Strategic Robotic Process Automation Implementation Training Course

30 Nov - 04 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #IT9313_158504

Course Introduction / Overview:

Robotic Process Automation (RPA) has transcended its status as a niche technology to become a cornerstone of modern digital transformation strategies. This course provides a comprehensive, end-to-end roadmap for successfully developing and executing an enterprise-wide RPA strategy. Moving beyond basic bot development, we delve into the critical strategic components that determine the long-term success and scalability of automation initiatives. As highlighted by academics like Leslie P. Willcocks in works such as "Robotic Process and Cognitive Automation: The Next Phase", the true value of RPA is unlocked not just through technology, but through meticulous planning, robust governance, and effective change management. This program, offered by BIG BEN Training Center, is meticulously designed to equip participants with the knowledge to build a business case, identify and prioritize processes for automation, and navigate the entire implementation lifecycle. We will explore how to establish a Center of Excellence (CoE), manage risks, and measure the return on investment (ROI), ensuring that your organization's automation journey is both strategic and sustainable. This training provides the essential framework for transforming business operations, enhancing efficiency, and fostering a culture of continuous improvement through intelligent automation.

Target Audience / This training course is suitable for:

- Business Analysts and Process Improvement Specialists.
- IT Managers and Project Managers.
- Operations Managers and Department Heads.
- Digital Transformation Leaders.
- Strategy and Corporate Planning Professionals.
- Finance and Accounting Executives.
- Compliance and Risk Management Officers.
- Aspiring RPA Program Managers and Architects.

Target Sectors and Industries:

- Banking, Financial Services, and Insurance.
- Healthcare and Life Sciences.
- Manufacturing and Supply Chain.
- Telecommunications and Media.
- Retail and Consumer Goods.
- Energy and Utilities.
- Government Agencies and Public Sector Organizations.
- Professional Services and Consulting.

Target Organizations Departments:

- Finance and Accounting.
- Human Resources and Payroll.
- Operations and Production.
- Customer Service and Support Centers.
- Information Technology (IT).
- Supply Chain and Procurement.
- Compliance and Legal.
- Sales and Marketing Operations.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a comprehensive RPA strategy aligned with overarching business goals.
- Master the RPA implementation lifecycle from process discovery to deployment and maintenance.
- Establish a robust RPA governance framework and a high-performing Center of Excellence (CoE).
- Conduct thorough process assessments to build a prioritized automation pipeline.
- Calculate and effectively communicate the Return on Investment (ROI) for automation projects.
- Implement effective change management strategies to ensure user adoption and support.
- Understand the key principles of scaling RPA initiatives across the enterprise.
- Evaluate risks associated with RPA and implement mitigation strategies.
- Differentiate between attended, unattended, and hybrid automation scenarios.
- Explore the integration of RPA with intelligent automation technologies like AI and machine learning.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can translate theoretical knowledge into actionable skills. We employ a blended learning approach that combines expert-led presentations with hands-on exercises, real-world case study analysis, and collaborative group discussions. The course emphasizes a problem-solving mindset, encouraging participants to work in teams to tackle challenges commonly faced during RPA implementation, from building a business case to managing stakeholder expectations. Interactive workshops will guide attendees through critical stages like process mapping and prioritization. Practical sessions will focus on developing governance models and change management plans. Our facilitators foster a dynamic learning environment where participants can share experiences, ask questions, and receive personalized feedback. This immersive approach ensures a deep understanding of the strategic and operational aspects of RPA, empowering attendees to lead successful automation initiatives within their own organizations with confidence and competence.

Course Agenda (Course Units):

Unit One: Foundations of RPA and Strategic Alignment

- Introduction to Robotic Process Automation (RPA) and Intelligent Automation.
- Differentiating RPA from traditional automation and business process management.
- Key benefits, challenges, and limitations of RPA technology.
- Aligning the RPA strategy with corporate objectives and digital transformation goals.
- Building a compelling business case and securing executive buy-in.
- Understanding the total cost of ownership (TCO) and calculating potential ROI.
- Exploring major RPA use cases across various industries and departments.

Unit Two: Process Discovery and Building the Automation Pipeline

- Techniques for identifying and assessing processes suitable for automation.
- Introduction to process mining and task mining for discovery.
- Creating detailed Process Definition Documents (PDD).
- Utilizing frameworks for process prioritization and selection.
- Building and managing a healthy automation opportunity pipeline.
- The role of the Business Analyst in the RPA lifecycle.
- Conducting feasibility studies and complexity assessments.

Unit Three: RPA Implementation and Development Lifecycle

- Overview of RPA implementation methodologies (Agile vs. Waterfall).
- The importance of a Proof of Concept (PoC) and pilot project.
- Key stages of the bot development lifecycle: design, build, test, and deploy.
- Best practices for solution design and creating a Solution Design Document (SDD).
- Strategies for robust testing, including User Acceptance Testing (UAT).
- Deployment strategies and hypercare support post-launch.
- Managing bot exceptions, errors, and maintenance requirements.

Unit Four: Governance, Risk, and Change Management

- Establishing an effective RPA Governance Framework.
- Defining roles and responsibilities within an RPA Center of Excellence (CoE).
- Developing policies for bot development, security, and data privacy.
- Managing operational, compliance, and cybersecurity risks in RPA.
- Implementing a comprehensive change management and communication plan.
- Addressing the human impact of automation and managing workforce transition.
- Training and empowering employees for a new way of working.

Unit Five: Scaling, Optimization, and the Future of Automation

- Strategies for scaling the RPA program across the enterprise.
- Monitoring bot performance and measuring business value realization.
- Techniques for continuous improvement and optimization of automated processes.
- Introduction to advanced concepts: cognitive automation, AI, and machine learning in RPA.
- Exploring the concept of hyperautomation and its components.
- The rise of the citizen developer and its governance implications.
- Future trends and the evolution of the intelligent automation landscape.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

As intelligent automation evolves, how might the role of a human-led Center of Excellence (CoE) transform to govern both rule-based bots and cognitive agents effectively?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by focusing on the strategic and governance aspects of RPA, which are critical for sustainable, enterprise-wide success. While many courses concentrate solely on the technical skills of bot development for a specific software, our program provides a holistic, tool-agnostic framework applicable to any technology platform. We emphasize the "why" behind automation, teaching participants how to build a robust business case, align RPA initiatives with corporate strategy, and secure executive sponsorship. A significant portion of the curriculum is dedicated to establishing a Center of Excellence (CoE), managing change, and mitigating risks—areas often overlooked but essential for scaling beyond a few initial bots. The content is enriched with insights from leading academic research and real-world case studies, moving beyond simplistic use cases to address complex implementation challenges. By focusing on the entire automation lifecycle, from process discovery to value realization and the integration with intelligent automation, this course equips leaders not just to implement RPA, but to lead a true digital transformation of their business operations.