KOENIG
step forward

KOENIG SOLUTIONS · COURSE OUTLINE

Process Automation: RPA, Workflows & AI

Learn to identify automation opportunities and design, implement and govern RPA, workflow and AI-driven automation solutions.

32 Hours	10	40
DURATION	MODULES	TOPICS

COURSE OVERVIEW

The course provides participants with a comprehensive understanding of process automation principles, tools, and technologies used to streamline and optimize business processes. Participants will learn how to identify automation opportunities, design automated workflows, and implement solutions using industry-leading automation platforms. The course also covers cognitive automation, AI integration, process optimization, governance, security, and explores real-world case studies and future trends in process automation.

WHO THIS COURSE IS FOR

This course is suitable for:

- **Business professionals involved in process improvement and optimization**
- **IT professionals responsible for implementing automation solutions**
- **Managers and decision-makers seeking to leverage automation for business efficiency**
- **Consultants and analysts interested in process automation technologies**
- **Students or professionals looking to enhance their knowledge and skills in process automation**

PREREQUISITES

- Participants should have a basic understanding of business processes and operations.
- Familiarity with technology and software concepts would be beneficial but not mandatory.
- Basic knowledge of workflow design and optimization would also be helpful.

LEARNING OBJECTIVES

What You Will Learn

By the end of this course, participants will be able to:

- Understand the principles and benefits of process automation
- Identify and evaluate automation opportunities within business processes
- Select appropriate tools and technologies for process automation
- Design automated workflows and process optimization strategies
- Integrate cognitive automation and AI technologies into automation solutions
- Implement process automation solutions using industry-leading platforms
- Ensure governance and security in process automation initiatives
- Apply continuous improvement techniques to optimize automated processes
- Analyze real-world case studies and examples of successful process automation
- Stay updated on future trends and emerging technologies in process automation

COURSE SYLLABUS

10 Modules, 40 Topics

01

Introduction to Process Automation

TOPICS

Overview of Process Automation · Benefits and Importance of Automation · Role of Automation in Business Transformation · Automation vs. Manual Processes

02

Automation Tools and Technologies

TOPICS

Overview of Automation Tools and Platforms · Robotic Process Automation (RPA) Solutions · Workflow Management Systems · Low-Code/No-Code Automation Platforms · Integration and API Technologies

03

Identifying Automation Opportunities

TOPICS

- Process Analysis and Assessment
- Criteria for Automation Feasibility
- Identifying Bottlenecks and Manual Intensive Tasks
- Evaluating Cost and ROI for Automation Projects

04

Automation Planning and Designing

TOPICS

Workflow Design and Mapping · Automation Requirements Gathering · Process Mapping and Modeling · User Experience Design for Automation

05

Cognitive Automation and AI Integration

TOPICS

- Introduction to Cognitive Automation
- Machine Learning and AI Technologies
- Natural Language Processing (NLP) in Automation
- Intelligent Process Automation (IPA) Concepts

06

Process Automation Implementation

TOPICS

- Building Automation Workflows
- Configuring Automation Rules and Triggers
- Data Integration and Transformation
- Testing and Validation of Automation Solutions

07

Process Optimization and Continuous Improvement

TOPICS

- Monitoring and Performance Analysis
- Identifying Bottlenecks and Process Inefficiencies
- Applying Lean and Six Sigma Principles to Automation
- Iterative Improvement and Kaizen in Automation

08

Governance and Security in Process Automation

TOPICS

Governance Frameworks for Automation Projects · Security Best Practices in Automation · Compliance and Risk Management in Automation · Privacy and Data Protection Considerations

09

Case Studies and Real-World Examples

TOPICS

- Real-life Examples of Successful Automation Projects
- Industry-Specific Automation Use Cases
- Lessons Learned and Best Practices from Case Studies

10

Future Trends in Process Automation

TOPICS

- Emerging Technologies in Automation
- Intelligent Automation and Hyperautomation
- Robotic Process Intelligence (RPI) and Analytics
- Ethical and Social Implications of Automation

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training | Live Online Classes (ILO) | Fly-Me-A-Trainer (FMAT) | Flexi (Self-Paced) | 1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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