

ROBOTIC PROCESS AUTOMATION (RPA)

Program Overview

Robotic Process Automation or RPA is a game-changing technology that streamlines and automates repetitive tasks, and thereby minimizing errors to zero level and increasing productivity to a new level. The goal of this workshop is to help you see the big picture of RPA and help you hands-on RPA, right now. Much in the same way physical robots have been rapidly replacing *jobs*, software robots will be replacing a high percentage of white collar jobs, sooner than you think. The most likely way to adapt & thrive in this new age will be to know how to build & maintain software robots and automate your mundane tasks. By the end of the course, you will learn to identify business processes for automation and understand the logic of building software bots using features and functions of UiPath, one of the leading RPA tools available in the market..

Objective

Candidates can expect to gain knowledge, understanding and hands-on experience in the following upon successful completion of the workshop.

- AI based technologies that can automate business processes
- History of RPA, benefits, challenges, risks and drivers
- Businesses that are best suited for RPA
- An overview of current RPA tools & capabilities
- A basic software robot demo
- How to implement RPA in your workflow
- Installing and configuring UiPath Studio
- Understand UI and tool windows
- Add logic to software robots
- Packages for automating specific targets
- Handling and correcting errors

Target Audience:

- Business leaders who want to automate operations
- IT industry professionals and administrators
- Students and professional who want to advance their career in RPA
- Test automation engineers who want a broader career scope

Workshop Chronology

Day 1: 9:00am – 5:00pm

Day 2: 9:00am – 5:00pm

BECOME A ROBOT EXPERT

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Workshop Outline

DAY 1

- How Process Automation Helps What can be Automated
- A Visualization of Future Workforce Automation Maturity Levels
- Comparison of Current RPA Tools

DAY 2

- RPA Roles and Jobs
- Implementing RPA in your Work
- Determining Which Processes to Automate RPA Examples
- Tips for Successful RPA Implementation

EXAM

Training Accredited By:



CCSD COUNCIL
ISO 9001:2015 certified company

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Trainer Profile

GAJENDRA BALASINGHAM

Gajendra Balasingham is a PRINCE2/ ITIL Expert trainer who has been a project lead and project manager for various regional projects in Multi-national and local companies. He is an accomplished ITIL/ Project Consultant and trainer who graduated in Bachelor Degree in Computer Science from Coventry University U.K.

Gajen has trained more than 140 staff of DELL Cyberjaya/ Penang in Malaysia with a pass rate of 99% in ITIL Foundation V3 course. Gajen has diverse Industry knowledge in Telco, Logistics, Banking, IT Support service, Sales and Service desk. In his working career for past 15 years he has been actively involved in turn key projects in the range from 5 Million USD to 50 Million USD.

His training expertise is on providing a strong foundation and understanding of the principles and processes of PRINCE2 project management framework and Agile techniques. He is adept at imparting Prince 2 principles and techniques to ensure students grasp the concepts to apply in their day to day work projects as well as get the required certifications at end of the course.

He is also instrumental in designing Project Management courses for different clientele such as students in Universities or working professionals such as Project Managers, Senior Sales Managers in Multi-national companies based on the burning need of practical application instead of text book concepts.



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Trainer Profile

LESLIE LAWERENCE

Leslie Lawerence is a dedicated Service Delivery, Contact Centre and Project Management Lead with in depth skills, exposure and varied experiences in Information Technology, Banking and Outsourcing Industries. Involvements with these industry titans have consistently moulded him in being a catalyst especially in setting-up, training and managing multi-faceted turn-key projects right from its inception and successfully achieving stringent SLA's & record-high customer delights.

As a certified Training Consultant with Pembangunan Sumber Manusia (PSMB), Leslie is committed to both the organisations and trainees that he relentlessly works with. Some of his Clientele include HSBC, Citibank, Acer, ATOS, IBM, Tech Mahindra, DXC, The Malaysian Ministry of Defense, WorleyParsons, etc. Being an experienced Change Agent, he has successfully employed Lean Six Sigma Methodologies in diverse turn-key projects by performing a SWOT where processes were streamlined to eliminate waste & complexity, improving overall productivity resulting in boosting customer satisfaction and reducing operating cost. As an accomplished professional equipped with state of the art industry practices, ITIL concepts and governance, project management themes & principles and a wealth of Service Management experiences certainly adds value and becomes reassuring whilst carrying-out consulting and training.

He has been a part of the GKK consortium carrying out ITIL / ISO 20000 processes and implementations. Any organization undertaking a venture with him will certainly find his training techniques engaging, interactive and memorable.



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