

Overview

This standard is about maintaining Robotic Process Automation (RPA) solutions.

Maintaining the operation of RPA (Robotic Process Automation) solutions is necessary to uphold their effectiveness and realise expected benefits. This involves deploying monitoring tools and alerts, promptly addressing events, conducting audits, mitigating bottlenecks, scrutinising security measures, and instituting backup and recovery protocols.

This standard is for those who need to maintain Robotic Process Automation (RPA) solutions as part of their duties.

Performance criteria

You must be able to:

1. Implement monitoring tools to track RPA bot performance
2. Configure alerts to detect anomalies, errors, or performance issues
3. Effectively review and respond to RPA monitoring data
4. Conduct periodic audits of RPA processes to ensure efficiency and alignment with organisational requirements
5. Fine-tune automation workflows to enhance performance
6. Identify and resolve bottlenecks in RPA processes
7. Maintain support systems for addressing RPA-related issues in line with organisational procedures
8. Document errors for efficient troubleshooting
9. Analyse error logs to identify and resolve recurring issues
10. Review and update security measures to safeguard sensitive data processed by RPA bots
11. Plan RPA tool updates according to organisational requirements
12. Implement backup procedures for automation scripts and configurations in line with organisational standards
13. Accurately document changes to RPA solutions, including updates, optimisations, and error resolutions

Knowledge and understanding

You need to know and understand:

1. How to implement and configure RPA monitoring tools
2. How to apply monitoring tools to tracking RPA bot performance
3. How to set up alerts for responding to RPA anomalies, errors, or performance issues
4. The process of reviewing and responding to RPA monitoring data effectively
5. The importance of conducting periodic audits to maintain RPA process effectiveness
6. Strategies for optimising RPA performance for increased efficiency
7. How to identify and resolve bottlenecks in RPA workflows
8. The importance of maintaining a support system for addressing RPA-related issues
9. How to document changes to RPA solutions, including updates and error resolutions
10. How to analyse error logs to diagnose and resolve RPA operational issues promptly
11. How to update and enforce security measures for RPA bots
12. The importance of implementing a change management process for RPA modifications
13. How to stay informed about updates and new features of RPA tools and processes
14. How to plan and deploy RPA updates for improvements and new functionalities
15. How to establish and maintain regular backup procedures for RPA scripts and configurations
16. How to implement a recovery plan for quick restoration in case of RPA failures
17. The importance of keeping RPA documentation up-to-date
18. How to effectively communicate RPA changes to relevant stakeholders

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