
# RPA Managed Service and Support

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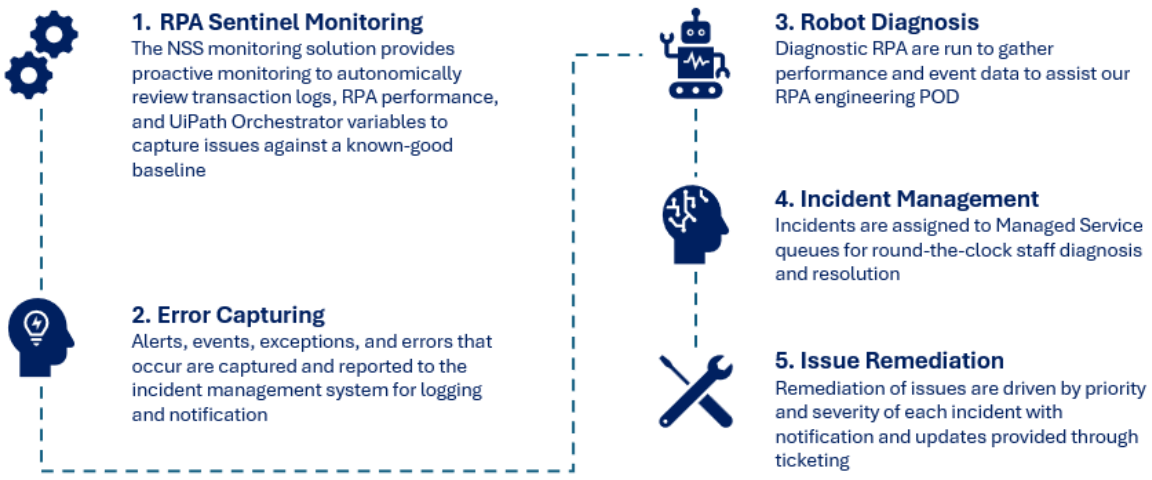
## NSS Managed Service & Support

NSS Managed Service and Support provides our RPA clients with the insurance they need for high availability, reduced risk, maximized uptime, and incident resolution. NSS' 24-hour a day coverage leverages autonomic monitoring through our RPA Sentinel solution to receive events and alerts from the UiPath Orchestrator or other platform RPA transaction logs to ensure processes and transactions flow seamlessly by design. Our RPA Sentinel easily integrates with ticketing systems on the client side for incident management ticket updates and escalations.

For support, NSS staffs US-based Veteran and industry certified resources to provide Tier 1 through Tier 3 platform and RPA maintenance service and support on an 8x5 or 24x7 basis. Our service and support teams are platform certified and can be engaged through outsourced per bot pricing or contracted through dedicated Product Oriented Delivery (POD) deployments. Our goal is to ensure your automation always performs their tasks as they were designed to do.

Combining the NSS RPA Sentinel with the NSS team support enables your development team to focus on deploying automation in an accelerated manner to rapidly increase value and ROI.




The NSS Managed Service and Support capability provides multiple options for Service Level (SLA) response based on client need. The NSS team keeps the client in the loop on

any high-priority incident encountered and guarantees response and resolution within SLA guidelines. The NSS Managed Service and Support capability can also be tailored to handle release and configuration management through our close partnership with UiPath to ensure clients have the latest patches and releases.

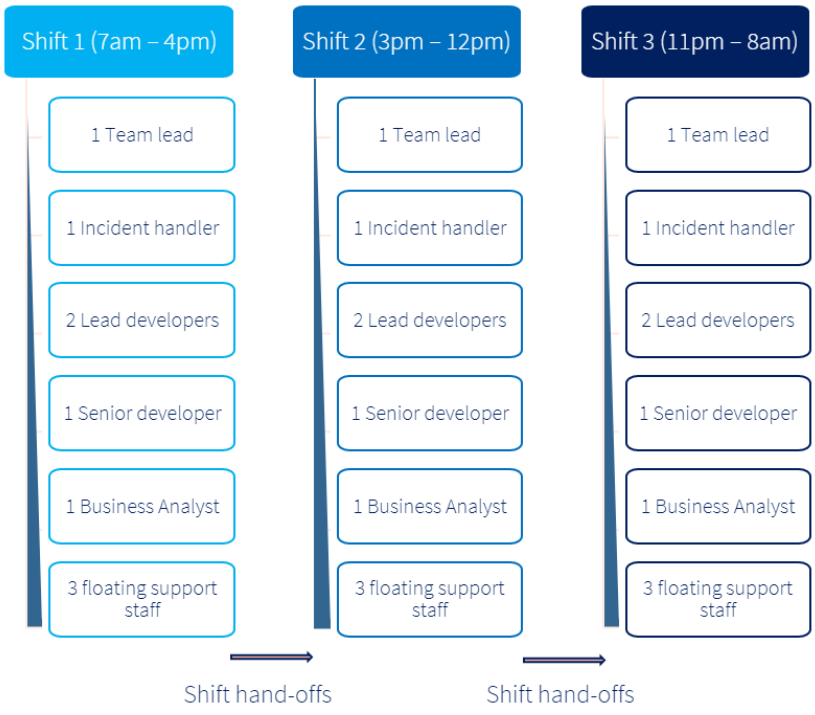
## Staffing Coverage

NSS employs a "Follow the Sun" model to offer 8x5 or 24x7 coverage Monday through Friday consisting of UiPath experts across the various roles within an RPA support POD. Coverage can be affected if client-based SME or support resources are not available. The following staffing model is provided to support the Managed Services effort.

- Shift 1 – 7am to 4pm (US/Mexico)
- Shift 2 – 3pm to 12pm (Mexico/US/India)
- Shift 3 – 11pm to 8am (India)

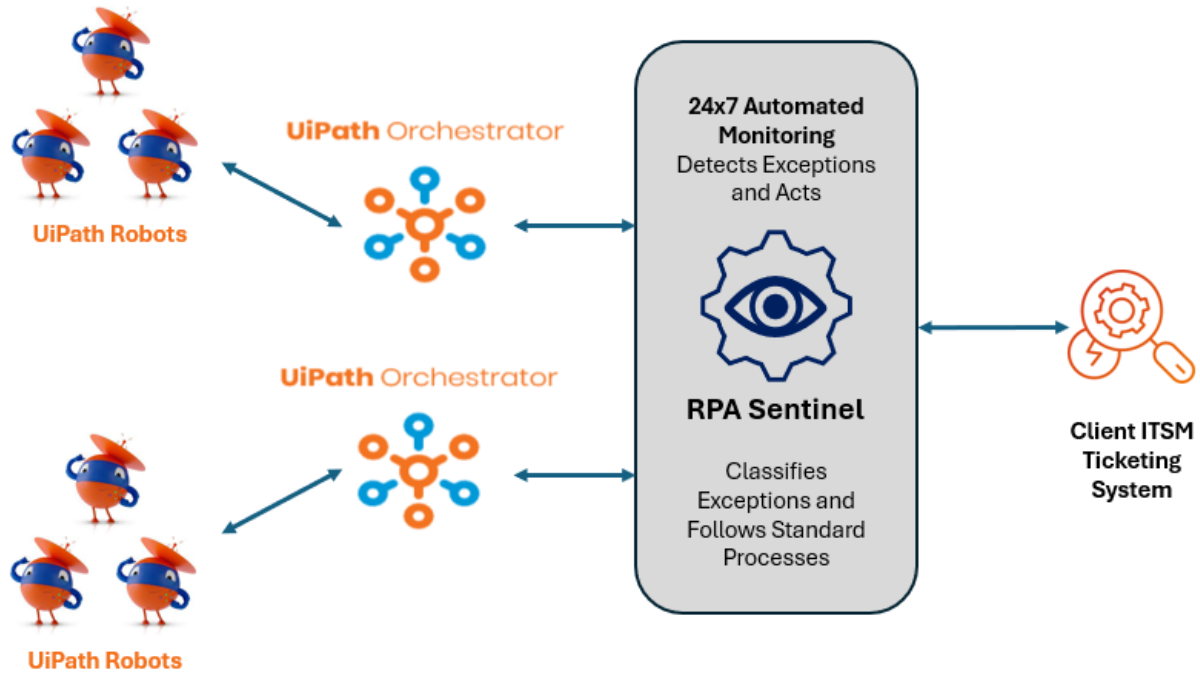
A shift manager is assigned to provide shift hand offs when a new shift takes over. For client specific US-based staffing requirements, the same shift schedule is adhered to but is staffed with only US-based resources. POD structures are determined by the expected volume of incidents and complexity of the automation to be supported.

An example staff allocation for 24x7 support is outlined below:



## RPA Sentinel

Standard RPA support typically involves reactive actions by engineers with general RPA knowledge, forced to manually log into an Orchestrator to identify any transactional or automation exceptions that may have occurred. and troubleshooting. The NSS RPA Sentinel builds autonomic proactivity into the process by providing a single pane of glass solution for multiple instances of UiPath Orchestrators per company with multiple tenants. The NSS RPA Sentinel enhances its value by integrating an Observability + Management platform. This platform monitors automation instances, bots, and processes, and autonomously resolves issues, eliminating the necessity for initial reactive engineer intervention.




The NSS RPA Sentinel can also be configured to manage daily checklist actions to free up valuable IT staff time. Daily reports on checklist findings can be emailed to the support team and stakeholders along with weekly summaries illustrating successes and opportunities for enhancement. ITIL aligned Change Management is also possible with the NSS RPA Sentinel as it can integrate within Change Advisory Board activities to queue and perform RPA updates and handle new platform releases and upgrades.

## Incident Management, Priorities, and Response SLAs

The combination of 24x7 platform certified Tier 1 through Tier 3 Managed Service and Support staff with the NSS RPA Sentinel maintains value through proactive monitoring and expert incident handling. Service Level Agreements (SLAs) are put in place to establish runbook processes and metric goals the Managed Service and Support team works towards. The establishment of standard goals for Mean Time to Notify (MTTN),

Mean Time to Isolate (MTTI), and Mean Time to Resolve (MTTR) helps align stakeholders and streamline expectations within an Automation Operating Model.

Client ITSM ticketing systems will be integrated and used to log and track all incident priorities and updates.

The following SLAs are the typical baseline NSS works towards for MTTN and MTTR. These goals can be adjusted based on client requirements.

| Priority Level | Details | Target Response Time | Target Resolution Time |
|---|---|---|---|
| **P1 – Critical** | A major production error within the UiPath RPA platform that severely impacts the UiPath RPA platform usage for production purposes, such as the loss of production data or preventing most users from performing business-critical work | **30 minutes** | **4 hours** |
| **P2 – High** | An error within the UiPath RPA platform where the production system is functioning but at a reduced capacity limiting productivity, preventing a large number of users from performing their tasks, or experiencing interruptions in service. | **60 minutes** | **1 business day** |
| **P3 – Medium** | A medium to low impact issue that involves partial or non-critical loss of functionality for production purposes. For example, a problem impacting a single robot but the majority of customer operations continue | **2 business hours** | **2 business days** |
| **P4 – Low** | Low impact error that involves non-critical loss of functionality in production, testing, training, or development scenarios | **6 business hours** | **5 business days** |

An escalation matrix is provided across all shifts for Level 1 through Level 4 escalations. General incident inquiries can be requested.

## Change Management

Change Management ITIL aligned principles are adhered to for RPA modifications and enhancements. Any work outside of the agreed scope for Managed Service and Support incident management could be moved to the Client Service Delivery team through ongoing statements of work for project related tasks which include; workflow requirements change, large scale interface redesigns, or changes in systems of record. Incident resolutions will be documented and provided to the client. Where appropriate, runbooks, knowledge base documentation, and diagnostic playbooks will be created or updated to ensure continual resolution improvements.

As part of Change Management, the NSS Managed Service and Support team recognizes major RPA platform providers, like UiPath, provide twice annual platform updates and ongoing feature patches. A Change Management Patch Flow is designed to ensure all stakeholders are involved appropriately:

1. A Need for a Patch has been identified.
2. The Patch release is planned.

3. A Build release is reviewed and deployed to the development environment.
4. Smoke testing is performed for a pre-planned duration.
5. The Production release is prepared and reviewed with the Change Advisory Board.
6. The Production release is deployed with updated documentation.

## Change Advisory Board

Change Advisory Boards (CAB) are made up of individuals who are responsible for change management in an organization, RPA sponsors, and business unit stakeholders. Once a process automation is in production, a well-defined change management policy is critical for on-going stability. Changes to business processes, regulations, or the target applications can impact production processes and must be planned whenever possible. An RPA environment can be affected by the following changes:

- Business process changes
- Changes to the underlying software applications
- Scheduled changes and updates to the personal computer where operations are being performed.
- Changes in regulations or law

The change authority is the individual who oversees the processes behind change management within a client organization. This person has the authority to decline change requests lacking adequate information or those that could negatively impact business operations.

The change authority also leads CAB meetings and gets change requests in front of the right people within the CAB. The NSS Managed Service and Support team works within the structure of the CAB for ongoing change management activities.

The following are types of changes the NSS Managed Service and Support team participates in:

- Normal Change – a normal change is a change that is not an emergency. This typically includes website changes or performance improvement changes in the process.
- Emergency Change – an emergency change indicates an urgent situation where a change needs to be implemented as soon as possible. An emergency change often resolves a major incident. Most emergency changes include a fix in security or server outages and would require verbal approval to implement. The change would be documented and recorded after the change incident has been resolved.

## SLA and Volumetric Reporting

NSS Managed Service and Support reporting works with incident monitoring and ticketing to gather incident volumetrics derived through Sentinel daily checklist activities and the

analysis of ongoing exception and transaction reporting. NSS will review the following monthly with the client:

- SLA Compliance
- Incident Volume
- Priority 1 Incidents
- Major enhancement or break/fix efforts
- Current status and next steps

## Support Matrix - RACI

The following Responsible, Accountable, Consulted, Informed (RACI) matrix is in place to ensure clear lines of demarcation are visible throughout a Managed Service and Support engagement:

| | NSS L1Team | NSS L2 & L3 Team | UiPath Product Support | Client | Client Delivery Team |
|---|---|---|---|---|---|
| **Orchestrator Management** | R / A | C | | I | C |
| **Record the Incident** | R | C / I | | I | I |
| **Basic Troubleshooting and Assign** | R / A | C | | | I |
| **RPA Solution Support** | I | R / A | | | |
| **RPA Solution Enhancement** | C | R / A | | | I |
| **RPA Product Support** | I | A / C | R | C | |
| **IT (Platform) Support** | I | C | C | A / R | I |
| **Password Management (Bot VMs)** | R / A | I | | C | |
| **Application Password Mgmt.** | C | I | | R / A | |
| **Access to Underlying systems, VMs, Share Drives, Email, ticketing system, or anything required for the team to support** | I | I | I | R / A | C |
| **Release Management of new processes to Production** | R | I | | I | A |
| **New Machine setup for the Dev, UAT, Production environments** | I | I | | R / A | I |
| **Infra and platform upgrades** | I | I | | R / A | I |

## Roles and Responsibilities

The main roles within the NSS Managed Service and Support team focus on proactively supporting the client's RPA environment and transactions. As the above RACI matrix indicates, there are many areas where the support team interacts with the client and platform provider. The following is a list of main roles within the Managed Service and Support team and the key responsibilities held by each role:

- First Line Managed Service Agent – Monitoring and daily administration of the RPA environment. I point of contact to investigate and drive critical service events

to a timely restoration. Provide communication regarding the current status to both internal and external stakeholders, developers, services owners, and potential third parties throughout the lifecycle of the incident.

- RPA Developer – Understand the scope of each automation build and ensure modules are operational as per the design. Responsible for the creation, design, development, and implementation of RPA solutions. They are required to investigate, analyze, and set up automated processes to maximize efficiency according to provided specifications. Fully capable of diagnosing, troubleshooting, and resolving RPA incidents for production automation issues. Applies patches and upgrades to the Orchestrator or existing production automation.
- Senior RPA Developer – 3rd level technical escalation point. As shift leads is responsible for the creation and support of the more complex technical modules required in some client or RPA projects. Participate in the technical and quality review of all automation deployed to production.
- Engagement Manager – Oversees and facilitates all activities during support. Collaborates with the client to resolve RPA impacting activities. Collaborates with Technical Account Managers to provide monthly service reviews of SLAs and metrics.

## Roadmap to Managed Service and Support

The following diagram outlines expectations for the first 90 days, and beyond, of Managed Service and Support.

| Forming (0-30 Days) | Storming (31 – 60 Days) | Norming (61 – 90 Days | Performing (90 Days +) |
|---|---|---|---|
| • Access to Client IDs<br>• Orchestrator Access<br>• Windows Access<br>• KT plan adherence for initial set of processes and completion<br>• Schedule of Bot Runs and Process Controls<br>• RPA Sentinel Deployment<br>• Access to service ticket queue<br>• IT team contacts for application issues, contacts for process related issues<br>• Completing 100% transition and kickoff by support team | • Regular sync-up with Implementation team for clarification<br>• Transition of new processes<br>• Process assigned with primary and secondary POCs<br>• SLA Compliance and monitoring<br>• Weekly sync with AOM stakeholders | • Will identify root cause of problems and start working on problem management<br>• Will report on major efforts<br>• Will handle current issues and repeating incidents with resolution<br>• Identify incident trends | • Reduction in incidents raised<br>• Increased response time<br>• Focus on optimization |

| | | | |
|---|---|---|---|
| • All access for processes tested with signoff<br>• Daily standup calls | | | |

NSS will work with the client to transition support as seamlessly as possible through the Forming, Storming, and Norming procedures. As we build an understanding of the RPA environment and expected issues, the Managed Service and Support team will strive to increase RPA performance. This will also help drive value and ROI from automation.