



Robotic Process Automation Software

Blue Prism Robotic Operating Model

IMPLEMENTATION GUIDELINES

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1. Introduction

1.1. Blue Prism's Robotic Automation

Blue Prism provide an enterprise-strength Robotic Process Automation software platform which is robust, highly scalable, powerful and flexible, designed from first principles to provide organisations with a business owned and IT supported Digital Workforce.

Robotic Automation refers to process automations where computer software drives existing enterprise application software in the same way that a user does. This means that unlike traditional application software, Robotic Automation is a tool or platform that operates and orchestrates other application software through the existing application's user interface and in this sense, is not "integrated".

Blue Prism's Robotic Automation software enables business operations to be agile and cost-effective through rapid automation of manual, rules-based, back office administrative processes, reducing cost and improving accuracy by creating a "virtual workforce".

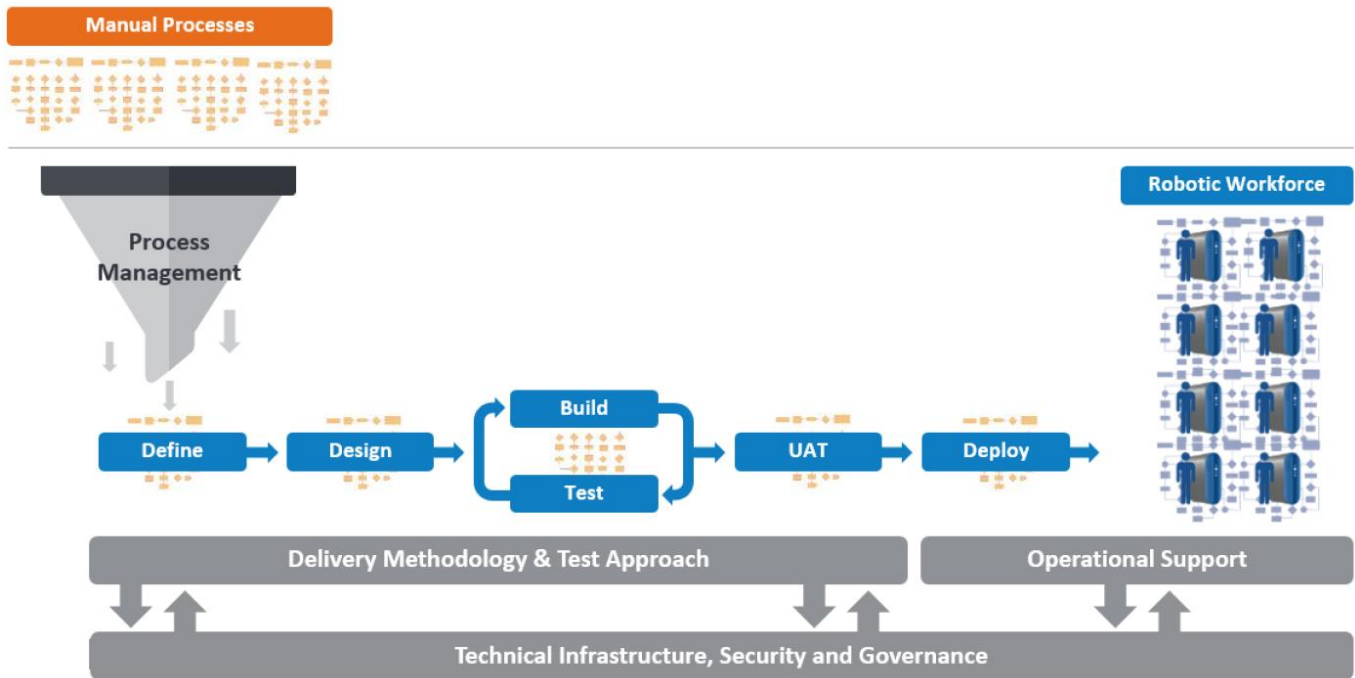
The Digital Workforce is built, managed and owned by an accredited operational team or Centre of Excellence spanning operations and technology adhering to a comprehensive, enterprise wide Robotic Operating Model. It's code-free and can automate any software in a non-invasive way. In short, it can be easily applied to automate processes in any department where clerical or administrative work is performed across your organization.

Out of the box, the Blue Prism® platform has the functionality to meet the strict standards that you insist upon for security, control, data integrity, change management, scalability, robustness and scheduling. The new Digital Workforce must not introduce new operational risks and should instead dramatically improve your company's operational governance and transactional integrity.

The virtual workforce is built by the operational teams or accredited Blue Prism partners using our robotic automation technology to rapidly build and deploy automations through leveraging the presentation layer of existing enterprise applications. The automations are configured and managed within an IT-governed operating model which has been iteratively developed through numerous large scale and complex deployments.

2. Blue Prism's Robotic Operating Model

It is central to Blue Prism that processes are rolled out in a structured and controlled manner within a defined Operating Model (*pictured below*). This Robotic Operating Model has been designed to be integrated fully within our clients' incumbent change management methodologies thereby removing the need to introduce additional methodologies.



The templates described below should be used to assist in the transfer of knowledge into the Client team. The default position should always be that the Client's collateral is used as the master and Blue Prism templates are only used in the absence of an appropriate document at client site.

3. Assigning Roles and Responsibilities

It is key to the success of an Automation Program that the actors within the program fully understand their roles and responsibilities. The Blue Prism ROM - Roles and Responsibilities (RACI) Matrices provide a guideline allocation of roles and responsibilities for both Robotic Operating Model Implementation and individual Process Delivery tasks.

The documents should be issued during the Project Initiation Phase to provide the Project Manager with the information necessary to define how and when to allocate roles and responsibilities for the required tasks within the Automation Program.

Activity	Owner	Details
Issue Draft Documents	ROM Architect®	Guideline documents issued for discussion.
Initial Client Review	Project Manager	The Project Manager should use the document to define who needs to be involved in allocating roles and responsibilities.
Distributed Client Review	Project Manager	Document issued to wider audience in readiness for detailed discussions.
Meeting arranged to discuss roles and responsibilities	Project Manager	The ROM Architect® should be present at this meeting along with appropriate representation from the Client Community.
Roles and responsibilities agreed and documented	Project Manager	Once agreed, it is the responsibility of the Project Manager to document and roll out the roles and responsibilities with support and guidance from the ROM Architect®

✳ Please seek a copy of the ROM - Roles and Responsibilities (RACI) from the Blue Prism Portal your assigned ROM Architect®.

4. Demand Management

The Demand Management Control document provides advice and guidelines on how to identify candidate processes for automation and to control the flow of work into the Delivery phases of an Automation Program.

The documents should be issued during the Project Initiation Phase to provide the Project Manager with the information necessary to define how and when to integrate the required control elements into the indigenous Change/Project Management methodologies.

Activity	Owner	Details
Issue Draft Document	ROM Architect®	Vanilla document issued for discussion.
Initial Client Review	Project Manager	The Project Manager should use the document to define who needs to be involved in establishing the Demand Management controls.
Distributed Client Review	Project Manager	Document issued to wider audience in readiness for detailed discussions.
Meeting arranged to discuss controls	Project Manager	The ROM Architect® should be present at this meeting along with appropriate representation from the Client Community.
Controls agreed and documented	Project Manager	Once agreed, it is the responsibility of the Project Manager to document and roll out the agreed controls with support and guidance from the ROM Architect®

* Please seek a copy of the Demand Management Control Overview from the Blue Prism Portal your assigned ROM Architect®

5. Delivery Methodology

The Process Delivery Methodology document provides details of the controls and deliverables recommended by Blue Prism as a process delivery flows through the Define, Design, Configure and Test phases of the project.

As described above the Delivery Methodology has been designed to be integrated fully within the client's incumbent change management methodologies thereby removing the need to introduce additional methodologies.

The documents should be issued during the Project Initiation phase to provide the Project Manager with the information necessary to define how and when to integrate the required control elements into the indigenous Change/Project Management methodologies.

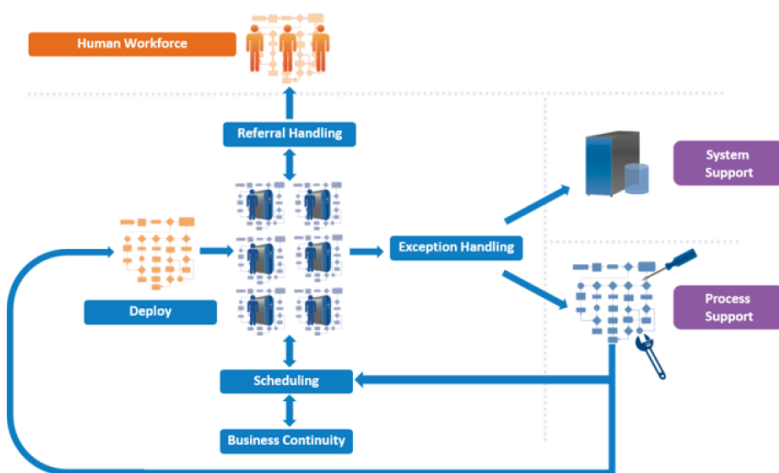
Activity	Owner	Details
Issue Draft Document	ROM Architect®	Vanilla document issued for discussion.
Initial Client Review	Project Manager	The Project Manager should use the document to define who needs to be involved in establishing the Delivery Methodology.
Distributed Client Review	Project Manager	Document issued to wider audience in readiness for detailed discussions.
Meeting arranged to discuss Delivery Methodology	Project Manager	The ROM Architect® should be present at this meeting along with appropriate representation from the Client Community.
Delivery Methodology agreed and documented	Project Manager	Once agreed, it is the responsibility of the Project Manager to document and roll out the agreed Methodology with support and guidance from the ROM Architect®.

6. Operational Support

The Operational Support Policy document comprises of the policies and procedures required to maintain a stable operational environment that delivers Operational benefits within agreed SLA's. Operational Support contains collateral covering the following areas:

- Deployment Control
- BAU Support
- Business Continuity

With the correct support infrastructure in place, RPA optimizes the productivity of both human and Virtual Workforces.



Support Activities	
Activity	Roles and Responsibilities
Referral Handling	Operational (BAU) resources handle process scenarios out of scope
Exception Handling	Developers handle unexpected scenarios where Blue Prism doesn't perform as designed
Scheduling	BP Controllers manage the workload and demand for the Virtual Workforce
Business Continuity	Failover, resilience and disaster recovery is provided via infrastructure teams
Deploy	RPA team is responsible for testing and promoting new automations into production
System Support	All underlying application issues are managed and resolved by IT
Process Support	Process automation issues are handled and resolved by the RPA team
Product Support	Blue Prism technical product issues raised to & addressed by Blue Prism Customer Support

6.1. Deployment Control

The Deployment Control Policy document describes the procedures for transitioning process changes through the technical environments that support the Automation Program (e.g. Acceptance Test environment / Production environment etc.)

The documents should be issued during the Project Initiation Phase to provide the Project Manager with the information necessary to define how and when to integrate the required Control elements into the indigenous Change/Project Management methodologies.

Activity	Owner	Details
Issue Draft Document	ROM Architect®	Vanilla document issued for discussion.
Initial Client Review	Project Manager	The Project Manager should use the document to define who needs to contribute to the deployment policy.
Distributed Client Review	Project Manager	Document issued to wider audience in readiness for detailed discussions.
Meeting arranged to discuss Deployment Control policy	Project Manager	The ROM Architect® should be present at this meeting along with appropriate representation from the Client Community.

Policy agreed and documented	Project Manager	Once agreed, it is the responsibility of the Project Manager to document and roll out the agreed policy with support and guidance from the ROM Architect®.
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6.2. BAU Support

The BAU Support Policy document defines the procedures, roles and responsibilities required to support Blue Prism processes running in the operational environment.

A draft version of this document will be issued during the Design Phase; the Project Manager should use the information to determine who, within the Client Organisation, needs to be involved in defining and agreeing the Policy.

The Policy needs to be in place before Roll Out commences.

Activity	Owner	Details
Issue Draft Document	ROM Architect®	This will include some recommendations based on the ROM Architect®'s initial site assessment.
Initial Client Review	Project Manager	The Project Manager should use the document to define who needs to contribute to the Support policy.
Distributed Client Review	Project Manager	Document issued to wider audience in readiness for detailed discussions.
Meeting arranged to discuss Support policy	Project Manager	The ROM Architect® should be present at this meeting along with appropriate representation from the Client Community.
Policy agreed and documented	Project Manager	Once agreed, it is the responsibility of the Project Manager to document and roll out the agreed policy with support and guidance from the ROM Architect®.

6.3. Business Contingency

The Contingency Policy document provides details on the key decisions that are required with respect to the establishing a contingency policy in the event of catastrophic events in the live environment.

A draft version of this document will be issued during the Design Phase; the Project Manager should use the information to determine who, within the Client Organisation, needs to be involved in defining and agreeing the Policy.

The Policy needs to be in place before Roll Out commences.

Activity	Owner	Details
Issue Draft Document	ROM Architect®	This will include some recommendations based on the ROM Architect®'s initial site assessment.
Initial Client Review	Project Manager	The Project Manager should use the document to define who needs to contribute to the Contingency policy.

Distributed Client Review	Project Manager	Document issued to wider audience in readiness for detailed discussions.
Meeting arranged to discuss Contingency policy	Project Manager	The ROM Architect® should be present at this meeting along with appropriate representation from the Client Community.
Policy agreed and documented	Project Manager	Once agreed, it is the responsibility of the Project Manager to document and roll out the agreed policy with support and guidance from the ROM Architect®

7. Technical Infrastructure, Security and Governance

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.

Technical Infrastructure, Security and Governance contains collateral covering the following areas:

- Technical Infrastructure (Environment Description and Technical Infrastructure Plan)
- Security
- Database Administration

7.1. Environment Description

The Environment Description document describes the operational Blue Prism environments and provides technical information relating to the configuration of the initial/current Blue Prism processes and business objects, databases and target application

A draft version of this document will be issued during the Design Phase, the final version of the Environment Description needs to be produced before Roll Out commences

Activity	Owner	Details
Issue Draft Documents	ROM Architect®	Blue Prism to issue Server Specification and Implementation Decision guide
Environment Description	Client	Only to be created if Client does not produce one as standard practice.
Initial Client Review	IT Project Manager	The IT Project Manager should use the document to define who needs to validate the environment description.
Distributed Client Review	IT Project Manager	Document issued to wider audience in readiness for detailed discussions.
Meeting arranged to discuss and approve environment description (if required)	IT Project Manager	The ROM Architect® should be present at this meeting along with appropriate representation from the Client Community.

7.2. Technical Infrastructure Plan

The Technical Infrastructure Plan defines the proposed steps in order to orchestrate and build an Infrastructure that is fit for purpose of the hardware and software environments required to support the ongoing Automation Program.

A draft version of this document will be issued during the Design Phase, the final version of the Plan needs to be produced before Roll Out commences

Activity	Owner	Details
Issue Draft Documents	ROM Architect®	Blue Prism to issue Server Specification and Implementation Decision guide
Technical Infrastructure Plan	Client	This is a plan of the necessary steps to take in order to build the required environment(s) for the Robotic Automation Program.

Initial Client Review	IT Project Manager	The IT Project Manager should use the document to define who needs to validate the plan.
Distributed Client Review	IT Project Manager	Document issued to wider audience in readiness for detailed discussions.
Meeting arranged to discuss and approve Infrastructure Plan	IT Project Manager	The ROM Architect® should be present at this meeting along with appropriate representation from the Client Community.

7.3. Security Policy and Procedures

The Security Policy document provides details on the key decisions that are required with respect to security, data protection and system access.

A draft version of this document will be issued during the Design Phase; the IT Project Manager should use the information to determine who, within the Client Organisation, needs to be involved in defining and agreeing the Policy.

The Policy will evolve during the delivery cycle but needs to be finalised before UAT commences.

Activity	Owner	Details
Issue Draft Document	ROM Architect®	Vanilla document issued for discussion
Initial Client Review	IT Project Manager	The IT Project Manager should use the document to define who needs to contribute to the policy.
Distributed Client Review	IT Project Manager	Document issued to wider audience in readiness for detailed discussions.
Meeting arranged to discuss Security policy	IT Project Manager	The ROM Architect® should be present at this meeting along with appropriate representation from the Client Community.
Policy agreed and documented	IT Project Manager	Once agreed, it is the responsibility of the IT Project Manager to document and roll out the agreed policy with support and guidance from the ROM Architect®.

7.4. Database Administration – Archive, Logging and Back up Policy

The Archive, Logging and Backup Policy document provides details on the key decisions that are required with respect to the logging and retention of automated process related data.

A draft version of this document will be issued during the Design Phase; the Project Manager should use the information to determine who, within the Client Organisation, needs to be involved in defining and agreeing the Policy.

The Policy needs to be in place before UAT commences

Activity	Owner	Details
Issue Draft Document	ROM Architect®	This will include some recommendations based on the ROM Architect® 's initial site assessment
Review	IT Project Manager	The IT Project Manager should use the document to define who needs to contribute to the policy.

Distributed Client Review	IT Project Manager	Document issued to wider audience in readiness for detailed discussions.
Meeting arranged to discuss Archive, Logging and Back Up policy	IT Project Manager	The ROM Architect® should be present at this meeting along with appropriate representation from the Client Community.
Policy agreed and documented	IT Project Manager	Once agreed, it is the responsibility of the IT Project Manager to document and roll out the agreed policy with support and guidance from the ROM Architect®.