

## RPA Fundamentals Master Class

Robotic Process Automation (RPA) Fundamentals online course is designed to introduce the background, purpose, suitability, impact and basic steps for adopting and implementing RPA to senior management, global business services, shared services centre operations, IT functional management, process leads, continuous process improvement teams, transformation office members and team members.

For those with little or no knowledge of RPA, this Hackett Institute course gives you the learner an in-depth explanation and understanding of the terminology, processes and strategies within Robotic Process Automation. Functions such as auditability, scalability, operation, delivery and governance are all addressed in detail and give the learner a clear and concise knowledge of the theory and practice of RPA.



By the end of this course you will be able to:

- Define robotic process automation (RPA) and its role
- Describe the types of tasks best suited for RPA
- Analyse the primary costs, risks and benefits of adopting RPA
- Recognize and compare top RPA vendors
- Investigate how to implement RPA and deploy it at scale

The course is delivered online through the Hackett Institute learning platform. You work at your own pace and proceed by completing the assignments at the end of each module. **Detailed Content on page 2.**

**What does it cost?** This course is part-funded by Skillnet Ireland. The cost after applying the grant from Skillnet Ireland is €320.

**How do I Apply?** You must complete the online application form at this link  
<https://goo.gl/forms/pXCTysgr5uIBACSt2>

**Further Information** and to enquire about payment options please email [gbs@ictskillnet.ie](mailto:gbs@ictskillnet.ie)

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## Detailed Content

This course can be used to help the entire organisation better understand what RPA is, what the benefits are for deploying it, what activities make good RPA candidates, and what the steps are in a best practice-based RPA implementation.

<b>1. Orientation</b> What is RPA? RPA criteria Rationale / benefits Industrial v. tactical v disposable strategies What is Cognitive / AI? RPA lessons learned	<b>4. Impact on Operations</b> How is RPA changing operating models for: Shared services GBS Outsourcing? Impact on outsourcing / BPO market
<b>2. Use Cases</b> Earliest adopters RPA sector trends RPA horizontal trends Finance HR Procurement Other	<b>5. Vendors / Market</b> Leading software vendors Points of differentiation Specialist niches Cognitive/AI landscape
<b>3. Business Case</b> Value drivers Typical savings per robot Main cost types Scale and timings Typical return / payback Business case issues and opportunities	<b>6. How to Implement</b> Opportunity Identification Sprints: Design / Build / Test Run, scaling and Centres of Excellence Skills, resources, timelines