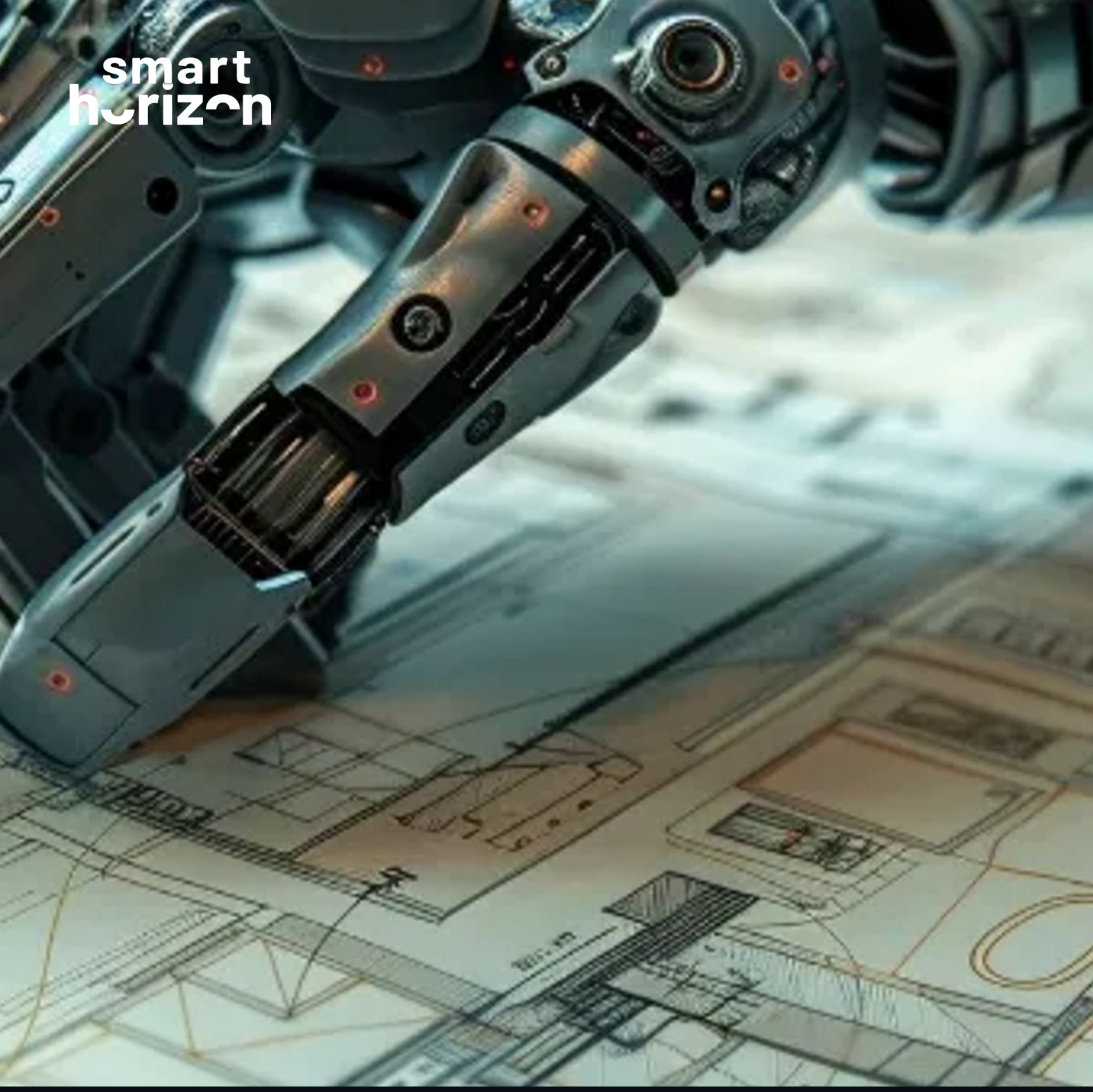


DIGITAL INNOVATION AND TRANSFORMATION | COURSE BROCHURE

Robotic Process Automation Programme Design

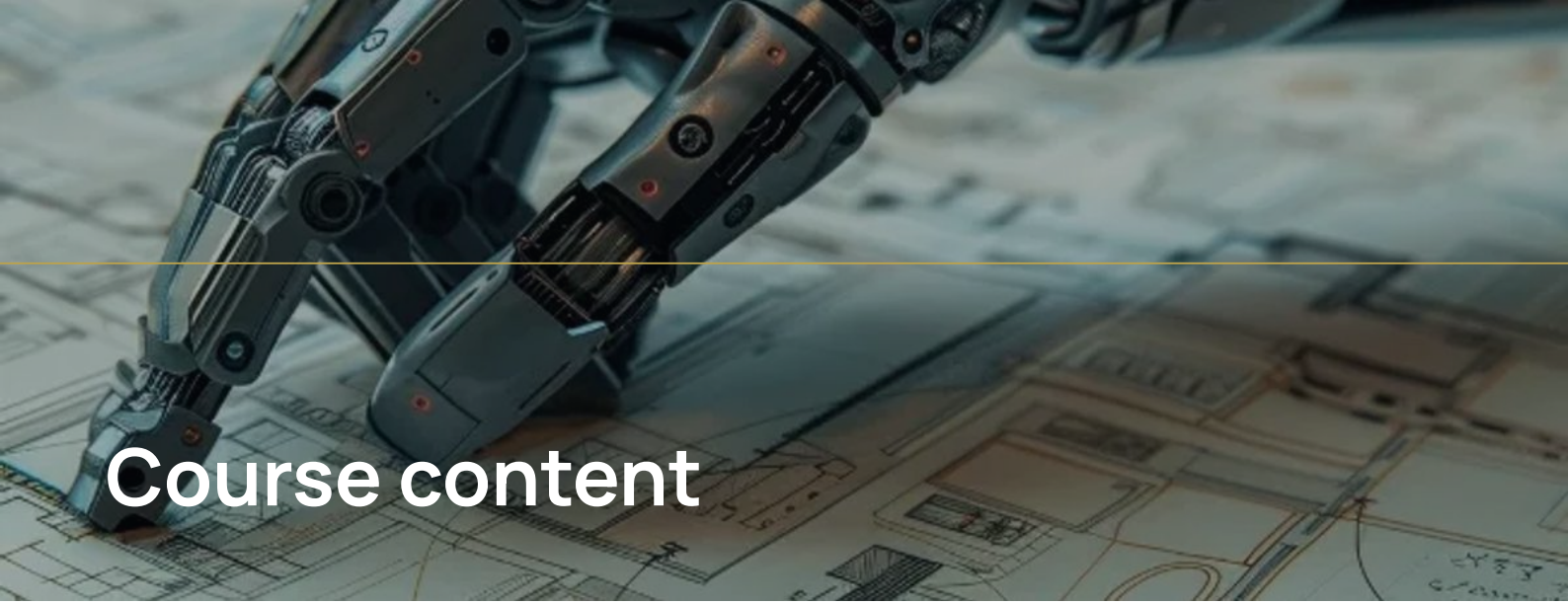
5 days | Classroom training | English

SMART HORIZON

info@smart-horizon.eu
Amsterdam
The Netherlands

Explore current programmes

https://smart-horizon.eu



Course content

Why attend

Robotic process automation can remove repetitive work from finance, HR, procurement and customer service, but many programmes stall after a few bots. This course explains how to identify and prioritise automation opportunities, design processes for automation, set up a centre of excellence, govern bots securely and measure benefits so that automation scales across the organisation.

Successful automation is more about process selection and governance than technology. You will learn how to build a programme that delivers measurable savings and keeps bots reliable.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

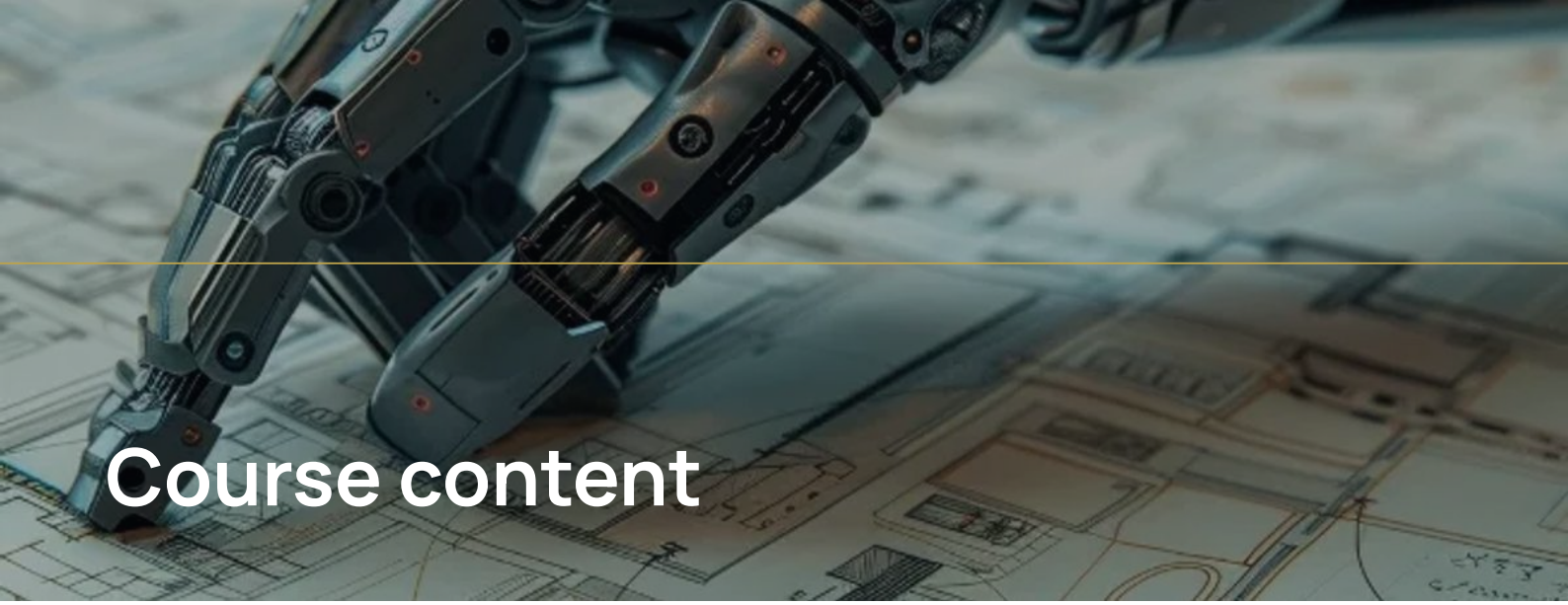
Process assessment exercises, automation demonstrations, centre-of-excellence design workshops and case studies of successful and failed RPA programmes.

Course objectives

By the end of this course, participants will be able to:
• Explain RPA capabilities, limits and related technologies
• Identify and prioritise automation opportunities
• Prepare processes for automation
• Design an automation centre of excellence
• Govern bots for security, resilience and audit
• Measure and report automation benefits

Target audience

This course is suitable for:
• Process improvement and transformation leaders
• Finance, HR and operations managers
• IT and automation professionals
• Shared service centre managers
• Internal auditors and risk managers



Course content

Target competencies

Participants will develop competencies in:

- Opportunity assessment
- Process redesign
- Programme governance
- Benefit measurement
- Change leadership

Course outline

Day 1: Automation Fundamentals

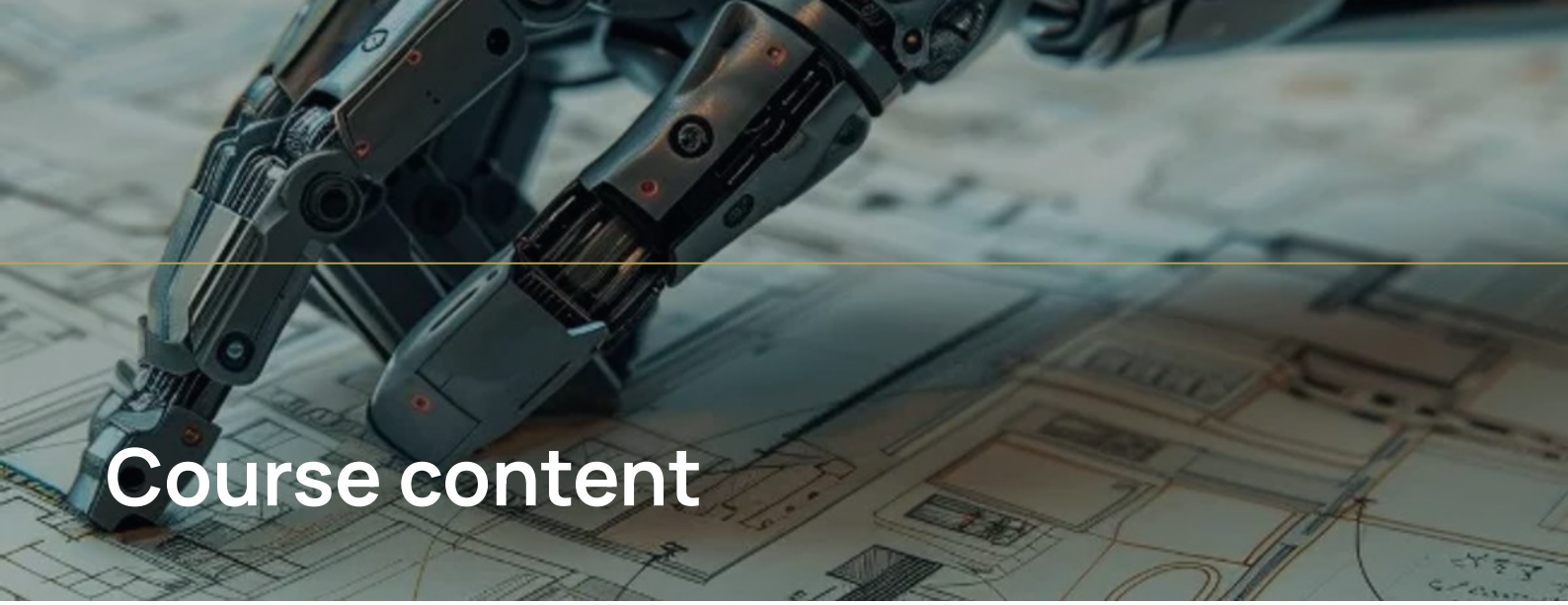
09:00–10:08	What RPA can and cannot do
10:08–11:00	RPA, AI and workflow tools compared
11:00–11:30	**Coffee break**
11:30–11:45	RPA, AI and workflow tools compared (continued)
11:45–12:53	Automation market and platforms
12:53–14:00	Demonstration: building a simple bot

Day 2: Finding Opportunities

09:00–10:08	Process selection criteria
10:08–11:00	Automation potential scoring
11:00–11:30	**Coffee break**
11:30–11:45	Automation potential scoring (continued)
11:45–12:53	Process discovery and mining
12:53–14:00	Workshop: opportunity pipeline

Day 3: Designing for Automation

09:00–10:08	Standardising and simplifying processes
10:08–11:00	Exception handling
11:00–11:30	**Coffee break**



Course content

11:30–11:45	Exception handling (continued)
11:45–12:53	Human-in-the-loop design
12:53–14:00	Exercise: automation design document

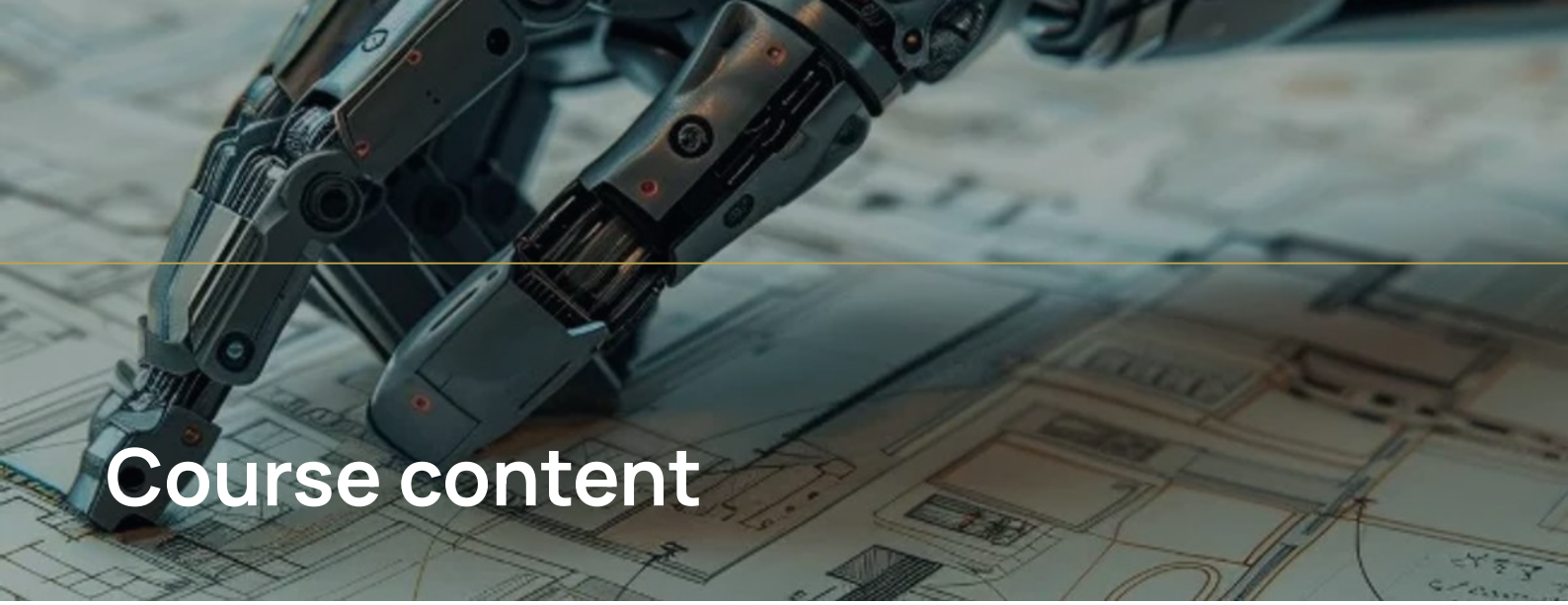
Day 4: Centre of Excellence and Governance

09:00–10:08	Operating models for automation
10:08–11:00	Bot security and access
11:00–11:30	**Coffee break**
11:30–11:45	Bot security and access (continued)
11:45–12:53	Change control and monitoring
12:53–14:00	Case study: scaling to 100 bots

Day 5: Value and Sustainability

09:00–10:08	Benefit tracking
10:08–11:00	Workforce communication
11:00–11:30	**Coffee break**
11:30–11:45	Workforce communication (continued)
11:45–12:53	Scaling to intelligent automation
12:53–14:00	Programme roadmap

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

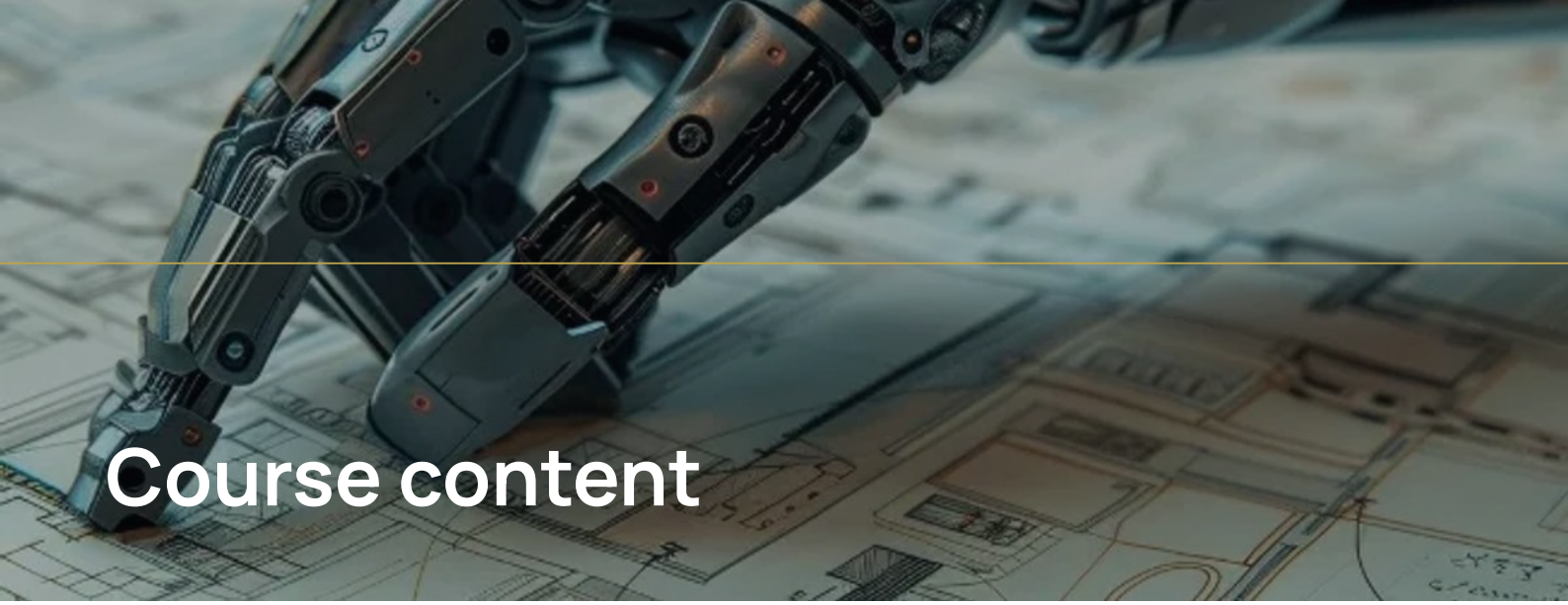


Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

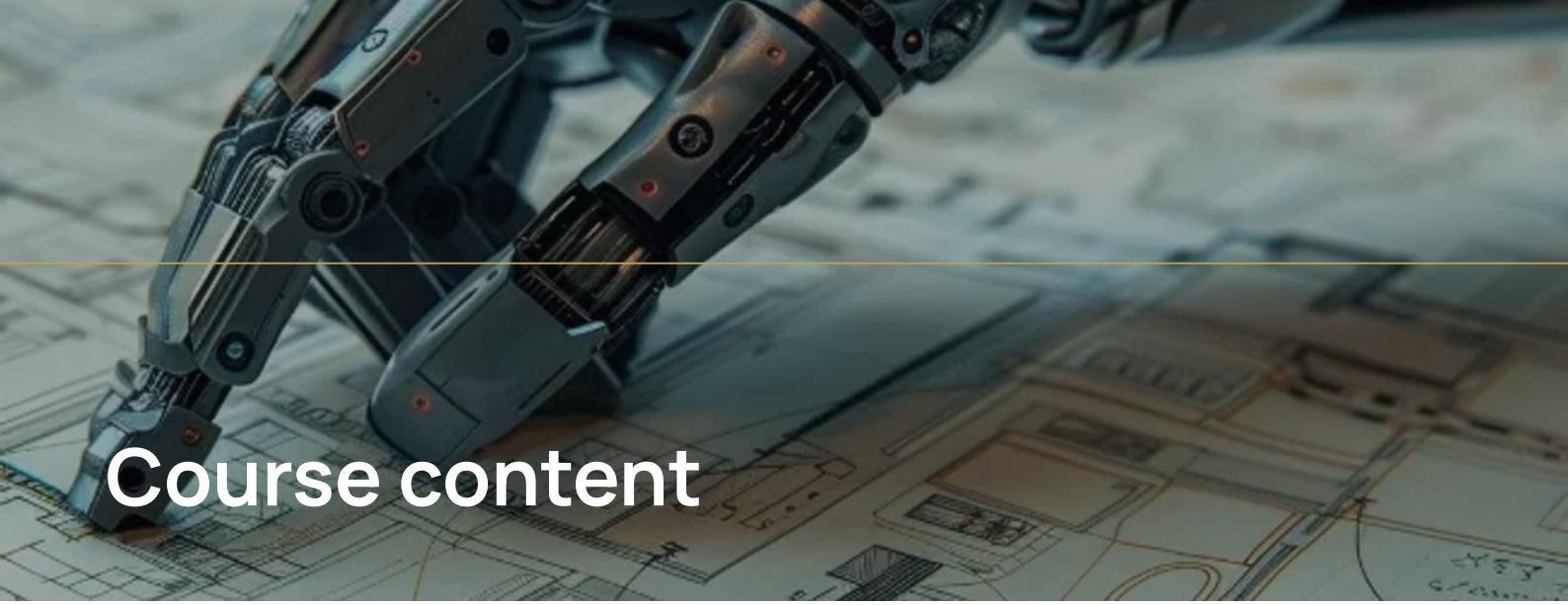
Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	16 Nov 2026	20 Nov 2026	**€2,840.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.–**
Rome Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,450.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
London Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,450.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
Cape Town Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,890.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,450.–**



Course content

Dates, venues and fees (continued)

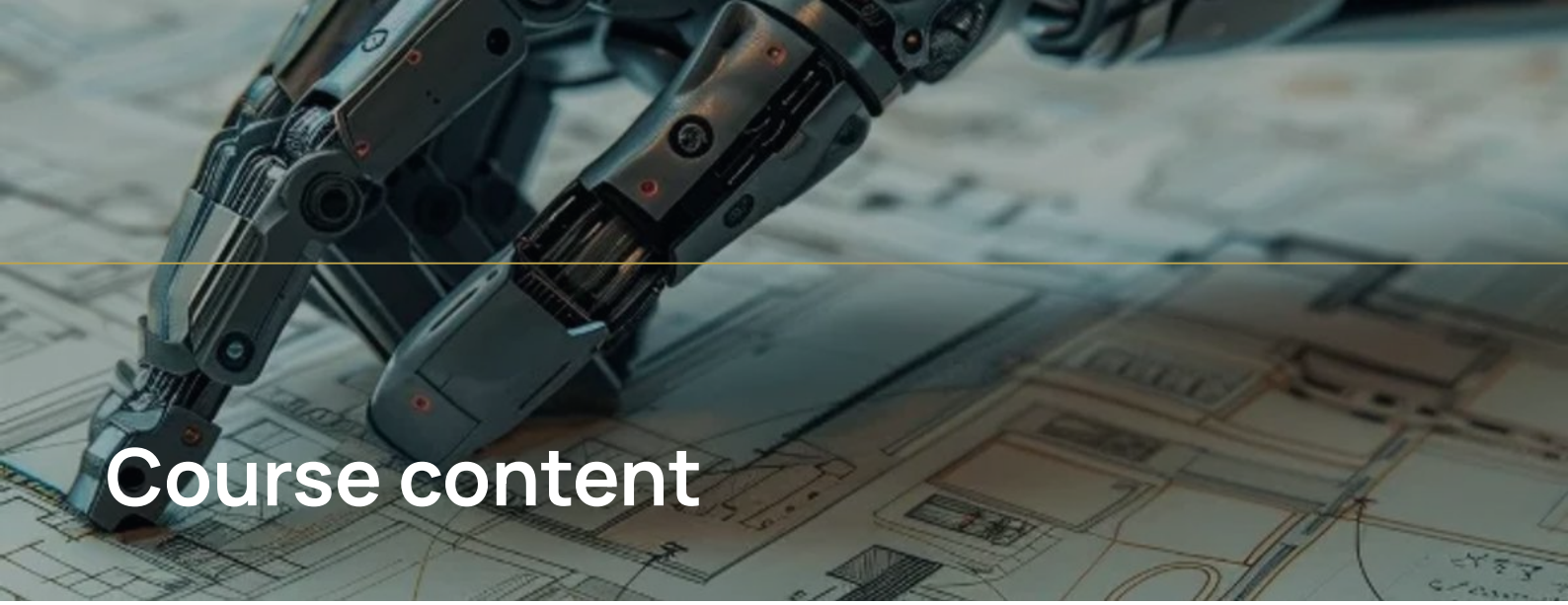
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
Dubai Confirmed dates	8 Mar 2027	12 Mar 2027	**€3,150.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.–**
Vienna Confirmed dates	29 Mar 2027	2 Apr 2027	**€2,940.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,250.–**
Cape Town Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,890.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Frankfurt Confirmed dates	3 May 2027	7 May 2027	**€2,650.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

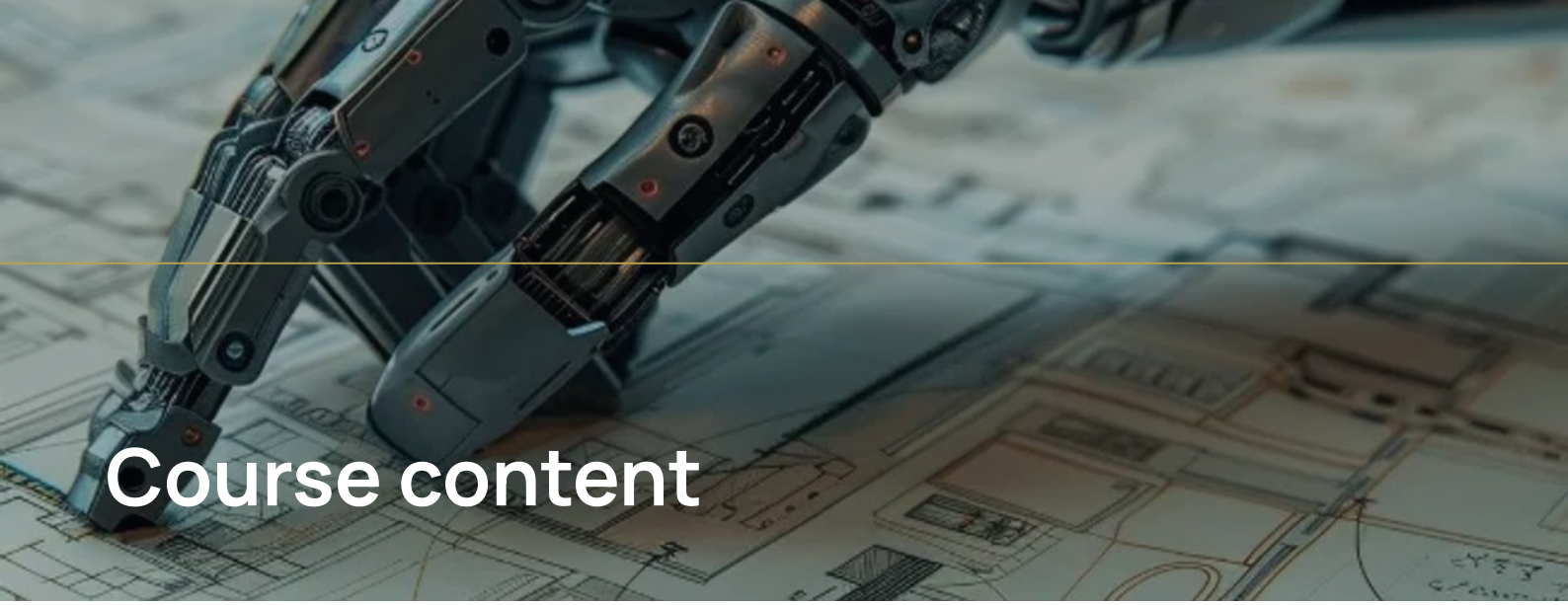
Venue	Start date	End date	Fee (EUR)
Paris Confirmed dates	24 May 2027	28 May 2027	**€2,860.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Amsterdam Confirmed dates	14 Jun 2027	18 Jun 2027	**€2,540.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
London Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,450.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Dubai Confirmed dates	19 Jul 2027	23 Jul 2027	**€3,150.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Vienna Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,940.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Rome Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,450.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Cape Town Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,890.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Rome Confirmed dates	11 Oct 2027	15 Oct 2027	**€2,450.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
Barcelona Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,840.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Istanbul Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,650.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Dubai Confirmed dates	6 Dec 2027	10 Dec 2027	**€3,150.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

info@smart-horizon.eu
Amsterdam
The Netherlands

View the latest course details online