

Criteria for Robotic Process Automation (RPA)

Presents the generic criteria for deciding whether a task is suitable for RPA. Beyond the manual and routine nature of a task, a company willing to take on RPA needs to consider whether it is viable to replace humans with software robots for particular tasks and what would be the long-term implications of such decisions.

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Criteria	Description
High volume of transactions	Task considered for RPA is performed frequently or includes high volume of sub-tasks and/or processes executed frequently, in large numbers or with significant peaks in workload
Need to access multiple systems	Task involves accessing multiple systems. Example: copying data from a spreadsheet to a customer registry.
Stable environment	Task is executed within predefined set of IT systems that remain same every time a task is performed.
Low cognitive requirements	Task does not require creativity, subjective judgment or complex interpretation skills.
Easy decomposition into unambiguous rules	Task is easy to break down into simple, straightforward, rule-based steps, with no space for ambiguity or misinterpretation. Example: Allocate all incoming invoices from Company X with value \$3000 or more to category Y.
Proneness to human error	Task is prone to human specific error, not occurring to computers. Example: matching numbers across multiple columns.
Limited human intervention	Process once started, need limited human intervention.
Limited need for exception handling	Task is highly standardized. Little or no exceptions occur while completing a task.
Clear understanding of the current manual costs	Company understands current cost structure of a task and is able to estimate difference in cost and calculate return on investment (ROI) of RPA.
Infrastructure feasibility	Does your on-premises or cloud infrastructure support RPA components (creator, runner and controller) and does this leverage your existing technologies/products.
Access Privilege/Segregation of duties	Do you have mechanism in place to control access and authorization for these headless humans 😊 (Bots)