

Summary of Paper: [Robotic Process Automation Risk Management: Points to Consider](#)

What is this Study About?

Robotic process automation (RPA) allows companies to use rules-based software to handle repetitive tasks automatically, instead of having people do them. This study explores the risks involved: RPA can perform these tasks faster and with fewer errors, but there is the potential for system errors or security issues, among other concerns. The study aims to better understand these risks and how companies can manage them to make the most out of RPA safely.

What are the major findings of the study?

When companies use RPA, they face specific challenges and risks, such as possible system errors, security vulnerabilities, and difficulties in managing changes to the automation processes. However, the researchers also discovered that many companies aren't fully prepared to handle these risks. This finding emphasizes the importance of having clear rules and processes for managing and monitoring RPA, including how to handle access to sensitive information, keep the automation software secure, and make sure changes occurring within organizations don't disrupt bot operations. Essentially, the study highlights the need for companies to be more proactive and organized in managing the risks associated with RPA to truly benefit from its advantages.

Why is the study important?

A misconception about RPA is believing that a company's controls designed to manage risks to enterprise resource planning (ERP) fully mitigate any risks of using RPA. This study explains why RPA risk management differs from ERP risk management. The researchers suggest that the key to addressing RPA risks is to develop a designated plan, especially in organizations where RPA ownership is decentralized. The researchers propose a systematic plan to help organizations (1) improve the return on RPA investment and (2) maintain the integrity of the automated processes. Considering this plan can help organizations maximize the benefits of automation without running into unexpected problems.