

Robotic Process Automation

- an Introduction

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DBAs routine jobs are now automated

- *food for thought*



Job Description

- Role :SW/Application Tech Support Practitioner
- Role Description :Act as the ongoing interface between the client and the system or application. Dedicated to quality, using exceptional communication skills to keep our world class systems running. Can accurately define a client issue and can interpret and design a resolution based on deep product knowledge.
- Must Have Skills :Oracle Analytics Cloud, Oracle Database Administration
- Good To Have Skills :
- Job Requirements : Key Responsibilities : 1 Create/Refresh/ Manage and Support Databases 2 Lead a team of database admins - Oracle database administration 3 Monitor and Manage the DBs in Non-Production and Production 4 Support production releases, coordinate with onsite counterparts, for scheduling team calendar 5 SQL Server DB admin, scripting Professional Experience: 1 Proven ability to work creatively and analytically in a problem-solving environment 2 Excellent leadership, communication, written, oral and interpersonal skills
- Technical Experience : Oracle 9i, 10g, 11g R1 R2, 12c Backup Recovery Performance tuning DataGuard OEM Exadata Optional RAC ASM RMAN
- Professional Attributes : A Should have good communication Skills B Should be good team player C Will be able to work independently and under pressure D Should have good logical and analytical thinking

ORACLE
AUTONOMOUS
DATABASE



Self-Provisioning



Self-Securing



Self-Managing



Self-Repairing



Self-Scaling



Self-Optimizing



Gig Economy

AI / ML embedded work

Experience economy

Process Automation

Future of Work trends



When humans are doing manual, repetitive, high volume, rule based tasks with computer systems, those processes can be automated by software mimicking humans

Robotic Process Automation - a 10,000 ft view

Process Automation market

- ▶ Top 5 products command 47% market share. The top three are
 - ▶ UiPath
 - ▶ AutomationAnywhere
 - ▶ Blue Prism
- ▶ Gartner estimates \$1.3 billion of software sales in 2019 (54% higher than 2018)
- ▶ Early adaptors are Banks / Financial Institutions / Insurance companies
 - ▶ Traditionally have big legacy apps
 - ▶ Focus on manually handled integrations between disparate applications

Process Automation by Digital Workers

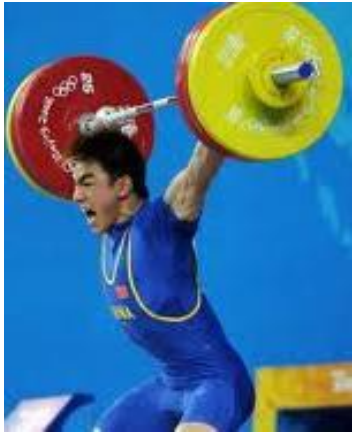
- why??



No coffee breaks



No vacation breaks



Heavy workloads



Consistent Quality



Comply with Security



Lower costs



Humans get to do high value tasks

Pitfalls of Process Automation adoption

High expectations from Bots

Inefficient business processes remain

Ineffective controls or error handling

Cultural shift or Change Management

What does it take to be a Process Automation Consultant ?



Business process / domain skills



Stakeholder management



Technology overview

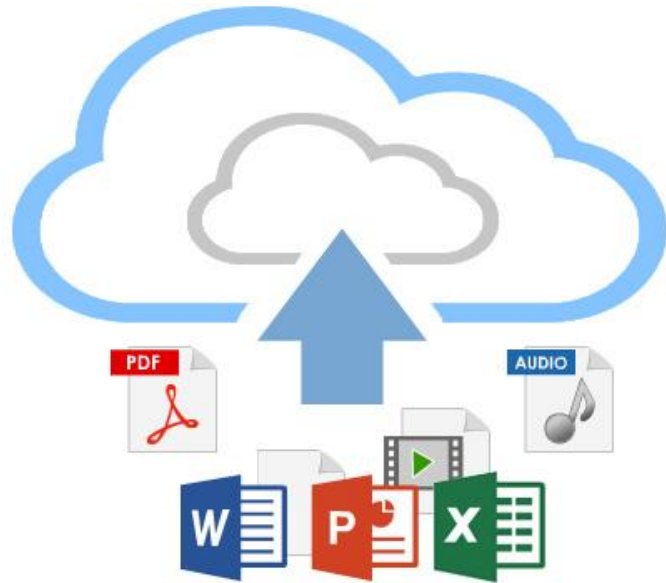


People / Team Skills

Which Business Processes need Automation?

- ▶ Is the process highly manual and repetitive?
- ▶ Is it rule based?
- ▶ Does it have readable electronic input types?
- ▶ Any standard inputs?
- ▶ High volume process?
- ▶ Can existing IT system be used as it is?

Examples of Process Automation



*Candidate Resume
uploads into
Oracle Cloud HCM from
Recruitment Cloud app*



*Employee Attendance
data reconciliation
with Annual
Leave Balance*

Examples of Process Automation



*Configuration Data
Uploads during multiple
Conference Room Pilots
(Oracle to SAP Migration)*



*Material Cost data from
multiple applications
into SAP Manufacturing*

Examples of Process Automation

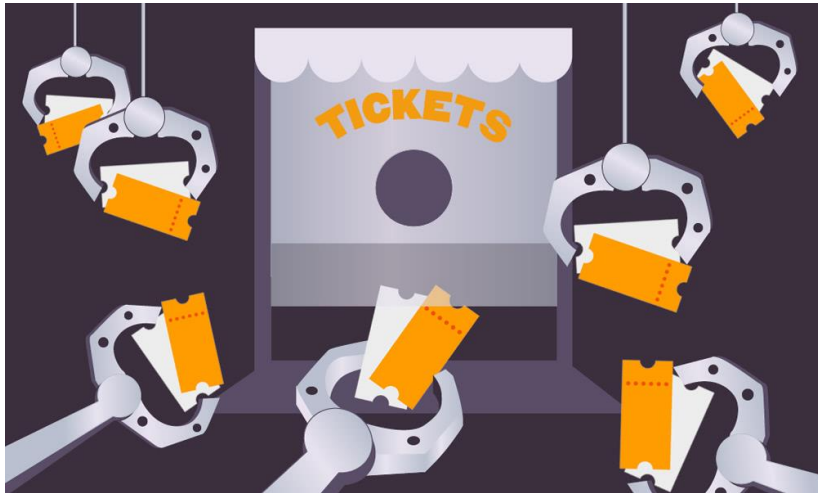


*Grant SAP ERP Access
based on Security Matrix*



*Ad hoc data dumps for
Internal Audits
- Finance / HCM / CRM*

Examples of Process Automation



Mass closure of Incident tickets in ServiceNow ticketing tool



Compliance checks during quarterly closing of Financial results



*Thank
you!*

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