

Blue Prism Hub technical data sheet

This document details the product specifics of the Blue Prism[®] Hub (Hub) capability within the Blue Prism Cloud platform. Hub exists as one of a collection of products from Blue Prism Cloud alongside Blue Prism Interact; a digital worker to human collaboration interface and Blue Prism Cloud IADA; a digital workforce manager to support at-scale deployments. The following sections outline the features and controls of Hub for a Software as a Service deployment.

Blue Prism[®] Cloud

Blue Prism[®] Cloud brings together the principles of Cloud, Robotic Process Automation (RPA) and Artificial Intelligence (AI) to offer a proprietary Software as a Service (SaaS) platform designed to automate and digitize the execution of knowledge-based work. Digital workers are deployed non-disruptively into business operations and work by emulating the way people use business systems, the decisions they make and the processes they follow, to augment, replace, or digitize manual work processes.

Blue Prism[®] Hub

As the digital workforce landscape matures within an organization, operators and sponsors alike need to scale their approaches and methodologies to manage their automation investment. Management information on the digital workforce needs to be transparent across the business and intuitive to interpret, in addition best-practices need to be monitored to ensure alignment to industry standards. Blue Prism Hub provides new and existing Blue Prism users with a productivity platform for the management of the automation lifecycle and Interact. Hub caters for the individual roles within the robotic operating model (ROM) with a set of capabilities to ensure the successful, scalable delivery of an automation strategy.

Version support and prerequisites

Blue Prism Hub in its role as a productivity platform for the management of the automation lifecycle and Interact has been created with the following prerequisites. These prerequisites should be met before the deployment of a Hub instance.

- Supported Blue Prism versions are 6.10 or later
- Completion of the [Blue Prism Cloud – Hub Connectivity Configuration](#) document
- Client will need to supply database configuration details for each preconfigured RPA database connections

Hub plugins

The Hub product has been created as a lightweight 'empty' application which is then populated by a series of plugins or features. This forms what is referred to as the plugin architecture which allows the Blue Prism Cloud team to iterate features and make them available for consumption by the Hub administrators.

Each Hub instance contains a Plugin Repository page which allows Hub administrators to view and deploy new plugins as well as update to existing plugins.


In the delivery of the service, Hub is required to process and store specific items of information. These items will either be from the client domain, Blue Prism environment or information native to the configuration within Hub. The sub-sections highlight the data flows and requirements based on each plugin alongside the features.

Hub Core

The Hub Core plugin provides a foundation that additional plugins inherit functionality from. This includes the following features:

- Role-Based-Access-Control (RBAC)
- Email Settings
- Database (Connection) Settings
- Authentication Settings
- Users and Roles
- Customization Settings
- Audit
- Plugin Repository
- Notifications
- Announcements
- Profile Management

Hub Core is a mandatory plugin of Hub and expects the following data access/control requisites:


Data Access/Control Requisites	Information/Data Stored?	Storage Location
LDAP connection string information for user authentication  This is only required if LDAP is used. If Native Authentication is used, the LDAP connection string is not required.	Yes	Hub Database
SQL Server connection string for Blue Prism database interactions (Read/Write)	Yes	Hub Database
Communication to customer Domain Controller (if LDAP is used)	No	N/A
SMTP connection string information for outbound email notifications	Yes	Hub Database
Communication to nominated Email Gateway	No	N/A
Username and User Profile Information	Yes	Hub Database
Corporate Brand Guidelines (optional) for white labelling	Yes	Hub Database

Dashboard

The Dashboard plugin provides insight into the digital workforce landscape. Dashboards are crafted based on the deployment of a series of configurable widgets which can be added by each individual user. The available widgets are determined based on the plugins deployed. For example, the Automation Lifecycle plugin must be deployed for a user to gain access to the Business Process Overview widget.

Available widgets are:


Widget	Parent plugin
Business Process Overview	Automation Lifecycle Management
Monthly Utilization Diary	Control Room
Utilization Chart	Control Room
Utilization Heatmap	Control Room
Work queue compositions	Control Room

 The Control Room is only compatible with Blue Prism 7.0 or later

Dashboard is a mandatory plugin of Hub and has the following requirements:

Requirement	Information/Data Stored?	Storage Location
User Dashboard Name, Description and Avatars	Yes	Hub Database

Automation Lifecycle Management

 Automation Lifecycle Management is an optional plugin that requires an additional license key. The exception to this, is the Business Process component which is freely available without the need of a license.


The Automation Lifecycle Management (ALM) plugin underpins the software-driven-operating-model of Blue Prism. The capability is delivered to guide all users within a center of excellence to a successful and scalable delivery of automations. This extends to the following features:

- **Applications:** Define and manage the applications in scope of your automation lifecycle. Allocate versions to support regression testing procedures and set owners to ensure release procedures are being maintained;
- **Business Processes:** Define your automation projects and associated business processes to provide project management tracking and team alignment when deploying either sequentially or at scale;
- **Process Definitions:** Adopt a web-based Process Definition Document (PDD) interface for collaboration with your business unit subject matter experts. Use a fully enabled version control with PDD submission and signoff workflow embedded;
- **Exceptions:** Create and manage templated exceptions to allow your business processes to share templated procedures for error control/exception handling.
- **Wireframer:** Efficiently define business objects that can be used as part of an automation process.


Automation Lifecycle Management is an optional plugin of Hub and has the following requirements:

Requirement	Information/Data Stored?	Storage Location
Application, Business Process and Exceptions properties including; Name, Availability properties, ownership, process screenshots and procedure flow	Yes	Hub Database
Wireframer; Name, Process Name and Description	Yes	Hub Database
Wireframer; Read and Write access to the BPAProcess table within Blue Prism	No	N/A

Control Room

 The Control Room plugin is only compatible with Blue Prism 7.0 or later. This version of Blue Prism is not available in Blue Prism Cloud 2021.

Interact

 Interact is an optional plugin that requires an additional license key. Interact is dependent on the freely available Business Process component within ALM.

The Interact plugin provides a collaboration interface for an end user's interaction with their digital workforce within a business process. Blue Prism Interact functionality is split across two Blue Prism components; firstly, a developer utilizing Hub and the Forms plugin to create and publish Forms for an end user to utilize; secondly the end user interface where they can, by utilizing published Forms, interact with the digital workforce.

Interact is an optional plugin of Hub and has the following requirements:

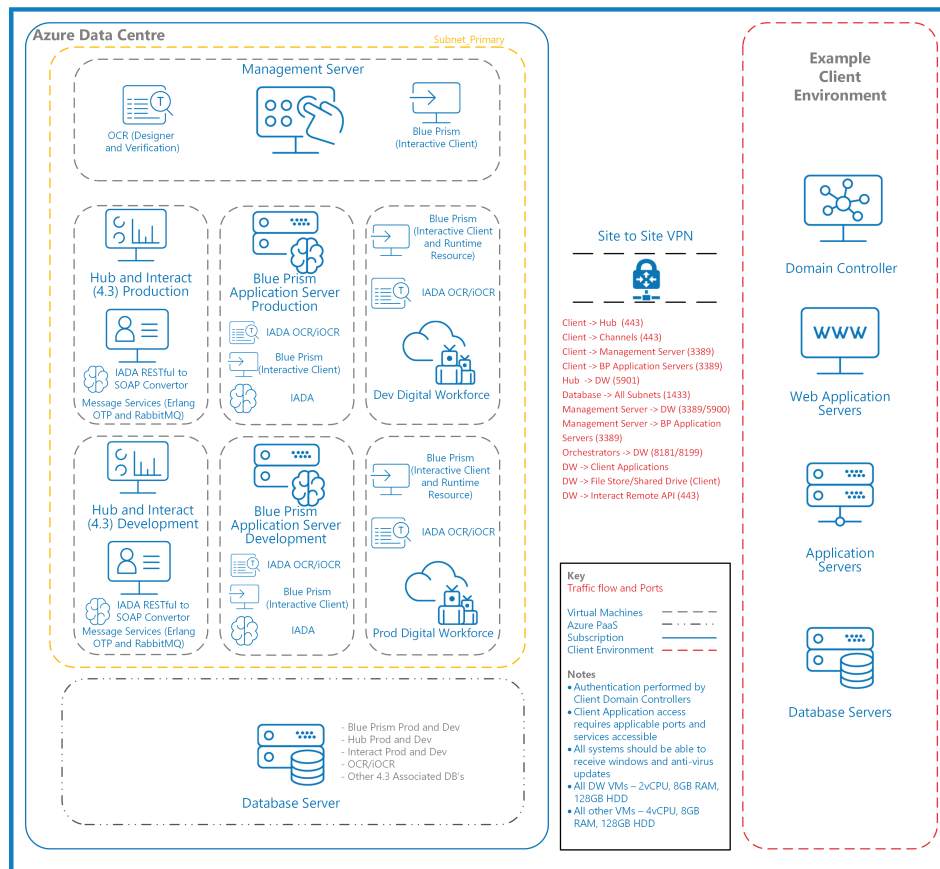
Requirement	Information/Data Stored?	Storage Location
Interact Form properties including; Form name, field properties, ownership, version history	Yes	Hub Database
Form submission from the Interact user interface	Yes	Interact Database

Connectivity

Platform connectivity

Blue Prism Hub is granted access to the customer Blue Prism environment via a Site to Site VPN. The VPN is initiated as part of service creation and maintains an active link for operation. End users' access to Hub is via the VPN only and all non-VPN access is restricted using Network Security Group and Application Security Group controls.

Ongoing access and interaction with the Blue Prism environment(s) require Read/Write access over the Blue Prism database(s) in scope of management.



User authentication

Blue Prism Hub supports:


- Native authentication – access Hub using a user name and password defined within Hub itself
- Authentication using LDAP – Hub can be configured to authenticate using your organizations Active Directory environment.

Managed users are granted privileges through the embedded Role-Based-Access-Control capability to grant or limit access to specific plugins based on customer administration configuration.

Localization

Blue Prism Hub supports the following languages:

- English
- French (Français)
- German (Deutsch)
- Japanese (日本語)
- Spanish (Latin American) (Español)
- Simplified Chinese (中文)

 Currently, the online help is only available in English.


Availability controls

Deployment

Blue Prism Cloud utilize Microsoft Azure for the deployment data center services of its SaaS architecture. Blue Prism Cloud can deploy into any available Microsoft Azure region and the customer will be prompted to select a region as part of the deployment activities.

Backup services

Blue Prism Hub provides backup capabilities which allow for restoration of the Hub database anytime within a 7-day window. The restoration process is initiated as a Change Request to the Blue Prism Cloud support team.

 The Blue Prism Hub platform does not back-up information relating to the Blue Prism environment and should not be considered as a backup solution for a deployed instance of Blue Prism.

Security controls

Blue Prism Cloud has architected the Hub platform with the principles of information and cyber security at its core. Blue Prism Cloud maintains a 24/7 security operations center in support of protecting the environments from malicious activity.

Platform segregation

Each deployment of Blue Prism Cloud operates within its own subscription. This is a segregated subscription, meaning no components are multi-tenanted.

Blue Prism Hub is delivered with two instances in each subscription by default. Each instance consisting of two web applications configured as a Hub and Authentication Server. The two instances are preconfigured to a specific production and development Blue Prism environment at the point of deployment. The instances are connected to using a provisioned gateway and Site to Site VPN with the address space whitelisted by the customer.

Hub is deployed with a development and production instance allowing for plugin updates to be validated before publication into the production environment.

If using the LDAP authentication method, Blue Prism Cloud recommend that a dedicated Active Directory Group is established for each of these environments, for example, 'BPC-Hub-Dev' and 'BPC-Hub-Prod'. Within these specific Active Directory groups, users who will require access to that environment should be added. This will then restrict users to an environment, for example, a developer would not require access to the production environment.

Blue Prism Cloud support

In response to an issue, to meet the service level agreements the Blue Prism Cloud support team may require access to the Hub environment. This is achieved through a procedure referred to as Just-in-Time (JiT) access. JiT access is a mechanism where approvers within the Blue Prism management team can grant privileged access to Blue Prism Cloud support team members to investigate and resolve an issue.