

Congratulations to Mrs Dahlia Fernandez for winning The Best Paper Award for the paper entitled “The Challenges of Implementing Robotic Process Automation in Global Business Services” at the 1st International Conference Of Industrial Engineering, Technology Management And Knowledge Science 2019 (IETechS 2019) in Novotel Hotel Melaka, Malaysia.

Paper abstract:

Organizations use a variety of automation tools to simplify their tasks. One of the most popular automation tools in the world today is Robotic Process Automation (RPA). Recently, the issues of the less-than-successful use of the system has been raised. To address this issue, the aim of this study is to understand the challenges of implementing RPA in finance and accounting unit on the industry of Global Business Services (GBS). The study is conducted using an in-depth case study approach and interviews at one of the world largest oil and gas organization in the GBS industry. The result of the study showed that the organization are facing various challenges and issues during and after implementing the RPA technology in their organization. Amongst of the challenges are the limitation of the task that can be automated, system failure and also safety and data privacy issue. The study suggested that a good planning during the implementation of RPA and a strong security team are crucial in solving the challenges faced by the organization.



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Certificate of Appreciation

This is acknowledge that

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THE CHALLENGES OF IMPLEMENTING ROBOTIC PROCESS AUTOMATION IN GLOBAL BUSINESS SERVICES

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Assoc. Prof. Dr. Mohd Lizam Mohd Diah
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