

Robotic Process Automation Manager



Training recipients

- 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

- 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



Training program

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



Expected preparation of the participant

Recommended courses before this training: RPA Foundation



Duration

2 days / 14 hours

Language

- Language: English