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ROBOTIC OPERATING MODEL

OVERVIEW AND DELIVERABLES

The Robotic Operating Model is Blue Prism's industry leading approach to successfully providing maximum business benefit through the scaled deployment of Robotic Process Automation that rapidly delivers on-going business value through the identification and automation of manual processes within a structured and controlled, IT approved environment.

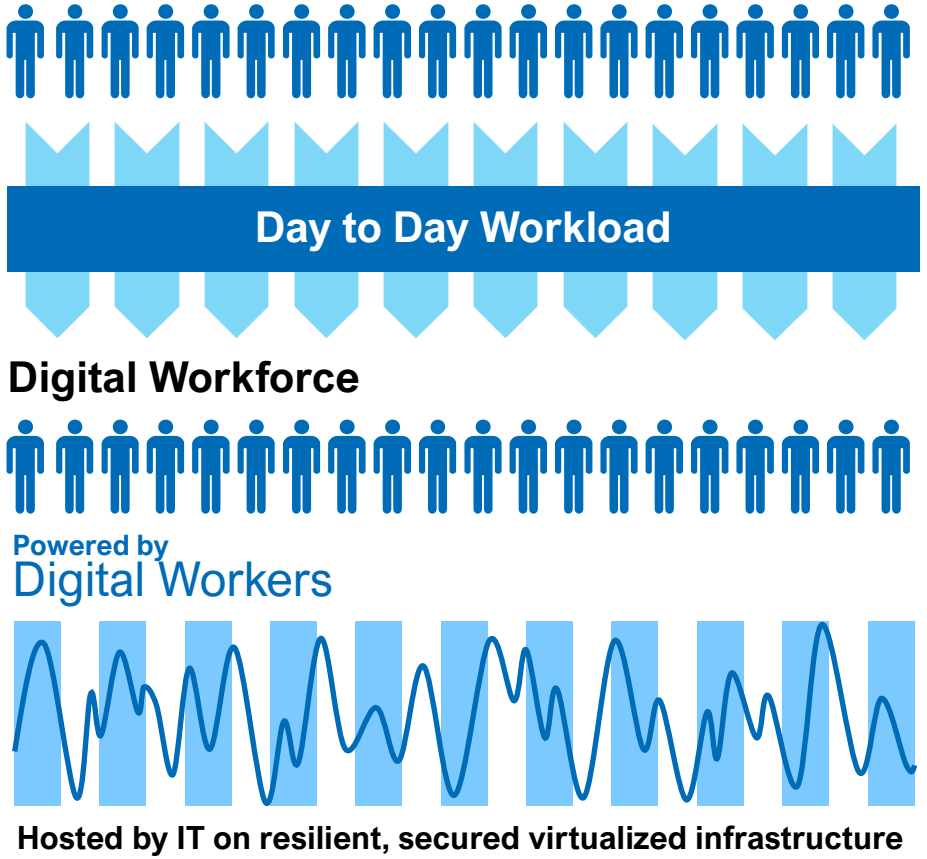
It provides the foundations for evolving the traditional Target Operating Model to embrace the digital workers and establish a seamless bi-directional flow of work between the human and the digital workforce.

The Digital Workforce

The Blue Prism proposition is a single instance, enterprise class capability designed and proven in regulated industries. The platform allows enterprise operational CoEs to automate with technology endorsed, hosted and supported by IT.

Governed by IT

- Hosting
- Governance
- Support
- Security
- Scalability
- Assurance



Controlled by the Operation

- Vision
- Organization
- Governance & Pipeline
- Delivery Methodology
- Service Model
- People

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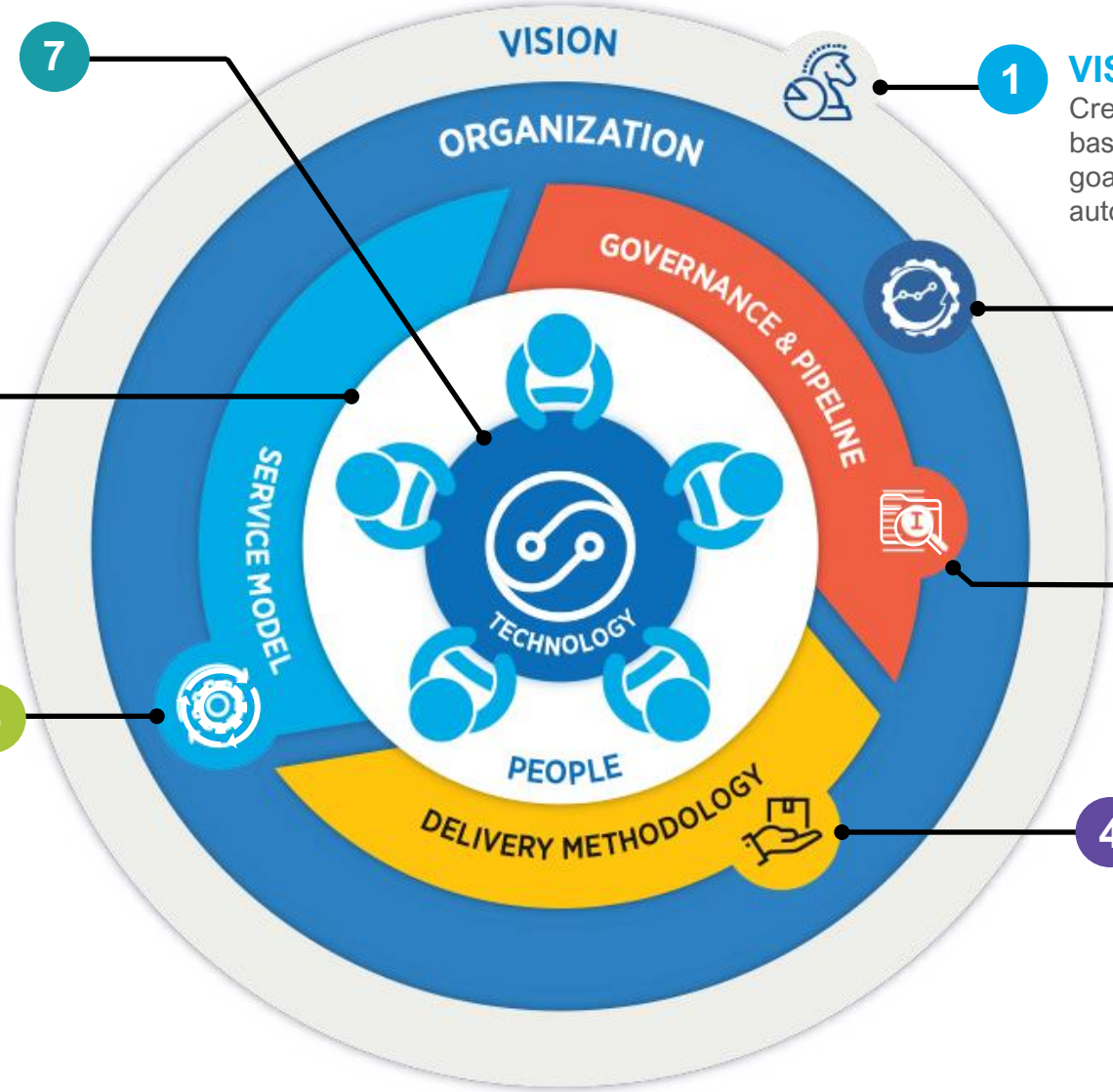
The Seven Foundations of a Robotic Operating Model



7 TECHNOLOGY
Define a highly scalable technical architecture and the associated growth strategies to generate maximum business benefit

6 PEOPLE
Build teams with the appropriate roles and skills to help build and run a successful Digital Workforce

5 SERVICE MODEL
Support operational processes while defining the management, reporting, scheduling and referral handling processes for business as usual

1 VISION
Create a vision for your digital workforce based on organizational strategy and goals, that support long-term intelligent automation success

2 ORGANIZATION
Defining the organizational design that best supports delivery of your RPA capability and aligns with your corporate strategy and culture

3 GOVERNANCE & PIPELINE
Assess and select processes to build a sustainable automation pipeline and implement governance for a controlled and secured digital workforce

4 DELIVERY METHODOLOGY
Define the optimal delivery approach and embed policies for rapid and efficient automation in a structured, controlled and repeatable manner

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Building a Mature Capability

Supported and hosted by IT

- Enterprise Infrastructure
- Regulatory Compliance
- Supported Platform
- Secured Environment
- Scalable Cloud Deployment
- Operational Assurance

Controlled by the Operation

- Flexible Pipeline Management
- Ease of Demand Management
- Autonomy – Faster to deliver
- Ability to adapt to detailed insight
- Rapid Change Model
- Analogous to Existing Workplace

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Benefits of an Enterprise Digital Workforce

Technology

ROBOTIC CLOUD
Uses a private ‘Robotic Automation Cloud’ to enable creation of workers on demand

EXECUTION INTELLIGENCE
Continuously verifies outcomes; applies a digital level of insight to human processing activity

ENTERPRISE STRENGTH
Built on proven scalable and resilient technology and following standard architecture principles

End to end data governance and logical access management

LIGHTS OUT WORKFORCE
Digital Workforce from first principles, designed to work intelligently and autonomously

Operations

INCREASED EFFICIENCY
Reduces operational costs and re-work, increases customer satisfaction

COMPLETE COMPLIANCE
Digital employees follow documented processes to the letter, without error, omission or deviation

ON-DEMAND MANAGEMENT
Digital employees are multi-skilled across all automated processes

ROBOTIC ANALYTICS
Draws insight from the wealth of data captured by the Digital Workforce

CENTRALISED KNOWLEDGE
Processing expertise is combined into a centralised repository and provides ease of maintenance through standardisation

Removes overhead and risk associated with localised initiatives

The Governance Board Overview

The Governance Board will set the strategy for RPA and deliver against that strategy. The Board will be comprised of the Head of RPA and representatives from IT and the Business. The Board will prioritize the demand for processes being selected for automation ensuring the associated business benefit is recorded.

Head of RPA

- Chairs the Governance Board
- Accountable to executive management for business performance of the RPA capability
- Ensure a Governance Board is in place consisting of proven decision-making members
- Ensures the Governance Board meet regularly and predictably to discuss new candidates
- Ensure responsibility for reviewing and approving changes as well as new automation requests

IT Representatives

- Responsible for managing inward and outward dependencies with IT
- Gatekeeper for demand on RPA capability from IT
- Establishing the digital workers have the applicable applications / systems required
- Flagging any potential obstacles to automating proposed processes such as scheduled application changes
- Responsible for ensuring proposed process automations meet all necessary requirements from an environment perspective

Business Representatives

- Consumer of services provided by RPA capability - responsible for managing alignment with business strategy
- Accountable for the benefits realization of processes
- Responsible for the prioritization of processes based on business requirements
- Ensure there are no business obstacles which may impact proposed automations
- Ensuring a good mix of people from across the business units are represented
- Act as RPA Evangelists to ensure RPA capabilities are demonstrated to the organization

The Governance Board Responsibilities

Demand Management

- Gate-keeper for all demand generated via the pipeline
- Responsible for defining & prioritizing RPA schedule
- Ensure consistency and visibility of demand management decisions
- Define the demand qualification, assessment, prioritization and benefits realization criteria

Demand Generation

- Promote the benefits of RPA throughout the organization
- Identify and qualify RPA opportunities

Benefits Realization

- Accountability for defining success criteria and benefits realization tracking for RPA initiatives
- Responsible for communicating RPA success across the organization

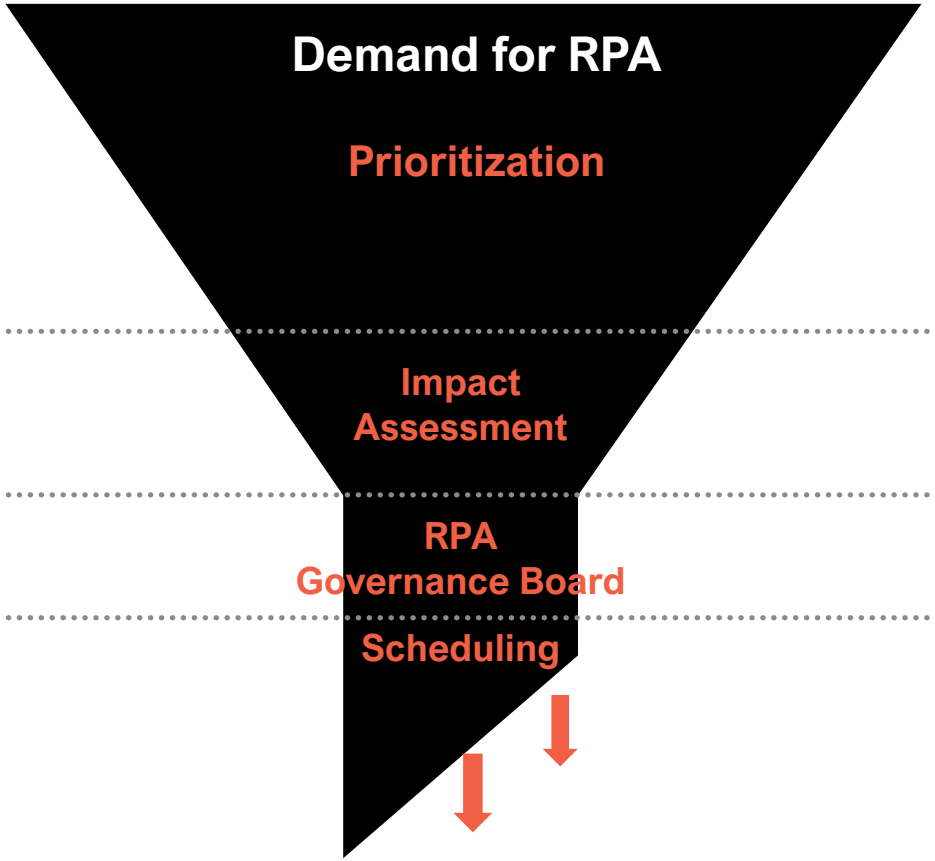
Program Steering

- Decision-making forum for all strategic business and technical design challenges occurring during the delivery
- Providing an escalation point for critical delivery issues and risks

Continuous Improvement

- Providing sponsorship for Continual Improvement initiatives
- Identifying opportunities to drive greater value from RPA

Managing the Demand Pipeline



Proactive Triggers	Reactive Triggers
1. Business Automation Requests 2. Automation CI Initiatives 3. Change Programs	1. Business Process Changes 2. System Changes

- Client automation review
- Process analysis
- Business case modelling
- Prioritization for requests received from broader business or IT externally managed

- Follow structured impact assessment process, that evaluates benefits, delivery and ongoing support costs (specifying ownership as required) as well as alignment to strategic business drivers and impact of not making the change
- Process to reflect existing organizational approach for managing change

- Enables key stakeholders to review all proposed automations and assess the projected value in terms of strategic business drivers
- Chaired by Head of Robotic Automation, and attended by business, IT and change reps

- Build and manage the RPA change schedule – balancing maximization of business benefit, delivery resource availability, and reuse of existing processes and objects
- Head of Robotic Automation and / or Automation Manager responsible for scheduling and managing stakeholder expectations across the business and IT community

Define → Design → Configure → Test → Deploy → Digital Workforce

Delivery Management | Operational Support

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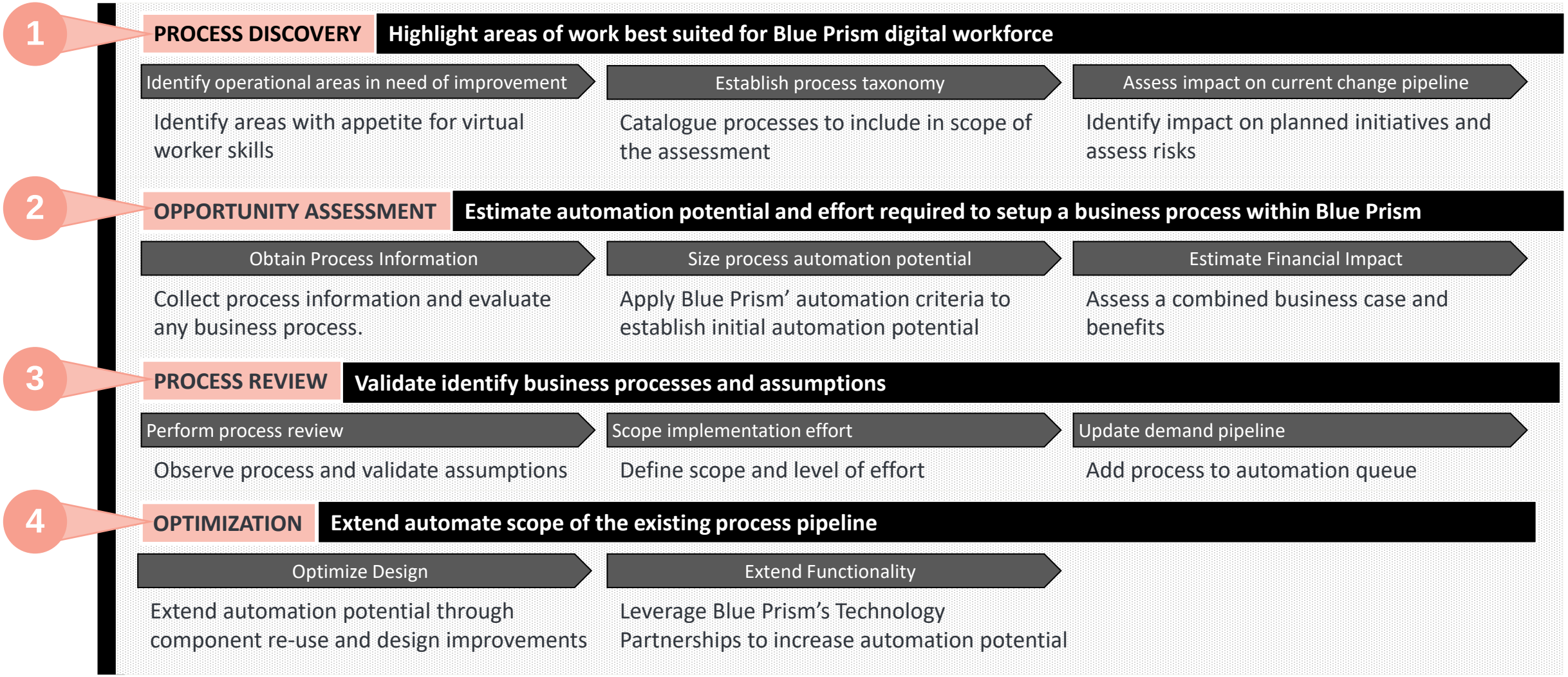
Opportunity Assessment Approach



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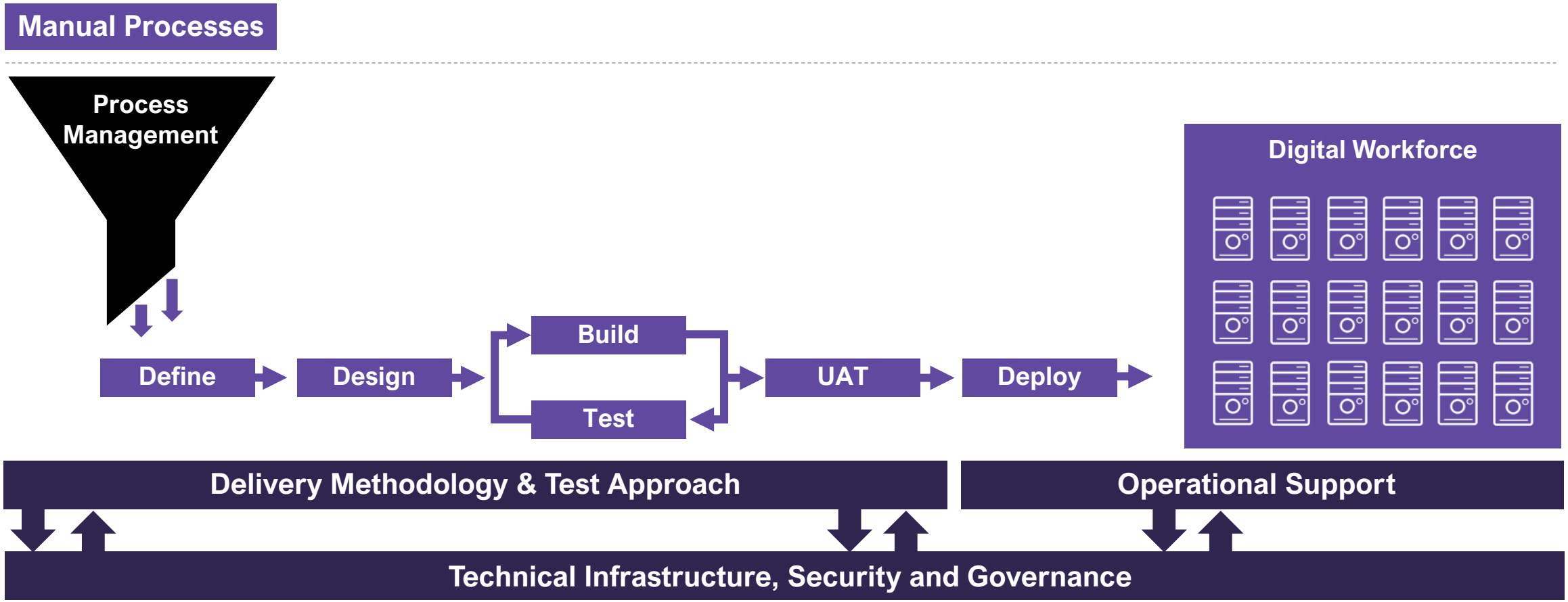
Delivery Methodology Lifecycle

Delivery Methodology should provide the platform for the creation of re-usable, resilient and scalable objects that reduce delivery effort and maintenance costs.



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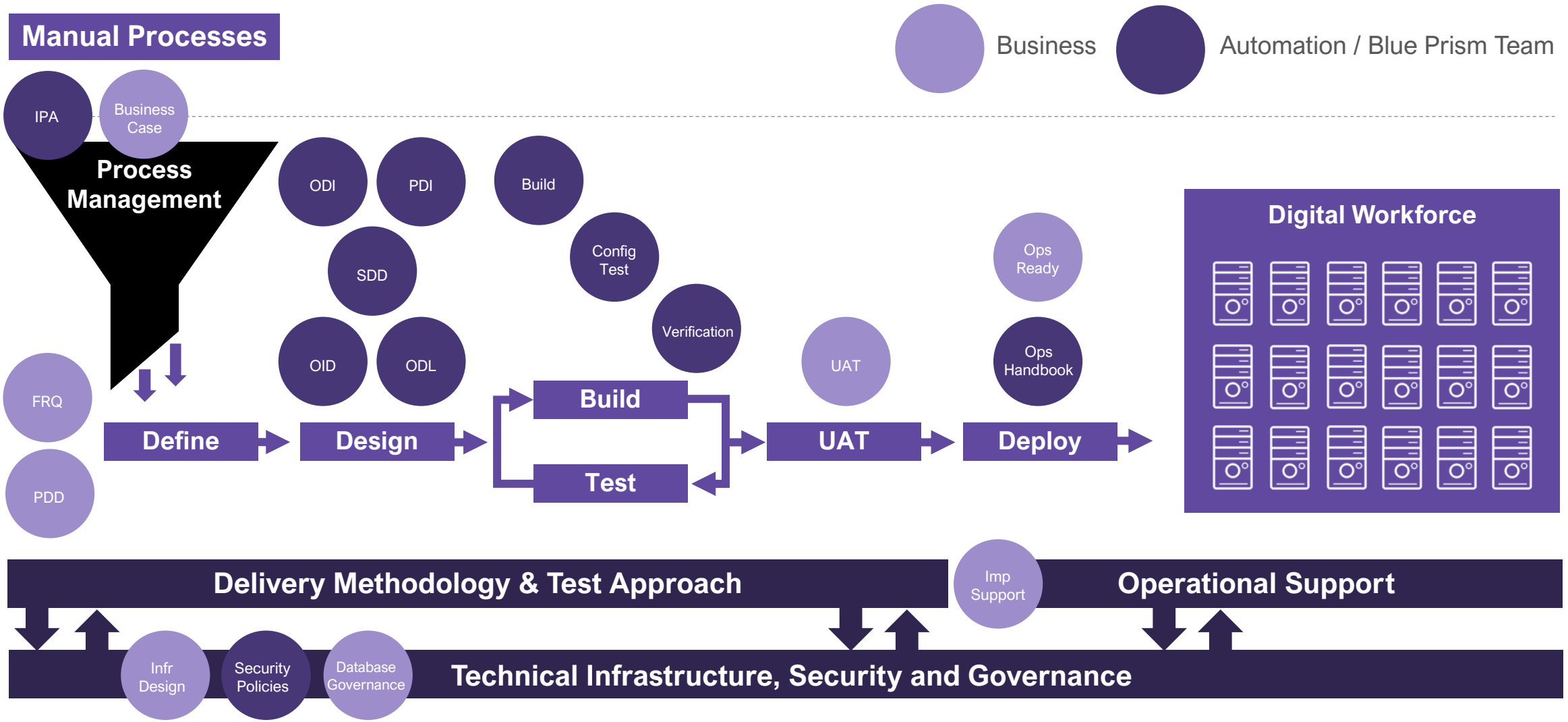
Delivery Methodology Key Deliverables



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Key Deliverables

RPA METHODOLOGY DELIVERABLES

RPA DEMAND GENERATION		DELIVERABLE	PURPOSE / DESCRIPTION:
Process Management		Initial Process Analysis (IPA)	Define, by process, the feasibility, scope, complexity, effort, and projected benefits
		Application Assessment	Provides the RPA team with an opportunity to assess the client's host systems and gained knowledge will assist in determining the delivery and support costs
		Business Case	Translates the aggregated results of Process Assessments into a financial case and provides the inputs for project planning (i.e. effort and cost breakdown)
Delivery Management	Define	Process Definition Document (PDD)	Captures the current flow of a business process at a keystroke level to be automated and forms the requirements for design
		Functional Requirement Questionnaire (FRQ)	Documents the functionality to enable the process solution to run unattended whilst meeting the demands of the business
	Design	Object Design Instruction (ODI)	Describes in detail a single Blue Prism Business Object, including all the actions in the object and all the inputs and outputs to those actions
		Process Design Instruction (PDI)	Describes in detail the Blue Prism processes, components, business objects, work queues and credentials used to support the Blue Prism solution
		Solution Design Document (SDD)	Comprehensive document containing, not only high level details of how the Blue Prism product will deliver the solution, but includes details of other deliverables required for the solution
		Operational Impact Document (OID)	Describes in detail the impact on the Operation from the delivery of the automated solution
		Design Authority (DA)	Responsible for maintaining the development integrity and its constituent processes and object as well as updating a centralised view or library to reflect the available objects and processes
	Build	Peer Review Board	Operates as both advisor and gatekeeper to the Blue Prism development team, supporting and validating all build elements during the deployment and testing phases
		Build Review Checklist	Provides feedback on areas to concentrate on to improve the robustness, resilience, scalability and controllability of the process
		Development Best Practice	Guide describes the basic best practice that should be adopted during process and object development
		Development Test Plans	Used during the testing phase that covers a testing plan, scenario coverage and tests, but also reflects the scenario ratio coverage to cases worked in testing

Key Deliverables

RPA METHODOLOGY DELIVERABLES

RPA DEMAND GENERATION		DELIVERABLE	PURPOSE / DESCRIPTION:
Operations Support	Test	Verification Test Plan	Generate & document test conditions to ensure all relevant scenarios are captured to step through cases in a controlled manner in the presence of Operational SME's
		UAT Plan	Controlled testing, gradually ramping up the volume based on successful completion, and starting with the processing of a single case
	Deploy	Release Note	Delivers the Blue Prism Release Package into test (i.e. the output of process development)
		Operational Handbook	Provides instruction, information and advice on the running of the specified automated process in a normal daily operational environment for those who will run the process
		Process Release Acceptance	Enables the release that has been created to be checked and accepted when migrated and deployed across environments.
		Process Implementation Plan	Details the implementation plan to be followed by the project that defines the tasks to be covered before, during and after the implementation events
Technical Infrastructure, Security, Governance		Archive and Backup Policy	Gives guidance to archiving process logs and backing up production processes and business objects
		Logging Configuration Policy	Gives guidance to logging settings on stages in processes and objects for each deployment environment
		Security Policy and Procedures	Outlines the security policy and procedures that supports the platform which is robust, highly scalable, powerful and flexible, designed from first principles to support a Digital Workforce

Defining a Process

The define stage will examine the process prior to a solution design and the commencement of the configuration stage.

In addition to allowing all risks to be identified, a thorough analysis will expose the scope of the complete process resulting in a comprehensive design and more economic configuration phase.

Process Analysis

- Work with the business subject matter expert (SME), to provide a detailed process map and description.
- This will define the entire scope of the process
- Granularity will need to be sufficient to provide enough detail for the process to be followed by a user during a PDD Walkthrough.

PDD Walkthrough

- There is a risk that a completed Blue Prism process running as per design will result in an unsatisfactory level of business exceptions.
- To mitigate the risk of this a PDD walkthrough is performed.
- A business SME will perform the process manually by following the prescribed process in the PDD.

MI Requirement Analysis

- During processing there is an opportunity to harvest data for the purposes of MI. Building this into the initial solution usually requires no additional development effort.

Functional Requirements

- The Functional Requirements Questionnaire (FRQ) captures all the metrics, controls, execution and data management requirements as part of the current operational process today.
- These are extremely important and useful when designing your automated process

Methodology Design

Blue Prisms Methodology comprises of five different stages in order to orchestrate a good design and to help build a robust, resilient and maintainable solution.

Object Design Instructions (ODI)

This document describes in detail a single Blue Prism Business Object, including all the actions in the object and all the inputs and outputs to those actions.

This document is intended for those developing the Blue Prism solution, instructing them on what needs to be developed, and may be used without knowledge of the wider solution

Process Design Instructions (PDI)

This document describes in detail a single Blue Prism process, and the components, business objects, work queues and credentials it uses to support the Blue Prism solution.

The document is intended for those developing and supporting the Blue Prism solution.

Its accuracy is essential if different personnel are to successfully develop or support the process.

Solution Design Document (SDD)

The Solution Design Document (SDD) will complement the PDD and describe how the Blue Prism process will be designed to successfully automate the process.

The SDD is a comprehensive document containing, not only high level details of how the Blue Prism product will deliver the solution, but also includes details of other deliverables that are required for the solution.

Operational Impact Document (OID)

This document describes the impact on the Operation from delivering an automated solution.

Intended for the client's project delivery team to ensure that all components of the required operational architecture are in place.

Signing off this document, the business will be acknowledging and agreeing to the retention of some resource to support the solution.

Blue Prism Design Authority

For designs which include any bespoke solution features such as Code Stages or Custom Controls, the SDD must be approved by the Blue Prism Design Authority.

A requirement for a Design Authority review is triggered by any information being documented in the Bespoke Solution Features section of the SDD.

Solution Design Considerations

Scalability

Does it need to scale? Can it scale?

Can we share a process?

Recoverability

Can the process recover itself after a restart and pick up where it left from?

Resilience

The process must be able to accommodate unforeseen system responses

Data management

Data security, work queue keys, work queue data

Data integrity

Eliminating the risk of orphans and duplicate cases

Performance

Processing the fastest way (not necessarily the way the user does it) and use the fastest interfaces

Efficiency

Minimise further work downstream when exceptions occur. Harvest as much data as feasibly possible and make it available with the exception case.

Solution Design Considerations

License Optimisation

Batch process or continual processing? Design to make best use of the licenses.

Latency

Minimise calls to high latency interfaces

24 hour processing

The process should be started at least once per day, will minimize the size of the session log and also keep the running process visible to the controller

If you need to a process continually, have the scheduler start the process at the same time each day and have the process consume a finish time 10-15mins prior to the start time.

Security

Security access models will need to be adhered to. For example some target systems may be accessed via SSO and the defined security model requires the process to log into windows as a specific user.

Reporting, MI, logging

Are reports to be generated, data pushed into data stores or external logging repositories.

Testing

The test approach could affect the design & build. Can anything be built into the solution to aid testing e.g. case control or report outputs?

Throttling

Do we need to build in the ability to slow down processing? Put a wait stage at the start of each action that consumes a wait defined in an environment variable.

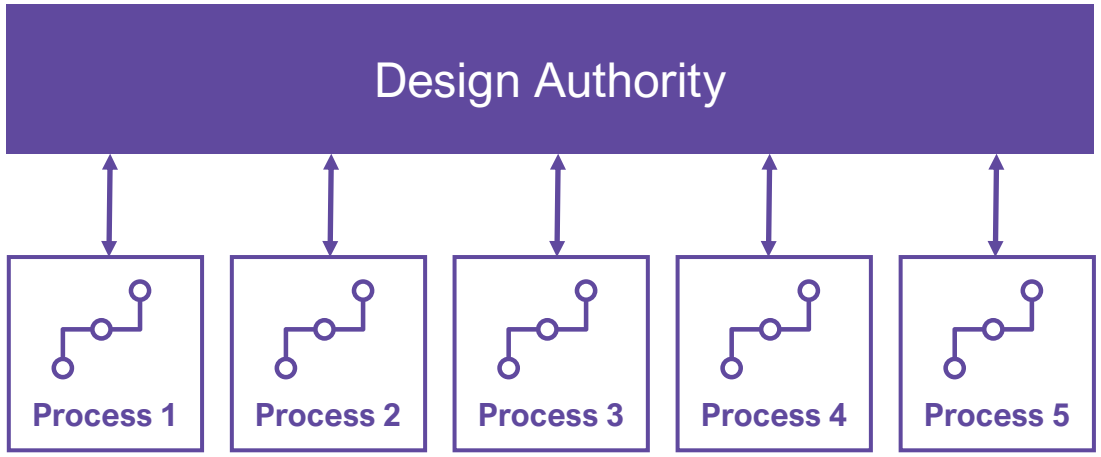
Design Solution Elements

Work Queues	Environment Variables	Session Variables	Environment Locks	Credentials store	Login Agent
Lock current case to prevent duplication Cases can be deferred / be retried Process can be taken down in a controlled manner by pausing the queue	Local storage of variables outside of the process. Used to parameterise environments, file locations, URLs etc	Allow for data item values to be changed from Control Room during processing	Used to control access to shared resources Can be used to control process flow during concurrency.	Process and windows credentials can be stored securely in the DB	Ability to login automatically to windows Can unlock a locked screen

Exposing process & objects as web services	COM objects and Blue Prism API	Code stages	VBO	Scheduler	Calendar
Process and objects can be exposed as web services. Preferably use objects and keep call short and synchronous i.e. adding a case to a work queue	You can list external references in objects and call exposed functions. Blue Prism has it's own API if you want to wrap existing code and have public functions appear as Blue Prism actions	Full access to the .net Framework to enable access to faster interfaces where required.	Library of ready made utility objects for reuse	Can schedule a task to start periodically. Tasks within the schedule can be configured to call further tasks on successful completion or exception.	Create your own calendars for use in schedulers if required

Blue Prism Design Authority

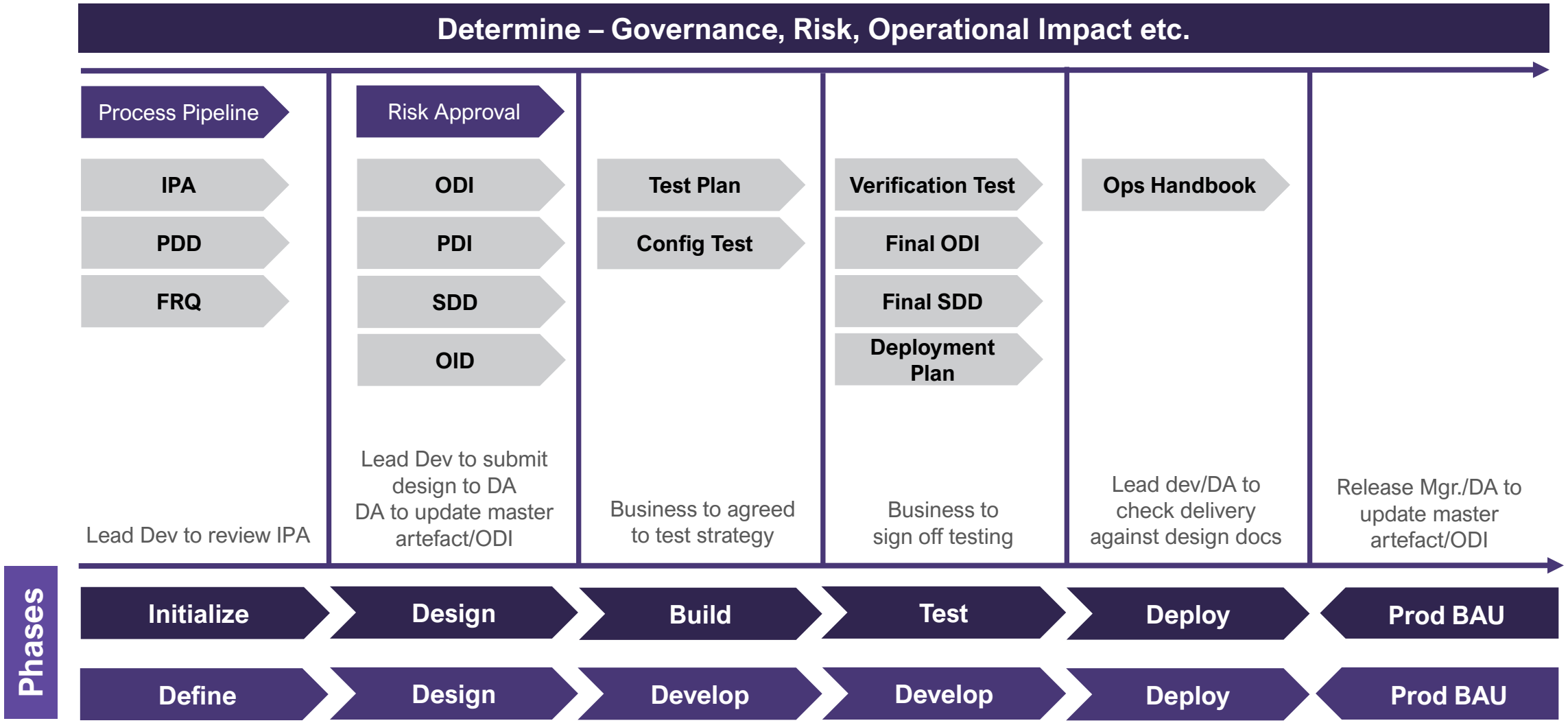
- Provide Practical Solution Reviews
- Team Knowledge Share – Proposition and Standards
- Team Training and Mentoring Gaps
- Delivering Consistent Quality of Automations



Terms of reference
Design Authority

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

Blue Prism Process Release Timeline



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Blue Prism Testing Phase Overview

Test Phases

Standard test phases during a Blue Prism project

To ensure that automated solutions are delivered into live with the optimum possible level of testing

Throughout development to ensure that processes are delivered that meet business requirements

Contain the minimum possible levels of system exceptions.

Test Phases Document

As outlined in this document, testing is carried out through each stage of the Blue Prism methodology

Through the creation of objects, components, processes, verification, and user acceptance testing.

Experience has found that commencing robust testing as early as possible in the creation of a solution assists in finding and incorporating process scenarios and system behaviour that may otherwise have been missed during design and configuration

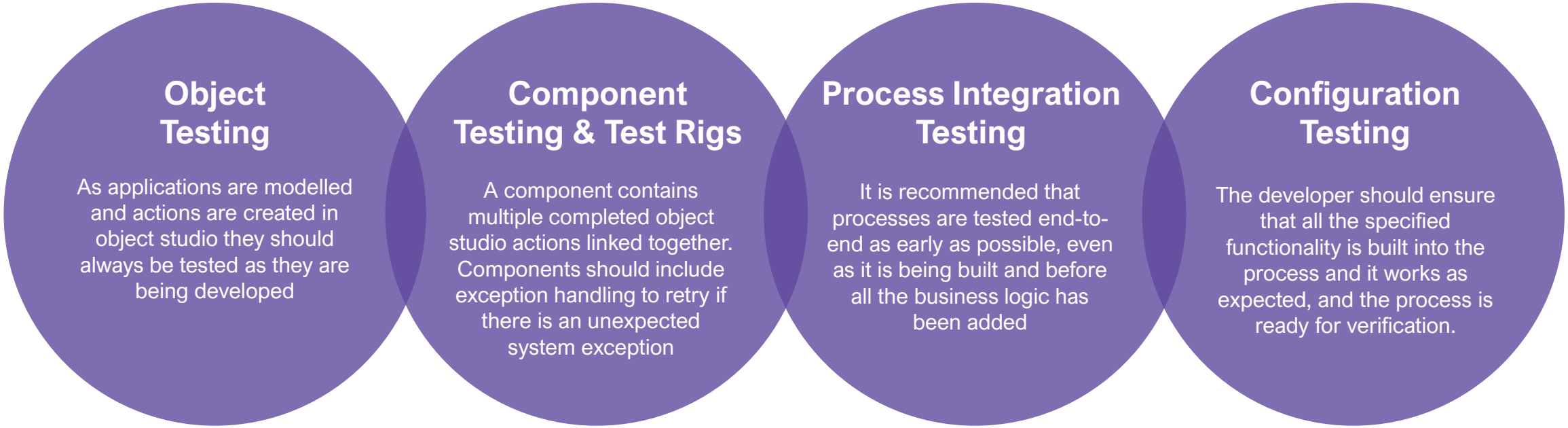
Testing Approach Summary Overview

	DEVELOPMENT PHASE		TEST PHASE			PILOT
	Build & Unit Testing	**Configuration Testing**	**Validation Testing**	**Verification Testing**	**UAT Testing**	**Pilot Mode**
BP Environment	**Development**	**Development**	**Development**	**Development**	**Test**	**Production**
Attended Automation	Yes	Yes	Yes	Yes	No	No
Target System	**Test**	**Test**	**Test**	**Production**	**Production**	**Production**
Resources						
Developer	●	●	●	●		
Tester			●	●	●	
SME				●	●	
Controller						●
Summary	Testing of individual objects and processes	Integration and non-functional testing	Testing against process definition using model scenarios	Testing performed against live scenarios in presence of SME. Fix on fail.	Unattended end to end testing of the solution by Tester with SME providing QA.	Process in Production

Testing Approach Live Data Only

	DEVELOPMENT PHASE			TEST PHASE		PILOT
	Object Build	**Process Build**	**Assisted Development**	**Verification Testing**	**UAT Testing**	**Pilot Mode**
BP Environment	**Development**	**Development**	**Development**	**Development**	**Test**	**Production**
Attended Automation	Yes	Yes	Yes	Yes	No	No
Target System	**Production**	**N/A**	**Production**	**Production**	**Production**	**Production**
Resources						
Developer	●	●	●	●		
Tester				●	●	
SME			●	●	●	
Controller						●
Summary	Read stages completed. Write stages partially developed	Process developed using partially completed object layer	Write stages and process completed in presence of SME whilst stepping though live cases.	Testing performed against live scenarios in presence of SME. Fix on fail.	End to End testing of the solution by Tester with SME providing QA.	Process in Production

Methodology Configuration Testing



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Methodology Verification Testing

Process Driven

The verification phase involves stepping through the completed Blue Prism process with TA's/SMEs.

Approach

Cases are stepped through in Process Studio with a TA/SME. Where possible TAs/SMEs should be experienced users that know the process well.

Scenario coverage

As many different cases are used as possible to identify and test different scenarios As many different scenarios as possible should be tested.

Test Plan

A Verification Test Plan or a Scenario Tracker can be used to ensure as many scenarios as possible are known.

Not Covered Scenarios

If any scenarios are not seen during verification testing (because a relevant case is not found) should be noted.

Forcing

The developer should force the process down routes in the process for which test cases have not travelled

Subject Matter Experts

Different SMEs should be used during the verification phase as different users will have different process knowledge.

Re-Iterative

The verification phase should be re-iterative. Required changes identified with the help of the TA/SME should be developed, and the process re-verified.

Note: If test systems are not available and access to the live systems are not made available for verification, additional time will need to be factored in to UAT and live roll out of the solution

Methodology Verification Testing

Performance and Resilience Testing

Performance Testing

Once in Control Room the process will be operating at full speed.	Average processing times for cases will enable estimates to be provided for total processing time for peak work load.	This will affect resource planning and may impact SLAs. The process may need to be adjusted to improve performance.

Resilience Testing

A series of resilience tests will test how the process accommodates specific conditions that could cause its failure	E.g. system exceptions, timeout or unavailability. In addition to being able to recover the system, the process must demonstrate the ability to recover a case.	In the event of a process failure and restart it is essential that the process can recognise its previous point of failure and successfully recommence case processing from that point

Blue Prism User Acceptance Testing (UAT)

UAT is a customer driven testing phase, giving the business the opportunity to ensure that the Blue Prism solution that is being delivered fully meets their requirements.

The process should be tested against UAT test plans that should have been created by the business based upon the Process Documentation

The process should be tested in an environment that mirrors the live environment (i.e. ran on a Virtual Machine (VM), using BP Server and credentials, test mode turned off, scheduling used).

Testing should be done in control room. The Operation Handbook should be used to ensure it adequately enables users to run processes.

One of the aims of UAT is to ensure that the automated Blue Prism solution will work in the live environment. If possible, UAT tests should be done on live systems using live accounts.

It is recommended that UAT testing is performed on a limited number of cases for each scenario, and each case worked by Blue Prism is audited by the tester to ensure it has been worked correctly.

'Stress tests' should be included. For example, system not available or invalid file format type errors.

The UAT testers should ensure that exception reporting, performance reporting, and management information reporting all meet requirements

Note: If test systems are not available and access to the live systems are not made available for UAT, the initial system exception rate during live roll-out may be high, and additional time will need to be factored in to cater for post-live support and changes

UAT Phases

NB: Cases per session and acceptance criteria are indicative and will be dependant on the size and complexity of the solution

	Cases Processed	Cases Processed	Quality Assurance	Acceptance Criteria
Phase 1	5 cases per test session	All cases not processed by DW & Exception cases	100%	5 successful sessions without defect
Phase 2	10 cases per test session	All cases not processed by DW & Exception cases	100%	3 successful sessions without defect
Phase 3	20 cases per test session	All cases not processed by DW & Exception cases	50% spot checking	2 successful sessions without defect

Blue Prism Testing Live Proving

If Blue Prism processes are to be ran in a new or changed environment, testing must be done to ensure the environment is set up correctly. For example, if a new process is moved from a test environment to a live environment.

The following steps should be taken during Environment testing:

The environment should be checked to ensure it has been set up in accordance with the Solution Design and Environment Definition Documents.

All Blue Prism requirements for the process should be checked prior to use (i.e. Work Queues correctly created, Credentials set up, environment variable configuration done, such as setting network paths and test mode etc.)

All desktop or VM settings required are set. For example, access is given to required systems and network paths. Screen lock turned off if required etc…

In a new environment the Blue Prism process should be rolled out gradually. Starting with just running one case at a time and only increasing the number of cases worked per session if the process completes successfully.

Different environments may run at different speeds. Case times should be evaluated in the new environment to ensure that allocated resources will meet SLAs in the new environment.

Blue Prism Testing

Regression Testing

Any application, process or environment changes should be fully regression tested. Regression testing should not only ensure that the change made to a process or object works, but also that any unchanged but related objects or processes still work as expected.

The following steps should be taken during Regression Testing:

- Blue Prism development team should be included in application change notifications so that adequate time is given to test the changes and make object changes if required.
- An emergency change methodology should be agreed and used where such notifications are not given or are not available.
- A method of identifying related objects and processes should be in place. This may be done by maintaining a matrix of such relationships.
- For example, if an action changes within an object it must be possible to identify all other objects and processes that uses that action and therefore needs to be regression tested.
- For any Blue Prism objects or processes that are changed, all the steps outlined in this Test Phases document can be followed for regression testing.
- Depending on the size of the change, less time will be required for regression testing than was required for originally testing the process.
- If a Process is changed the process documentation (and test plans) and solution design should also be updated to keep in line with the actual process.

Blue Prism Deployment

Production Roll Out

Once the UAT stage has been accepted the process is ready to be roll out in the production environment. From this point the process will work 100% of cases and cannot be amended without a formal request for change

Blue Prism Implementation Plan

Details the plan to be followed during the implementation of the project. It defines the tasks to be covered before, during and after the implementation events, including those tasks performed by the Automation Team, IT and Operational Departments.

Production Environment Migration

A request is made to export the process and its dependent objects and work queues to the Blue Prism Production environment. On successful migration a final check is performed to ensure that all required objects, systems, and work queues can be accessed by the process

Documentation Update

Operational Contingency Document

Operational Process Control Document

Environment Description Document

Operational Handbook

Support Policy

It is essential that a Service Wrapper is implemented for the live Blue Prism processes to ensure smooth day to day running of the automated processes and to prevent the processes from decaying as systems/business processes evolve.

Production Rollout Readiness

Implementation Plan

Document	This document details the implementation plan to be followed by the project.
	It defines the tasks to be covered before, during and after the implementation events, including those tasks performed by the Agility Team, IT and Operational Departments.
Purpose	Communicate and gain agreement for the detailed implementation approach and schedule.
	Aid planning and resourcing of the implementation events.
	Provide a means of recording and managing implementation dependencies.
Audience	It is intended for all members of the project team and stakeholders.
Recommendations	The creation of this document is started as part of the design phase with consideration given to scope, approach, content, cut-over considerations, back out and contingency plans during this phase.
	The document should then be updated throughout the project lifecycle and completed following the end of the SIT phase.

Deployment Operational Handover

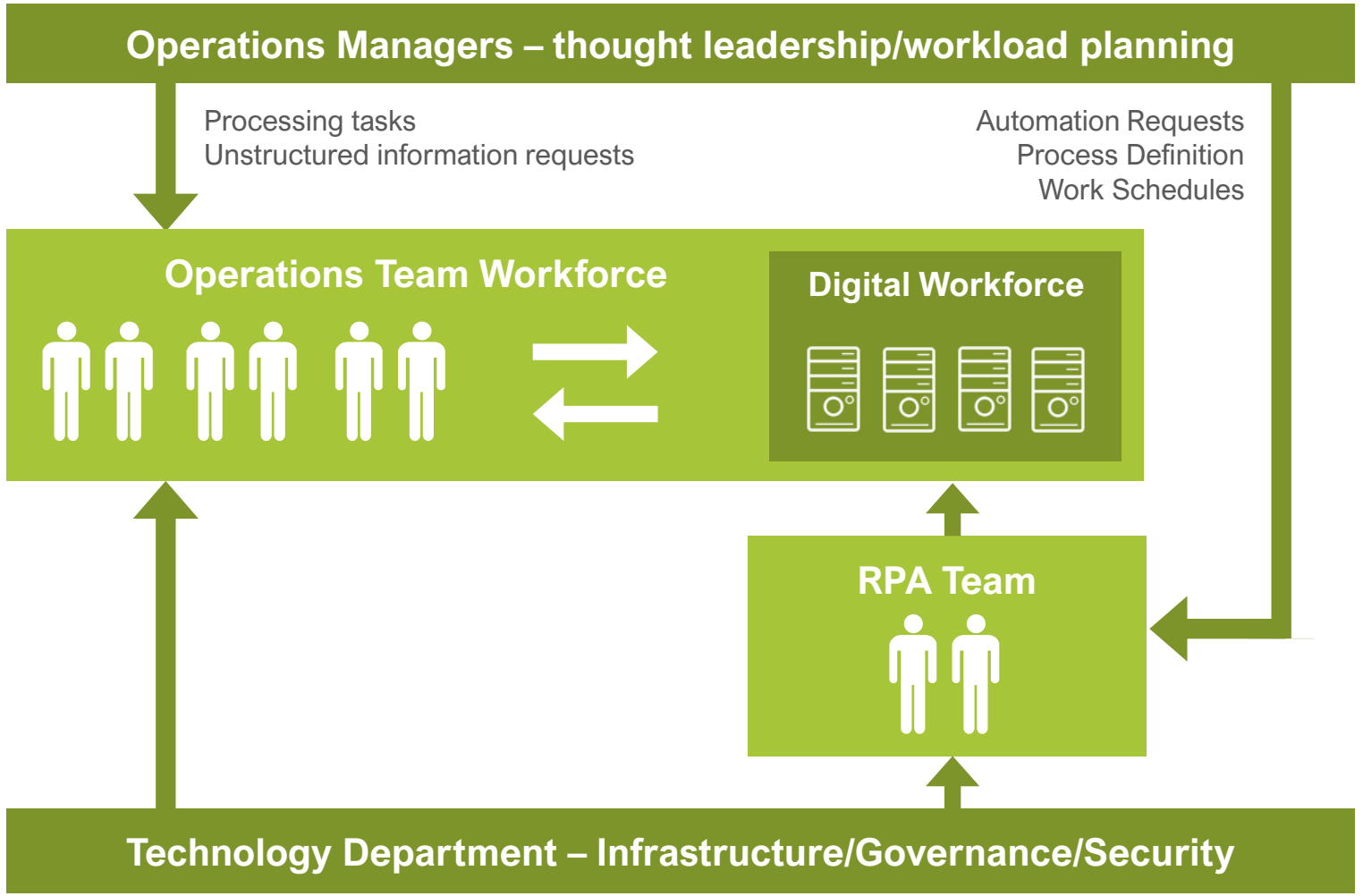
Handing over Effectively

Once the UAT stage has been accepted the process is ready to be rolled out into the production environment.

A request is made to export the process and its dependent objects and work queues to the Blue Prism Production environment. On successful migration a final check is performed to ensure that all required objects, systems, and work queues can be accessed by the process.

Contingency Plan	Process Control	Support Policy	Operational Handbook
The Operational Contingency Document is updated with details of what action should be taken and when in the event of the processing being unable to run	The Operational Process Control Document is updated with details of what actions should be taken by the operations team to successfully complete a case that where a Business Referral or System Exception is generated.	It is essential that a Service Wrapper is implemented for the live Blue Prism processes to ensure smooth day to day running of the automated processes and to prevent the processes from decaying as systems/business processes evolve. The support policy provides the guidelines on the optimum Service Wrapper for Blue Prism.	The Operational Handbook is updated to describe how a process is to be started or restarted.

Robotic Automation Overview



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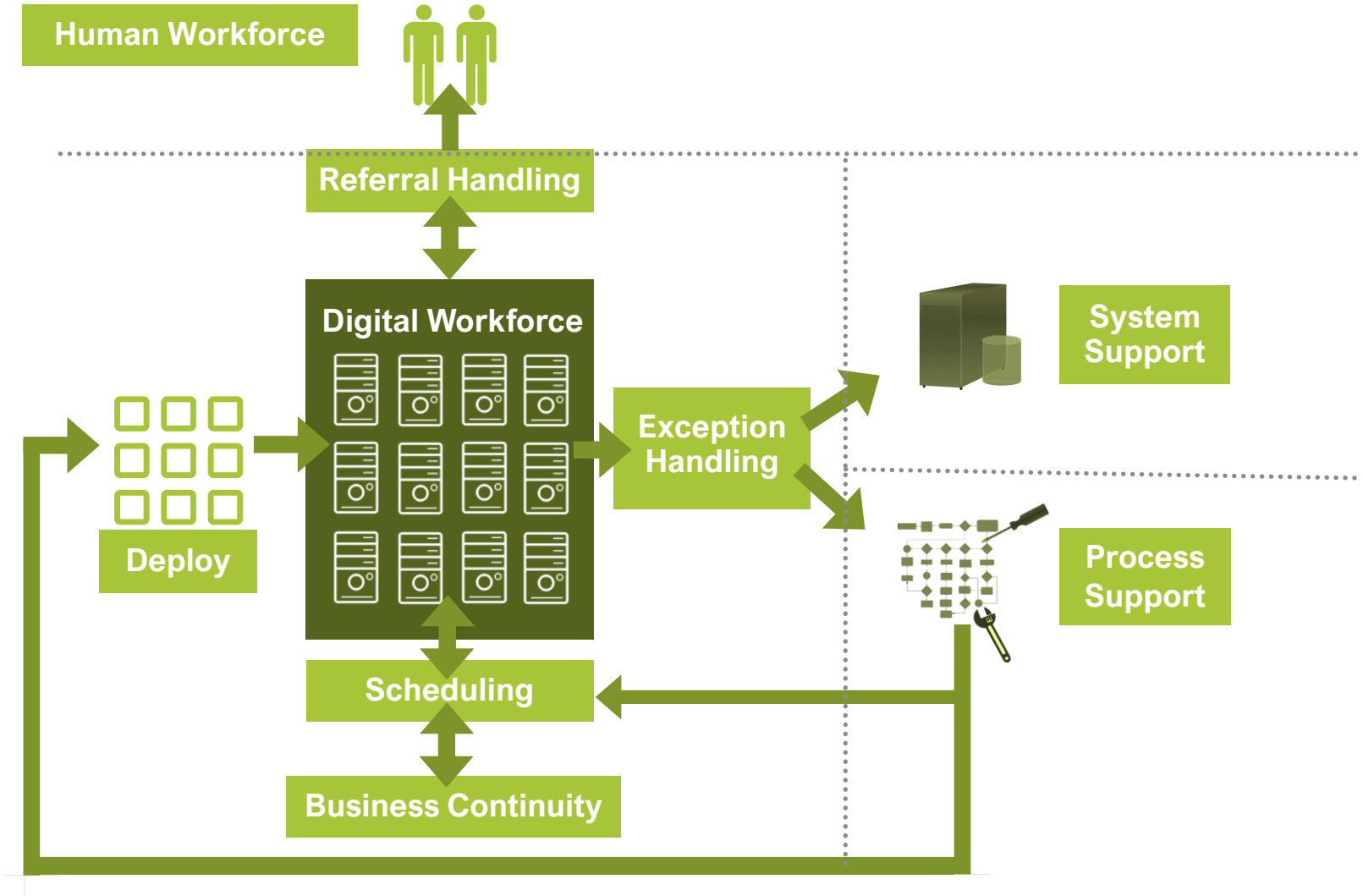
Blue Prism Operational Support



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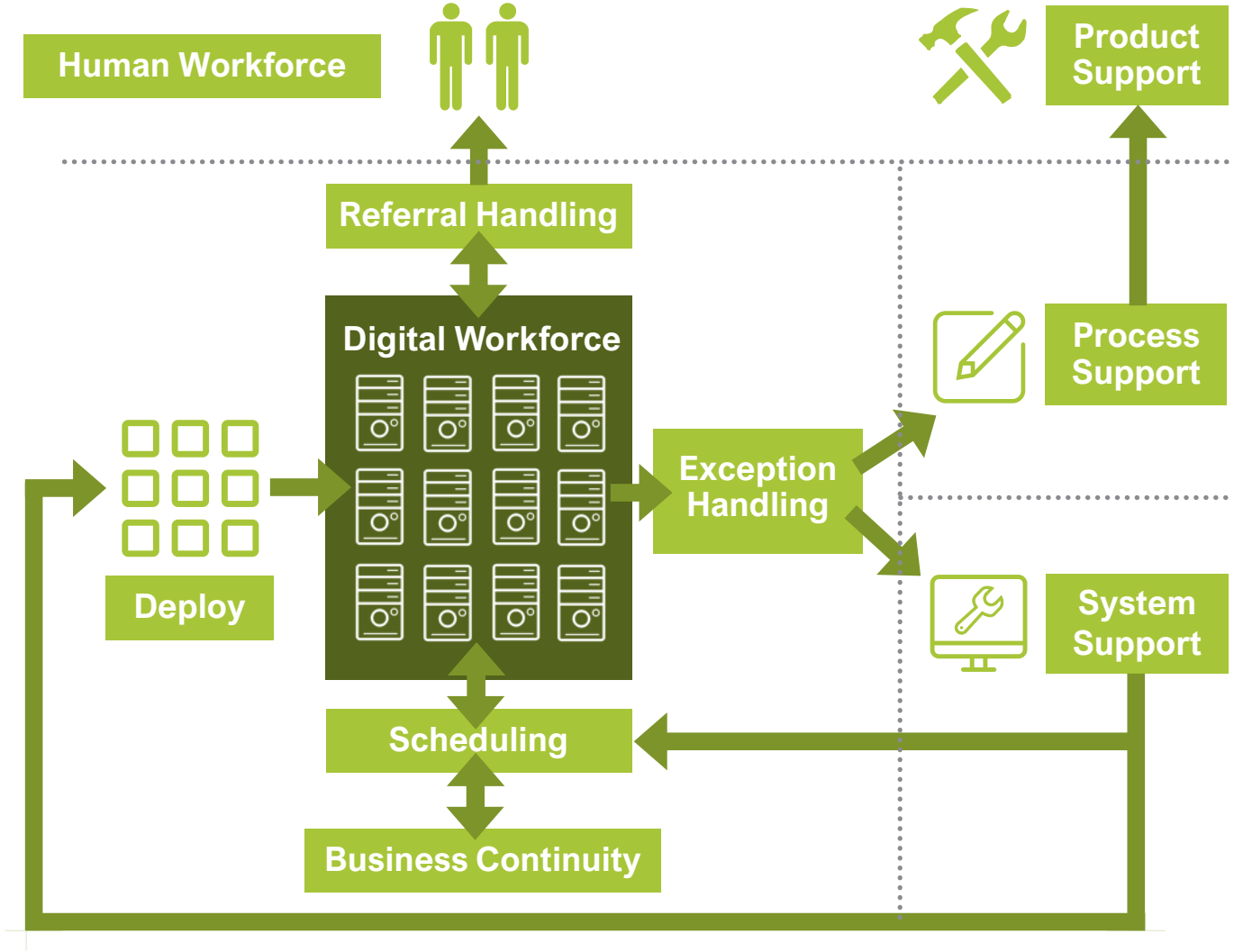
Operational Support Overview



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 Digital 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 and addressed by Blue Prism Customer Support

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Blue Prism University

Blue Prism University

Blue Prism University provides a range of educational products and services to support the key roles in an RPA program. It enables Developers to quickly acquire the necessary skills and experience to deliver professional Blue Prism solutions. Complemented by additional materials and learning pathways for technical architects, solution designers and ROM architects.

eLearning

Blue Prism Resource Certification

Resources only become certified once they have completed the 1 hour online Certification Exam – this can only be taken after all the mandatory training modules have been completed and the individual has then had a minimum of approximately 3 months' experience of configuring processes in a client or partner environment. Resources that have taken the training but not the exam should be capable of delivering high quality processes under supervision of Certified resources.

Certification

Mentoring

To begin your journey Blue Prism's experienced consultants can be utilized to help create and embed a training model into the bedrocks and fabrications of your RPA capability foundations, whilst mentoring your current individuals in the roles they have been assigned. Blue Prism consultants provide support and guidance where the customer resources require training on the product, infrastructure and implementation methodology best practice.

Mentoring by experienced consultants

Blue Prism Portal

Starting point for access to structured training, tutorials, guides, templates, software downloads, FAQs, support, etc.

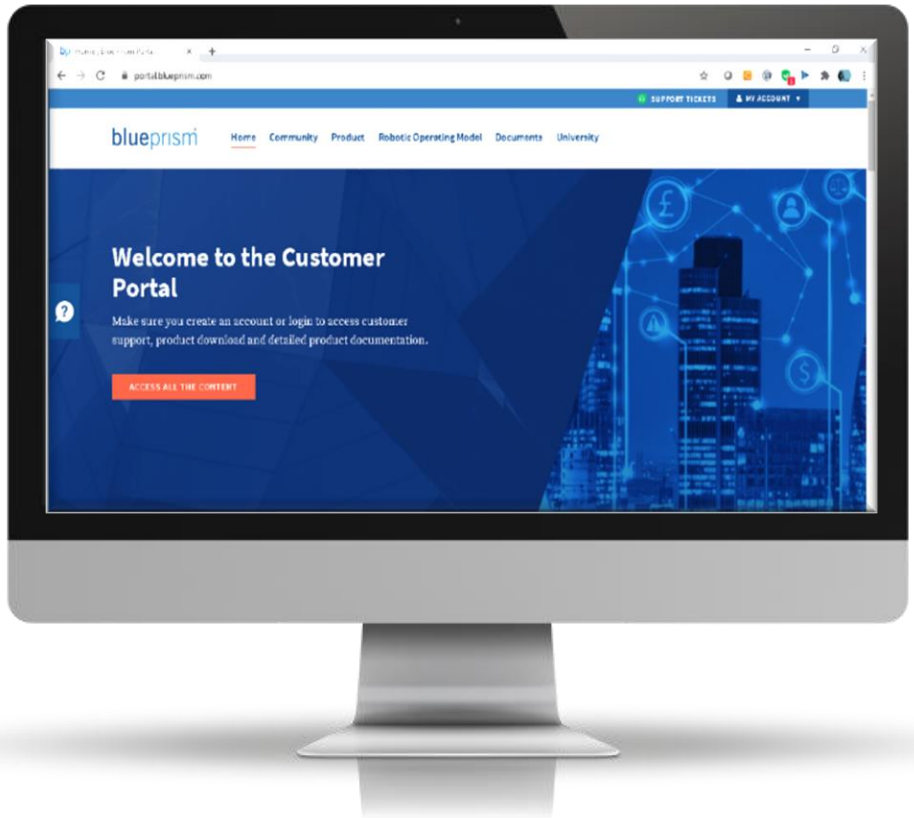
Register for BP Portal access at **https://portal.blueprism.com/**

Online Help
Server-based HTML5 Version of Product Help

BP Learning Community
Forum users, partners, professors, students and more to access communal knowledge

https://community.blueprism.com/home

Blue Prism University
On-demand RPA learning program, free to use for anyone with a Blue Prism Portal login



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