SS&C Blue Prism®



G-Cloud 15 Service Definition Document

Robotic Operating Model (ROM2) Assessment

Learn the optimal approach to mastering the foundational elements critical for establishing a robust, secure and scalable intelligent automation (IA) program within your organisation

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1. Robotic Operating Model (ROM2) Assessment

1.1. Overview

The ROM™ Assessment is a deep dive into your organization's implementation, adoption, and successful execution of what should be in place for an organization to be successful and scale Intelligent Automation. This is based on how the COE activities align with the five foundations of the Robotic Operating Model, which has been created and evolved from how different successful automation programs are built and run.

1.2. Service Description

The ROM™ Assessment evaluates your maturity and alignment against industry standards & best practices, identifies areas for additional training or upskilling of staff, and provides guidance to the team on efficiency methods that can maximize return on investment. Based on the plans for the next 6 to 18 months, guidance will also be provided about what needs to evolve within the COE to achieve those goals.

As part of the ROM™ Assessment, SS&C Blue Prism Professional Services will review several key components of the Customer's Blue Prism governance, pipeline, delivery and support capabilities. SS&C Blue Prism recommends that all key parties, including the Customer (and Customer's selected partner), are actively involved in the assessments.

The ROM™ Assessment will focus on reviewing the key components of your automation program and will form part of the scope of this service. SS&C Blue Prism will:

- Measure the maturity of your automation capability and deliver a ROM Assessment report.
- Review the existing operating model by examining the following:
  - automation strategy and governance framework and how it is aligned with the organization's vision.
  - organizational model and the roles and skills within your automation program.
  - delivery methodologies geared towards prioritizing the creation of value at an accelerated pace.
  - implementation of best practices to help the deployment of reliable, repeatable, and scalable process automations and a robust approach to operations.
  - approach to process identification to help drive greater opportunities for automation across your organization.

SS&C Blue Prism will provide high-level recommendations based on the findings of the assessment, and we will review, highlighting how implementing the recommendations will positively impact your automation program.

The output will be a ROM™ Assessment report outlining alignment levels with the ROM2™, and recommendations for any further improvements to help you achieve your strategic goals.

SS&C Blue Prism Professional Services will also perform a Build Quality Assessment (BQA) and a Technical Infrastructure Assessment (TIA) as part of the overall ROM™ Assessment. The results of which feed into the overall ROM Assessment report, and we will also deliver separate reports that details the results of the BQA and TIA.

The Build Quality Assessment (BQA) will focus on the following key aspects of automation development as evaluated through the examination of one of your existing Blue Prism automations: Scalability, Reusability, Robustness, Maintainability, and Efficiency. The objectives of the BQA are:

- Better design decisions for improved development delivery time and potential incremental gains for Digital Worker utilization.
- Improved design and build methods to deliver more robust process.
- Alignment to best practices for efficiencies, stability, and resilience.
- Recommendations for process automation enhancements and performance improvements.
- Guidance for training and enablement to upskill your automation team.
- Steps, where necessary, to move your Delivery Methodology toward greater maturity.

The Technical Infrastructure Assessment (TIA) will focus on the following key components and will form part of the review's scope: Hardware, Operating System, Configuration, Virtualization and Security of the Blue Prism infrastructure. We will also perform a detailed review of the components separately, including:

- SQL Server and Database, including Database configuration
- Application Server
- Development Clients and Control Room Clients
- Runtime Resources

SS&C Blue Prism will also review the scalability, disaster recoverability and general operation of the current infrastructure.

A TIA Report will be provided to you and a TIA Report Read-out Workshop will be scheduled with you to talk through the results. The TIA Report will provide recommendations for potential performance improvements.

This service also serves as an educational opportunity to integrate best practices into your automation program moving forward. This helps a consistent level of quality and continued benefits for you in the future.

1.3. Service Features

- Frictionless Automation of IT & Business Process.
- On Demand Hosted Robotic Process Automation (RPA).

1.4. Service Benefits

- Reduces operating costs.
- Instantly Scalable Resource on Demand

1.5. Customer Responsibilities

1.5.1. ROM2 Assessment

The customer is required to assign the necessary resources to meet project deliverables and milestones. Any delay in resource assignments by the customer could impact delivery timelines and may result in a change order and/or project schedule changes.

1.5.2. BQA

The customer will be required to engage with SS&C Blue Prism to select one automation from their current estate to be assessed by SS&C Blue Prism for the Build Quality Assessment. Once this has been agreed, the full. bprelease file of the selected process/es and objects should be shared with the SS&C Blue Prism consultant for the Build Quality Assessment to then commence.

1.5.3. Technical Infrastructure Assessment

The Technical Infrastructure Assessment will be part of a collaborative working partnership across all parties including the client's advisory, consultancy, and delivery partners.

You will provision of up-to-date Blue Prism architecture documentation and any other relevant documentation to support the delivery of the TIA Service.

Appropriate resources and any third-party supplier/partner are available to support the completion of any Technical Infrastructure Assessment. Please note that it is the skill set that is important, and one person can have several roles.

- Technical Architect: A skilled individual with responsibility for or understanding of the Blue Prism platform. The Technical Architect will have administration rights for, or will be able to organise resources with administration rights for the infrastructure (hardware and software) that supports the Blue Prism software
- Platform Administrator: A skilled individual with responsibility for understanding infrastructure hardware/software requirements etc. System admin level of access required during the assessment.
- Database Administrator: A competent DBA, with responsibility of ensuring that the any Database requirements are met and that the database technology is deployed to vendor and Blue Prism best practice. System admin level of access required during the assessment.
- Network Administrator: A skilled individual with responsibility for understanding networking requirements etc.
- Information Security: A skilled individual with responsibility for understanding Security requirements etc.