



COMBINING PROCESS MINING AND RPA TO BOOST THE DIGITAL TRANSFORMATION

Protiviti & Celonis

ISACA Risk Event 2019 – Amsterdam, 11 April 2019

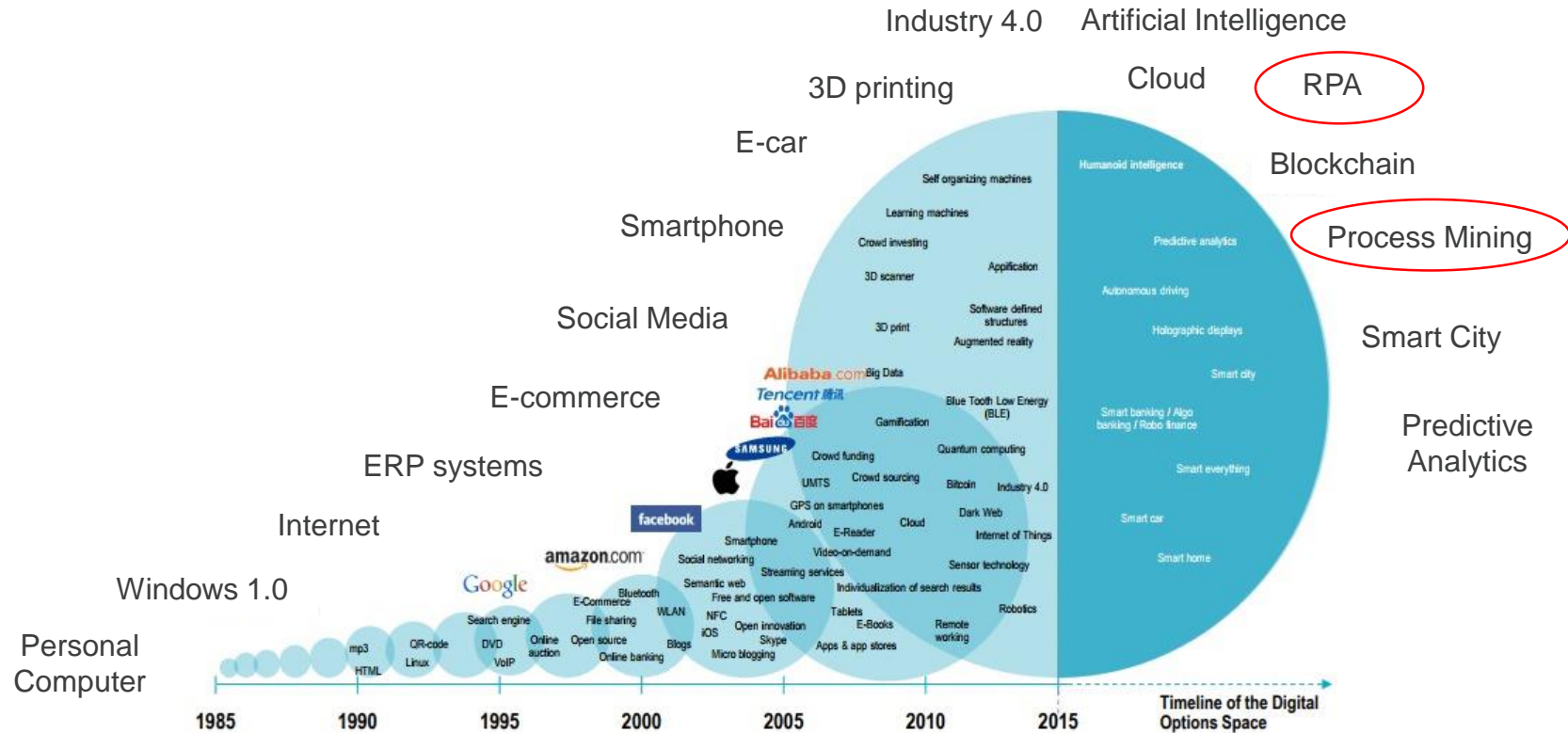
Protiviti Perspective provided by Jimmy W., Toronto



THE WORLD IS BECOMING DIGITAL



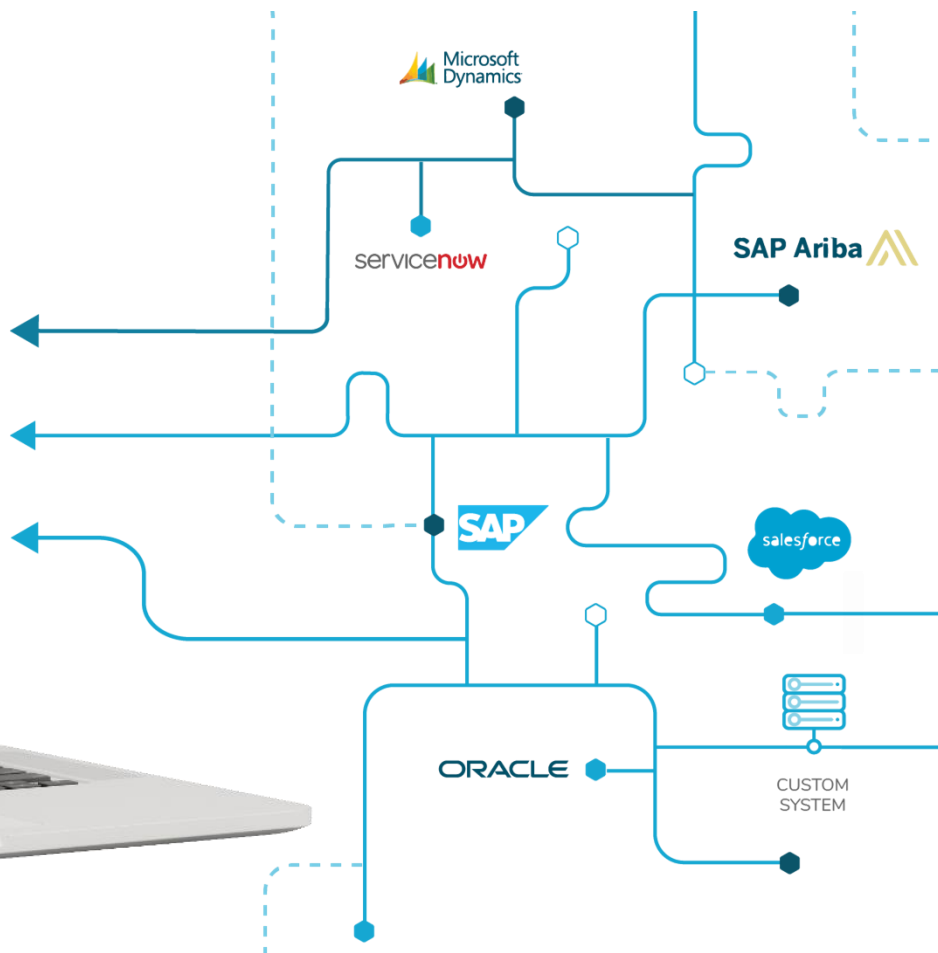
TECHNOLOGY IS EVERYWHERE AND GROWING EXPONENTIALLY



PROCESS ANALYSIS & VISUALIZATION THE “TRADITIONAL WAY”



PROCESS MINING



PROCESS MINING CAN BE USED IN MANY AREAS



ROBOTIC PROCESS AUTOMATION (RPA)



RPA is ...

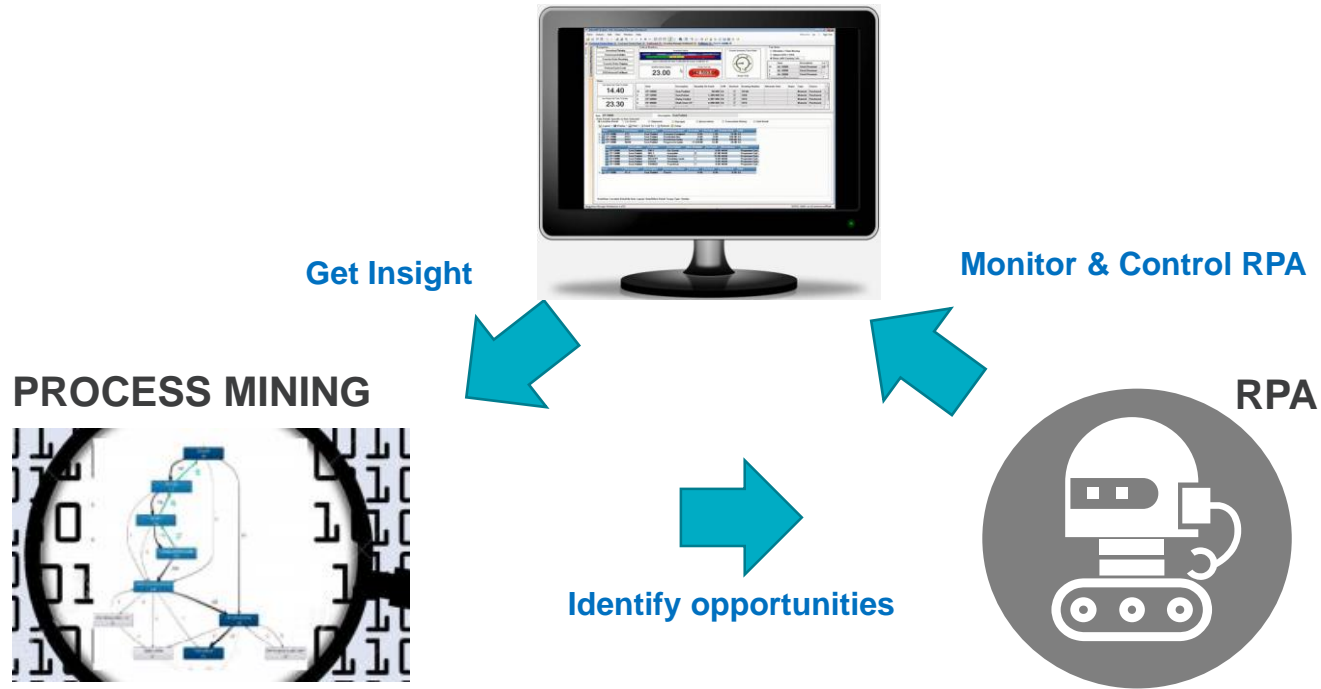
- the use of 'software robots'
- that simulate user activities
- and drive efficiencies
- by automating high volume, repetitive tasks
- across multiple systems.

Automation applied to an efficient operation will magnify the efficiency.

Automation applied to an inefficient operation will magnify the inefficiency.

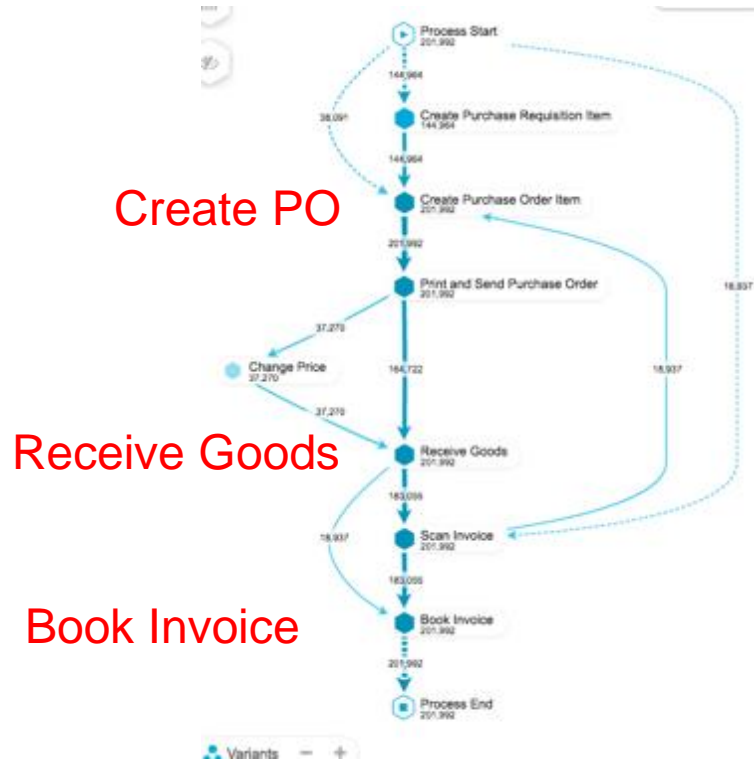
– Bill Gates

USING DATA AND TECHNOLOGY TOGETHER TO ACCELERATE TRANSACTIONAL SYSTEM



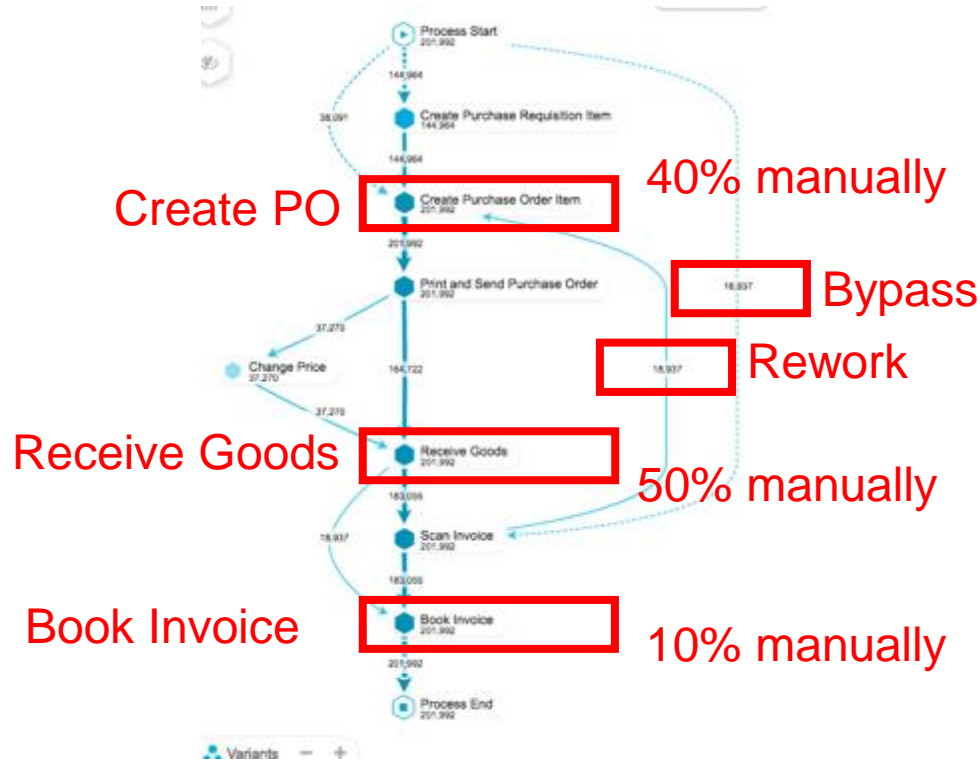
INSIGHT IN THE REAL PROCESS

Get Insight



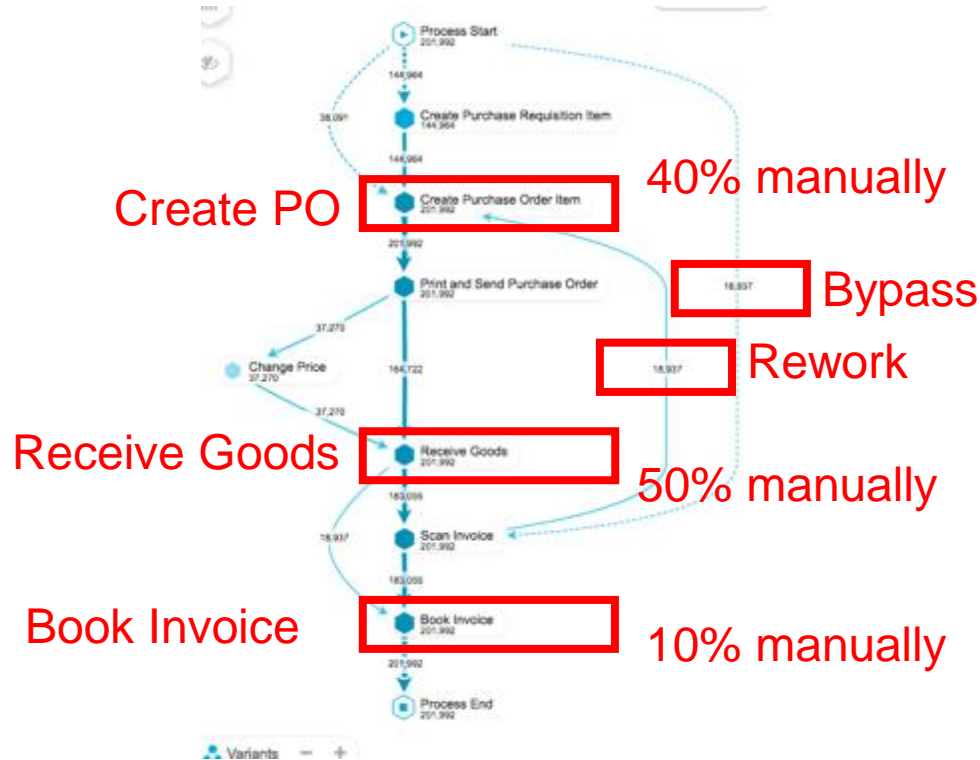
IDENTIFY IMPROVEMENT OPPORTUNITIES

Identify opportunities



ASSESS THE BEST SOLUTION

Identify opportunities

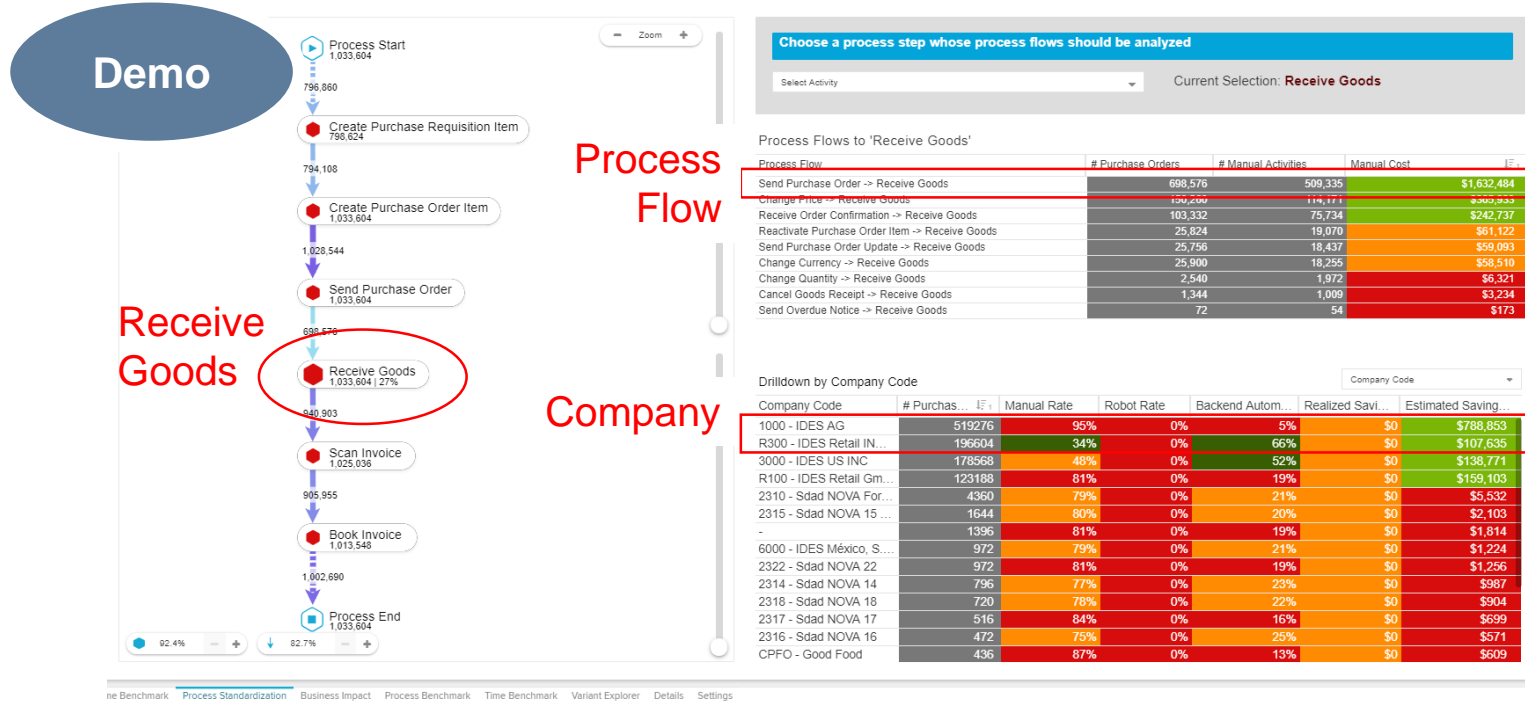


Process improvement solutions

- Process standardization
- Training of (new) employees
- Invest in technology
- Business Process Redesign
- Insourcing/Outsourcing
- Automation (e.g. RPA)
 - High volume
 - Repetitive tasks
 - Estimated savings

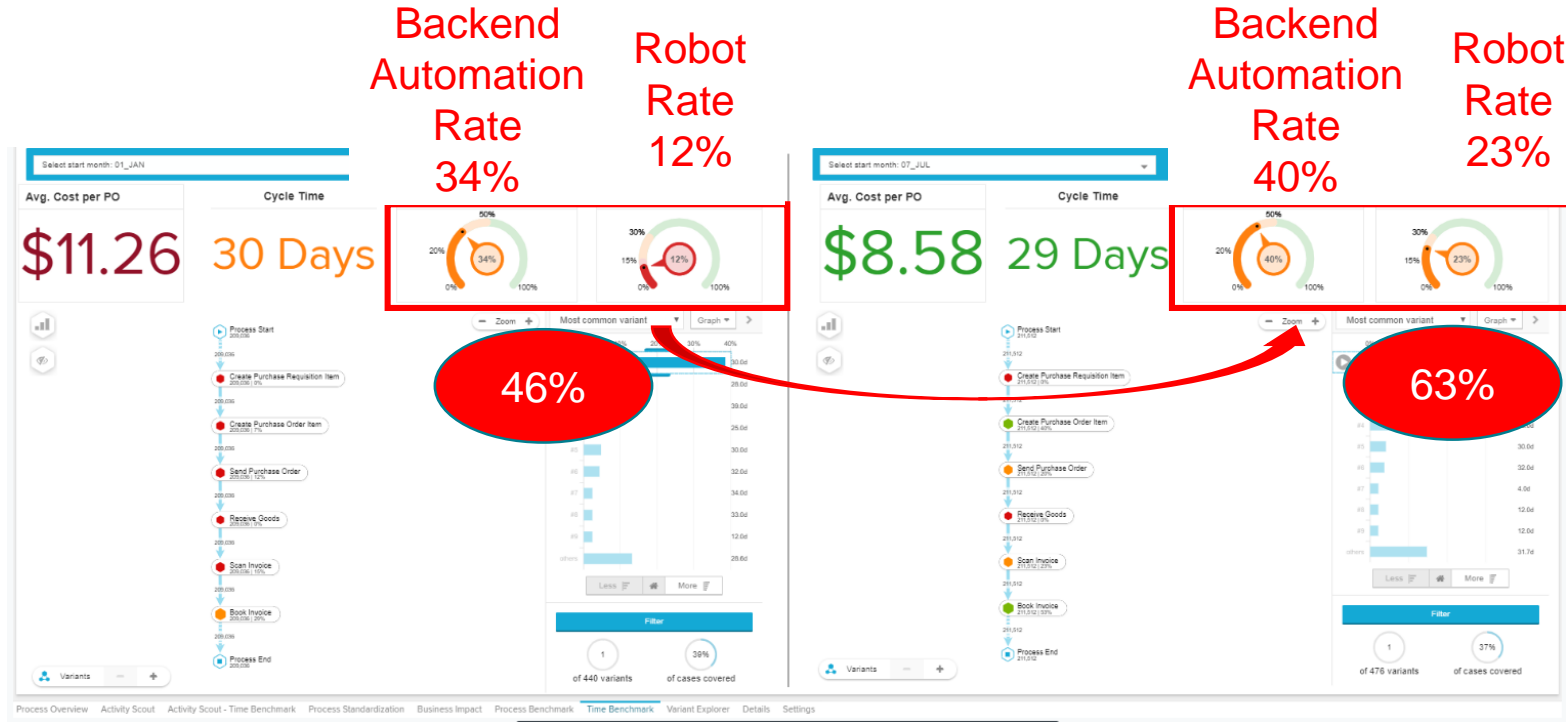
AUTOMATION ASSESSMENT

Identify opportunities



INTELLIGENT AUTOMATION ANALYSIS TO MONITOR RPA AND OVERALL AUTOMATION

Monitor RPA

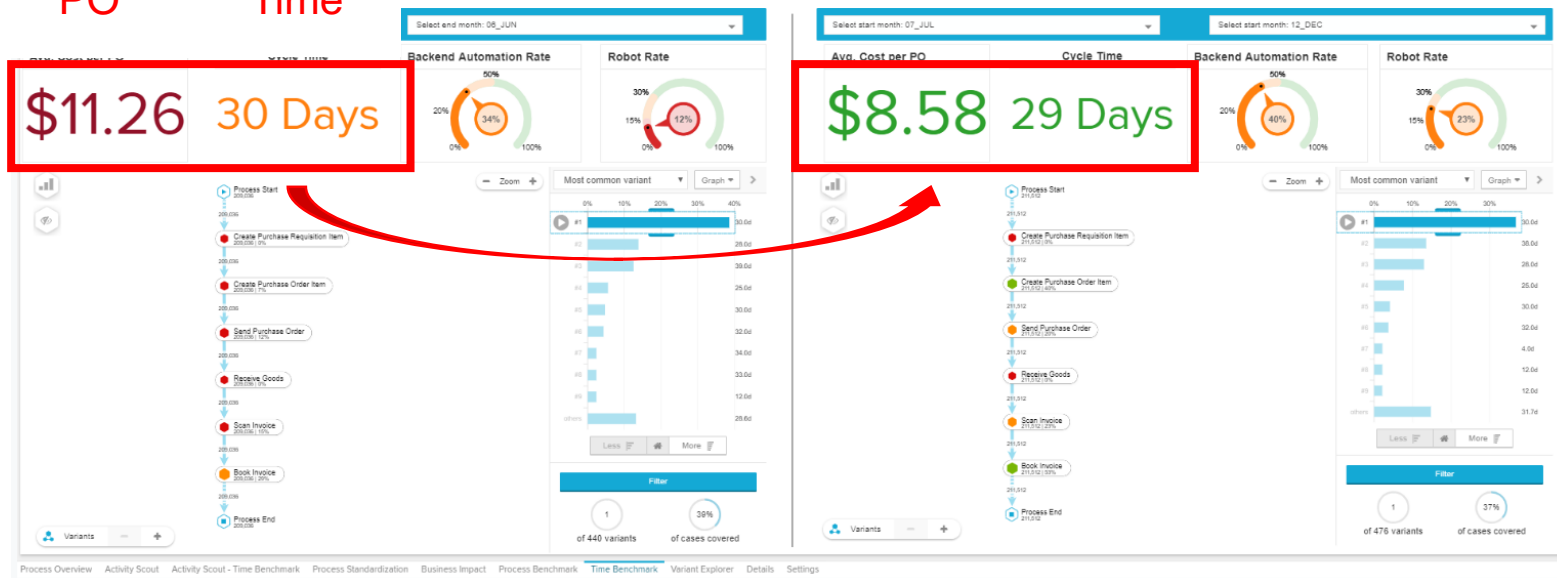


INTELLIGENT AUTOMATION ANALYSIS TO MONITOR RPA AND OVERALL AUTOMATION

Monitor RPA

Cost per
PO

Cycle
Time



Demo Celonis

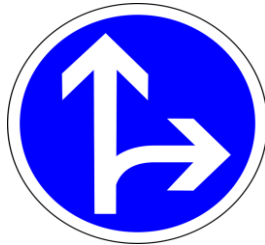


RPA CREATES BENEFITS BUT ALSO BRINGS NEW RISKS

Control RPA

Benefits

- Improved process efficiency (cost, speed, quality)
- More effective control environment



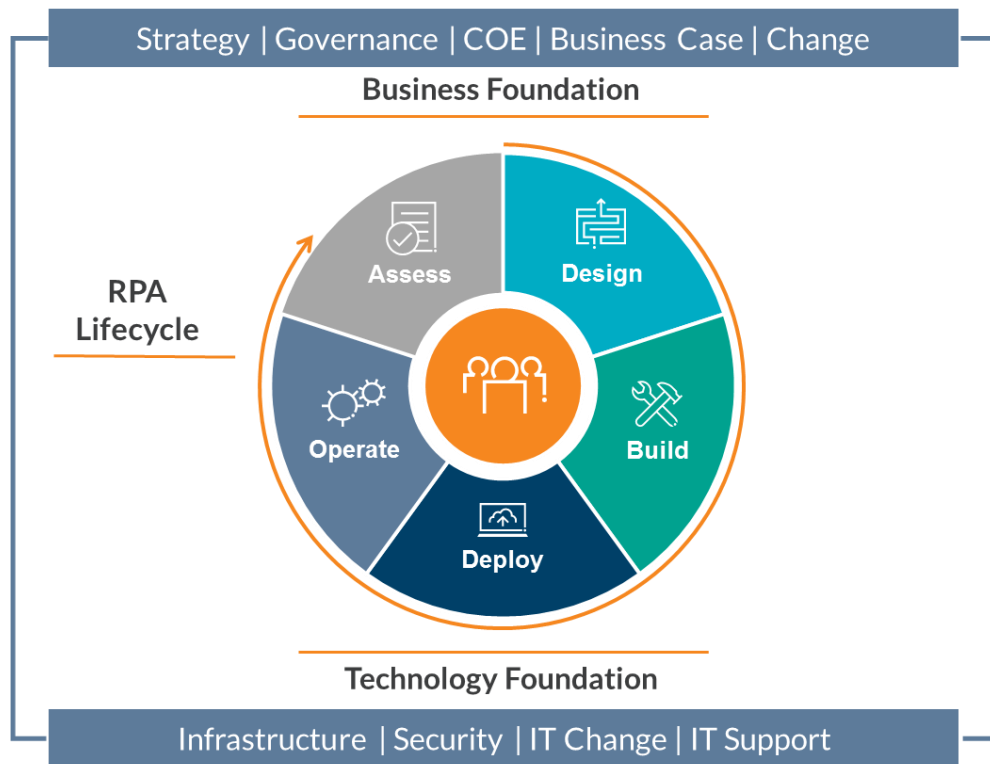
Risks

- Bot does the wrong thing
- Bot is wrongfully updated
- Bot changed by unauthorized staff



HOW TO MANAGE RPA RISKS?

Control RPA



CONCLUSIONS



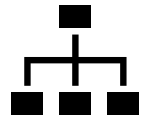
Process Mining benefits (IT) Risk Mgt, Internal Audit and the Business



Consider the best way to automate: “a Bot is not a hammer”



Process Mining can strengthen RPA and v.v.



RPA programs bring new risks and need Governance



Your job as an (IT) risk manager or auditor is changing

TODAY'S PRESENTERS



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A large rectangular area with a teal-to-blue gradient background, transitioning from a lighter teal on the left to a darker blue on the right.

Face the Future with Confidence

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