



## **Risks and Mitigation in Automation Projects**

While promising major benefits, automation projects also come with risks that must be mitigated:

### **Lack of Leadership Commitment**

Risk: Initiatives stall without executive sponsorship.

Mitigation: Secure C-suite champion to mandate adoption.

### **Change Management Deficiencies**

Risk: End-users resist adoption of new solutions.

Mitigation: Involve stakeholders early, train on changes, highlight benefits.

### **Technical Limitations**

Risk: Chosen automation tool cannot handle process complexity.

Mitigation: Thoroughly assess capabilities during selection process.

### **Integration Challenges**

Risk: Automated systems do not integrate well with legacy apps.

Mitigation: Evaluate integration needs early and budget accordingly.

### **Unaddressed Exceptions**

Risk: Exceptions require manual intervention, limiting automation.

Mitigation: Simplify processes first, minimize decision points.

### **Hidden Costs Emerge**

Risk: Unplanned costs like maintenance and upgrades appear over time.

Mitigation: Budget for TCO not just implementation costs.

### **Skills Gap**

Risk: Lack of internal skills to sustain automation technologies.

Mitigation: Assess gaps early, train/hire/outsource to fill needs.

### **Compliance & Security Issues**

Risk: Automated systems create audit, regulatory or privacy issues.

Mitigation: Include compliance reviews in project governance.

To maximize the benefits of automation, proactively identify and plan for mitigation of key project risks across people, process and technology domains.