

## Question: 1

Can you determine which of the following is not an activity of the initialize phase?

- A. Train core RPA Team
- B. Define vision, target operating model and organizational roles
- C. Deliver initial processes/benefits
- D. Embed RPA benefits realization tracking as a core performance measure for automation roadmap.

**Answer: A**

## Question: 2

Which of the following best describes realizing the full potential from RPA?

- A. Establishing RPA as an IT Project
- B. Focus on adapting the culture of the organization, as well as building specific RPA skills and capability
- C. Do not include IT in rolling out RPA into the organization
- D. Ensure the organization RPA is a desktop solution that anybody can install and use

**Answer: B**

## Question: 3

How long does it take to build a ROM in the initialize phase of the maturity model?

- A. 1 week
- B. Up to 1 month
- C. 1-3 months
- D. 3-6 months
- E. 6+ months

**Answer: E**

## Question: 4

Who does the Head of RPA need to work closely with?

- A. CIO and their respective teams only

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- B. COO and their respective teams only
  - C. Both the CIO and COO and their respective teams
  - D. None of the above

**Answer: C**

### Question: 5

Which of the following areas should the Head of RPA work with when rolling out an RPA Capability?

- A. Technology
- B. Process
- C. People
- D. Technology, Process and People

**Answer: D**

### Question: 6

Which whom would the Head of RPA work with to build a scalable and robust Digital Workforce?

- A. Technology
- B. Operations
- C. HR
- D. None of the above

**Answer: C**

### Question: 7

What is the initial task of rolling out a Robotic Operating Model?

- A. Initial task of replacing all IT related projects with RPA
- B. Initial task of working out what methodology is going to be adhered to in the model
- C. Initial task of reviewing what processes are to be automated
- D. Initial task of assigning roles and responsibilities to all tasks across the automation programme

**Answer: C**

### Question: 8

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Select the correct statement that describes the Robotic Operating Model?

- A. Provides a mechanism for ensuring a model is in place for the robots to eventually replace the human workforce so there is no seamless interaction
- B. It provides the foundations for evolving the traditional Target Operating Model to embrace the robots and establish a seamless bi-directional flow of work between the human and the digital workforce
- C. Enables IT to encompass RPA as a software offering as part of their suite and projects are therefore delivered by IT
- D. Allows the organization to understand that eventually the digital workforce will replace the human workforce and the model enables the proceeding to begin in the replacement occurring

<b>Answer: B</b>
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### Question: 9

Select the correct statement that describes the designing of the Robotic Operating Model?

- A. The Robotic Operating Model has been designed to integrate fully with our customer's incumbent change management systems, thereby removing the need for additional procedural and governance obligations
- B. The Robotic Operating Model has been designed to ensure automated processes can be delivered in the quickest way possible without a governance or standards and can be deployed into an environment that has not operational constraints
- C. The Robotic Operating Model has been designed to ensure additional methodologies, governances and a newly created organizational structures are in place to replace any current IT Project methodologies
- D. None of the above

<b>Answer: A</b>
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### Question: 10

A visionary RPA benefit allows for "Superior Control, Governance & IT Security", which of the following describes this benefit?

- A. Enables humans to focus on higher value judgement-based decision making and customer relationship
- B. Automations are quick to develop and deploy and components are reusable
- C. Segregation of roles between development and operations
- D. Process automation results in standardization of best practice

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**Answer: D**