



Power Automate: Task Automation by Citizen Bots 2/3

There is a school of thought who believes that this is the way to go, citing the democratisation of automation, with what they call '*Citizen Bots*', that is, automations created by the end-users themselves, not robots with voting rights.

We are not against, the democratisation of automation, in fact, it is one of our core operating tenets. However, what we mean by democratising the technology is to bring it to all organisations, regardless of size through bespoke operating models that negate the prerequisite of high transactional volumes or the need for costly investment.

What we do not mean by democratising the technology is allowing anyone and everyone the keys to the gun safe. The risk of arming all end-users with the ammunition to create their own robotic is army is as terrifying as it sounds.

Security, on the face of it, seems to not be an issue since automation is inherently less risky than the humans we freely allow to roam our systems (*see our blog post on 02 Feb*). Though the fact that IT admins cannot access-control Power Automate is therefore moot.

Standardisation, once the mantra of manufacturing, therefore becomes immediately undermined.

Governance, a fundamental of project management, evaporates instantly.

ROI? Simply immeasurable.

And all of that before we try onboarding new starters! How do we teach a new starter to perform their role when every one of their peers is commanding their own guerrilla militia – having automated their entire job as they see fit, plundering spoils of war in the form of their salary, in some cases, holding multiple roles and outperforming their colleagues.

Performance measurement and promotion then becomes a game of who has the best robots – while this can be useful inter-organisational, due to the fundamentals of competitive capitalism, it can be deadly intra-organisational, leading to protectionism and knowledge hoarding.

Quite simply, task automation by citizen bots is great for the industry as a whole, and good for the operators; having to do less manual work themselves whilst maintaining their remit and salary.

But what of the organisations in which this occurs?

TBC

