WaTech Enterprise **Automation Service** Workflow

Updated: 9/20/23

Get quote from WaTech State Cloud group for required VMs. If project machines live on-premises or another cloud service, SDR required.

If agency's automation project is within the UiPath Automation Cloud/ Orchestrator security envelope, then no SDR. Outside that, SDR required.

Agency requests a consult with UiPath and/or Systems Integrator-SI to learn more about the solutions available.

UiPath/SI contact WaTech ATS regarding new agency consult.

UiPath/SI conduct consult with new agency.

Meeting with all stakeholders. WaTech provides overview of Automation service offering. SI and UiPath provide overview of solutions and services. External dependencies discussed.

SI, UiPath, & WaTech schedule meeting with agency to determine what the agency wants to automate or SI can provide service to agency to help them select good candidates for automation. During these discussions any external dependencies must be identified e.g. A] All systems/applications automation project will access.

- B] Which agencies own and manage any external systems?
- C] Identify external agency staff to include in automation project.
- D] Which cloud service used to host robot machines?

SI creates a SOW based off requirements gathered, identifies required UiPath licenses, and emails draft to agency staff and WaTech ATS. Agency staff review and comment on SOW and provides feedback to SI and WaTech ATS

Agency, SI, and WaTech finalize SOW and update quote, and finalizes which UiPath licenses will be required for project.

Approved SOW/quote and required UiPath licenses are sent from SI to WaTech ATS.

WaTech obtains UiPath license quote from Carahsoft.

WaTech provides agency:

- 1] UiPath license quote from Carahsoft.
- 2] SI's finalized SOW.
- 3] Copy WaTech's Enterprise Automation service
- 4] Washington State Cloud quote.

Agency reviews, and approves:

- 11 License quote.
- 21 SI SOW.
- 3] WaTech Enterprise Automation service TOS.
- 4] Washington State Cloud guote.

Return completed/signed documents to WaTech ATS.

WaTech places orders:

- 1] Carahsoft for UiPath licenses,
- 21 SI services.

Note: Timing of this step allows for some flexibility.

Agency creates accounts in Active Directory for SI Developers and any robots in their environment. Also, any virtual machines purchased from WaTech Cloud group.

WaTech:

1] Creates 3 Agency tenants Dev, Test, Prod. 2] Adds agency automation accounts to UiPath Orchestrator along with UiPath licenses, this may include Dev Ops accounts for SI Developers.

Agency and SI begin automation project, Dev, Test. Production.

When agency reaches Production, the agency will have to create additional Active Directory accounts for SI support staff.

Agency opens ticket through Support Center requesting new SI support staff accounts be added to UiPath Orchestrator, and assigned the appropriate role - this may include Dev Ops. Note: May need reallocate Dev Ops licenses or purchase additional-agency expense.

WaTech ATS completes request for new users.

Upon receipt of monthly invoices, WaTech creates chargeback invoice for agency for UiPath licenses, and for SI services and sends to agency for payment. Note: chargeback invoice will included a 5% Admin fee.

Any additional charges are billed monthly by SI, and WaTech will provide agency the chargeback invoice each month.

Agency is in maintenance mode with SI for 1 year, then true up on UiPath licenses and SI maintenance.