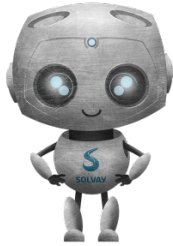


# RPA Roles and Responsibilities



## RPA Roles and Responsibilities

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### RPA CHAMPION

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- 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

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- **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](mailto: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

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

### ROBOT OWNER

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- **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

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- 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!!!