




RPA risk management




MAKING AN
IMPACT THAT
MATTERS
since 1845

Risk Management throughout the Robotics Process Automation (RPA) lifecycle




What can RPA do for your organization?



What is RPA?

RPA replaces manual labour by automated scripts that execute repetitive steps for an operational process.



Efficiency increase: RPA can work significantly faster, and work 24/7, leading to high throughput.

Quality increase: RPA increases the consistency and correctness of the output, by eliminating human errors.

Scalability increase: RPA is easier to scale up to handle workload pikes, than human workforce.

Competitive advantage: low integration costs mean a high potential ROI and short payback period.

Deloitte can help you manage the RPA related risks

The implementation and use of RPA brings along some important risks to consider. These risks contain both risks inherent to RPA, as well as risks related to the business processes it automates. Deloitte can help you manage these risks.

RPA specific Risks

Cyber Risk

BOTs increase the integration of applications and therefore increase the level of cyber threat.

Unauthorized change

Automation through RPA requires aligning control design to mitigate the risk of manual override or unauthorized changes.

Software licensing

Generic BOT ID often poses risk of non-compliance to software licenses due to potential indirect usage.

Access Risks

BOTs can store and accumulate excessive accesses, which may create data, security, privacy and fraud risks.

Incidents

BOTs deliver high processing capability. A delayed response to cyber incidents may lead to inappropriate processing of a high volume of transactions.

Security breach detection

Detection of security breaches may be challenging when they occurred through the use of BOTs.

Business risk

Technology

People

Operational

Continuity

Strategic

Cyber

Regulatory

Financial

Risk and control framework

The Deloitte RPA Risk and Control framework can help your organization with the implementation of RPA solutions in a secure, compliant and manageable way by making your company's IT Governance and Risk framework RPA ready.

Incident Management & Business Risk

Ensure business continuity by adapting incident management and business continuity plans.

Cyber Security

Increase cyber security through server security configurations, pentatration testing, logical security controls

Regulatory Compliance

Ensure regulatory compliance by implementing required controls.

Data leakage and Privacy

Ensure data protection and privacy

Identity and access management

Avoid Segregation of Duties and sensitive access risks by adapting controls

License compliance

Adapt contracts to BOT usage and avoid penalties

Secured Business Process

Strengthen process controls to avoid unauthorized changes and manual override

Getting started with RPA

Just getting started with RPA? We can provide information on the risks an organization needs to address to be RPA ready. We do this by assessing the current and desired levels of RPA maturity. We then perform a risk and gap assessment to establish the as-is RPA maturity level. Based on the as-is maturity level we report your RPA readiness in three main domains: people, processes and technology. The readiness assessment will be the input to establish an RPA/automation strategy.

Readiness assessment



Readiness assessed

RPA Risk
Strategy &
Benchmarking

To determine the RPA strategy, it is crucial to have an objective source of information comparing the current maturity level to similar organizations in the market. Using comparative RPA Risk studies in combination with the risks and opportunities identified during the readiness assessment, we help your organization in the development of the automation strategy.

Strategy defined

Find out how your organization can leverage the power of RPA. The Technology and digital risk team offers the opportunity to brainstorm about the roles and risks of RPA within your organization together with our experts in the field. We will discuss your business and processes and identify potential RPA related risks. We will then help you develop a risk control framework and look for program and project investments which can create value within your organization by using this framework.

RPA Process
Workshops



Processes developed

When your RPA processes have been implemented, there are still a great deal of risks to overcome. These can range from IT and cyber security as well as compliance and ethics. We can help you gain assurance over the implemented IT and business cycle controls with relation to RPA. We assess controls related to identity and access management, change management, data integrity, IT operations & processes and business continuity. Based on this assessment we provide recommendations to improve your RPA control framework to increase the level of RPA maturity within your organization.

RPA Audit



High RPA maturity

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