

<Process Name>

Functional Requirements Questionnaire

Document Control

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Glossary/Terms/Acronyms:

The following terms, acronyms, and definitions are used throughout this document:

Acronym	Description

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1 Metrics

1.1 Workload

How many records is the solution expected to handle? Include frequency e.g. 1000 records per week, 50 records per hour	600 per day. Expected to double over next 12 months
What is the maximum expected volume?	800
What is the minimum expected volume?	400
Are there any periods when a higher workload is anticipated?	No
What are they?	

1.2 Manual Resource Effort

How many FTE are currently required to perform the process manually?	2.8
What is the average case handling time?	10 minutes

1.3 Service Level Agreements

Are there any SLAs this solution must conform to?	Yes
What are the SLAs?	Data should be made available by 8.AM EST everyday
Should the solution be expected to recognize an SLA breach? If so how?	No. The engineering team will monitor volumes and processing.

2 Control

2.1 Operating Hours

Will the solution run outside normal working hours?	No
What time will the solution start? Scheduler will start the process to coincide with the automatic input file creation. Files are created at 9am, 12pm and 3pm. Scheduler will start process at 9.15am, 12:15pm and 15:15pm.	
Will the solution work to a stop time?	No
What days of the week will the solution run?	7 days per week
Are there any days or times when the solution must not run?	No
Do we need to go through 2-Factor authentication to access client systems?	No

3 Execution

3.1 Restrictions

Are there any business thresholds that must be adhered to? E.g. payments below a certain value	No
What are they?	
Are there any time windows or periods when any of the target systems are unavailable?	No
List the systems and when they are unavailable.	

3.2 Alerts

Will the solution need to send out any alerts?	Yes	
What events should trigger an alert?		
Scenario	Method	Recipient(s)
Failure to create exception report	Email	service@example.com
Input file not available when process starts.	Email	service@example.com
Input folder not accessible	Email	service@example.com
Report folders (exception / MI) no accessible	Email	service@example.com
How will alerts be sent?		
Alerts should be sent from the following email id. notifications@example.com		
Who will receive alerts?		
RPA_Team@Example.com support@example.com		

4 Data Management

4.1 Input

What input will feed work into this solution?	SQL Server
Where will the work come from?	Data will be loaded into the candidate tables at 10.2.4.5.623 by the engineering team
What time and frequency will the work arrive? (e.g. once per day at 9am, every 2 hours)	9am, 12pm, 3pm Everyday
Is it possible that no work will arrive?	Yes
What should happen then?	Bot should not run.

4.2 Input Structure

<p>How will the data be structured? Where relevant, provide an example of the input.</p> <p>The following fields will be provided (actual header names):</p> <ul style="list-style-type: none"> • Request_Date • Member_ID • Title • First_Name • Last_Name • Email • Contact_Number • Postcode

4.3 Identification

Can records be uniquely identified?	Yes
What field or combination of fields will be used as the identifier? Only non-sensitive data should be used as an identifier. Records can be uniquely identified using a combination of fields. Field1 + Field 2	
Is it possible that the solution could be supplied with duplicate cases?	Yes
Once detected, how should duplicates be dealt with?	Duplicates should not be processed.
Is it possible that a record can legitimately reappear at a later date?	Yes
How will a legitimate reoccurrence be distinguished from an unwanted duplicate? It will have a different request date and time.	

4.4 Output

How will exceptions be sent back to the Business?	Excel file created at the end of processing.
What will be the file structure or message format used for exceptions? Where relevant, provide an example of the required output. The exception file structure must mirror the input file structure	
When will they be sent?	At end of processing
Where will they be sent?	File to be saved to shared network drive //shareserver/operations/RPA/
Apart from exceptions, will the solution create any Management Information output?	Yes
What will be the file structure or message format used? Excel file:	
	<ul style="list-style-type: none"> Loaded - Time the record was loaded to the work queue Work Time - Time taken to work on the record Request Received - Date and time the quote was requested within the portal Completed - Date and time email sent

4.5 Output Structure

How will the data be structured? Where relevant, provide an example of the input.

The following fields will be provided (actual header names):

- Request_Date
- Member_ID
- Title
- First_Name
- Last_Name
- Email
- Contact_Number
- Postcode

4.6 Preservation

How long should input data be kept for?	30 days
How long should output data be kept for?	30 days

5 Business Continuity

5.1 Bot Unavailability

<p>If this solution became inoperable and the current DR strategy was unable to ensure availability how continuity should be achieved?</p> <p>After 12 hours of downtime of the bot, for whatever reason, the Operations Team will begin working manually until the robotic processes can be restored by the Process Administrators.</p>
<p>How would the Business like to be informed of bot unavailability?</p> <p>Send an email to service@example.com</p>
<p>What is the business effect of the process not running for one hour?</p> <p>No effect</p>
<p>What is the business effect of the process not running for four hours?</p> <p>No effect</p>

Client requirement for automation throughput
Response time, slow don't hammer

5.2 Excessive Workload

Is it possible that the solution could be overwhelmed by an excessive workload?	No
Is this solution required to detect such an event?	No
Quantify an overload threshold	1000
Is this solution required to respond to such an event?	No
How would this be achieved?	
How should the Business be informed?	