

SETTING-UP AN RPA CENTER OF EXCELLENCE (CoE)

6 Essential Questions to Consider



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1

Where are we?

Self-awareness is the first step towards change. Since RPA will fundamentally change the way companies operate, it is important to have a clear picture of the capabilities and skillsets you'll need to manage and scale your RPA delivery.

2

How ready are we to start?

Your robotics council will be responsible for ensuring that the scope, direction, and outcomes are in line with needs and expectations. Be sure to nominate a fully dedicated and well-rounded team of champions that can understand the challenges, opportunities, and benefits for the entire organization.

3

Where do we want to go?

At this point, it is important to set the direction of your RPA journey and communicate the key objectives for successful implementation. Don't just base your business case on the initial project(s), but create a comprehensive roadmap that highlights broader opportunities and long term results.

4

What practical steps should we take?

The CoE is vulnerable to encountering obstacles and challenges associated with cross-departmental interaction. Establishing an effective governance process to set the specific guidelines, steps, and resources to follow will facilitate collaboration and communications.

5

How to manage the journey?

Setting up a change management mechanism can help employees understand the benefits of RPA, lessen fears, and provide the guidance and support to help them cope with the organizational impacts.

6

How do we keep going forward?

Embrace continuous improvement. As with most new, innovative technology, RPA is evolving at an accelerated rate. It is the CoE's responsibility to be at crux of any new developments and ensure that practices, procedures, and implementations are updated accordingly.



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