

Setting the standard for RPA – a new qualification for a new challenge

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NOA – Driving Excellence since 1987



The National Outsourcing Association (NOA) The NOA is the leading association serving both the outsourcing professional and the global outsourcing community.

We are passionate about excellent outsourcing and throughout our 28 years have remained committed to advancing the outsourcing profession and improving and growing the outsourcing industry by driving awareness, education, standards and thought leadership.

We are a membership organisation, representing the interests of companies and individuals which span the breadth of the outsourcing industry: buyers, suppliers and advisors.

Our focus is on promoting and sharing best practice and innovation in all aspects of outsourcing and shared services across ITO; BPO and KPO. We do this through the delivery of professional development, publications, events and community collaborations, including industry standards.

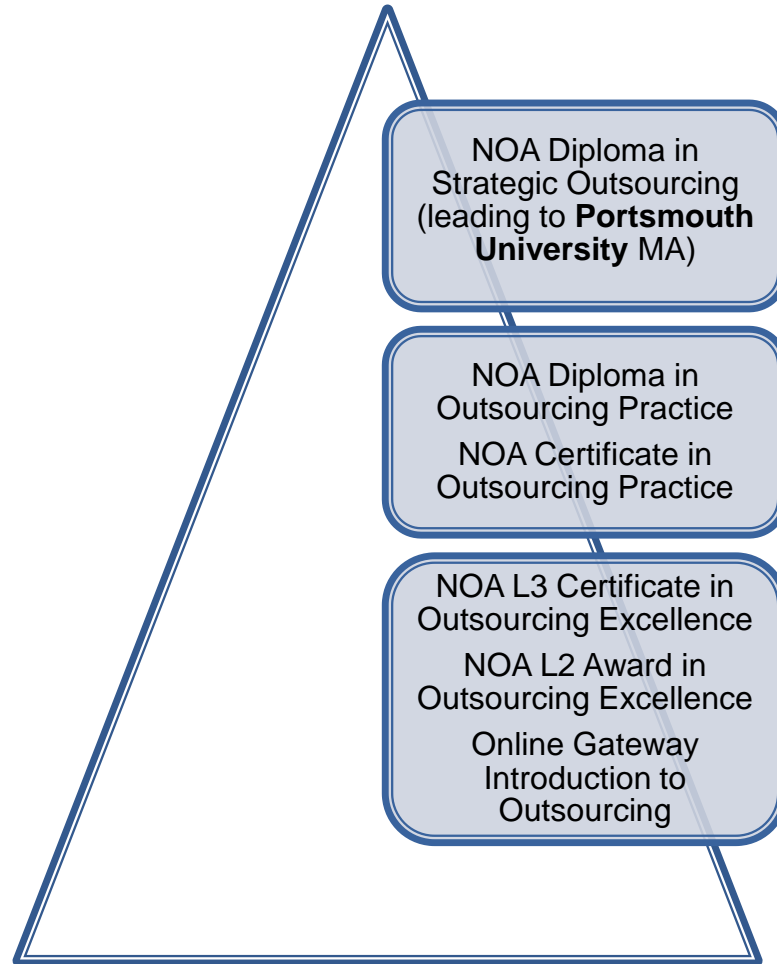
VISION: To grow the reach and positive reputation of the outsourcing industry

MISSION: To be both the home and global Ambassador of world-class outsourcing

Companies we work with...



Current NOA Qualifications



Professionals from a wide range of organisations have undertaken NOA qualifications including:

Aviva, BBC, Capita, BP, Ulster Bank, Astra Zeneca, EDF Energy, Midland HR, Co-op Bank, HML, EE, Zurich, Teleperformance ...

The NOA arrangement with Portsmouth University provides a pathway to a masters degree

The NOA is well placed to recognise changes in the sourcing world



A New Challenge – RPA

- ▶ **Buyers** choosing automation over outsource / offshoring
- ▶ Pressure on outsource **providers** to offer automation enhanced services
- ▶ The opportunity for all parties to identify what to do with the **increased capacity** that RPA will uncover.



What are the key business issues?

- ▶ Despite a number of success stories RPA is still in its early days
- ▶ Bigger organisations are only now beginning to seriously explore
- ▶ The issue for most will be:
 - confirming the full range of benefits
 - clarifying and addressing risk
 - considering the change issues
 - dealing with legacy arrangements
- ▶ There is a sense that the dam is about to burst and we'll see a flood of new and bigger RPA projects



What are the imperatives?

- ▶ Whether you are playing offense or defence it is important to:
 - Review your RPA readiness
 - Actively explore the impact of RPA, potential or actual, on your marketplace and on your business model
 - Consider your internal capability
 - Begin to develop the skills required
 - Engage with partners and consider your strategic alignment - a key factor in outsourcing success
 - Identify champions for RPA

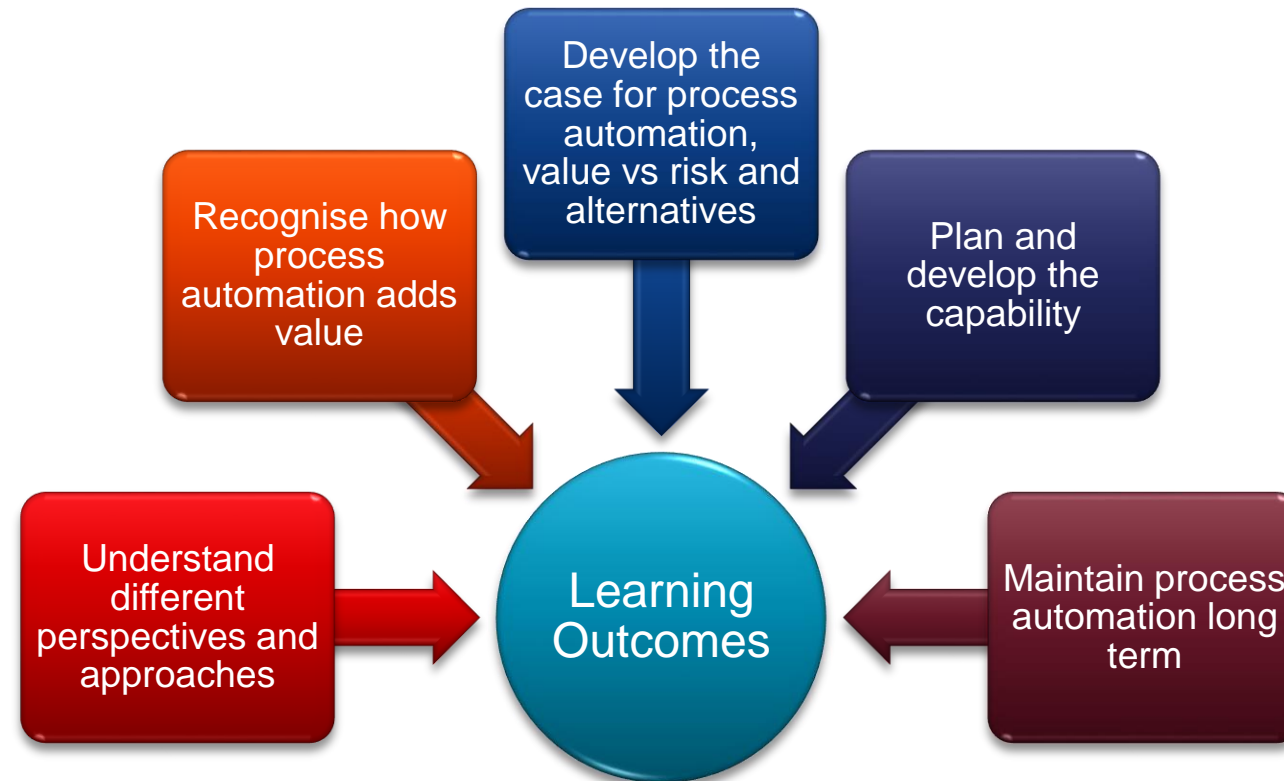


Why an RPA qualification?

- RPA is a **game changer** and there is a need for a **standard and a framework for RPA** that will assure quality
- There is a demand for a way to recognise and **acknowledge expertise** in this emerging field



NOA Certificate in Strategic Process Automation - The Requirements



How was it developed?



Consultation with a wide range of parties:

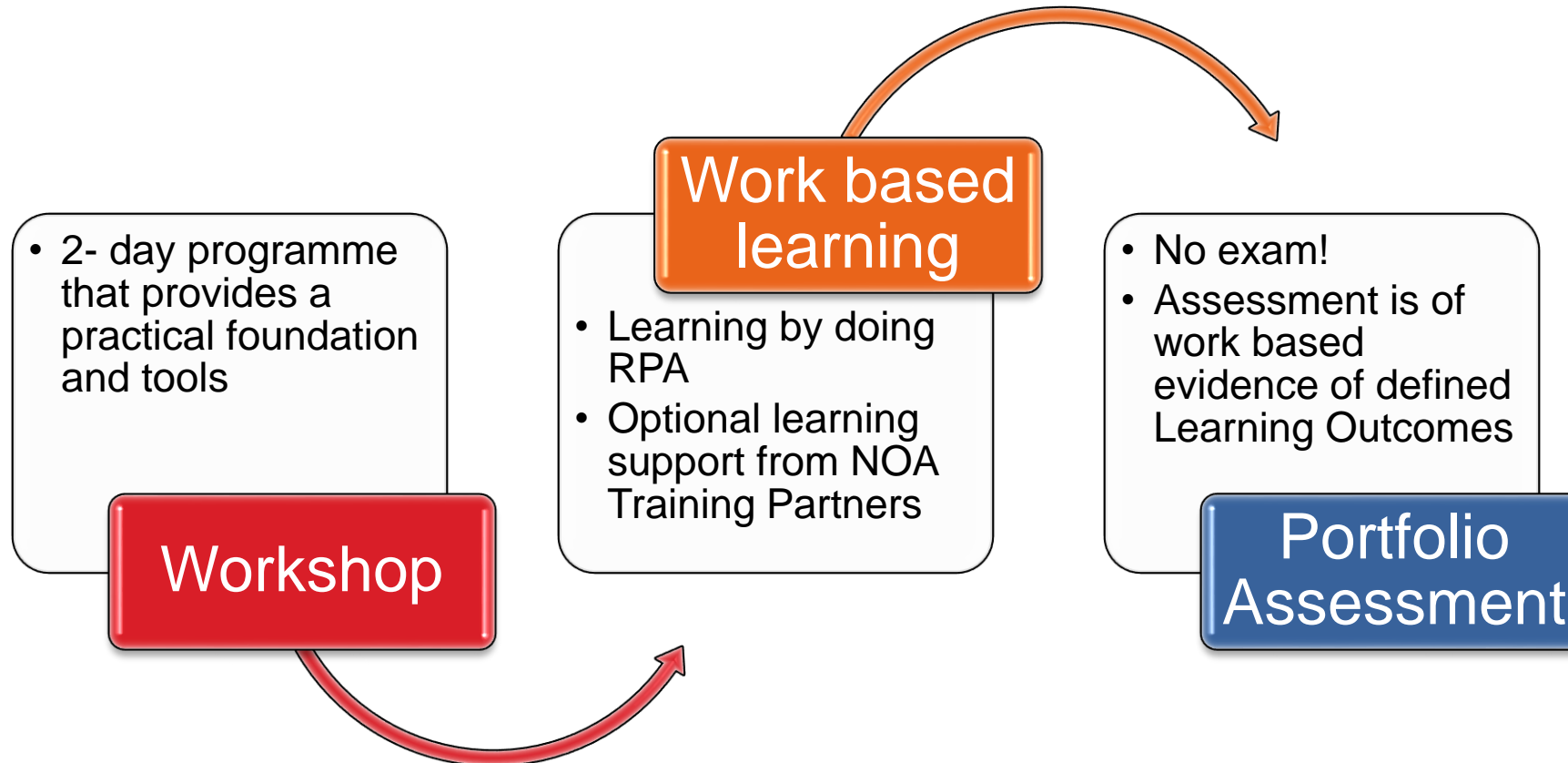
- ▶ RPA software vendors
- ▶ RPA advisories
- ▶ Commentators
- ▶ Buy-side organisations
- ▶ Suppliers



INSTITUTE FOR
ROBOTIC PROCESS
AUTOMATION



Work based learning – how it works?



Session Outline – 2-Day workshop



Helicopter view

- Underpinning concepts
- The RPA fit with enterprise IT
- Different approaches
- What does the software do exactly

Identifying and confirming opportunities

- What can and can't be automated
- Examples
- An approach to reviewing current operations
- Selecting a test process and building a robot

Building the case for change

- Building the Target Operating Model
- What is the value calculation?
- What are the risks / challenges?
- What are the options?

How to build and maintain capability

- Managing implementation and change
- Establishing the right governance
- Managing performance, quality and risk
- Managing the automation demand pipeline

Next steps

- ▶ Identify the people in your business that need to get skilled up
- ▶ Sign them up for the first NOA 2-day workshop on **23/24 February 2016** in central London
- ▶ Register them for the NOA Certificate in Strategic Process Automation

