The Realities of Robotic Process Automation in the PMO
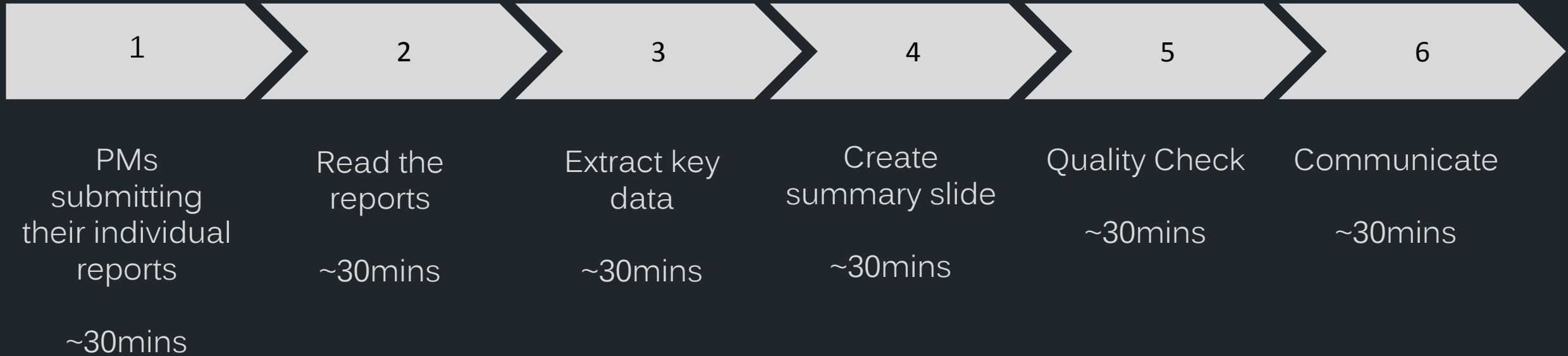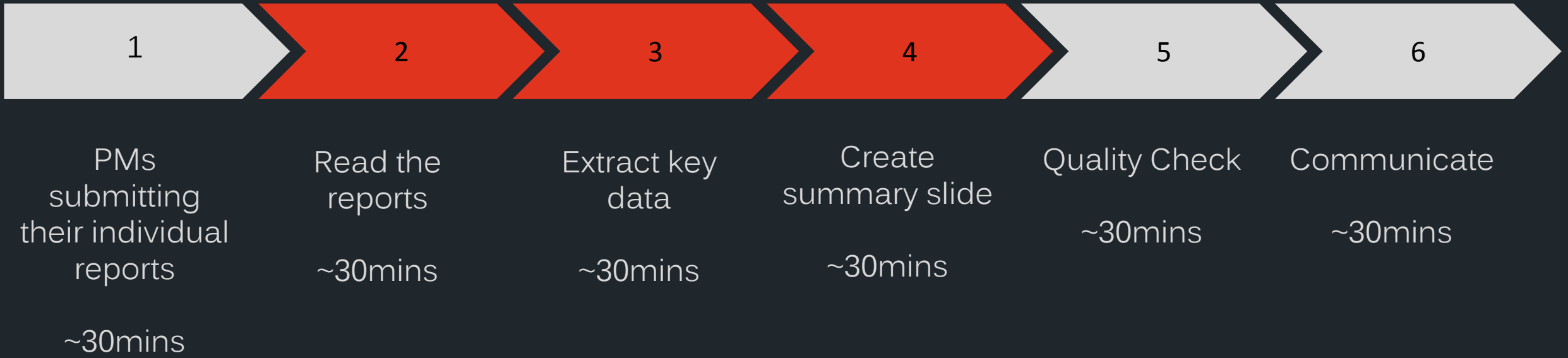
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Let's Take A Simple Process...

| 1 | 2 | 3 | 4 | 5 | 6 |

PMs submitting their individual reports

~30mins

Read the reports

~30mins

Extract key data

~30mins

Create summary slide

~30mins

Quality Check

~30mins

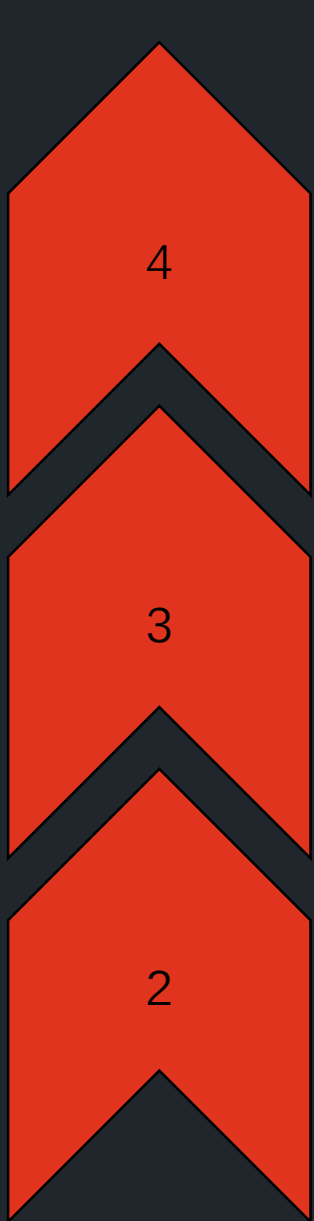Communicate

~30mins

4

3

2

Automation opportunity:

If this can be automated, my two analysts could spend 1.5 additional hours each doing actual analysis

Robotic Process Automation

an emerging form of business process automation technology based on the notion of metaphorical software robots or artificial intelligence (AI) workers

New Scientist
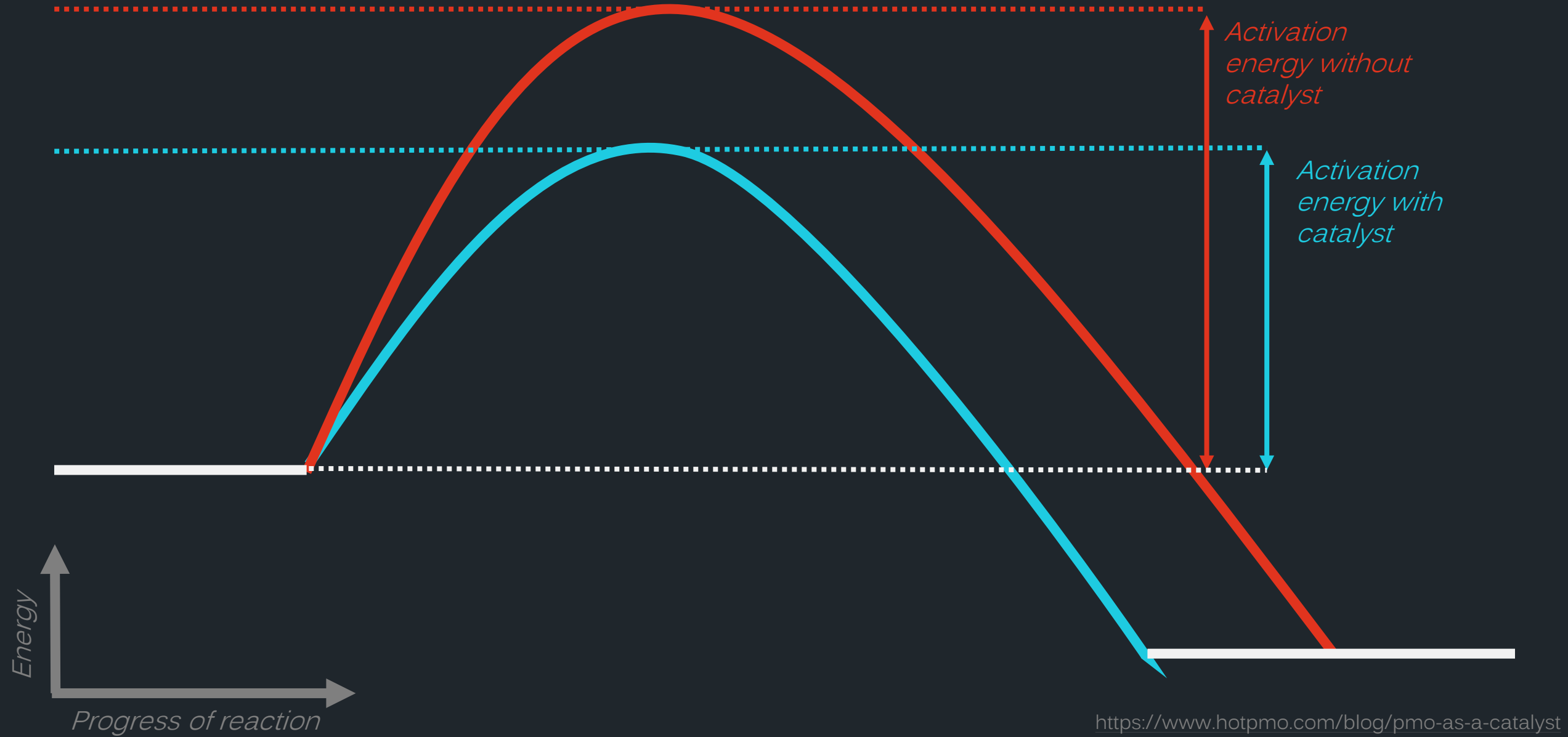
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Demo

4

3

2

Automation opportunity:

If this can be automated, my two analysts could spend two additional hours each doing actual analysis

It can, and will save quite a bit of money

Activation energy without catalyst

Activation energy with catalyst

Energy

Progress of reaction

https://www.hotpmo.com/blog/pmo-as-a-catalyst

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Rationally RPA Is A Good Fit For The PMO...

- **Proper governance blurs human and robot treatment.**
  Digital workers require governing in much the same way as human employees. This requires keeping audit logs for the robot life cycle from creation to deletion, tracking the robot's assigned manager, performance, and even documenting any training.

- **Central control of robots has become a focus area.**
  As the market matures, features like end-to-end visibility for robots, real-time rolling view, and clean separation of automations from control and scheduling become a focus.

- **Process knowledge gaps create new governance issues.**
  Human process knowledge is an undervalued commodity, and once programmed into the robot, much of it disappears. With skills being re-allocated, many fear that no one will remain to second-guess the machine. Governance that includes process documentation and audit trails for decisions made must fill that gap to retain knowledge

Source: Le Clair, C., *The Forrester Wave, Robotic Process Automation, Q2 2018,* (Forrester, 26 June 2018)

John McIntyre, hotpmo.com

...But Challenges Remain:

- Expertise
- High Volume
- Cost
- Process

Expertise:

If you have VBA and macro writing skills in your team, you can programme RPA

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High Volume:

The more stable the processes, the more you can lock them down, and PMOs are guardians of processes

Cost:

£ Costs have come down with entry level solutions from £3k

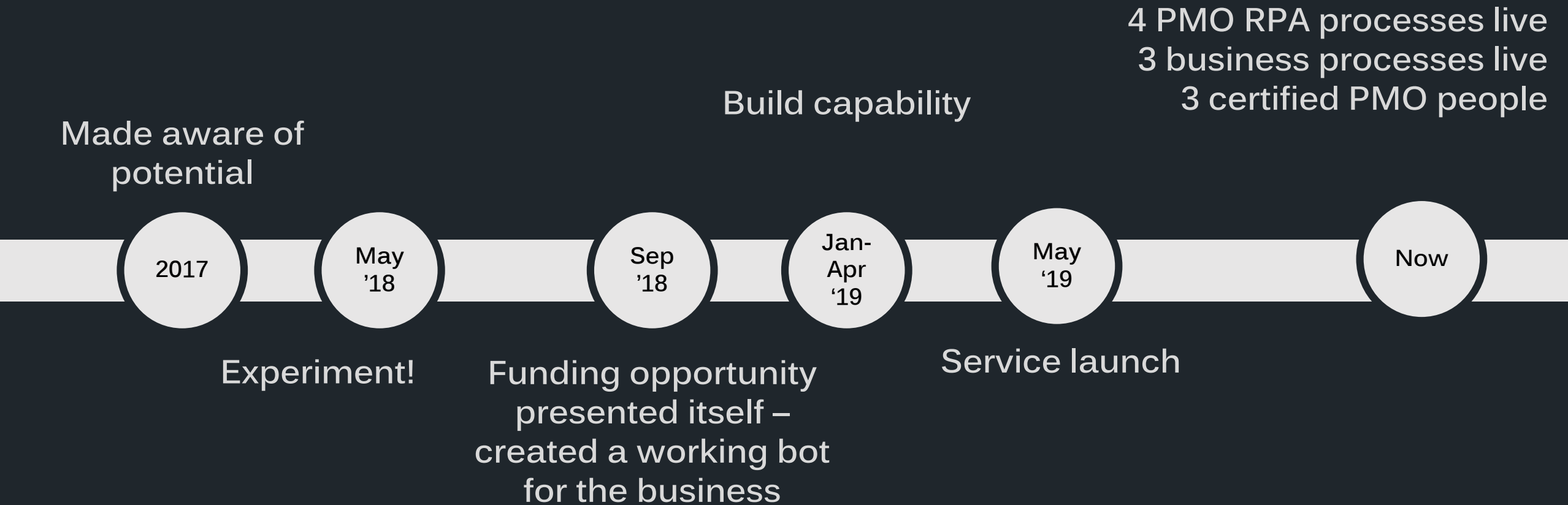Bundle with value opportunities elsewhere in the business

Process:

Start

Start small; do not attempt to change the world...initially

My Journey

Made aware of potential

2017

Experiment!

May '18

Funding opportunity presented itself – created a working bot for the business

Sep '18

Build capability

Jan-Apr '19

May '19

Service launch

4 PMO RPA processes live
3 business processes live
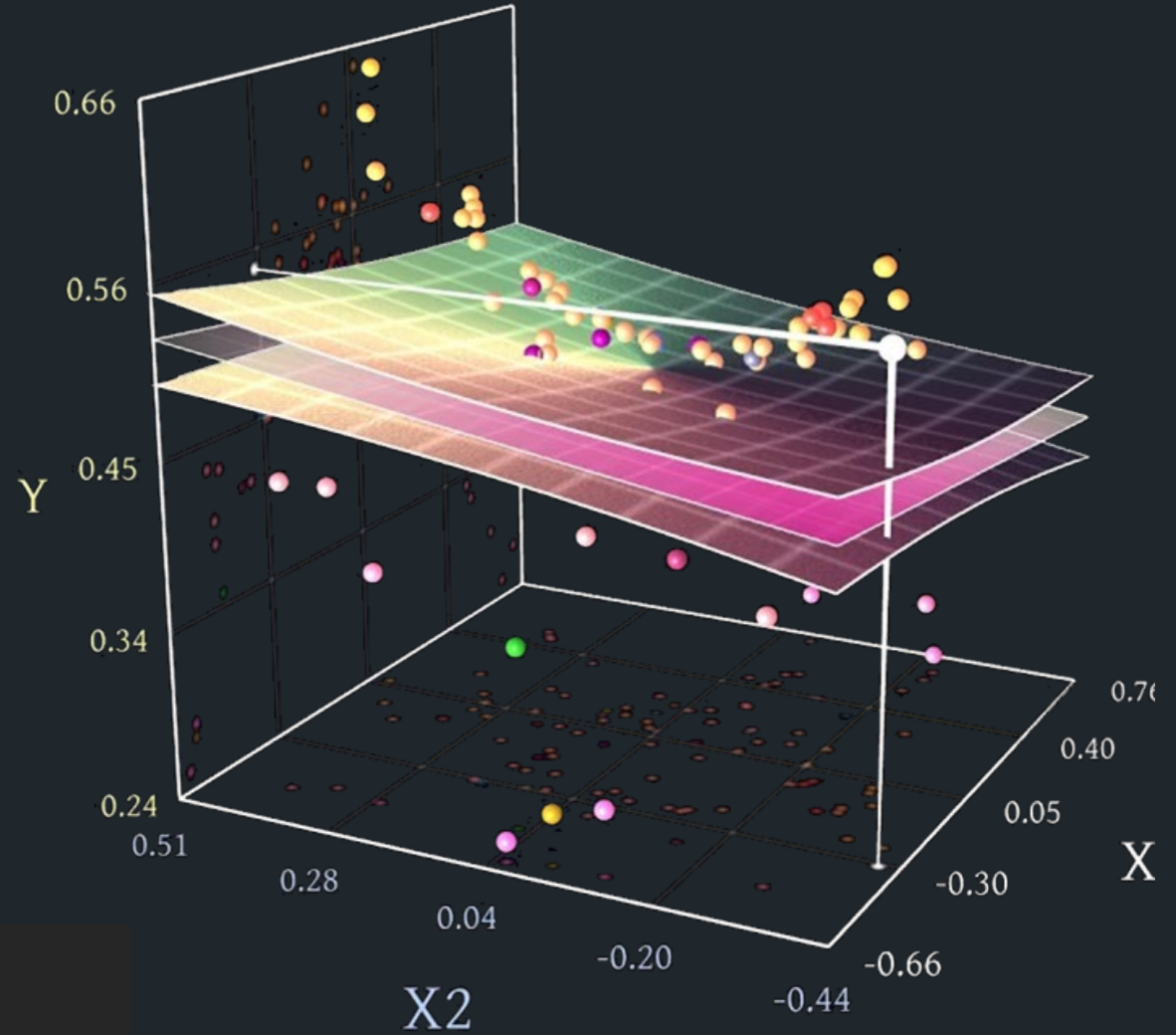3 certified PMO people

Now

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Recap

- There is a myriad of PMO processes that can be automated
- There is great value in automation
- Independent research organisations surmise PMOs are the best fit to foster RPA for organisations
- Expertise, cost, volume and processes can all be obstacles, but more often than not, the solutions are already present

The Future?

RPA gathering data…

….Machine Learning
to process the data.

John McIntyre, hotpmo.com