



RPA Process

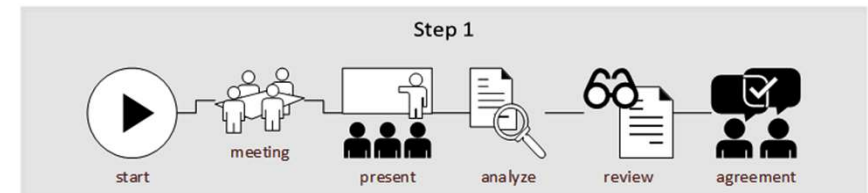
Israel Tax Authority

Project Development Process

Phase 1

- Learning the manual process, its development over time, understanding the purpose and the current procedures.
- Gathering technical requirements for writing the Robot and confirming understanding of all parties involved.

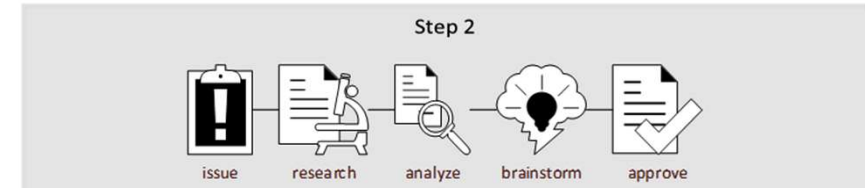
Phase 1 was conducted while emphasizing the understanding of the business need and the monetary value of the work performed



Phase 2

- Mapping out the technological challenges in writing the Robot
- Writing the Robot not by actual order of work, but by the parts with technological problems that had to be solved

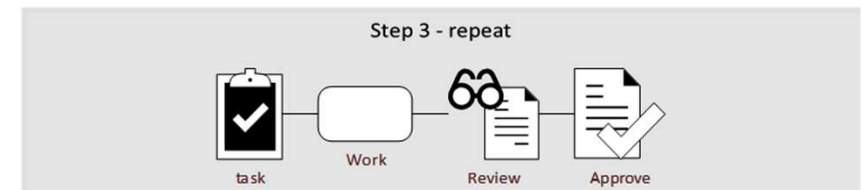
Phase 2 is a “breaking point” in the project. If it fails, the project does not proceed




Phase 3

- Developing the Robot according to the workflow
- Each written part is authorized by the business unit


This phase requires continues contact with the business unit. Although the process is written end to end, there may still be missing information. The project is conducted in the form of agile work - Phase 1 is laying the significant building blocks and the completion of all the requirements is conducted in this phase together with the business unit. This method proves itself since the progress towards the goal is faster while not missing any part of the process




Challenges



Studying the
business process




Mapping - computer
infrastructure - using
ITA data systems



Authorization for the
Robot



Authorization for
development of
needed data



Retrieving information from
mainframe - fixed waiting time,
use of macros and OCR

Successes



- ✓ **Retrieving information from queries and databases**
- ✓ **Pushing the received information into a tax simulator and obtaining tax potential**



- ✓ **Successful joint work with the business unit**



- ✓ **Creativity and resourcefulness of the development team in the face of various challenges**



Capacity - Employee vs. Robot







employee



Attended Robot



Unattended Robot
with HLLAPI

	employee	Attended Robot	Unattended Robot with HLLAPI
 Hours per Day / Days per Week	9/5	24/5	24/7
 Average time per case (in minutes)	50	3	1.5
 Annual Capacity	2,786	46,440	346,752
 \$ Cost per case (NIS)	60.29	1.89	0.25

