



Assessing Automation Opportunities

A structured approach to identify, assess and prioritize automation opportunities is key to building a business case and roadmap. Steps include:

1. Map current processes end-to-end and baseline performance metrics. Look for repetitive rules-based activities.
2. Profile workload factors like volume, handling time, complexity level for each activity.
3. Assess automation potential based on rules-driven nature, need for judgement, exception rates etc.
4. Estimate automation level that could be achieved with RPA, AI/ML or other technologies.
5. Calculate potential business impact across cost, quality, speed, scalability etc.
6. Develop cost estimates for automation software, configuration, training, support etc.
7. Determine ROI period and business case justification for automation.
8. Rank opportunities based on ease of automation, quick wins, and strategic impact.
9. Sequence opportunities in roadmap release waves based on priority, interdependencies, and resources.
10. Socialize roadmap with stakeholders and validate priorities and timing.

Key Capability Areas:

- Process analysis and documentation
- Automation potential assessment
- Business case modeling
- ROI analysis
- Roadmap development

Critical Success Factors:

- Realistic automation assumptions
- Credible ROI estimates
- Balanced roadmap
- Stakeholder alignment
- Organizational change management

In summary, a rigorous fact-based automation assessment helps build credibility, de-risk execution and maximize benefits from an automation-first approach. It enables moving from ideas to an actionable roadmap.