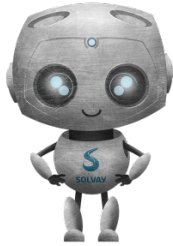


RPA Roles and Responsibilities



RPA Roles and Responsibilities

RPA CHAMPION

- Contribute to the awareness of RPA within Finance SL
- Be the main point of contact for Smart Automation team in the Finance SL
- Review the Design and UAT's phases outcomes
- Follow up the usage of the live bots for Finance
- Lead change management initiatives in coordination with the Smart Automation team
- Contribute to the standardization of activities to be robotized
- Escalate robot-related issues within Finance
- Support Finance SL on the identification of activities to be robotized

ROBOT MANAGER

- **For Live Robots:**
 - Monitor execution results and robot performance (KIBANA)
 - Request for Robot execution adaptation at any relevant process change
 - Detail the analysis of activity exceptions
 - Inform IARM* team about any scope extension or process change for the robots with a Financial impact (via internal_audit_risk_management@solway.com)

*IARM - Internal Audit & Risk Management

- **For Under construction robots:**
 - "Meet" his/her Robot before the go-live to learn how it will work

SMART AUTOMATION TEAM

- Automate new activities
- Monitor existing activities
- Maintain existing activities (improvements and bugs' fixing)

ROBOT OWNER

- **For Live Robots:**
 - Follow up the FTE savings (forecasted vs realized)
- **For Under construction robots:**
 - Propose new ideas for RPA, by filling in the dedicated Google Form
 - Ensure standardization prior to RPA
 - Describe the AS IS process
 - Introduce the Robot to its new manager after UAT via clarification sessions, written communications, tutorial videos...

END USERS

- Acknowledge the existence of the live robots
- Understand how the robots work
- Know what are the actions/steps required from them on a given robot process (Robots' User Guides)
- Run the alternative manual process in case of robots' disruption and/or bug
- Contact the Smart Automation team (via ticketing), if any issue is detected on a given robot
- Bonus: help the new colleagues to get to know our robots and how they work!!!