



ROBOTIC PROCESS AUTOMATION REVIEW

Design Thinking and Idea Prioritization

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EXECUTIVE SUMMARY



Overview and Objectives

In accordance with the FY2020 Internal Audit Plan, Internal Audit led sessions and conducted interviews to enable a focused assessment of CFX's business and identify opportunities to apply Robotic Process Automation (RPA) to business processes that are manual, routine, repetitive, and time consuming in nature.



Project Scope and Approach

As part of this review, Internal Audit performed the following:

1. Introduced RPA concepts to key stakeholders to understand the organization's state of maturity for leveraging process automation technology and to communicate the benefits of process automation;
2. Facilitated a design thinking session and conducted individual interviews to generate and capture ideas and prioritize manual business processes with potential for automation;
3. Aggregated and analyzed ideas to apply RPA to manual business processes based on value, suitability, and complexity to determine overall fit for process automation; and
4. Communicated additional process improvement insights and technology needs discovered through design thinking sessions and interviews.



Next Steps

Based upon the discussions held and opportunities identified, Protiviti will support requirements gathering for the procurement of a new ERP system as part of the fiscal 2021 internal audit plan. Subsequent to the ERP selection and in conjunction with development of future internal audit plans, Protiviti and CFX will consider the RPA candidates identified herein for future use case development and bot deployment.

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