DJURO IVANKOVIC

Mindful RPA Methodology

COMMUNICATION
SEGMENTATION
USER INVOLVEMENT

Adopt and adapt
Technology is evolving, and it is evolving fast.

In order to move you need to walk,
in order to grow you need to talk.

Adopt and adapt.

Introduction

PURPOSE, SCOPE AND OVERVIEW OF MINDFUL RPA METHODOLOGY.

In today's fast-paced business environment, project success is no longer solely determined by delivering it within the deadline. The success of a project is also dependent on building a strong team and fostering user trust in the technology used.

While the traditional approach to project management focuses on task completion, it often fails to consider the bigger picture. The Mindful RPA Methodology aims to address this issue by prioritising team collaboration, user satisfaction, and continuous improvement.

Through the Mindful RPA Methodology, teams can deliver projects faster, reduce unnecessary documentation, eliminate unnecessary costs, and improve communication. By focusing on communication and explaining the importance of project segmentation, the team can work more efficiently and develop stress-free.
The Mindful RPA Methodology not only helps teams complete projects on time but also enables them to develop strong relationships with users, which can lead to more opportunities from satisfied customers. By adopting this approach, teams can convert waiting time to productive time, reduce pressure, and work towards successful project outcomes.

Background

WHY MINDFUL RPA METHODOLOGY?

As I embarked on my RPA journey, I was fortunate to be involved in end-to-end RPA projects, which allowed me to gain insights and experience across the entire process from introducing RPA, discovering processes to be automated, development, deployment, testing, handing over user instructions, teaching users basic troubleshooting, to maintaining processes on different platforms and systems.

One issue that is often overlooked is how much users truly utilize the bot and whether it is being used to its maximum capacity. There are hidden costs that are not talked about enough, and while there are different teams and users, it is much easier to track and maintain unattended systems. However, attended bots are present in many corporations/companies due to the trust factor, and there are still many challenges to overcome. The development cycle of RPA happens fast, and within a few weeks, an experienced and well-organized team can go from discovering an opportunity to having fully deployed automation ready to be used. That's the great thing about RPA, and it's also why it can't be fitted to already existing management methodologies straight away.

Another challenge is that users fear that the bot will take over their job, and in most cases, cooperation with SME is not smooth. After the bot is deployed, every single mistake will be flagged, but not as a ticket to be fixed; rather, people point fingers at the bot, trying to make it look unreliable. It is surprising how many teams do not save the logs, which can be an issue later on.

While many teams talk about speed and how complex the solution is, they should focus on stability and reliability first. A bot should be stable with numerous time of runs in the first place, and later, we can dedicate time to make it faster and include more cases.

There are many hidden costs that teams fail to consider when calculating real savings. While this methodology stands for the bigger picture, spreading RPA awareness, helping users, and getting automation as a stretch hand for people to work better, we need to consider the costs, as they can easily get out of control. Development overrun, testing, support and maintenance, infrastructure, unused automation, and standardization readings for new joiners are just a few examples that can be prevented by following the Mindful RPA Methodology.

I have worked in various environments and various fields, and I have seen all types of structures and teams working in the RPA branch. They all have one big thing in common: they try to fully rely on one technique, in my opinion, there are great methodologies, but they are not fully applicable to RPA. Since they cannot work for RPA projects, teams often deviate from each methodology and start incorporating elements from another. Even with hybrid approaches, they still have some extra items that make things slow or complicated. On the other hand, some crucial points are uncovered by any methodology, and they are "fixed" ad hoc differently in different teams.

Before I decided to write my own methodology, I tested my approach in different environments, with different teams and on different types of projects, and every single time, I got similar feedback.

One strength of my methodology is that if there are any problems or stoppers, they are discovered immediately, and no extra time is lost. Management can decide whether the problem sounds fixable, and the team can focus on getting needed approvals/accesses and overcoming the stopper. However, if the problem is not fixable, management can decide whether the project should still be executed (and covered nn% instead of 100%), count savings and wrap up the project, or cancel the project entirely if the crucial task cannot be automated.

Another strength of my methodology is early testing, which discovers real problems that could not be predicted In order to address these challenges and fill the gaps left by existing methodologies, I developed the Mindful RPA Methodology.

The key principles of this methodology include a focus on user trust and communication, early testing and involvement of users, a systematic approach to cost management, and an emphasis on continuous improvement.

One of the main goals of the Mindful RPA Methodology is to prioritize user trust and involvement throughout the entire project lifecycle. This involves ensuring that the bot is used to its maximum capacity and that the user is comfortable with the automation. To achieve this, the methodology emphasizes the importance of regular communication between the development team, SMEs, and end-users, and encourages the development of user-friendly documentation and training materials.

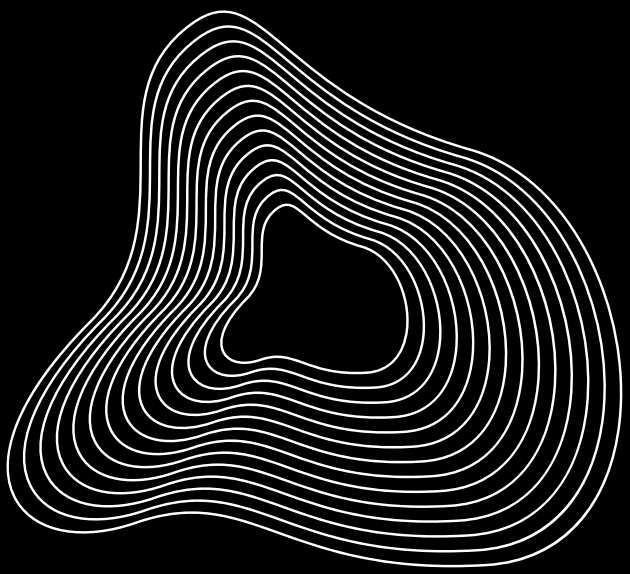
Another key principle of the Mindful RPA Methodology is early testing and involvement of users. This ensures that real problems are discovered early on in the project and that the bot is stable and reliable from the very beginning. This also allows for continuous feedback and improvement throughout the development process.

Cost management is also a major focus of the Mindful RPA Methodology. This involves taking into account all of the costs associated with RPA, including development, testing, support and maintenance, infrastructure, and standardization, and ensuring that these costs are managed effectively throughout the project. This includes identifying hidden costs and developing strategies to minimize them, as well as ensuring that the project stays within budget and meets its cost-saving targets.

Overall, the Mindful RPA Methodology is designed to provide a systematic and flexible approach to RPA project management that prioritizes user trust, communication, and cost management. By following this methodology, development teams can ensure that their RPA projects are successful, sustainable, and deliver real value to the business.

VALUES THAT UNDERPIN MINDFUL RPA METHODOLOGY

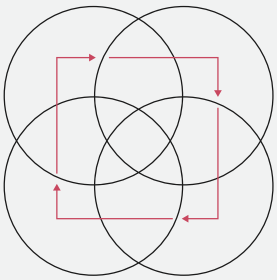
Principles and values



Technical debt is not a myth!
It will come back sooner or later

Effective Communication

Communication is a critical component of successful automation implementation. Incomplete or non-existent communication can lead to problems down the line. It is essential to question everything, discuss issues openly in the early stages, and avoid hoping that problems will resolve themselves. There are no "stupid" questions, and judging someone for asking too many questions should be avoided. It is better to schedule a session and cover everything comprehensively than to rush through the process. It is also essential to understand that communication is a sign of human evolution, and we should not revert to pre-evolutionary communication habits.



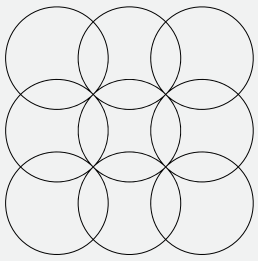
Deploying in Small Segments

Deploying automation in small segments offers several advantages. Bugs that might be overlooked during the analysis phase can be detected early on in the development phase. By deploying in the early stages, users can test the solution while developers are still working on the automation, and any problems can be resolved before the final deployment. This approach saves time, allows for parallel activities, and ensures that the solution logic can be changed early on if required. Involving users from the beginning as testers will ensure that they accept the automation rather than reject it as a threat to their jobs.

Task mining is another benefit of involving users in automation development. Users will be exposed to automation in action, and new ideas will surface, making them the best task-mining tool for the company in that position. If the team discovers any process changes or upgrades, they can be implemented easily while the project is still incomplete. This approach prevents the entire logic from being finished before realizing that a change is required, which can significantly impact the project's scope and timeline. Finally, encouraging users to become citizen developers can help to keep the pipeline busy and contribute to the company's growth and adaptation to automation.

Minimising Documentation

While documentation is essential, excessive documentation can be a time-consuming process. It is crucial to follow standards and rely on them while minimizing the need for additional documentation. For example, the SDD document is useful in some cases, but if the code is well-written and named properly, any new developer joining the team can read the code instead of the SDD document. Maintenance hours can be tracked using kanban boards to save time and automatically track time. It is also essential to use the RPA solution provided by the company to its fullest potential and rely on technology to reduce documentation needs.



Taking Responsibility

As a team player, it is crucial to take responsibility for your role and not hand over tasks to another person. It is essential to speak up about any concerns and address them as a team. By taking responsibility for your role, you can ensure that automation is implemented successfully and contributes to the company's growth.

Streamlined Development

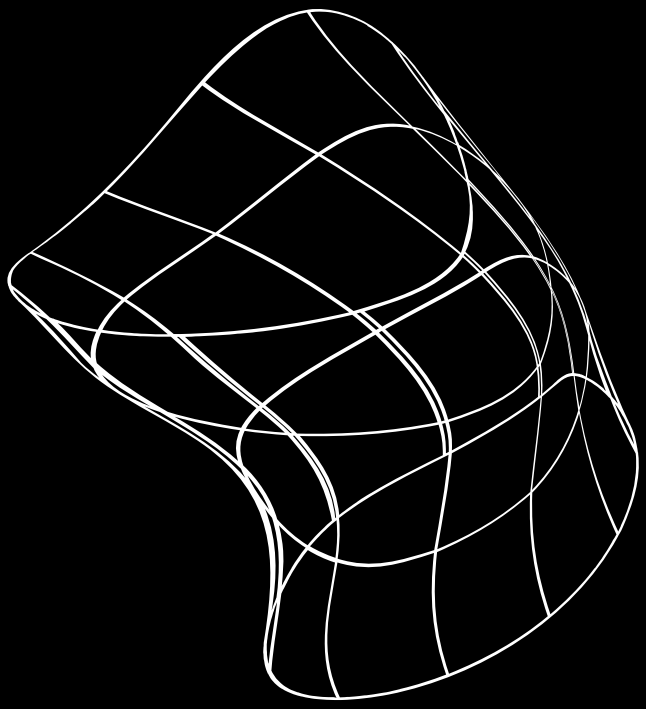
To prevent bottlenecks in the development process, it is crucial for the RPA team to have a well-established position within the corporate hierarchy, with the trust of the security team. By securing this position and creating a "fast lane" for necessary accesses and approvals, the team can ensure a smoother and more efficient development flow, avoiding delays that can hinder progress and productivity.

Parallel Productivity

While waiting for certain tasks or approvals, the RPA team can maintain productivity levels by engaging in parallel activities. This could include working on low-priority automation projects, or undertaking other tasks that will support the RPA team in the long run, such as writing documentation, organising reusable components, or exploring new opportunities for automation. By engaging in these parallel activities, the team can optimise their time and resources, while keeping the momentum of their core projects.

Process

AN OUTLINED PROCESS THAT CAN BE USED TO MANAGE PROJECTS OR TEAMS, INCLUDING THE DIFFERENT STAGES AND STEPS INVOLVED.



Don't get caught in the paralysis of analysis.
Keep it simple and get the job done

1. PRESENTATION/SELLING

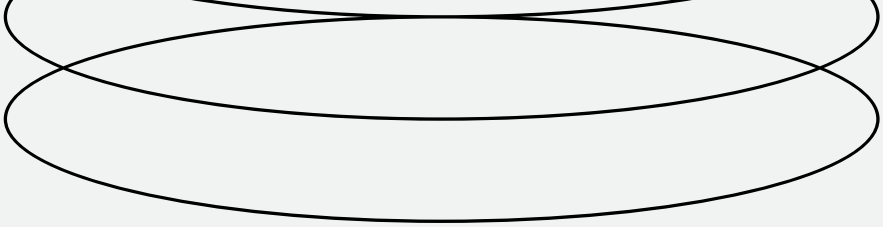
This step is crucial in getting buy-in from the company for using RPA. RPA team should prepare a presentation that showcases the benefits and capabilities of automation. This presentation should be tailored to the specific needs and goals of the company, highlighting how RPA can improve productivity, reduce costs, and increase accuracy. It's important to address any concerns or objections that may arise and to answer any questions that the audience may have.

2. BRAINSTORMING / PROCESS DISCOVERY

Once the company shows interest in using automation, the RPA team should conduct a brainstorming session to discover potential and most beneficial projects. The goal is to identify processes that are repetitive, manual, and time-consuming, and can be automated using RPA. The RPA team should work closely with the user team to understand the specific needs and requirements of each process.

3. PROJECT ANALYSIS / PROCESS DOCUMENTATION / PLANNING

After the processes have been identified, the RPA team should conduct a detailed analysis of each process and document them in a Process Definition Document (PDD). The PDD should include process steps, inputs, outputs, and any exceptions. The RPA team should work with dedicated SMEs to ensure the accuracy and completeness of the PDD. Once the PDD is finalized, the RPA team should get a sign-off from the user team, which indicates their agreement to proceed with development. The RPA team should then prioritize the project and create a detailed development plan with specific deadlines and milestones.



4. FOLLOWING THE PLAN

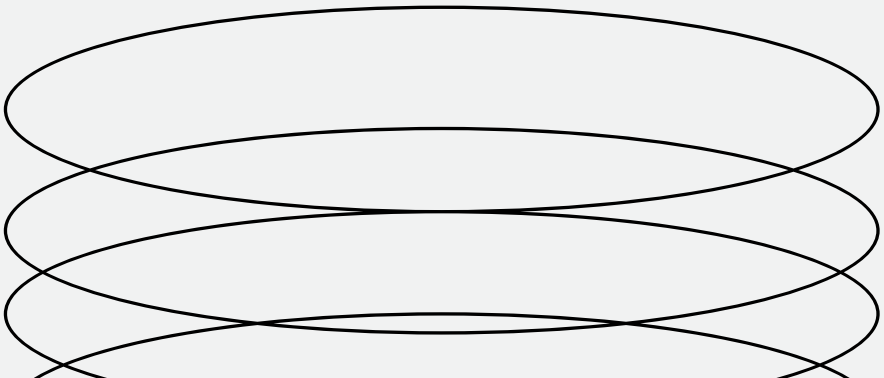
Once the sign-off has been received, the developer starts developing the solution and asking for all approvals. Using the segmentation approach, the developer should start with the first segment and deploy it as soon as possible, focusing on login and basic task completion. This allows the user to test and provide feedback to the developer while the rest of the process is being developed. The developer should continue to segment the process and deploy each segment as it's completed, keeping in mind the importance of small steps and segmentation.

5. GET USER INVOLVED

Once the first segment has been deployed, the user involvement phase begins. The user tests the segment and provides feedback to the developer for fixes and improvements. This testing process is continuous and iterative, and the RPA team should be responsive to user feedback and make necessary changes.

6. REPORTING SAVINGS

RPA team management can choose to start reporting savings from the first deployment because the user has started using some part of the bot. As the rest of the process is deployed, the RPA team management can start reporting more savings. This process can be looked at as a testing phase that usually takes a few weeks after development is finished, so the traditional testing phase is merged with the development phase. This approach helps to streamline the process and reduce the overall development time.



Roles and responsibilities

1. TEAM LEAD

The Team Lead is responsible for driving new opportunities to the RPA Analyst, promoting RPA to individuals or groups within the organization, and clearing any obstacles that may hinder the progress of the RPA Analyst and RPA Developer. Additionally, the Team Lead should facilitate the process discovery phase, ensuring that the RPA Analyst has the necessary resources to perform their duties effectively.

2. RPA ANALYST / ARCHITECT

The RPA Analyst's primary responsibility is to conduct process discovery, analyse the process and creating initial documentation. They play a crucial role as the key point of contact between the RPA Team and SME Management. To ensure the successful development of automation, the RPA Analyst should work closely with the RPA Developer and provide them with the PDD document that outlines the process requirements in detail.

3. RPA DEVELOPER

The RPA Developer's primary responsibility is to develop the process automation while following best practices and using the company's agreed-upon framework for development. They should collaborate closely with the RPA Analyst to ensure that the PDD document is comprehensive and accurate. The RPA Developer should also create work instructions for SMEs on how to use the automation and act as the primary point of contact for SMEs, assisting them with any requests or issues they may have. Effective communication with SMEs is critical to ensure the smooth running of testing and deployment, with the RPA Developer taking the lead on this aspect. The RPA Developer should ensure that the process is deployed as agreed and that it meets the necessary quality standards.

Tools and techniques

- RPA PLATFORMS
- TASK MINING
- PROCESS MAPPING
- REQUIREMENTS GATHERING
- AGILE METHODOLOGIES
- TESTING AND QUALITY ASSURANCE
- DEPLOYMENT AND MONITORING

1. RPA PLATFORMS

The RPA Platform is a critical aspect of any automation project, and every platform has its strengths and weaknesses. This methodology is designed to be platform-agnostic and can be applied to any platform. The choice of tools is left to the discretion of the RPA team, based on their specific criteria. It is essential to thoroughly analyze and assess the tools to find the best fit for the project. With that said, this methodology can be applied to any RPA platform.

2. TASK MINING

The success of task mining in RPA implementation depends on the level of collaboration from the user/customer. If the user is excited about the possibilities and what RPA brings to the table, then task mining is easy as the user will throw many ideas in brainstorming sessions. However, RPA teams often work with teams that are not collaborative and may claim that there is nothing that can be automated. From experience, there is ALWAYS something that can be automated. In such cases, the best approach is to analyze the user's daily routine, job function, platforms used, and the number of items processed during the day. The RPA analyst should look for repetitive tasks and quick wins. If the analyst works with multiple teams, they should be aware of previous projects, as one automation can be duplicated to multiple accounts, saving development time.

Moreover, if the RPA team relies heavily on technology and has access to task mining tools, they can use any task mining tool for better and easier analysis of the user's daily routine, identifying the process to automate quickly. It is essential to note that irrespective of the tool used, the process mapping phase should involve the user/customer to ensure the automation meets their needs and requirements. With Mindful RPA Methodology user trust will be stronger and task mining will be smoother over time.

3. PROCESS MAPPING

Process mapping involves creating two flowcharts in any software of choice, such as PowerPoint, Visio, or Lucidchart. The Process Definition Document (PDD) should have a general flowchart with a high-level view of the process that needs to be automated and a more specific flowchart with detailed steps. Going into too much detail with each click is often a waste of time, so the flowchart should include most steps but not be extremely detailed. Only when it is necessary should the process be detailed to a deep level.

The PDD document typically includes an AS-IS flowchart representing the current process, and a TO-BE flowchart representing the bot's actions. However, in most cases, the RPA mimics the user's behavior and actions. Therefore, the TO-BE flowchart is not crucial unless there are significant changes that might affect the output.

Many PDDs include screenshots of each step beside flowcharts. However, creating screenshots for complex processes can take weeks, and it is often unnecessary. Instead, developers can refer to the recording of the analysis phase to check visually how the environment looks like. This avoids duplicating information in two places and saves time.

4. REQUIREMENTS GATHERING

- **Interviews:** One of the most important techniques for gathering requirements is conducting interviews with the stakeholders involved in the process. The RPA team can conduct one-on-one or group interviews to understand the process, its pain points, and identify opportunities for automation.
- **Workshops:** Workshops are collaborative sessions where the RPA team can engage with stakeholders to brainstorm and capture requirements. These sessions can be used to identify automation opportunities, gather requirements, and validate the proposed solutions.
- **Surveys:** Surveys can be used to gather information from a large number of stakeholders across multiple locations. Surveys can be conducted online or using paper-based forms and can help gather quantitative and qualitative data on the process and its pain points.
- **Shadowing:** Shadowing involves observing and following a user as they go through their daily routine. This technique can be used to identify pain points, bottlenecks, and opportunities for automation.
- **Prototyping:** Prototyping involves building a small-scale version of the proposed solution to gather feedback and validate the proposed solution with stakeholders. This technique can help refine requirements and ensure that the solution meets the stakeholder's needs.
- **Use cases:** Use cases are detailed descriptions of how the proposed solution will be used in a specific scenario. This technique can help the RPA team understand the process requirements and identify any gaps in the proposed solution.
- **Requirements documentation:** The RPA team should document the requirements in a structured format to ensure that they are clear, concise, and complete. The documentation should include details such as process flow diagrams, business rules, and acceptance criteria. This documentation can be used as a reference throughout the development process to ensure that the proposed solution meets the requirements.

By using these techniques, the RPA team can gather comprehensive requirements for the process, identify opportunities for automation, and ensure that the proposed solution meets stakeholder's needs.

5. AGILE METHODOLOGIES

Agile methodologies are crucial for successful RPA projects. Regular team meetings and sprint meetings help keep the project on track and allow the team to brainstorm solutions for various problems that arise. However, it's important to note that while meetings are important, they can often take up too much time if they are longer than planned.

Based on my experience, weekly meetings may not be enough for larger teams, while daily meetings may be too frequent for smaller teams. A good compromise could be to have meetings on Monday, Wednesday, and Friday. On Mondays, the team can plan the week ahead and give updates on the items they will work on. On Wednesdays, a short standup can be held where each team member is asked one question: "Do you have any problems?" Those who don't have any issues can drop off, while those who have problems can stay to discuss potential solutions. Finally, on Fridays, the team can wrap up the week, review on-going tickets vs closed tickets, and plan for the next sprint.
It's important to note that breaking down the process into sprints is highly dependent on the complexity of the process. Therefore, sticking to a rigid rule of "analysis 1 week, development 2 weeks" may not be possible since processes can vary greatly from user to user. The team should be flexible and adjust their methodology to fit the needs of the project.

6. TESTING AND QUALITY ASSURANCE

Testing and quality assurance are critical aspects of any RPA project. A thorough testing phase can help reduce maintenance efforts later on and ensure a smooth deployment of the automated process in production. However, testing can be time-consuming, and any problems discovered during this phase may require additional development and implementation efforts.
One way to mitigate this risk is through segmentation, where users can test the solution in a production environment. This allows for parallel testing and ensures that any issues arising in production are identified and addressed before the process is fully deployed.
To ensure high-quality testing, it is essential to have a well-defined testing strategy that includes both manual and automated testing. Test cases should be developed based on the functional requirements, and test data should be carefully selected to ensure comprehensive coverage. It is also important to perform regression testing to ensure that changes made during the development cycle do not break any existing functionality.
Furthermore, a well-defined quality assurance process should be in place to ensure that the RPA solution meets the expected standards of quality. This process may include code reviews, peer testing, and adherence to coding standards and best practices. By implementing a robust testing and quality assurance process, you can increase the chances of a successful RPA implementation.

7. DEPLOYMENT AND MONITORING

In our methodology, since we use segmentation, we deploy small chunks of the process. As each small chunk is deployed in production, we can start monitoring not only its automation performance, but also user engagement. By observing how much users test and run the solution, we can gather valuable feedback and insights to improve the process. If the user testing goes well, developers can update the automation by adding another chunk in development, which will extend the production automation. This way, part by part, the size of the production automation will increase until the entire process is fully automated. Continuous monitoring during and after deployment is important to ensure that the process is functioning properly and to address any issues or bugs that may arise.

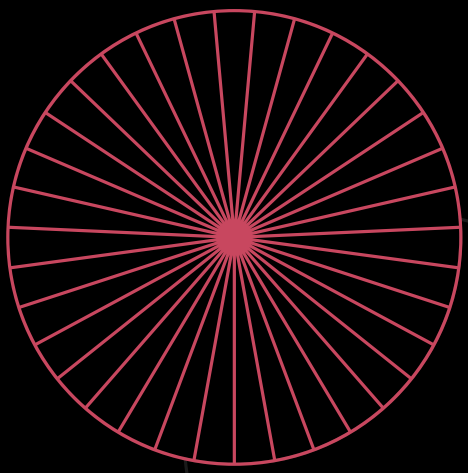
8. SUPPORT AND MAINTENANCE

Maintenance and support is crucial for the success of any RPA project. It's important to establish a warranty period that is appropriate for the specific project and client and to provide ongoing support after the warranty period ends. For in-house RPA teams, the warranty should be as long as the team exists to ensure continued support. For outsourced RPA teams, a warranty period should be established to prevent endless returns for process fixes.

Priority should be given to existing clients with already automated processes, as trust has already been built and they are more likely to assign additional processes and expand existing automations. Regular maintenance checks and updates should be conducted to ensure that automations continue to run smoothly and effectively. Additionally, user feedback should be collected and considered for future updates and improvements.

Benefits and outcomes

EXPLAINED BENEFITS AND OUTCOMES OF USING MINDFUL RPA METHODOLOGY.



Less is more!
Keep side quests at minimum and focus on the main goal

- Enhanced user involvement throughout the process from start to finish.

By involving users in the RPA development process, the RPA team can ensure that the final solution meets their needs and expectations. This leads to a higher degree of user satisfaction and helps to build trust and confidence in automation.

- Building user trust and confidence in automation, leading to higher user adoption rates and increased efficiency.

By involving users in the development process and ensuring that the final solution meets their needs, the RPA team can help to build trust and confidence in automation. This, in turn, leads to higher user adoption rates and increased efficiency, as users are more likely to use the automated processes if they trust the technology.

- Generating new feedback and ideas from users, leading to continuous process improvement and innovation.

By involving users in the RPA development process, the RPA team can gather valuable feedback and ideas for improving the automated processes. This can lead to continuous process improvement and innovation, helping the organization to stay ahead of the competition.

- Empowering users to become potential citizen developers, reducing the burden on IT resources.

By involving users in the RPA development process, the RPA team can empower them to become potential citizen developers. This can help to reduce the burden on IT resources, as users can take on some of the development work themselves.

- Early deployment and reporting, enable stakeholders to identify and address issues at an early stage.

By deploying the automated processes early and reporting on their performance, stakeholders can identify and address issues at an early stage. This helps to ensure that the final solution meets the organization's needs and reduces the risk of costly rework.

- Stopper detection allows management to make informed decisions on whether to continue with the project or not, avoiding unnecessary development of solutions that will not be used.

By implementing stopper detection in the automated processes, management can make informed decisions on whether to continue with the project or not. This helps to avoid the unnecessary development of solutions that will not be used and ensures that the organization's resources are used effectively.

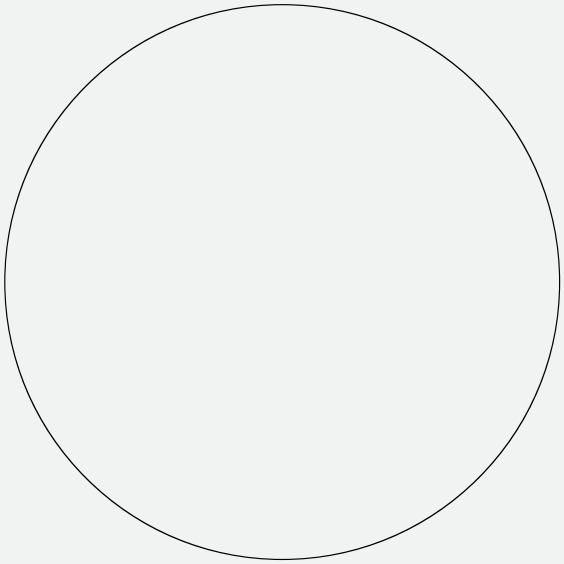
- Parallel and thorough testing reduces the risk of errors, ensuring the quality and reliability of the automated processes.

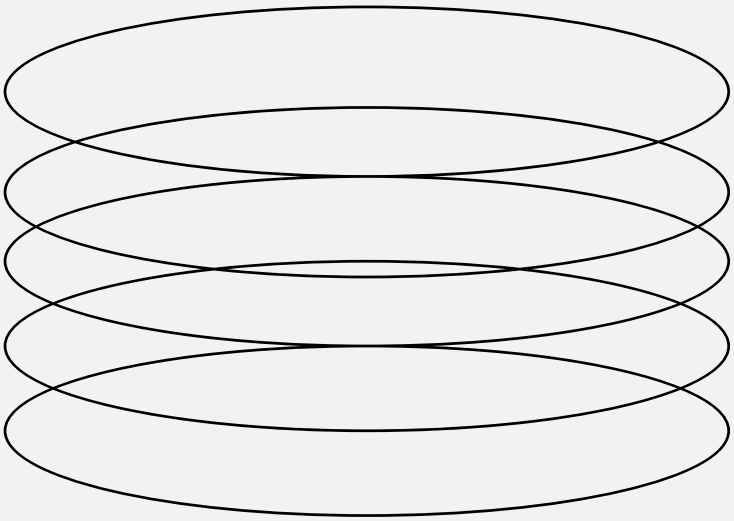
By conducting parallel and thorough testing of the automated processes, the RPA team can reduce the risk of errors and ensure the quality and reliability of the automated processes. This helps to ensure that the final solution meets the organization's needs and reduces the risk of costly errors and downtime.

Challenges - Solutions

CHALLENGES

1. The unresponsive user who is not utilizing automation parts and not providing testing
2. Too responsive SME who has many ideas for changes and deviations from the signed project
3. Resistance to change, where some employees may resist the adoption of RPA





SOLUTIONS

1. Instead of raising the problem, try to understand it. Schedule a session with the SME, communicate the issue, and attempt to resolve it collaboratively. If the deployment portion is too small, communicate the need for a larger deployment and work together to find a solution.
2. Communicate that deviations from the signed project are not feasible because they may extend development time. Encourage users to become citizen developers and try to create their own automation.
3. Proper staffing, training, and education can help reduce resistance to change. Encourage and support employees to embrace RPA and its potential benefits.

CONTINUOUS IMPROVEMENT

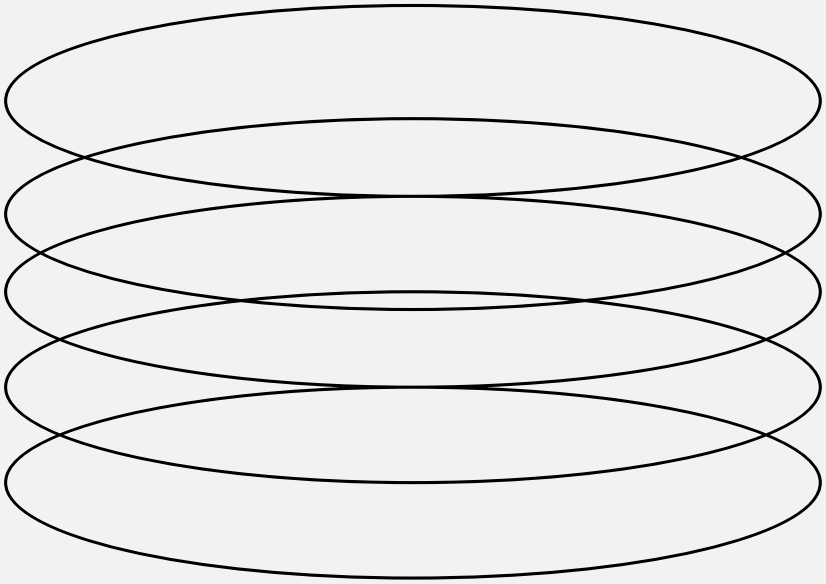
- The need for ongoing improvement: Emphasize that RPA processes are not static and should be continually evaluated and refined to ensure maximum efficiency and effectiveness. Discuss how continuous improvement can help organizations stay ahead of the competition and improve their bottom line.
- Identifying areas for improvement: Outline strategies for identifying areas where RPA processes could be improved. This might include analyzing data on automation performance, gathering feedback from users and stakeholders, and conducting regular reviews of RPA processes.
- Strategies for improving RPA processes: Offer practical advice on how to improve RPA processes. This might include streamlining workflows, improving data quality, optimizing automation logic, and identifying opportunities for integration with other systems.
- The role of automation governance: Discuss how automation governance can support continuous improvement efforts by providing a framework for evaluating and optimizing RPA processes. This might include establishing metrics for automation performance, setting standards for process design and development, and ensuring compliance with regulatory requirements.
- The importance of collaboration: Highlight the importance of collaboration between RPA teams, business stakeholders, and other departments to drive continuous improvement. Encourage ongoing communication and feedback to ensure that everyone is aligned around the organization's goals and priorities.
- Measuring success: Finally, discuss the importance of measuring the success of continuous improvement efforts. Outline key metrics that organizations can use to evaluate the effectiveness of RPA processes and measure the impact of ongoing improvement efforts.

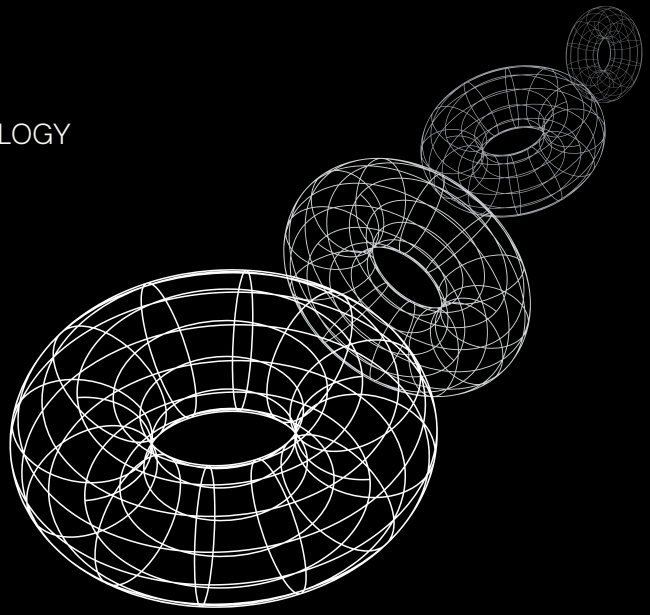
IMPLEMENTATION

The first step for implementing Minduf RPA Methodology would be segmented deployment, once the team has started implementing segmented deployment and building trust with users, the next step would be to identify the biggest pain points in the current methodology and start addressing them one by one using the principles outlined in the methodology. This could involve introducing new tools or technologies, changing certain processes, or redefining roles and responsibilities.
It is important to involve all stakeholders in the implementation process, including project managers, business analysts, developers, and end users. Regular communication and feedback sessions can help ensure that everyone is on the same page and that any issues or concerns are addressed in a timely manner.

Finally, it is crucial to continuously monitor and evaluate the effectiveness of the new methodology and make adjustments as needed. This could involve collecting data on the performance of the automated processes, soliciting feedback from end users, and conducting regular audits to ensure that the methodology is being followed correctly.

Overall, implementing a new methodology can be a challenging but rewarding process. By taking a phased approach and involving all stakeholders, companies can ensure a smooth transition and achieve long-term success with their RPA initiatives.





DO YOU HAVE ANY QUESTIONS?

FEEL FREE TO REACH OUT!

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Never fear being wrong. Best way to grow is from making mistakes and learning from them

WHAT'S NEXT?

THANK YOU FOR READING THIS METHODOLOGY AND CONSIDERING ITS ADOPTION IN YOUR ORGANIZATION. AS YOU'VE SEEN, THIS APPROACH EMPHASIZES USER INVOLVEMENT AND SEGMENTATION OF PROCESSES TO ACHIEVE BETTER RESULTS IN RPA IMPLEMENTATIONS.
HOWEVER, I DON'T WANT TO STOP HERE. I WANT TO TEST RPA METHODOLOGY IN A BROADER RANGE OF SCENARIOS AND GATHER MORE FEEDBACK FROM THE FIELD. THAT'S WHY I INVITE YOU TO JOIN MY QUEST OF REACHING OUT TO 100 COMPANIES OR TEAMS WHO ARE WILLING TO IMPLEMENT THE MINDFUL RPA METHODOLOGY, EITHER FULLY OR PARTIALLY, AND SHARE THE RESULTS WITH ME.
IF YOU'RE INTERESTED IN PARTICIPATING, PLEASE CONTACT ME AT IVANKOVIC.DJURO@GMAIL.COM I WILL PROVIDE YOU WITH A CONSULTATION TO HELP YOU EVALUATE THE BEST FIT FOR YOUR ORGANIZATION AND GUIDE YOU THROUGH THE IMPLEMENTATION PROCESS.
BY JOINING MY QUEST, YOU'LL NOT ONLY BENEFIT FROM RPA METHODOLOGY'S ADVANTAGES, BUT YOU'LL ALSO CONTRIBUTE TO ITS CONTINUOUS IMPROVEMENT AND VALIDATION. TOGETHER, WE CAN MAKE RPA IMPLEMENTATIONS MORE EFFICIENT, EFFECTIVE, AND USER-FRIENDLY.
THANK YOU FOR YOUR ATTENTION AND INTEREST. I LOOK FORWARD TO HEARING FROM YOU SOON.

BEST REGARDS,
DJURO IVANKOVIC

Do not be afraid to try new things.
We can't reinvent the wheel forever