Robotic Process Automation

Course Overview

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1. Course Overview

Headings	Details
Course Code	ENT-CHW
Product Title (Internal)	Process Automation
Course Title (External)	Not applicable
Learning Mode	Full-time/ Part-time
Delivery Mode	Synchronous & Asynchronous E-learning
Target Persona	• Enterprises who would like to send their employees to gain process automation skills. • Enterprises who would like to hire fresh candidates and send them for training to acquire process automation skills.
Entry-Prerequisites	• Academic: Minimum one credit in N Level or its equivalent • English Proficiency – Minimum IELTS 5.5 or its equivalent • Age – Minimum 21 years • Work Experience – Not mandatory
SSG Course Reference No	Not applicable
Course Validity Date	Not applicable
Course Developer	Lithan Academy
Relevant Job roles after completion of the course	Process Automation Consultant

2. Course Brief

The Process automation bundle course is specifically designed to empower small and medium businesses with the capabilities to operate seamlessly in a tech-enabled environment. By completing this course, businesses will have the opportunity to harness the power of straight-through operations and provide customers with a unified and seamless journey. The course opens a world of opportunities for businesses to leverage technology, streamline their operations, and ultimately enhance their overall performance and success.

The course consists of two modules that provide a comprehensive understanding of the key elements necessary for a connected hybrid workplace. In the first module, "Robotic Process Automation," learners delve into the business value of Robotic Process Automation (RPA) and gain valuable insights into its core components. They explore how RPA can revolutionize business processes by automating repetitive tasks, reducing errors, and significantly improving efficiency. Through practical examples and hands-on exercises, learners will gain the skills and knowledge needed to design and create innovative business solutions using Power Automate. This powerful tool within the Power Platform enables businesses to seamlessly integrate various applications and systems, optimizing workflow and enhancing overall productivity. Additionally, learners will develop the ability to analyze and visualize data derived from automated processes using Power Platform tools. This essential skill empowers businesses to extract meaningful insights and make data-driven decisions, resulting in increased efficiency and improved business outcomes.

The second module, "Capstone Project – Power apps," provides learners with a valuable opportunity to apply their newly acquired knowledge and skills to real-world scenarios. Throughout this project, learners embark on a journey to discover customer needs and propose tailored solutions. By working closely with requirements and performing fit-gap analysis, learners ensure that the proposed solutions align perfectly with the organization's objectives and meet the unique needs of their customers. Furthermore, learners gain expertise in designing a robust Power Automate architecture, which is critical for ensuring the scalability and adaptability of automated processes within the connected hybrid workplace. The module also covers essential aspects of data modeling and analytics within the Power Platform, equipping learners with the ability to effectively leverage data to drive strategic decision-making and optimize business processes. By the end of this capstone project, learners will have developed a comprehensive understanding of the end-to-end process of identifying customer needs, proposing effective solutions, and leveraging the capabilities of Power Automate to deliver tangible results.

In summary, the process automation course equips businesses with the necessary knowledge and skills to thrive in the modern business landscape. By mastering the principles of Robotic Process Automation and its application using Power Automate, businesses will enhance their operational effectiveness and gain a competitive edge. The capstone project provides a unique opportunity to apply these skills to real-world scenarios, ensuring that learners can confidently discover customer needs, propose tailored solutions, and leverage data to drive strategic decision-making. With the knowledge and skills acquired through this course, businesses will be well-prepared to navigate the challenges of the connected hybrid workplace, streamline their operations, and deliver exceptional customer experiences.

3. Course KSA Summary

Knowledge Statements:

1 Identify the core components of Robotic Process Automation (RPA) and evaluate its business value.
2 Design business solutions using Power Automate for process automation.
3 Demonstrate proficiency in utilizing the Power Automate tool to create efficient workflows.
4 Apply data analysis techniques and visualize data from automated processes using Power Platform tools.
5 Explain the principles and best practices of data modeling and analytics within Power Platform.

Skills Statements:

1 Develop automated business solutions using Power Automate
2 Create efficient workflows using Power Automate to streamline and automate processes.
3 Apply data analysis techniques to extract valuable insights from automated processes.
4 Utilize Power Platform tools for data visualization and interactive dashboard creation.
5 Apply data modeling and analytics skills to optimize business processes and make informed decisions.

Ability Statement:

Design and implement automated business solutions, streamline processes through workflow automation, analyze and visualize data for informed decision-making, and leverage data modeling and analytics to optimize business operations.

4. Course Summary

4.1 Module-Session Details

Sl No	Module Names	Module Code	Learning Activity						
			E-Learning (Async)	Flipped Class (Sync)	Mentoring Support			Assessment (Sync)	Total Hours
					Assignment Sync	Project Planning Sync	Project Implement Async		
1	WSQ Robotic Process Automation (SF)	ENT-RPA	12	12	12	12	12	0.5	60.5
2	WSQ Capstone Project Power Apps (SF)	ENT-PAC	0	12	0	24	24	0.5	60.5
	TOTAL		**12**	**27**	**15**	**30**	**36**	**1**	**121**

4.2 Learning Mode & Duration

Learning Mode	Course Duration	Guided Learning Hours	Hours/Week	days/Week	Hours/Day
Full-time	4 weeks	120 hours	30 hours/week	4 days/week	8 hours/day
Part-time	16 weeks (6 weeks, 10 weeks)	120 hours	6 hours/week	3 days/week	2 hours/day

5. Module Details – Robotic Process Automation

5.1 Module Brief

The module, titled **"Robotic Process Automation "** equips learners with essential knowledge and skills related to the field of Robotic Process Automation (RPA). By engaging with the various instructional units (IU) within this module, participants will develop a comprehensive understanding of the business value of RPA, identify core components of RPA, design business solutions, create RPA-based solutions, and analyze and visualize data within the RPA context.

Throughout the module, learners will gain an understanding of the significance of RPA in optimizing business processes and enhancing operational efficiency. They will explore the various components and technologies involved in RPA, such as the Microsoft Power Platform, Power Apps, Power Automate, Power BI, and Power Virtual Agents. Additionally, participants will learn how to design effective business solutions using these tools and technologies.

By engaging in practical projects and hands-on activities, learners will be able to apply their knowledge and skills to real-world scenarios. These projects encompass understanding the business value of RPA, identifying, and utilizing core components of RPA, designing business solutions, creating RPA-based solutions, and analyzing and visualizing data for enhanced decision-making.

By the end of this module, learners will possess the ability to effectively leverage RPA technologies to automate business processes, improve productivity, and drive digital transformation within organizations. They will be equipped with the skills necessary to design, create, and analyze RPA solutions, enabling them to contribute to process optimization and innovation in the workplace.

Instructional Units:
1. Business value of Robotic Process Automation
2. Core components of Robotic Process Automation
3. Design business solutions with Power Platform
4. Create business solution with Power Automate
5. Analyze and visualize data with from an automated process using PowerPlatform tools

Module Project:
Project Objective: Implement RPA to evaluate business value, identify components, design solutions, create automated processes, and analyze data.

Project Tasks:

1. Evaluate the business value of Robotic Process Automation for a specific industry.
2. Identify and classify the core components of Robotic Process Automation.
3. Design a comprehensive business solution using the principles of RPA.
4. Develop and implement a practical business solution utilizing RPA.
5. Analyze and visualize data from an automated process using RPA tools.

5.2 Module Session Plan

Session No#	Session Type	Day no#	Duration Hrs
1	E-Learning on IU 1	1	2
2	Flipped Class on IU 1	1	2
3	Mentoring Support - Assignment on IU 1	2	2
4	E-Learning on IU 2	3	2
5	Flipped Class on IU 2	3	2
6	Mentoring Support - Assignment on IU 2	4	2
7	E-Learning on IU 3	5	2
8	Flipped Class on IU 3	5	2
9	Mentoring Support - Assignment on IU 3	6	2
10	E-Learning on IU 4	7	2
11	Flipped Class on IU 4	7	2
12	Mentoring Support - Assignment on IU 4	8	2
13	E-Learning on IU 5	9	2
14	Flipped Class on IU 5	9	2
15	Mentoring Support - Assignment on IU 5	10	2
16	E-Learning on IU 5	11	2
17	Flipped Class on IU 5	11	2
18	Mentoring Support - Assignment on IU 5	12	2
19	Mentoring Support – Project Planning -1	13	2
20	Mentoring Support – Project Planning -2	14	2
21	Mentoring Support – Project Planning -3	15	2
22	Mentoring Support – Projects Implementation 1	16	2
23	Mentoring Support – Project Planning -4	17	2
24	Mentoring Support – Project Planning -5	18	2
25	Mentoring Support – Project Planning -6	19	2
26	Mentoring Support – Projects Implementation 2	20	2
27	Mentoring Support – Project Planning -7	21	2
28	Mentoring Support – Project Planning -8	22	2
29	Mentoring Support – Project Planning -9	23	2
30	Mentoring Support – Projects Implementation 3	24	2
31	Summative Assessment (per learner)	25	30 min

6. Module Details – Capstone Project-Power Apps

6.1 Module Brief

The **"Capstone Project - Power Apps"** module, learners will acquire knowledge and skills based on the following instructional units (IUs). They will discover customer needs, propose suitable solutions, work with requirements, and perform fit gap analysis. Additionally, learners will gain an understanding of implementing project governance, proposing Power Automate architecture, and utilizing data modeling and analytics in the Power Platform.

Throughout the module, learners will engage in practical projects to apply their knowledge and skills. The projects will focus on performing basic compatibility assessments and integrating selected system components according to a pre-defined plan. By completing these projects, learners will develop the ability to effectively assess compatibility requirements and integrate system components using Power Automate.

The module's objective is to provide learners with hands-on experience in utilizing Power Automate to address real-world challenges. By completing the capstone projects, learners will demonstrate their proficiency in designing and implementing automated workflows, ensuring compatibility and integration of system components. They will also gain insights into project governance, architecture proposals, and data modeling for effective decision-making.

Through this module, learners will develop the essential knowledge, skills, and abilities required to excel in the field of Power Automate. By applying their acquired expertise to practical projects, they will enhance their problem-solving capabilities, project management skills, and technical proficiency in using Power Automate for workflow automation and system integration.

Instructional Units:
1. Identify product, User Persona
2. User stories, product backlog
3. Sprint planning
4. User requirements
5. Project Design & Architecture
6. Project planning

Module Project:

Implement a customer-centric solution, including proposing and analyzing requirements, and designing PowerApps architecture with data modeling.

Project Tasks:

1. Evaluate the business value of Robotic Process Automation for a specific industry.
2. Identify and classify the core components of Robotic Process Automation.
3. Design a comprehensive business solution using the principles of RPA.
4. Develop and implement a practical business solution utilizing RPA.
5. Analyze and visualize data from an automated process using RPA tools.

6.2 Module Session Plan

Session No#	Session Type	Day no#	Duration Hrs
1	Flipped Class on IU 1	1	2
2	Flipped Class on IU 2	2	2
3	Flipped Class on IU 3	3	2
4	Flipped Class on IU 4	4	2
5	Flipped Class on IU 5	5	2
6	Flipped Class on IU 6	6	2
7	Mentoring Support – Project Planning -1	7	2
8	Mentoring Support – Projects Implementation 1	8	2
9	Mentoring Support – Project Planning -2	9	2
10	Mentoring Support – Projects Implementation 2	10	2
11	Mentoring Support – Project Planning -3	11	2
12	Mentoring Support – Projects Implementation 3	12	2
13	Mentoring Support – Project Planning -4	13	2
14	Mentoring Support – Projects Implementation 4	14	2
15	Mentoring Support – Project Planning -5	15	2
16	Mentoring Support – Projects Implementation 5	16	2
17	Mentoring Support – Project Planning -6	17	2
18	Mentoring Support – Projects Implementation 6	18	2
19	Mentoring Support – Project Planning -7	19	2
20	Mentoring Support – Projects Implementation 7	20	2
21	Mentoring Support – Project Planning -8	21	2
22	Mentoring Support – Projects Implementation 8	22	2
23	Mentoring Support – Project Planning -9	23	2
24	Mentoring Support – Projects Implementation 9	24	2
25	Mentoring Support – Project Planning -10	25	2
26	Mentoring Support – Projects Implementation 10	26	2
27	Mentoring Support – Project Planning -11	27	2
28	Mentoring Support – Projects Implementation 11	28	2
29	Mentoring Support – Project Planning -12	29	2
30	Mentoring Support – Projects Implementation 12	30	2
31	Summative Assessment (per learner)	31	30 min

7. Credentials

Name of the Credentials	Details
Academic Qualification	NIL
EduCLaaS Job Role Certification	NIL
Industry Skills Certification	WSQ Robotic Process Automation (SF) • Microsoft Power Platform Fundamentals • Microsoft Power Platform App Maker Taking this certification is not mandatory. However, if the learner wishes to pursue it, they need to register for the examination directly with the vendor after paying the necessary fees.
Statement of Attainment	WSQ Robotic Process Automation (SF) • ICT-DIT-3002-1.1: Application Development WSQ Capstone Project -power apps (SF) • ICT-DIT-3016-1.1: System Integration