

# Robotic Process Automation



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# RPA Basics – What is it?

RPA is an application of technology, governed by **business logic** and structured inputs, aimed at automating business processes.

## Key Features:

- Often cloud based
- Can interact with ALL software
  - Very few limitations
- Significant labor savings
- Requires robust process mapping and optimization
- Best applied to *repetitive manual* processes requiring little variation

# Demo Video



# RPA Use Cases



|    | SERVICE CREDIT UNION                        |
|----|---|
|    | ACH Electronic Credit                       |
|    | Account/MICR # Change Request               |
|    | Business Referral Form                      |
|    | Business Payroll Referral Form              |
|    | Card Processing Referral                    |
| Ph | Card Reorder Form                           |
| Br | CTR/SAR Ticket                              |
| Ad | CIP DISCREPANCY RESOLUTION                  |
| Hu | Courtesy Pay Opt Out                        |
| Cc | Cross Border Payment                        |
| Se | Debit/Credit Notification                   |
| Ma | Deceased Member                             |
| Me | Euro Payment                                |
| On | Expedite Card                               |
| Re | Enterprise Referral Form                    |
| Wh | Euro Bill Pay Form                          |
| Sh | Euro Transfer Request                       |
|    | IDENTITY THEFT RED FLAG WORKSHEET           |
|    | Incident Report Form                        |
|    | Insurance Form                              |
|    | Member Services Mgmt/Leadership Training Fc |
|    | MAPR Calculation                            |
|    | Mentor Request Form                         |
|    | Monetary Instrument Log                     |
|    | Non-Member CK Cashing                       |
|    | Non-Mem Cur Xchange                         |
|    | Outgoing Fedwire                            |
|    | Real Estate Wire                            |
|    | SEPA RPO                                    |
|    | Scanner Referral Form                       |
|    | Sales and MFS Referral                      |
|    | Starr Alerts                                |
|    | Travel Exemption - Notification             |
|    | Western Union                               |
|    | Western Union Confirmations                 |



## Examples:

- Human Resources – Reconciliation of internal roster to benefit roster
- Card Services – Travel exemption process (notification addition & removal)
- Deposit Ops – Real Time Check Posting
- Foreign Exchange – Disclosure and Receipt
- Foreign Exchange – Update Exchange Rates Daily

# RPA Selection Process – Two Paths



## Development Outsourced:

- Pricing starts at \$100k+/year
- All bot development and adjustment adds to cost
- Limited deployment of bots due to cost
- Excellent option for quick wins in a handful of manual processes *if* the ROI is there

## Internal Development:

- Pricing \$40k/year
  - Bot Creator x3
  - Bot Runner x3
  - Control Room x3
  - Analytics Platform 5x users
- Excellent training resources
- Requires IT involvement
- Ability to deploy many bots

# Poll Question #1



Where is your organization in their RPA journey?

- a. RPA is in deployment or a contract has been signed to begin automating processes.
- b. We are exploring RPA but have not yet signed a contract.
- c. RPA is not something being pursued.
- d. Unsure where the organization stands.

# Successful RPA Deployment



## Core Components of Successful RPA

**Solutions Design process is critical. RPA WILL fail without this.**

- Process Mapping – put it on a flow chart! Understand each step of the process to a granular level and allocate time spent on each step.
  - Analyze the process – where can improvements be made? Where can technology solve a bad process?
- Put all the options on the table! What is the *best* solution? Work flow, RPA, API integration, new process all together? – This effort should involve IT.
- RPA looks like the best solution? Use an intake form to capture all pertinent information!
  - SCU designed an intake form to demonstrate ROI (focused on time/labor savings) and alignment with strategic goals – member experience, loan growth, share growth, membership growth.
- Develop! Test! Launch! Sit back and enjoy.

# How to Audit RPA

1. Identify RPA environment:
  - a. Software structure – Cloud or on-site hosting?
  - b. Control rooms – Often development, test, and production with users for each.
  - c. Staffing – Internal, external, or both?
2. Focus on system access rights by control room:
  - a. Bots in production will have significant access (segregation of duties for bots is highly limited by design). Each bot will often will have a virtual desktop with an admin login.
    - Focus on those who have access to production bots to run them, troubleshoot and make adjustments.
  - b. Development requires *temporary* access to many systems. Documented procedures for oversight of addition and removal of access should be available.
  - c. Test environment mirrors above, but gateways at start and end of testing prior to production.
3. Review bot output against expectations.
  - a. Review error logs and the process for debug/remediation.
  - b. Review completed jobs to independently verify the bot operates in manner of process design.



# Poll Question #2



Do you feel you have the tools and knowledge to audit RPA?

- a. Yes.
- b. No.
- c. Still unsure, I'd have to do more research.

# Questions?



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