



# Accelerators Library

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# Accelerators Library

## Accelerate your digital transformation



One-on-one direction to solve challenges and build expertise



Delivered by our Professional Services experts



Outcome-based with tangible results



Created from real world customer experiences

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## Business Process Discovery

Accelerate your RPA journey by finding the right processes to automate. Using Discovery Bot, AAI solution architects will help you assess your business processes and help you develop a list of the best candidates that can be automated to quickly impact your ROI.

**Amount:** 2 A+ Tokens

### Outcomes

- List of automation opportunities with estimated impact and level of effort
- Identify core concepts and uses of Discovery Bot
- Determine process complexity
- Estimate bot development effort
- Determine impact vs effort

### Roles & Responsibilities

#### AAI

- Solution Architect: Technical feasibility from RPA perspective for the processes identified - High level categorization of Simple, Medium, Complex
- Customer Success Manager: Customer relationship & stakeholder coordination

#### Customer

- RPA Program Manager: Coordination with the SME and Process owners for the process knowledge transfer and authorized to make process decisions
- Business users: Provide relevant knowledge transfer and process flows and input for the initial phase

**Duration:** Not to exceed 2 days over one week

### Deliverables

- Process assessment during Discovery Bot session
- Process complexity assigned into Simple, Medium and Complex designations, post Discovery Bot
- RPA efforts categorization
- Timelines estimation

### Key Activities

- Discovery Bot to scan processes backlogs
- Determine process complexity
- High level estimations of the efforts

### Prerequisites

- Access to infrastructure, customer's technical team/s (key people) & implemented RPA bot/s (if any)
- Identification of key people for future implementation/hand-offs
- Availability of all key stakeholders for workshop
- Ready access to workflows/documentation pertaining to process
- Discovery Bot access to the applications relative to processes

### Exclusions (out of scope)

- Number of processes should not exceed 5-7 for assessment
- Standardization recommendations
- Any process documentation, e.g., BRD, TDD



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## Guided RPA Bot Building

Accelerate your RPA bot-building skills. Work with an AAI Professional Services consultant to build your first bot. Designed for a maximum of two participants, you'll gain the fundamentals of secure, scalable, reliable, and reusable bot building.

**Amount:** 5 A+ Tokens

### Outcomes

- Build and deploy simple process bots
- One code-complete bot ready for testing
- Best practice recommendations for standardizing bot framework
- Describe essential product features and automation terminology

### Roles & Responsibilities

#### AAI

- Professional services consultant: Best in class automation examples and best practices

#### Customer

- IT experts: All necessary application and infra access for AAI team must be provisioned by IT expert
- Developer and/or business user: 1-2 designated attendees who will become proficient in bot-building

**Duration:** Not to exceed 5 days over two weeks

### Deliverables

- One on one bot-building guidance from an AAI expert spread over 10 days
- In-depth product training and guidance on AAI product capabilities
- Thorough understanding of product features post the program
- Agile bot building guidance for users by AAI team

### Key Activities

- AAI expert to guide and mentor users on AAI product fundamentals and capabilities
- Extensive coaching to users to build proficiency in bot building

### Prerequisites

- AAI bot-building basic training for attendee
- System and infra access for AAI experts, such as credentials/bot id/digital worker, related to training
- Complete the Business Process Discovery Accelerator (Recommended)

### Exclusions (out of scope)

- Scale – seeding RPA Program guidance
- Support in UAT/Production
- Any process documentation, e.g., BRD. TDD
- No ownership of customer-developed solution by AAI consultant



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## RPA Rapid Response

Accelerate your RPA journey by resolving your specific automation roadblocks. Get eight hours of dedicated expert guidance from an AAI technical consultant to deep dive into core problem areas to resolve potential technical barriers and get bots into production.

**Amount:** 1 A+ Token

### Outcomes

- Root cause analysis from Automation Anywhere solution experts on specific automation barriers
- Solution recommendations based on automation best practices
- Implementation of the quick fix recommendations
- Applying workarounds

### Roles & Responsibilities

#### AAI

- AAI expert: Specialized AAI resources dedicated for handling deadlock situations by getting into root cause analysis of the pain points
- Technical Consultants: Our experienced go-to team for any technical glitch and problems

#### Customer

- IT experts: All necessary application and infra access to AAI team must be provisioned by IT expert
- Business users/Process Owners: Provide the issue details to AAI expert
- RPA Team: Provide architecture, workflow solution code details

**Duration:** Not to exceed 1 day

### Deliverables

- Potential solution/recommendation of the problem (Infra/Technical/Process)
- Root cause analysis
- Standardize the solution to resolve issue and avoid repetition

### Key Activities

- In-depth understanding of the potential problem
- Root Cause Analysis
- Bring in best in industry expertise for resolution of the problem

### Prerequisites

- All process-related infrastructure readiness such as applications/tools/data
- Ready access for AAI experts, such as credentials/bot id/digital worker related to process infra
- Details of core problem (Technical/Process/Infrastructure)

### Exclusions (out of scope)

- End to End Process Automation/Bot Building
- Any training on AAI product functionalities
- End to End health check of the infrastructure / processes



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## Building Dashboard Reports

Become the hero of your organization by showing measurable impact and increased ROI. Work with our experienced consultants to optimize your data collection and reporting to accelerate RPA adoption across the organization.

**Amount:** 3 A+ Tokens

### Outcomes

- Assessment of existing reporting
- ROI measurement tracking and reporting recommendations
- Measure bot performance
- Develop and apply a reusable framework that will enable bot tracking
- Recommended best practices to standardize framework adoption

### Roles & Responsibilities

#### AAI

- Customer Success Manager: Customer relationship & project coordination
- Certified Consultant: Perform key activities outlined

#### Customer

- RPA Program Manager: Knowledgeable about customer RPA program
- Technical Architect: Relevant technical expertise, diagrams and inputs
- Business User/s: Success factors, automation shortcomings, improvements
- Implementation Team: Perform hands-on with the guidance of an AAI Consultant to ensure knowledge readiness for future deliveries

**Duration:** Not to exceed 3 days over two weeks

### Deliverables

- Processes reporting data identification
- Reporting best practices around data insights
- Bot Insights dashboard implementation for one RPA bot
- Center of Excellence dashboard setup for program-level view

### Key Activities

- Kick-off/Introduction to AAI Reporting capabilities
- Reporting best practices
- Reporting data identification techniques (using an implemented bot as sample)
- Assist in implementation of Bot Insight dashboard
- Assist in implementation of CoE dashboard framework

### Prerequisites

- Access to infrastructure
- Access to customer's technical & business team/s (Key people)
- Access to the implemented RPA bot/s
- Identification of key people for future implementation/hand-offs

### Exclusions (out of scope)

- Remediation of RPA bot as per business user feedback
- RPA bot creation and/or migration into production
- Any additional reporting frameworks like API integration, emails, triggers, etc.



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## RPA Program Health Check

Optimize your automation implementation strategy and processes. Work with an AAI consultant to assess and review your RPA program, get recommendations based on best practices, and refine your implementation strategy to improve RPA program outputs, stability, and security.

**Amount:** 10 A+ Tokens

### Outcomes

- Assessment of existing RPA implementation
- Prioritized list of actions for performance improvement and risk mitigation
- Provide recommendations as 30-60-90 days plan

### Roles & Responsibilities

#### AAI

- Certified Professional Services consultant: Perform key activities outlined

#### Customer

- RPA Program Manager: Knowledgeable about customer RPA program and authorized to make project decisions
- Technical Architect: Provide relevant domain & technical expertise, diagrams, and input for the initial phase
- Implementation Team: Perform hands-on under the guidance of AAI Consultant

**Duration:** Not to exceed 10 days over two weeks

### Deliverables

- Assessment of automation governance setup
- Assessment of infrastructure, implementation strategy and bot framework
- Maturity assessment and recommendations to optimize/improve
- Best practices and future recommendations for scalability

### Key Activities

- Kick-off and information gathering
- Review infrastructure and bot framework
- Technical audit and analysis
- Create assessment report
- Review assessment report and make recommendations

### Prerequisites

- Access to infrastructure, customer's technical team/s (key people) & implemented RPA bot/s
- Identification of key people for future implementation/hand-offs
- Availability of all key stakeholders for workshop

### Exclusions (out of scope)

- Remediation of infrastructure based on the Business Process Analysis
- Remediation of bot framework
- Creation of RPA Bot and/or migration into production



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## IQ Bot Onboarding

Accelerate return on your automation investment with Artificial Intelligence (AI) technologies. Get personal guidance from an Automation Anywhere consultant on how to leverage AI technologies and IQ Bot to automatically classify, extract, and validate information from business documents in your organization.

**Amount:** 5 A+ Tokens

### Outcomes

- One IQ Bot learning instance created
- IQ Bot training deep dive and best practices
- Employ IQ Bot tools, tips and tricks
- Apply knowledge to train bots and use Python to refine extracted data

### Roles & Responsibilities

#### AAI

- IQ Bot Solution Architect: Best in class Automation examples and best practices implementation guidelines

#### Customer

- IT experts: All necessary application and infra access to AAI team must be provisioned by IT expert
- Business users: Key audience who will become self-sufficient post-program

**Duration:** Not to exceed 40 hours over two weeks

### Deliverables

- AAI guidance and knowledge building on IQ Bot product capabilities
- User proficiency and product knowledge of the IQ Bot features and functionality
- Intelligent data extraction using IQ Bot by users with guidance from AAI team

### Key Activities

- AAI team to guide and mentor users on IQ Bot Learning Instance creation, train cognitive bots and use Python scripts to make specific changes to IQ Bot extraction
- 40 hours of extensive coaching to ensure users are self sufficient in IQ Bot

### Prerequisites

- Users should be trained on IQ Bot
- 1 pre-identified process
- 3 Layouts, 10 samples each layouts (Total 30 documents), 8-10 fields
- Users and SME availability during the training
- System and infra access for AAI experts, such as credentials /bot id/digital worker related to training

### Exclusions (out of scope)

- No more than a single process with more than 3 layouts, each layout with less or equal to 30 sample size and 10 fields for extraction
- Support in UAT /Production
- Any process documentation, e.g., BRD, TDD
- No core development by AAI IQ Bot experts
- No pre-processing and post-processing RPA tasks involved





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## Scale Your RPA Program

Scale and transform your automation program into a critical corporate priority for your entire organization. Work with an Automation Anywhere consultant to structure your Center of Excellence (CoE), establish policies and standards, align with business leaders and executives, and leverage business users to accelerate process discovery and distribute automation development.

**Amount:** 5 A+ Tokens

### Outcomes

By the end of this engagement, you will be able to:

- Create and optimize a Center of Excellence structure based on recommendations and best practices
- Describe the automation development and deployment process
- Establish RPA standards and guidelines
- Quickly build an automation opportunity list
- Develop an efficient process for onboarding business participants

### Roles & Responsibilities

#### AAI

- RPA Program manager: Best in class Automation RPA scale practices and guidance recommendations

#### Customer

- Project Manager: Audience as well co-ordination with internal stakeholders
- Business users: Key audience who will become self-capable post the program

**Duration:** Not to exceed 5 days over two weeks

### Deliverables

- AAI guidance and knowledge building on program scaling best practices
- Basic concepts and foundational knowledge of the CoE, Type of CoE, and implementation
- High level understanding of RPA factory model
- Knowledge overview on demand management

### Key Activities

- AAI team to explain RPA scaling concepts for 2 days of the program
- CoE discussion, formation and execution overview
- Demand Management discussion and workshop
- Team building activities and role definition

### Prerequisites

- Basic knowledge of RPA program and implementation
- Customer should have automated 4-5 processes
- Users and SME availability during the program engagement
- Communication plan to internal stakeholders
- Customer to provide existing CoE Program Maturity Assessment like Governance, Access Management, Bot Velocity, Change Management

### Exclusions (out of scope)

- Development./UAT/ Production support
- CoE setup
- Standardization and consultation on existing assets



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## Control Room Administrator Onboarding

Explore and identify the key components and responsibilities of an RPA Control Room Administrator. Learn the anatomy of the Automation Anywhere Control Room and its features that help to address requests from business users, developers, and executive stakeholders in day-to-day activities pertaining to RDLC.

**Amount:** 3 A+ Tokens

### Outcomes

By the end of this engagement, you will:

- Effectively manage user, roles, bots, folders and devices access and Control Room licenses and allocations
- Improve usage of bot runners
- Help create and manage schedules and deployments for bots in production
- Create and manage bot IDs/Accounts and secure passwords
- Setup one process in customer environment that employs the above-mentioned best practices

### Roles & Responsibilities

#### AAI

- Certified Professional Services consultant: Perform key activities outlined

#### Customer

- To assign a qualified administrator who has completed the AAU Control Room Administrator learning trail to run this program
- Document the best practices and suggestions, review with internal teams, take initiatives to bring in changes for effective administration of the CR

**Duration:** Not to exceed 3 days over one week

### Deliverables

- Overview of the AAI Control Room and its components
- Assessment of existing practices on managing your control room
- Best practices and future recommendations for high availability of CRs

### Key Activities

- Understanding the needs of Control Room administrator and building solutions
- Review the Control Room set up and recommend best practices
- Bot operations management through leveraging a use case

### Prerequisites

- Admin access to all components of RPA infrastructure like application servers, repository path, databases, bot runners, IQ bot servers etc.
- Admin access to the Control Room web application
- Identification of key people for future implementation/ hand-offs
- 1 process already in production

### Exclusions (out of scope)

- Remediation of infrastructure-based issues and business specific issues
- Remediation of bots failing in production or any environment
- Creation of RPA/IQ Bot and/or migration into production
- How to build a bot



# Accelerators Library

## Human Bot Collaboration

Improve employee productivity and accelerate your digital transformation with human-bot collaboration. Work with an AAI expert to identify use cases and speed time to implement AARI in your organization. Expand RPA into areas you couldn't have before by combining human and bot activities to automate across people, processes, and application silos.

**Amount:** 5 A+ Tokens

### Outcomes

- One-to-one guidance from an AAI expert on learning best practices of the AARI framework
- Proficiency in implementing front /back office attended automation
- Better understanding on creation AARI Forms, Human Bot Collaboration
- A shortlist of appropriate candidates for AARI process

### Roles & Responsibilities

#### AAI

- Professional Services consultant: Best in class AARI knowledge sharing with best practices implementation guidelines

#### Customer

- IT team: All necessary application and infra access to AAI team must be provisioned by IT expert
- Business users: Key audience who will become proficient in AARI once this program is completed

**Duration:** Not to exceed 5 days over two weeks

### Deliverables

- Accelerated comprehension of the AARI framework and the use of interactive forms
- AARI integration with existing bots with guidance from the AAI consultant at the end of the program
- Role alignment: setup roles, access, policies related to AARI framework

### Key Activities

- AAI team to guide and mentor users on the AARI framework, and interactive forms
- Demonstration on accessing AARI using web browser, mobile apps, desktop and applications
- Develop one POC on AARI – RPA integration demonstration

### Prerequisites

- Core RPA Development team
- 5-10 processes automated
- Users and SME availability during the training
- System and infra access for AAI expert such as credentials /bot id/digital worker
- Access to Automation 360 control room with AARI license configured

### Exclusions (out of scope)

- AARI end to end Automation by AAI experts
- Any process documentation e.g., BRD. TDD
- Core RPA/IQ Bot development by AAI experts



# Accelerators Library

## Automation 360 Migration

Accelerate your digital transformation with Automation 360. Get one-on-one guidance from an Automation Anywhere expert on how to effectively migrate your bots from Enterprise v11 to Automation 360. We'll go in-depth to assist you to analyze and migrate one process and provide detailed recommendations to enable your team to convert and migrate Enterprise v11.x bots to Automation 360.

**Amount:** 10 A+ Tokens

### Outcomes

- 1:1 guidance from an AAI expert to migrate one process from Enterprise v11.x to Automation 360
- Competency in using the Bot Scanner utility, migration utility and dependency migration
- User becomes knowledgeable in migrating v11.x bots to Automation 360
- User learns & identifies key Automation 360 features

### Roles & Responsibilities

#### AAI

- Certified Professional Services consultant: Best in class automation migration examples with best practices implementation

#### Customer

- IT experts: All necessary application and infra access to AAI team must be provisioned by IT
- RPA team: Key audience who will become self-sufficient post the program
- Business team: To validate bot is operational in Automation 360

**Duration:** Not to exceed 10 days over two weeks

### Deliverables

- AAI expert guidance on migration tools and usage
- Latest Bot scanner utility report demonstration
- 1 Bot jointly migrated by AAI and Customer with AAI expert guidance

### Key Activities

- On the job enabling with AAI expert: AAI will guide and mentor users on the use of the migration tool, and step by step approach to migrate to Automation 360
- 80 hours of workshop with AAI expert to become familiar with automation migration with Automation 360

### Prerequisites

- Target Automation 360 lower environment
- Automation Anywhere v11.x Bots
- Customer should have core RPA team involved
- 1 pre-identified process for migration
- Users and SME availability during the UAT of process to validate

### Exclusions (out of scope)

- No more than 1 process in scope
- No change in logic/enhancement and design
- Support in UAT /Production
- Any process documentation, e.g., BRD, TDD
- Bot development activities



# Accelerators Library

## Citizen Development Program: Vision & Strategy

Accelerate your organization's digital transformation with a Citizen Development program. Get expert guidance from Automation Anywhere on setting up the initial structure, starting with defining the program vision and strategy. Create a plan and roadmap while identifying the key business units and stakeholders.

**Amount:** 7 A+ Tokens

### Outcomes

- Establish a Citizen Development program plan & adoption roadmap
- Identify key business units and stakeholders to build out the Citizen Development program
- Identify and define business benefits and KPIs

### Roles & Responsibilities

#### AAI

- Drive all workshops & meetings
- Conduct visioning and strategy session with sponsor
- Present Citizen Developer program charter to the engagement sponsor

#### Customer

- Dedicated engagement manager
  - Facilitate workshops with identified stakeholders
  - Liaison between AAI and Customer for any engagement related data
- Workshop participants
  - Pre-fill questionnaire before scheduled workshop

**Duration:** Not to exceed 7 days over two weeks

### Deliverables

- Program charter
- Strategic relevance of citizen development within functions and Line of Business (LoBs)
- Identification of strategic workstreams
- Definition of benefits expected from the Citizen Development program

### Key Activities

- AAI expert to conduct Citizen Development program vision and strategy session with sponsor
- AAI expert to conduct workshop to establish plan and roadmap for adoption
- AAI team to present and submit deliverables

### Prerequisites

- Customer engagement manager or customer sponsor to ensure calendar availability of:
  - 4 hours – Sponsor & HR leader
  - 4 hours – each business function head/leader
  - 2 hours – Customer engagement manager
- Any existing vision & strategy definition documents for existing program

### Exclusions (out of scope)

- Execution of Citizen Development Program strategy workstreams



# Accelerators Library

## Citizen Development Program: Training & Communication Plans

Create a customized training plan to roll out to key stakeholders and LOBs to ensure your citizen development program scales successfully. Establish a detailed communication plan to create awareness about automation, citizen development, and the benefits of scaling automation for individual(s) and organizations.

**Amount:** 3 A+ Tokens

### Outcomes

- Establish a customized Training plan that includes a focus on timelines, stakeholders, LOBs, frequency, channels, learning trails and outcomes by stage
- Establish a Communication & Awareness plan with specific focus on content, channel, frequency, medium etc.

### Roles & Responsibilities

#### AAI

Drive all workshops & meetings

- Create Training plan
- Create Communication plan
- Present to the engagement sponsor

#### Customer

- L&D Lead
  - Assist AAI in understanding the current practices of learning, enabling and evaluation
- Communication Lead
  - Assist AAI in understanding current communication plan and the success measurement

**Duration:** Not to exceed 3 days over two weeks

### Deliverables

- Customized training plan that details learning paths & outcomes
- Communications plan that outlines key messaging deliverables and benefits of the Citizen Development Program training

### Key Activities

- AAI expert to conduct workshop to understand existing training plan, mechanism etc.
- AAI expert to conduct workshops to understand the existing communication plan
- Create and present Training & Communication plans

### Prerequisites

- Existing Training Plan, if any
- Existing Communication Plan, if any
- Time commitment from respective stakeholders (HR, L&D)
- Identification of L&D lead
- Identification of Communications lead

### Exclusions (out of scope)

- Employee skill evaluation
- Training sessions & certifications
- Content creation for Communication plan
- Executing the Communication plan



# Accelerators Library

## Citizen Development Program: Implementation & Governance

Create structured implementation and governance plans that provide a foundation and deliver the Citizen Development-led automation program successfully. Establish structures, guardrails, and processes to scale your automation program and accelerate digital transformation in your organization.

**Amount:** 3 A+ Tokens

### Outcomes

- Implementation plan that includes rollout, timelines, sprints, frequency etc.
- Governance plan that identifies the governance domains, coverage of forums, frequencies, ownership, cadence, and timelines

### Roles & Responsibilities

#### AAI

- Drive all workshops & meetings
- Create implementation plan
- Create governance plan

#### Customer

- Dedicated engagement manager
  - Facilitate workshops with identified stakeholders
  - Liaison between AAI and Customer for any engagement related data
- Workshop participants
  - Pre-fill questionnaire before scheduled workshop

**Duration:** Not to exceed 3 days over one week

### Deliverables

- Implementation plan covering details of roll-out, sprints, timelines, outcomes and stakeholders engaged during process
- Governance plan that identifies the governance domains, coverage of forums, frequencies, ownership, cadence, and timelines

### Key Activities

- AAI expert to design the implementation plan
- AAI expert to define the governance model
- AAI expert to present to Citizen Development Program sponsor(s)

### Prerequisites

- Existing Implementation plan & Governance plan, if any

### Exclusions (out of scope)

- Implementation techniques
- Code review
- Execution of the Citizen Development program



# Accelerators Library

## Citizen Development Program: Identifying Business Cases & ROI

Create a framework to identify automation opportunities and develop a scalable process to evaluate, qualify and approve the automation opportunities, while identifying earning potential and ROI.

**Amount:** 5 A+ Tokens

### Outcomes

Establish a framework and process to:

- Identify automation opportunities across LOBs and functions
- Assess impact vs. investment to determine ROI
- Standardize approvals

### Roles & Responsibilities

#### AAI

- Drive all workshops & meetings
- Assess the current automation opportunity identification guidelines
- SOPs on idea identification, opportunity qualification and Idea approval

#### Customer

- Appoint a primary Point of Contact for the duration of the project
- Facilitate workshops with identified stakeholders
- Liaison between AAI and Customer for any engagement related data
- Identify target tasks/processes to be automated

**Duration:** Not to exceed 40 hours across two weeks

### Deliverables

- CDM Idea engine, covering:
  - SOPs for idea identification
  - Opportunity qualification framework
  - Framework for approval of ideas

### Key Activities

- AA team to work with customer team to shortlist the identified ideas
- Review and propose guidelines for evaluating and approving automation opportunities
- Design Re-usability and chargeback mechanism

### Prerequisites

- Shortlist of processes/tasks that can be targeted for automation
- Automation aware resources, trained on the platform and completed basic learning courses.
- Well versed with the process flow and task flow
- Access to the technology stack for development activities
- Technical skills to evaluate an opportunity
- Scope will be limited to identification of 5 automation opportunities

### Exclusions (out of scope)

- Process discovery
- Implementation of identified opportunities
- Development support





# Accelerators Library

## Citizen Development Program: Training Strategy & Execution

Foster an enterprise-wide automation training strategy and methodology that provides a progressive learning & development approach, offers a roadmap tailored to roles, learning modalities, and certification criteria, and integrates with performance management and success criteria. Get guidance from Automation Anywhere expert in scaling the enablement strategy across your organization to democratize automation.

**Amount:** 5 A+ Tokens

### Outcomes

- Establish organization-wide enablement strategy
- Create customized learning trails based on user roles & preferences
- Establish replication strategy across organization
- Content and Knowledge management
- Design tracking mechanism for successful completion of the courses
- Define success criteria for L&D

### Roles & Responsibilities

#### AAI

- Drive all workshops & meetings
- Map organization roles to learning trails
- Define timelines and framework for tracking progress
- Define knowledge base and curriculum updates framework
- Define incentivization strategies for adoption of the learning trails

#### Customer

- Dedicated engagement manager
  - To provide a citizen developer training plan
  - Liaison for any engagement related data

**Duration:** Not to exceed 5 days over one week

### Deliverables

- Citizen Development Program learning & development strategy
- Scalable organizational plan
- Learning & Certification trails mapped to personas
- Guidelines on integration with performance management
- Guidelines on KM & Content management
- Success criteria

### Key Activities

- AAI expert to map learning content to identified user groups
- AAI expert to chart the learning trails and timelines
- AAI will prepare replication training strategy and organizational enablement adoption plan

### Prerequisites

- Training & communications plan
- Engagement manager to ensure availability of key stakeholders across the organization during project
- Any previous learning & development strategies/plans

### Exclusions (out of scope)

- Training sessions and certifications
- Tracking of L&D initiatives
- Business Process Analysis/Assessment/Documentation