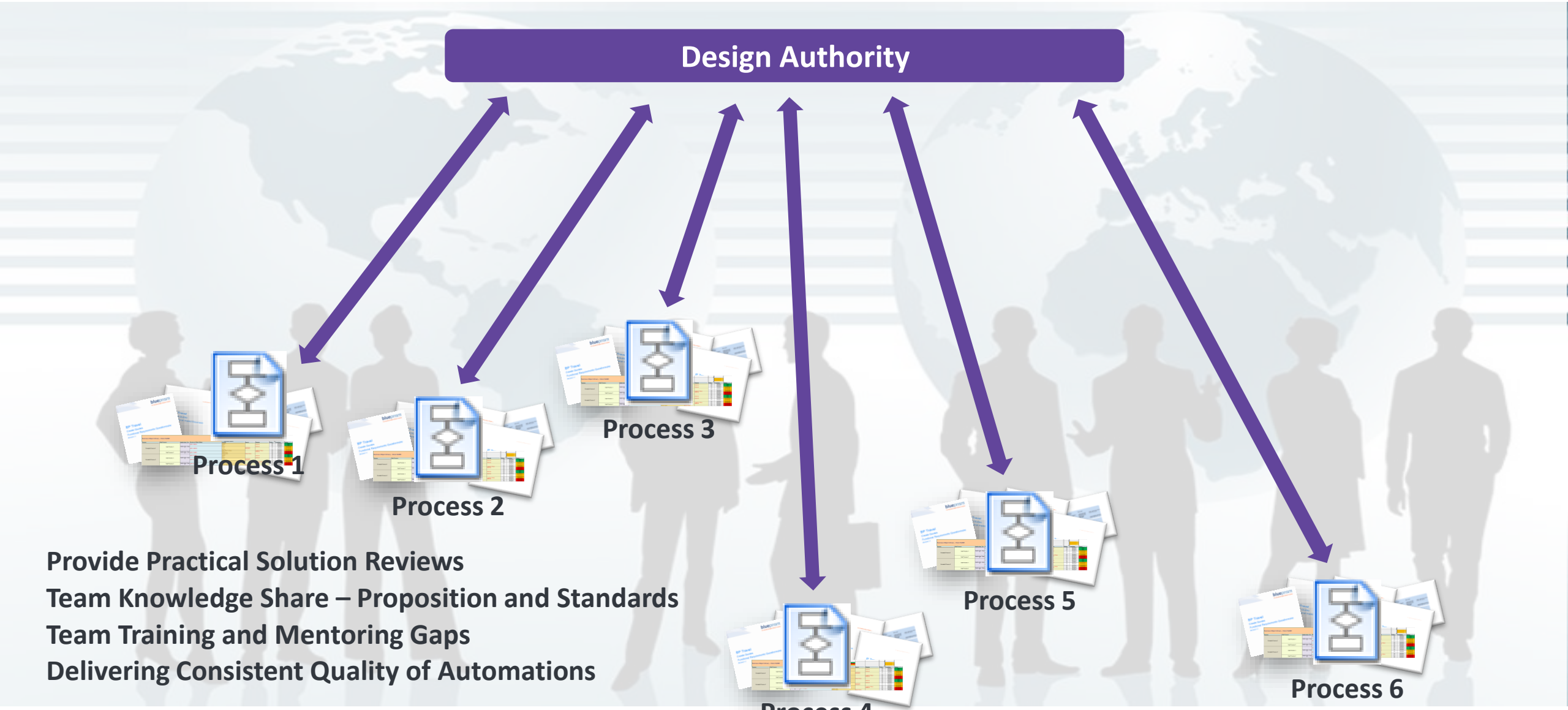
- ✓ Has Acted as a Lead Developer
  - ➢ Accredited Blue Prism Developer
  - ➢ Experienced with Blue Best Practices
- ✓ Proven experience of successfully delivering high quality solutions in high pressure, structured environments using standard project management techniques and disciplines
- ✓ Ability to liaise with senior level external supplier and internal stakeholder representatives in a rational and measured manner to communicate project progress, issues, risks and solutions
- ✓ Ability to control meetings and ensure the attendees are focussed on achieving the predefined objectives
- ✓ The aptitude to adapt and evolve methodologies and procedures in a controlled manner to continually improve the delivery and support channels
- ✓ Background in software delivery with excellent client facing skills
- ✓ Experience of managing and motivating a cross discipline team

Terms of Reference

Recap

- Meets every week (i.e. Thursday) to review completed designs
- Emergency DA meetings can be arranged in exceptional circumstance
- All Design documentation e.g. Process Overview, ODI & SDD must be submitted by COB Wednesday
- DA members review designs ahead of the meeting and score the submission based on the agreed checklist (Design Control Checklist)
- Lead Developer/Designer must present their submission at the DA meeting
- DA feedback observations, gaps & recommendations
- DA Approves or declines the Design (on approval the process can progress to the build phase)
- DA updates the Master Artefact Library within the approved design (Business Object Library (BOL))

Blue Prism - Design Authority



Provide Practical Solution Reviews
Team Knowledge Share – Proposition and Standards
Team Training and Mentoring Gaps
Delivering Consistent Quality of Automations

Design Authority

Tools

Design Authority

Tools

In order to conduct a sustainable and maintainable Design Authority (DA), it is the responsibility of the Lead Developers to understand the tools that Blue Prism offer to be used during and in preparation for a session.

Design Control Checklist (DCC)

- DA members review designs ahead of the meeting and score the submission based on the agreed checklist (Design Control Checklist)

Object Build Tracker (OBT)

- Tracking mechanism to keep the development up to date on how many objects have been built, still outstanding and that are causing issues

Process Build Tracker (PBT)

- Tracks the main process title and if split up into individual processes as per best practices these can be tracked

Business Object Library (BOL)

- A library of all the objects built to date and that have been approved and in production (or going to be in production)

Release Analyser Tool

- The Release Analyser process and the Object Inventory object work by consuming data in a release file and writing it into Excel.

Design Authority

Design Control Checklist

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Design Authority - Tools

Design Control Checklist (DCC)

- The Design Control Checklist is to be used by those members of the DA session to review the designs ahead of the meeting
- This is a checklist which allows the members to review the designs with answering the questions which then formulates a score.
- This checklist is something that you can build upon around your checklist and what you want to review the designs based on your best practices, standards and governance.

DESIGN CONTROL CHECKLIST

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Section	Question	Answer
Solution	Has the 'as is' manual process been defined and documented with enough detail to design an automated solution?	
	Are the client's requirements documented and agreed?	
	Are the requirements met by this design?	
	Does the design enable the client to understand and sign off the 'to be' automated solution?	
Process	Has any logic that exists outside of the "Case Working" phase been designed accordingly?	
	Is there need of a 'Preparation' phase?	
	Is there need of a 'Finalisation' phase?	
	Is there need of a 'Reset' phase?	
	Is there need of a 'Recover' phase?	
	Does the process use a Blue Prism work queue?	
	If the process runs on multiple machines in parallel, what will be the effect?	
	Are there any steps that must not be executed concurrently by multiple machines?	
	Are there any steps that must only be executed once, regardless of how many machines are running?	
	Where are the passwords used by the process?	
	Are they kept in the credential store?	
	When will the passwords expire?	
	How will password changes be managed?	
	Has the process been designed to controllably stop?	
	When the queue is empty?	
	At a specific time?	
	Is it possible that after an exception applications will not be in an ideal state to work the next case?	
	Has that situation to rectify this issue been thought about?	
	Will it be necessary to restart an application?	
	Are Exceptions going to managed accordingly to what is documented in the PDD?	
	Are queue retries going to be used?	
	How will exceptions be sent to the Business?	
	How will exception rates be monitored?	
	Do queue results need to be replicated in another Blue Prism queue, workflow application, database or file?	
	Is it possible the two sides will become unbalanced?	
	Is the process required to send notifications?	
	Are sub-processes in use?	
	Is there any risk of memory leak?	
Objects	Have the objects required for this solution been itemised?	
	Is it clear which objects already exist and which objects need to be created?	
	Would it be possible to reuse the objects created for this solution?	
	Is there any 'business process logic' in the object layer that would negate reuse?	
	Should this logic be in the process layer	
	Are there any overly complex pages that could be broken up?	
	For ease of use	
	For ease of reuse	
	For more effective testing	
	For increased efficiency	
	For better security	
	Do the names of objects and pages give the process developer a good idea of their purpose?	
	Are any names meaningless or vague?	

Design Control Checklist

Solution

Has the ‘as is’ manual process been defined and documented with enough detail to design an automated solution?
Are the client’s requirements documented and agreed?
Are the requirements met by this design?
Does the design enable the client to understand and sign off the ‘to be’ automated solution?

Design Control Checklist

Process

Has any logic that exists outside of the "Case Working" phase been designed accordingly?
Is there need of a ‘Preparation’ phase?
Is there need of a ‘Finalisation’ phase?
Is there need of a ‘Reset’ phase?
Is there need of a ‘Recover’ phase?
Does the process use a Blue Prism work queue?
If the process runs on multiple machines in parallel, what will be the effect?
Are there any steps that must not be executed concurrently by multiple machines?
Are there any steps that must only be executed once, regardless of how many machines are running?
Where are the passwords used by the process?
Are they kept in the credential store?
When will the passwords expire?
How will password changes be managed?
Has the process been designed to controllably stop?
When the queue is empty?
At a specific time?
Is it possible that after an exception applications will not be in an ideal state to work the next case?
Has that situation to rectify this issue been thought about?
Will it be necessary to restart an application?
Are Exceptions going to managed accordingly to what is documented in the PDD?
Are queue retries going to be used?
How will exceptions be sent to the Business?
How will exception rates be monitored?
Do queue results need to be replicated in another Blue Prism queue, workflow application, database or file?
Is it possible the two sides will become unbalanced?
Is the process required to send notifications?
Are sub-processes in use?
Is there any risk of memory leak?

Design Control Checklist

Objects

Have the objects required for this solution been itemised?
Is it clear which objects already exist and which objects need to be created?
Would it be possible to reuse the objects created for this solution?
Is there any ‘business process logic’ in the object layer that would negate reuse?
Should this logic be in the process layer
Are there any overly complex pages that could be broken up?
For ease of use
For ease of reuse
For more effective testing
For increased efficiency
For better security
Do the names of objects and pages give the process developer a good idea of their purpose?
Are any names meaningless or vague?

Design Authority

Object Build Tracker (OBL)

Design Authority - Tools

Object Build Tracker (OBT)

- A tracking tool that can be used during the design phase to either compliment or replace the Object Design Instructions (ODI) dependant on whether the designer / developer feels this document is better suited to the organizations methodology
- A mechanism to keep track of the current development on how many objects have been built, still outstanding and that are causing issues
- Allows the Lead Developers to assign which developers can build which Business Objects
- Tracker takes more of an agile approach applying more developers to the build reducing effort and increasing efficiency of the development team

Design Authority - Tools

Object Build Tracker (OBT)

- Tracker is spreadsheet based, with similarities to the ODI, but in this particular tool, all Business Objects remain on the same tab

OBJECT BUILD TRACKER

Total objects required			7		
Total Actions to Build			21		
Built			6	29%	
Not Started			6	29%	
Developing			8	38%	
Reusable Actions			20		

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Application Type	Spy Modes	Business Object Name	Actions	Inputs	Outputs	ReUse	Candidate	Status	Notes
Application Type 1		APP 1 VBO 1	Launch			Yes	Delegate 1	Built	
			Attach		Attached	Yes	Delegate 2	Built	
			Exit			Yes	Delegate 1	Built	
		APP 1 VBO 2	Attach		Attached	Yes	Delegate 2	Developing	
			Login	Username		Yes	Delegate 1	Developing	
				Password					
			Log out			Yes	Delegate 2	Developing	
			Get Logged in Status		Logged In Status	Yes	Delegate 1	Developing	
Application Type 2		APP 2 VBO 1	Attach		Attached	Yes	Delegate 2	Not Started	
			Select Menu			Yes	Delegate 1	Not Started	
			Select Option	Option Name		Yes	Delegate 2	Not Started	
Application Type 3		APP 3 VBO 1	Launch			Yes	Delegate 1	Built	
			Attach		Attached	Yes	Delegate 2	Built	
			Exit			Yes	Delegate 1	Built	
		APP 3 VBO 2	Attach		Attached	Yes	Delegate 2	Developing	
			Login	Username		Yes	Delegate 1	Developing	
				Password					
			Log out			Yes	Delegate 2	Developing	
			Get Logged in Status		Logged In Status	Yes	Delegate 1	Developing	
Application Type 4		APP 4 VBO 1	Attach		Attached	Yes	Delegate 2	Not Started	
			Select Menu			Yes	Delegate 1	Not Started	
			Select Option	Option Name		Yes	Delegate 2	Not Started	

Design Authority - Tools

Object Build Tracker (OBT)

- Tracker contains fields that can be updated as the “build” commences. At this particular stage for the DA, this document can be completed for purposes of highlighted what needs to be built
- These fields are pertaining to the “integration” methods of the application. If known before hand via an Application Assessment they can be fed into this tracker to provide the Lead Developer more information about the technologies of the application.
- Knowing this information beforehand is extremely powerful as it can drive the selected delegates to build those objects once the design is signed off in the Design Authority

OBJECT BUILD TRACKER

Application Type	Spy Modes
Application Type 1	
Application Type 2	
Application Type 3	
Application Type 4	

Design Authority - Tools

Object Build Tracker (OBT)

- The following parts of the OBT are very similar to what are in the ODI
- It depends on your selected methodology that the designers / developers use regarding the ODI or OBT.
- For the initial designs we recommend an ODI and then once approved in the DA to then copy the detail into an OBT in readiness for the build. This is your decision to make.
- The OBT then allows for tracking of the build.

Business Object Name	Actions	Inputs	Outputs
APP 1 VBO 1	Launch		
	Attach		Attached
	Exit		
APP 1 VBO 2	Attach		Attached
	Login	Username	
		Password	
	Log out		
	Get Logged in Status		Logged In Status
APP 2 VBO 1	Attach		Attached
	Select Menu		
	Select Option	Option Name	
APP 3 VBO 1	Launch		
	Attach		Attached
	Exit		
APP 3 VBO 2	Attach		Attached
	Login	Username	
		Password	
	Log out		
	Get Logged in Status		Logged In Status
APP 4 VBO 1	Attach		Attached
	Select Menu		
	Select Option	Option Name	

Design Authority - Tools

Object Build Tracker (OBT)

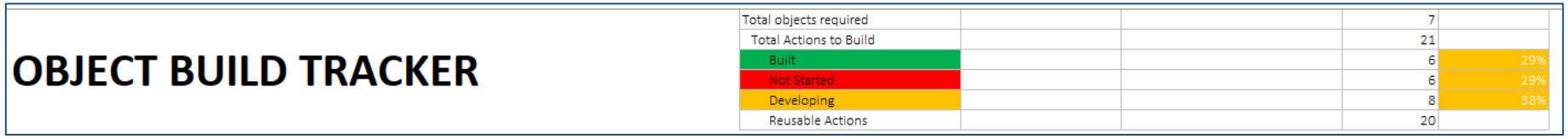
- These elements of the OBT are extremely powerful, especially within a DA session for the Lead Developers
- The Leads can then assign the required delegates to build certain elements in the OBT or allow a single developer to build all
- The powerfulness of the tool is regarding the “Status” column, in which, when used allows for status tracking of the objects for project managers and lead developers to track how the work is progressing
- Help show progress, but also if a developer is struggling on actions or Business Objects in entirety.

ReUse	Candidate	Status	Notes
Yes	Delegate 1	Built	
Yes	Delegate 2	Built	
Yes	Delegate 1	Built	
Yes	Delegate 2	Developing	
Yes	Delegate 1	Developing	
Yes	Delegate 2	Developing	
Yes	Delegate 1	Developing	
Yes	Delegate 2	Not Started	
Yes	Delegate 1	Not Started	
Yes	Delegate 2	Not Started	
Yes	Delegate 1	Built	
Yes	Delegate 2	Built	
Yes	Delegate 1	Built	
Yes	Delegate 2	Developing	
Yes	Delegate 1	Developing	
Yes	Delegate 2	Developing	
Yes	Delegate 1	Developing	
Yes	Delegate 2	Not Started	
Yes	Delegate 1	Not Started	
Yes	Delegate 2	Not Started	

Design Authority - Tools

Object Build Tracker (OBT)

- Tracking is contained within the tool, which allows for a table if required to be issued in an email at the end of the day.
- It provides that level detail for the leads and project managers to understand how the build for the required business objects on the OBT are progressing.
- From experience, clients who have used the OBT very much have an easier handle of the management of the build work and can quickly gauge those bottle necks.
- So many projects that seem to be doomed for failure because a certain action can't be built as quickly as envisaged, when in actual fact, other actions around it can still be progressed.



OBJECT BUILD TRACKER					
	Total objects required			7	
	Total Actions to Build			21	
	Built			6	29%
	Not Started			6	29%
	Developing			8	38%
	Reusable Actions			20	

Design Authority

Process Build Tracker (PBL)

Design Authority - Tools

Process Build Tracker (PBT)

- Very similar to the OBT, but this is for tracking the processes that need building.
- Tracks the main process and if split up into individual processes (Sub Processes) as per best practices, these can be tracked
- Allows the lead developers to have multiple developers working on the process
- Delegates can be assigned and a tracking status can be provided on how much of the build work has been built for the processes

Design Authority - Tools

Process Build Tracker (PBT)

- Tracker allows for Process only build work to be tracked.
- Regardless if only one process, it still allows for visibility of how the process is progressing

PROCESS BUILD TRACKER

Total Processes required	5	
Total Sub Processes required	25	
Built	8	32%
Not Started	9	36%
Developing	8	32%

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Process	Sub Process	Description	Inputs	Outputs	Candidate	Status	Scheduled	Notes
Example Process 1	Sub Process 1					Not Started		
	Sub Process 2					Developing		
	Sub Process 3					Built		
	Sub Process 4					Not Started		
	Sub Process 5					Developing		
Example Process 2	Sub Process 1					Built		
	Sub Process 2					Not Started		
	Sub Process 3					Developing		
	Sub Process 4					Built		
	Sub Process 5					Not Started		
Example Process 3	Sub Process 1					Developing		
	Sub Process 2					Built		
	Sub Process 3					Not Started		
	Sub Process 4					Developing		
	Sub Process 5					Built		
Example Process 4	Sub Process 1					Not Started		
	Sub Process 2					Developing		
	Sub Process 3					Built		
	Sub Process 4					Not Started		
	Sub Process 5					Developing		
Example Process 5	Sub Process 1					Built		
	Sub Process 2					Not Started		
	Sub Process 3					Developing		
	Sub Process 4					Built		
	Sub Process 5					Not Started		

Design Authority - Tools

Process Build Tracker (PBT)

- Tracker contains fields pertaining to the processes that need to be built or that have been built
- In time this could be used as collateral to track the process library
- As per best practices, if the process is broken up into sub processes, then this can be tracked and documented here

PROCESS BUILD TRACKER

Process	Sub Process	Description
Example Process 1	Sub Process 1	
	Sub Process 2	
	Sub Process 3	
	Sub Process 4	
	Sub Process 5	
Example Process 2	Sub Process 1	
	Sub Process 2	
	Sub Process 3	
	Sub Process 4	
	Sub Process 5	
Example Process 3	Sub Process 1	
	Sub Process 2	
	Sub Process 3	
	Sub Process 4	
	Sub Process 5	
Example Process 4	Sub Process 1	
	Sub Process 2	
	Sub Process 3	
	Sub Process 4	
	Sub Process 5	
Example Process 5	Sub Process 1	
	Sub Process 2	
	Sub Process 3	
	Sub Process 4	
	Sub Process 5	

Design Authority - Tools

Process Build Tracker (PBT)

- The following parts of the PBT allow for the Lead Developers to assign candidates to the sub processes which provides that element of speed to delivery
- The status allows a tracking of how the processes are being built and allows the projects to handled more effectively
- The scheduled column is for those processes that are on a schedule, because if it is used as a library moving forwards, knowing if the process is scheduled is good knowledge to have

Candidate	Status	Scheduled
	Not Started	
	Developing	
	Built	
	Not Started	
	Developing	
	Built	
	Not Started	
	Developing	
	Built	
	Not Started	
	Developing	
	Built	
	Not Started	
	Developing	
	Built	
	Not Started	
	Developing	
	Built	
	Not Started	
	Developing	
	Built	
	Not Started	
	Developing	
	Built	
	Not Started	

Design Authority - Tools

Process Build Tracker (PBT)

- Tracking is contained within the tool, which allows for a table if required to be issued in an email at the end of the day.
- It provides that level detail for the leads and project managers to understand how the build for the required processes on the PBT are progressing.
- From experience, clients who have used the PBT very much have an easier handle of the management of the build work and can quickly gauge those bottle necks.

Total Processes required	5	
Total Sub Processes required	25	
Built	8	32%
Not Started	9	36%
Developing	8	32%

Design Authority

Business Object Library (BOL)

Design Authority - Tools

Business Object Library (BOL)

- This is a document for the Lead Developers to use to maintain a central repository on the Business Objects that have been built
- A library of all the objects built to date and that have been approved and in production (or going to be in production)
- This can be used y the Lead Developers in preparation for a DA to understand if objects already exist for a process, so when a developer walks through their ODI, the Lead Developer can reiterate those objects that already exist
- Meaning it reduces the effort and helps speed to delivery

Design Authority - Tools

Business Object Library (BOL)

- Library allows for the Lead Developer to capture the existing Business Objects and the associated actions in a documented library
- Enables a Lead Developer to understand for future processes if objects required are already built to prevent duplicated objects being built.

BUSINESS OBJECT LIBRARY

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Application Type (Technology)	Business Object Name	Actions	Inputs	Outputs	ReUse	Business Object Definition	Link to BOD	Version	Notes
Application Type 1	APP 1 VBO 1	Launch			Yes				
		Attach		Attached	Yes				
		Exit			Yes				
	APP 1 VBO 2	Attach		Attached	Yes				
		Login	Username		Yes				
			Password						
		Log out			Yes				
		Get Logged in Status		Logged In Status	Yes				
Application Type 2	APP 2 VBO 1	Attach		Attached	Yes				
		Select Menu			Yes				
		Select Option	Option Name		Yes				
Application Type 3	APP 3 VBO 1	Launch			Yes				
		Attach		Attached	Yes				
		Exit			Yes				
	APP 3 VBO 2	Attach		Attached	Yes				
		Login	Username		Yes				
			Password						
		Log out			Yes				
		Get Logged in Status		Logged In Status	Yes				
Application Type 4	APP 4 VBO 1	Attach		Attached	Yes				
		Select Menu			Yes				
		Select Option	Option Name		Yes				

Design Authority

Release Analyser Tool

Design Authority - Tools

Release Analyser

- The Release Analyser process and the Object Inventory object work by consuming data in a release file and writing it into Excel.
- The Release Map report shows you how processes and objects relate to each other, and the Object Inventory report provides a list of all the objects and their pages

Blue Prism Portal

Blue Prism Self Learning

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Software Robots - the Virtual Workforce

Blue Prism Learning

Objectives

Why Blue Prism LMS?

- **Sales Training**
- **Developer training**
- **Blue Prism basic awareness**
- **Assessment for all areas**
- **Curriculums (learning plans)**

Blue Prism Learning Management System (LMS) is an online learning platform that enables partners to equip their salesforce with key Blue Prism sales skills. This includes both commercial and technical skills.

Benefits

What are the benefits of the LMS?

- **Customizable training request** – Select what you want to learn based on what you need to learn (i.e. commercial or technical or both)
- **Transparent learning progress** – Monitor team's learning progress
- **Flexible online learning** – Accessible anytime, anywhere

How it works

Why Blue Prism LMS?

- **Register** – Communicate training needs and register team to the learning program
- **Enroll** – Decide on learning plans (i.e. courses) for the team
- **Monitor** – Monitor team's learning progress by using reporting and auto-notification features in the LMS

Blue Prism User Portal

The Blue Prism Portal facilitates access to the latest software releases, framework and methodology templates, sales support materials and supporting technical documentation.

Learning

- **Blue Prism Learning provides a range of educational products and services to support the key roles in a robotic automation program**
- **It enables Developers to quickly acquire the necessary skills and experience to deliver professional Blue Prism solutions**
- **Complimented by additional materials and learning pathways for analysts, project managers and process controllers. The Blue Prism Developer Accreditation exam provides a formal recognition of a developer's ability**

Forums

- **The forum provides an interactive, collaborative environment within which Blue Prism users can share ideas, problems, solutions and suggestions for future product functionality**

Product

- **The Releases area contains the Blue Prism releases (historical and present) subject to your site profile**
- **Includes technical, functional and operational descriptions of how the product works and how it is designed and deployed across an organization's technical infrastructure using the sections below**

Resources

- **Blue Prism Templates provide a base for starting new process solutions and process examples provide sample solutions for a variety of common processing**
- **The methodology and framework has been designed to integrate fully with our customer's incumbent change management systems thereby removing the need for additional procedural and governance obligations**

Customer Services

- **Includes information on product support hours and methods for contacting Customer Service.**
- **The User Group provides a platform to support the growing number of regular users in the Blue Prism community**
- **My Account enables you to change your password or email address and set up Subscriptions within the Portal**

Any Questions?

For further information following this session, please review the Blue Prism Portal that contains a wealth of information about the Blue Prism Technology