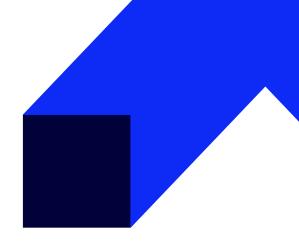


training code: RPA\_MAN / ENG DL 2d / EN

# 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



- o 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
  - $\circ\,$  The combination of Blockchain technology and RPA
  - o ML/Al Recording



# Expected preparation of the participant

Recommended courses before this training: RPA Foundation



## Duration

2 days / 14 hours

#### Language

• Language: English