BU

- Start
- Automation Request
- PDD Approved?
- Bot run approved?
- Approve UAT

IAS Manager Team

- Close as incomplete
- A
- Is viable? — No / Yes
- Assign an AE
- Governance Meeting
- Assign Bot ID, AD, Software User
- Assign Automation Developer
- BPO Approve
- Create parent release ticket RLSE
- Approve CI
- Yes

Automation Engineer (AE)

- Review IPA with BU
- Clarify the process steps and fill out the IPA format
- Update RITM ticket
- Build project plan with BU, estimate the project dates (PTO, Out of office dates)
- Request AD, software, folder(If necessary) access
- Work on PDD
- Review PDD with BU
- Update PDD
- Update RITM ticket
- Are all the access set? — Yes / No
- Sign off PDD
- Transition to AD / Building estimation
- Submit New INC ticket
- B
- Document test scenarios
- Update RITM ticket
- Bot set to Deploy/ Launch
- Verify Deploy/ launch check list, Program KT meeting
- Close ticket RITM
- A
- Send an email to BU indicating the reason of the close
- End
- Yes

Automation Developer (AD)

- Create Build/Sprint plans
- Bot sprints
- Test the test scenarios
- Review bot run with BU
- Review the documentation /Debug the code
- Create ENH ticket
- Update ENH ticket
- Complete SDD/ Runbook
- Supervise Bot Runs with support team
- Approved? — Yes / No
- Review documentation/ Debug code
- Transition to Support team. Monitor initial production runs
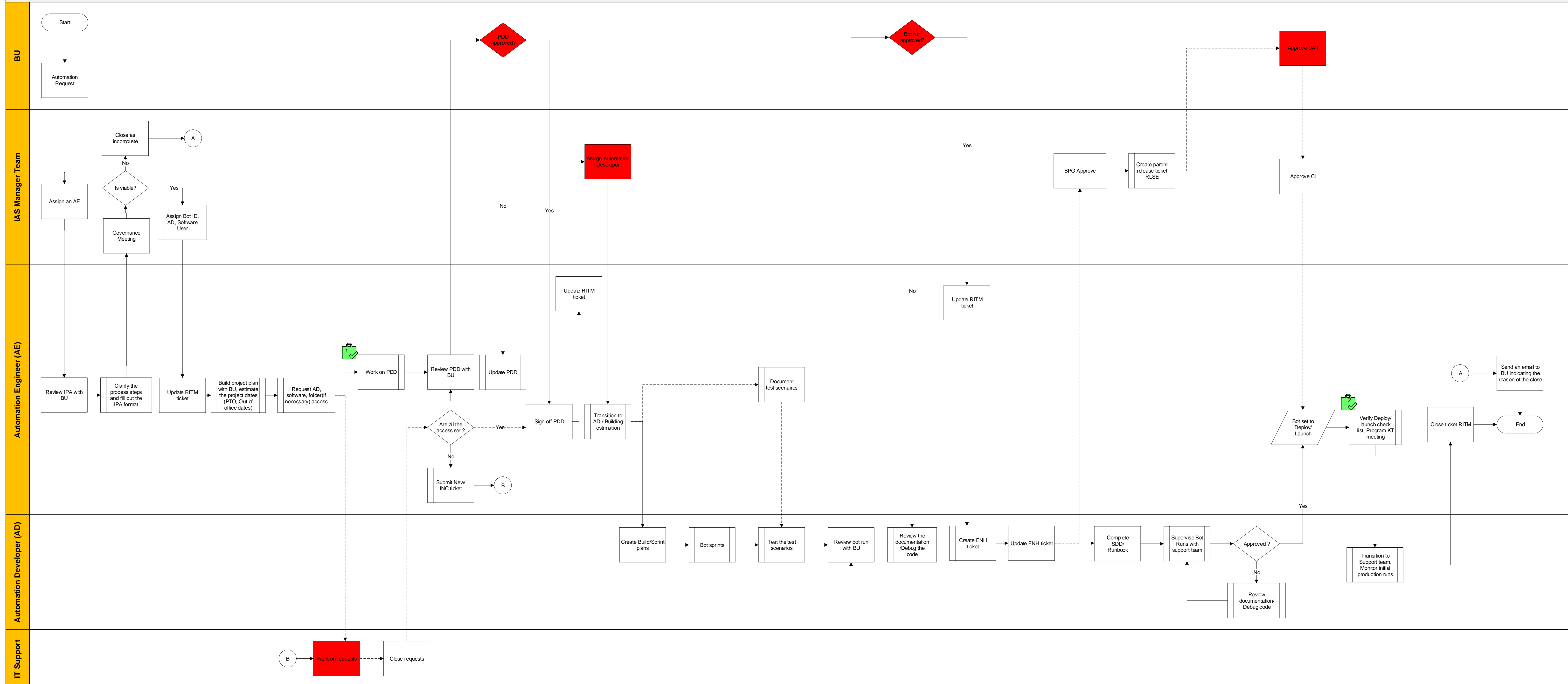
IT Support

- B
- Work on requests
- Close requests

Business Rules

This one contains the process to add the information for the project in Azure DevOps.

The project must contain FINISHED : IPA, PDD, SDD/Runbook, test scenarios approvals

Likely cause of delay