



Australian Government

ICTAUT402 Apply robotic desktop automation

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with the Information and Communications Technology Training Package Version 8.0. Newly created unit of competency to address in-demand skills needs.

Application

This unit describes the skills and knowledge required to automate single server processes, activities, transactions and tasks through hybrid robotic processing and human intervention strategies. It includes reviewing automation parameters to configure robotic desktop automation (RDA) in organisations.

The unit applies to individuals working in information and communications technology (ICT) roles who may contribute to configuration activities required for workplace automation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Automation

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare for RDA	1.1 Confirm work brief and tasks according to organisational policies and procedures 1.2 Identify required single server procedural processes and roles according to work brief 1.3 Document required hybrid automation tasks according to work brief 1.4 Select and obtain required RDA software in consultation with technical personnel 1.5 Select and source required service deployment components

ELEMENT	PERFORMANCE CRITERIA
2. Review automation parameters	2.1 Analyse legacy systems and compatibility matrix 2.2 Configure single server authentication requirements according to analysis 2.3 Create operator account and apply prerequisites according to work brief 2.4 Review and update required employee and RDA software integration strategy components with required personnel according to work brief 2.5 Confirm that integration strategy aligns with employee needs 2.6 Seek and implement feedback from required personnel
3. Configure RDA	3.1 Confirm work brief hardware and software requirements 3.2 Program defined set of tasks on RDA software 3.3 Deploy single server RDA software on single machine 3.4 Confirm single user access according to organisational policies and procedures 3.5 Run required command line arguments
4. Finalise RDA	4.1 Test RDA software functionality and rectify any faults 4.2 Seek and implement feedback from required personnel 4.3 Document changes and actions completed 4.4 Gain final approval from required personnel

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Oral communication	• Uses developed listening, observational and questioning skills to understand others' perspectives and clarify requirements
Reading	• Interprets documentation, guidelines and specifications to determine and confirm requirements
Writing	• Prepares workplace documentation that incorporates an evaluation of work tasks in a format appropriate to organisational requirements
Planning and organising	• Plans tasks and strategies in detail, regularly reviewing priorities and performance during RDA development and implementation

Skill	Description
Problem solving	• Determines a range of solutions when responding to sometimes complex problems
Technology	• Considers the strategic and operational potential of current and emerging digital trends • Implements measures to monitor and control access to digitally stored and transmitted information

Unit Mapping Information

No equivalent unit. Newly created unit.

Links

Companion Volume Implementation Guide is found on VETNet - -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTAUT402 Apply robotic desktop automation

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- deploy at least two robotic desktop automation (RDA) software programs for a single server.

In the course of the above, the candidate must:

- distinguish between different types of RDA software in work environments
- apply required organisational policies and procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key functions and features of RDA software and systems
- key types, operations and processes of robotic automation and components
- key considerations when implementing RDA into daily activities, operations and processes
- types of installation methods and components, including:
 - server configuration
 - cloud instance
 - virtual machine
 - compatibility matrices
- industry-recognised methods for configuring single server authentication
- types of web service integrations, including:
 - enterprise resource planning (ERP) systems

- ecommerce platforms
- customer relationship management (CRM) systems
- organisational areas and tasks applicable for hybrid RDA, including:
 - billing, accounting and credit services
 - reporting and file transformation
 - customer service
 - call centres
 - courier services
 - human resources
 - internal operations
- organisational formats for documentation and reports
- organisational policies and procedures, and legislative requirements relating to work tasks.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- procedural processes where RDA may be implemented
- required automation and deployment components, equipment and tools
- opportunities for interaction with others
- work brief and organisational policies and procedures required to demonstrate the performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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