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A MODEL FOR SELECTION OF BUSINESS PROCESSES FOR ROBOTIC PROCESS AUTOMATION

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ABSTRACT

In recent times Robotic Process Automation (RPA) has been used to transform low performing back-office operations like finance, HR, procurement to high performance centers. Robotic process automation (RPA) has evolved as an emerging technology focused on automation of rule-based, routine, repetitive processes, or tasks, with the aim to streamline operations in a hybrid environment where person and machine work side by side. In back-office operations a well-defined and executed automation can lead to enhanced productivity and significant returns on investment. However not all processes are suitable for automation. For successful RPA adoption and high return on investment it is important to select the right process which can be automated. This paper aims to investigate, using systematic literature review, the common fundamental characteristics that are used to select a business process suitable for automation. This paper aims to help academicians, researchers, students, and practitioners to effectively analyze their business processes to identify the most appropriate process for automation.

KEY WORDS: *Digital Transformation, Robotic Process Automation; RPA; Systematic Evaluation; Digital Workforce*