

Sri Lankan Institute of Information Technology



Implementing a RPA Helpdesk to Facilitate a Typical University in Sri Lanka

Analytical Research Project 2021

IT6010

**This dissertation is submitted as a partial fulfillment of the MSc in
Information Systems**

Date Submitted: 9/12/2021

Index No: MS20903688

Student ID	Student Name
MS20903688	D.S.Hasintha Tharindunie

Sri Lankan Institute of Information Technology

December 2021

1. Course: MSc in IS
2. Year: 2
3. Semester: 2
4. Module Code: IT6010
5. Module Name: Research Project
6. Supervisor: Dr. Anuradha Jayakody

7. Title of the research: Implementing a RPA Helpdesk to Facilitate a Typical University in Sri Lanka

8. Declaration:
I certify that:
 - a. This assignment is my own work, based on my personal study and/or research.
 - b. I have duly acknowledged all material and sources used in the preparation of this assignment.
 - c. Neither the assignment, nor a substantial part of it, has been previously submitted for assessment in SLIIT or any other institution.
 - d. I have not copied in part, or in whole, or otherwise plagiarized the work of other students. I am fully aware of the rules and regulations of SLIIT regarding plagiarism and exam malpractices. I understand that I am liable to bear the consequences of (anyone involved in) plagiarism.
 - e. The use of any material in this assignment does not infringe the intellectual property/copyright of a third party.
 - f. All resources documents/reference materials are attached to this document.

DECLARATION OF THE CANDIDATES

“I declare that this is my own work, and this dissertation does not incorporate without Acknowledgement any material previously submitted for a Degree or Diploma in any other University or institute of higher learning and to the best of our knowledge and belief it does not contain any material previously published or written by another person except where the Acknowledgement is made in the text.

Furthermore, I hereby grant SLIIT the non-exclusive right to reproduce and distribute my dissertation, in whole or part in print, electronic or other medium. I retain the right to use

This content in whole or part in future works (such as articles or books).

D.S.Hasintha Tharindunie

Date: 09th December 2021

SUPERVISOR'S CERTIFICATION

“The above candidate has carried out research for the MSc thesis/Dissertation for MSc in IT Specializing in Information Systems under my supervision and consulted me adequately during the completion of the thesis”.

Name of the Supervisor: Dr. Anuradha Jayakody

Signature of the supervisor:

Date:

ACKNOWLEDGEMENT

“Implementing a RPA Helpdesk for Facilitating a Typical University in Sri Lanka” by D.S.Hasintha Tharindunie is the final thesis which is submitted for the MSc research project at Sri Lanka Institute of Information Technology (SLIIT). I specially thank my supervisor, Dr.Anuradha Jayakody and other academic staff members of Sri Lanka Institute of Information Technology for assisting me to make my final research a successful one. I appreciate and thank the selected academic staff members, students, and advisors who were interviewed regarding the research work as well. I also acknowledge and thank my colleagues for supporting me in my research work.

ABSTRACT

Robotic Process Automation is focusing on replacing humans by automated systems. Actually, this is not like the traditional workflow. Most universities and institutions are seeking for new methods to minimize the costs and effectively link with the academic based applications as well. Modern educational methods have been developed for the universities and educational institutions. Most of the leading Business Intelligence software vendors provide a number of resources. They are composed of free software access to teach, teaching materials, student evaluation programs, training guidance, research articles, curriculum details, certificate level programs, and training programs.

Table of Contents

DECLARATION OF THE CANDIDATES	2
SUPERVISOR’S CERTIFICATION	3
ACKNOWLEDGEMENT	4
ABSTRACT	5
List of Figures	6
List of Tables	7
CHAPTER ONE	10
INTRODUCTION	10
1.1 Background to study	10
1.2 Problem Statement	13
1.3 Research Questions	15
1.4 Research Objectives.....	19
1.5 Scope of Study	22
CHAPTER TWO	27
LITERATURE REVIEW	27
2.1 Introduction.....	27
2.2 Research Findings.....	29
CHAPTER THREE	31
CONCEPTUALIZATION FRAMEWORK AND METHODOLOGY	31
3.1 Methodology.....	31
3.2 Conceptual Framework.....	35
3.2 Aurthor Survey.....	37
3.2 Interviews.....	39
CHAPTER FOUR	41
RESULTS AND DISCUSSIONS	41
4.1 Introduction.....	41
4.2 Response Sample	45
4.3 Hypothesis of Research.....	47
4.4 Analysis of factors influencing implementation	49
4.5 Determinants of the Implementation	54
4.6 Use of Information.....	57
4.7 Research Implementation.....	58
4.8 Research Evaluation	61
CHAPTER FIVE	63
CONCLUSION AND RECOMMENDATION	63
5.1 Introduction	63
5.2 The conservation impact of scientific research	67
5.3 Dissemination of Scientific Information.....	69
5.4 Limitations of the study and further research.....	70

5.5 Conclusion and Recommendations73

References75

List of Figures

Figure 3.1 Methodology Flowchart	32
Figure 3.2 Conceptual Framework	35

List of Tables

Table 4.1 Hypothesis Table	48
Table 4.2 Table for Variables	56