

SERVICE

Bot Automation

Challenge

The use and adoption of the catalog are dependent on maintaining high-quality content. The challenge is that there is no built-in capability to monitor invalid content and alert stewards so they can take action. This can lead to a quick deterioration of content and eroded user confidence.

Solution

Prentice Gate are expert in the use of the Alation API and a condition monitoring and alert pattern - simply called a *bot pattern*.

It is a simple, yet powerful approach to monitoring any condition or state of the catalog content and triggering action via catalog conversations with assigned tasks that route to a stewards inbox.

Examples of bot rules and monitored conditions can include: missing descriptions, unset custom fields, broken article links, expired terms, changed database structures, and many more.

Deploying an array of bots ensures that an active and automated process is being used.

Approach

Prentice Gate's approach is to teach the customer the pattern by guiding them through the first implementation.

Prentice Gate's engagement focuses on:

- A. Educating and helping the customer plan the first content conditions to enforce
- B. Coaching the customer through the bot development cycle

The engagement begins with two to three (2-3) working meetings used to decide which rules will be implemented and how tasks will be assigned.

The engagement then enters into a development cycle that includes:

- Functional and technical design
- Code development
- Testing
- Stewardship training
- Deployment

During the development cycle, Prentice Gate provides coaching for the customer's developers.

Deliverables

At the end of the engagement, the customer will have two things:

1. Deployed a bot that is being used to actively manage catalog content
2. A fully educated team who can repeat the pattern

Duration

The engagement is 24 hours spread over an elapsed time that is scheduled with the customer.

Assumptions

- All work is performed remotely
- Python code templates will be provided by Prentice Gate
- The customer's team will have python experience

About Prentice Gate

Prentice Gate's Founder & Principal is the former Alation Field CTO who authored the 400+ page Alation Book of Knowledge, authored the Right Start implementation approach, created the Alation Data Catalog Value Index (DCVI), and created the Alation policy bot design pattern. For more see, www.prenticegate.com.