

The Chivalric code of conduct of business process automation

1

Business process automation is one way to achieve the strategic goals of a company (including improving Customer Experience), and not only a cost-cutting tool. It is reflected in the key performance indicators (KPIs) that are defined for automation.

2

Each time business process automation is planned, all the methods of implementation shall be taken into consideration (macros/scripts, workflow, BPMS, API, RPA, RPA + AI) from the point of view of balancing both the need for quick wins and long-term business development.

3

Business process automation shall be viewed as a business change and placed in the appropriate cultural context, and not as a typical IT project. In particular, this impacts the determination of the ownership of the works being carried out.

4

Business process automation shall be carried out in such a way that the ability to introduce innovations is not limited, either in the medium, or in the long term. In particular, the maintenance of existing technology debt should be prevented.

5

Business process automation enables an increase in the efficiency and satisfaction of personnel, but it must be carried out while maintaining effective communication and be supported by applicable training to improve the digital competences of Staff.

6

Business process automation shall not increase the risk of interrupting business continuity, in terms of technology, organization, or human resources. In particular, this means there is the requirement to have an up-to-date knowledge of automated business processes and the mechanisms used to automate them.

7

Business process automation is a team effort, where all parties – robotic automation team, business, IT, and security – support one another from the beginning, and work towards the company's common success.

8

Business process automation can be implemented based on a democratization model (i.e. it can be implemented by the business) but must be in compliance with all the company and industry standards applicable to this area, and in coordination with the company's IT and security departments.

9

Business process automation leads to the formation of a hybrid work environment where intelligent software augments the capabilities of personnel. This environment must be maintained and continuously developed, which requires new ways to organize work and new management competences (including in respect to motivating and evaluating personnel).

10

Business process automation is a marathon in which both business processes and the mechanisms used to automate them should be continuously improved (among others ways, by standardizing the development process) while having in mind the ethical and regulatory context of the actions being undertaken.