Process Automation

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# Introduction

Technology is gradually taking control of the world; people are slowly joining the digital world and the companies not willing to participate in the technological campaign are facing a threat of being left to the mercy of extinction. With the fast rate of growing technological advancements, firms are slowly automating their processes and therefore aiding in the added value to the business value chains of the enterprise (Vankatesh et al., 2014). Technology manned resources are slowly replacing manual processes that include record keeping, accounting and human resource services and through this, there is more accurate and cost-efficient strategy towards a more efficient firm (Anzoategui et al., 2016). The paper focusses on a firm’s process automation that will involve the strategic managers, the operational managers, middle managers and the customers as the stakeholders of the processes automation project.

# Reason for project choice

The reason for the choice of the project is a countermeasure to reduce our firms’ overhead costs that are arising from manual systems such as record keeping and tracking. Tracking of information and records on manually retained copies has proven to be expensive to obtain and labor intensive. An automated record keeping system such as a database would ensure that all copies of recorded information are recorded and easily retrievable without any noticeable hitches and efficiencies. From a survey collected from the employees on how effective it would be to upgrade and automate our processes most of them agreed that it would reduce the workload and as a result lead to a more efficient firm. In view of the general majority, we took it to start the process of automating the firm’s processes. The process automation project will lead to reducing running costs and as a result lead to higher profits and increased efficiency for the business.

# Selection Criteria

The project selection criteria were based on several factors that were considered before the actual selection. All the suggested project ideas were evaluated by the project manager and the assigned committee measuring the project benefits, scalability, feasibility and their inclination towards achieving the firm’s goal. The proposers made a brief description of the individual projects before the sitting committee. After their short descriptions, the projects were then scored based on several factors. One of the factors was benefits which were measured based on the impact that the project would bring to the firm as a positive outcome. The types of benefits that were weighed by the firm include the social, economic and cultural benefits. Objective alignment was also considered in the project selection criteria. All the projects were weighed according to the measure of how relevant they were in their assistance of helping the firm achieve its objective goals.

Feasibility was also a consideration in the project selection process. Various types of feasibilities were considered for all the presented projects. Technical feasibility assisted the committee in establishing whether the firm had the technological resources to carry out the project. Economic feasibility focused on the firm’s financial stand and what effect the project would bring on the financial status of the business. Marketing feasibility measured the usability of the projects to the firm and preference by the users. A comprehensive feasibility was also used to analyze different project aspects such as the acceptability into the cultural environment, legal and marketing (Finnerty, 2013). Every feasibility aspect was assigned a score, and as a result, the process automation emerged to have the highest scores according to the weighted breakdown scoring method.

# Project Stakeholders

The stakeholders of the project are the employees, strategic managers, middle managers and the customers. Employees are the workers of the firm who carry out day to day activities of the organization. Strategic managers are the firm managers who make long-term unstructured decisions on behalf of the firm. Strategic managers make decisions based on economic trends and data that has been accumulated over long periods of time. Middle managers are the managers who oversee implementation of the decisions made by the strategic managers. Customers are the consumers of the firm’s products after production.

# Stakeholder characteristics and project connection

Strategic managers will benefit from processes automation project as through automation, deployment of strategic management systems will be deployed in the firm. Through strategic management systems decisions can be made based on analysis and consideration of options each time based on simulation of the long-term effect on the decision made. Middle managers through automation will be able to manage and track the progress of various projects remotely and simultaneously and therefore be able to save on supervision time and resources of having to be present for employee supervision. Employees such as record keepers and knowledge workers will be able to benefit from the automation project as they will be able to work more efficiently and more effectively as they can be able to record data and retrieve it whenever they want to.

Efficiency in work performance will lead to motivation and hence lead to more output. The automation project will result in more effectiveness in the service of customers and products production process. Through this time wasted can be saved and the overhead costs will be cut down. A consideration of the strategic managers will be their commitment to long-term decisions and hence an integrated system will have a wide access to data from more than one source. The features to be considered for the middle managers will be the flexibility of remote access and multitasking options. Employees will have simple features each suitable for their job descriptions that will be easy to use and learn. Customers will have their tracking portal that will assist them to track the progress of the products and the customer services provided by the firm.

# References

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