

Process Definition Document

Name of process

Commissioned by ...

Development by ...

Date: Date of latest update

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1. Objective

...

1.1. Business Objectives and Benefits

Objectives	Expected Benefits

2. Current Process

2.1. Process Overview

...

2.2. Standard of Metrics

General information about the process selected for RPA, prior to automation:

Process name	
Function	
Department	
Process short description	
Process schedule	
#of items process/month	
Average cycle time	
Average handling time	
Peak period(s)	
# of FTE supporting this activity	
Input Data	
Output Data	
Return on investment	

2.3. Volume of data

Activity	Time taken per month (hours)	Volume of data to be processed

...

BR#	Requirement	Additional Information

3. Detailed Process Steps – AS IS

...

4. To-be Pre-process steps (Proposed solution)

...

5. In Scope

The table below shows the high-level steps that are in scope for the automation.

Process step	Comments

6. Out of Scope

...

7. Non-process requirements

8.1. Systems

System	Usage	Frequency
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...

8.2. Reporting

Report name	Source	Purpose

...

8.3. Archiving

...

8.4. Security & data retention

...

9. Appendix

...

Open Questions

Date written	Date of response	Question / comment	Response from reviewer

Escalations

For immediate contacts for the process automation project, kindly contact the respective contact on the table below:

Email Address	Roles	Responsibilities