

# AUTOMATION SOLUTIONS WITHIN THE SERVICE SECTOR (AUTO)

**16 hours, 16 PDUs**  
**In Virtual or Classroom Format**

Automation solutions can be implemented in most companies and organizations to improve business efficiency, making employees more productive, and leading to an overall increase in profit.

In this course you will learn about Automation solutions, the latest related technologies, like RPAs, AI and Machine Learning.

You will also learn how to define automation solutions and how to implement them.

## AFTER THE COURSE YOU WILL

- ❖ Know what Automation is, and what technologies can be applied
- ❖ Know how to define an automation project
- ❖ Know how to implement an automation project
- ❖ Know more about Business Analysis

## TARGET GROUP

- ❖ Business Analysts
- ❖ Project and Program Managers
- ❖ Process Owners
- ❖ Line Managers
- ❖ PMO Managers and Members
- ❖ Product Owners, Product Managers
- ❖ Business Consultants
- ❖ Operational development

## TRAINING METHOD

You will experience a course with a high energy level and lots of fun. We use a training method called learning by doing, meaning that the course will be very practical.

The exact content of the course is adapted to the course format, classroom or virtual.

The course can also be delivered in a reduced format of 8 hours.

The Business Analysis part is based on

[www.GreenlightPM.com](http://www.GreenlightPM.com)  
[GreenlightPM@GreenlightPM.com](mailto:GreenlightPM@GreenlightPM.com)

## SUBJECTS

- ❖ **Pre-requisites and Goal definitions**
  - What is digitalization?
  - What is automation?
  - The importance of doing good Business Analysis - To set the goals and define deliverables – business models and requirement identification
- ❖ **Automation**
  - Different types of automation – RPAs (Robotic Process Automation), AI (Artificial Intelligence), Machine Learning etc.
  - The relation between process optimization and automation. Who shall do it, how can it be done and how to manage the output?
  - What is good user experience? The latest possibilities and opportunities in this area.
- ❖ **Implementation**
  - Stakeholder Analysis and Engagement – Who will be impacted by the results and how can engagement be ensured.
  - How to best develop automation solutions – using agile ways of working
  - What happens when the solution is developed and ready?
- ❖ Documentation
- ❖ Case-studies and exercises integrated with the theory