

Automation Architecture Decision Matrix

Use this worksheet before choosing RPA, business process automation (BPA), or a hybrid architecture. Record evidence rather than selecting a technology from a single answer.

Decision question	If yes, this usually favours	Evidence and notes
Does a necessary system lack a supported API, connector, event, or database interface?	RPA for that system boundary	
Is the interface stable, predictable, and governed by explicit rules?	RPA may be suitable	
Does the outcome span several systems, teams, rules, or approvals?	BPA	
Must the workflow preserve state across several steps or over a long period?	BPA	
Is UI automation needed for only one legacy step inside a broader process?	Hybrid: BPA with RPA at the edge	
Are human approvals or exception queues part of the normal process?	BPA or hybrid	
Would a repeated action create a duplicate payment, order, record, or notification?	BPA or hybrid with idempotency and reconciliation controls	
Is a supported direct integration available and economically reasonable?	Prefer the direct integration over UI automation	

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Decision record

Business outcome:

Expected volume:

Process boundary:

Known exceptions:

Participating systems:

Monitoring and recovery owner:

System of record:

Recommended architecture:

Human roles and approvals:

Why this architecture was selected:

Required service level:

Conditions that would cause the decision to be revisited:

This worksheet supports an architecture discussion; it does not replace technical discovery, security review, or process analysis.