WorkCyte Update
P&S Council

1 August 2019

WorkCyte
Where Your Workday Begins

Agenda

- Very Brief Update
- We're listening
  - Website
    - Known Issues
    - Tips
  - Embedded help
  - Job Aid improvements
- STILL working/still improving

Service Now Activity/ Workday use

Access – 11,417 Iowa State employees have logged into Workday.

- Campus wide (starting May 19)
  - **(all tickets first 6 weeks – ITS issues)**
  - 24,125 tickets generated
  - 21,275 tickets inactive (resolved, closed, or canceled)
  - 2,854 tickets active (new, open, on-hold) – 11.8%
- Human Resources, Finance, and Workday:
  - 11,691 tickets generated
  - 9,930 tickets inactive (resolved, closed, or canceled)
  - 1,762 tickets active (new, open, on-hold) 15.1%

We're Listening

Last time we said we'd develop a web-page for 'Known Topics' - since renamed 'Reported Issues in Progress'

IOWA STATE UNIVERSITY WorkCyte CONTACT US

HOME | WELCOME | EMBRACE THE CHANGE | ISD | RESOURCES | READY, SET, LEARN! | EVENTS | FACULTY | FAQS

View | Edit | Webform | Results | Revisions | Permissions | Drafts

Login successful.

Reported Issues in Progress

	Topic	What do I do?
1	Payslips Available for First Workday Payroll	**Resolved** You are now able to view your July 31st payslip in Workday. Your pay will be deposited no later than end of business July 31. For more information on this first payroll in Workday, how to review your payslip, and who to contact with questions, please see the following article.
2	Directory Department Affiliation Different from ADIN	Department affiliation, for directory purposes, is determined by your Supervisory Organization (SupOrg). If you believe your department affiliation in the ISU Directory and the Outlook Global Address list is incorrect, please email the Solution Center at solution@iastate.edu.
3	HR Approvals Routing	Some individuals working in areas such as Extension, Vice President for Research, and other centers, are currently experiencing difficulties approving HR transactions. For example, approvals may be routing to the wrong supervisor. A fix for this issue is being developed and we will post updates as soon as the issue is resolved.
4	Suppliers Unavailable in cyBUY	If the supplier catalog you are looking for is not shown in the cyBUY marketplace, please contact the ISU Procurement team at cyBUY@iastate.edu to purchase from the catalog at the negotiated discounts.
5	Locations Missing Room Numbers	The Work Space listed in your Worker Profile Job Details will be used as a default ship-to address on purchase requisitions. To ensure cyBUY orders are delivered correctly, select the correct room/building from the Ship-to dropdown list in cyBUY or use the alternate address option. Note: Office Depot and Sigma will not accept alternate addresses. Review Create and Order from CyBuy Supplier or Create a Non-Catalog Requisition Job Aids for more information. If your Location, Work Space, or Work Address is not correct or missing, contact your HR Coordinators hr_delivery@iastate.edu with correct room and address information.

We're Listening

- Tips also on WebPage

Workday Tips

How do I map my KFS Accounts to Workday Worktags?

To translate your legacy KFS Account numbers into Workday Worktags, use the ISU Worktag Mappings report in Workday. See Legacy Account to Worktag Translation Job Aid for details.

- Job Aid Access/Improvement
  - Working on 'embedded help' – linking job aids to screens IN Workday
  - Providing a process 'overview' in select job aids (helps to understand where in the End to End process your transaction resides.

Still Working on….

- Visibility
  - Especially ‘cross cutting’ populations
  - Access/reports
- Delegation
  - Configuration
  - Communication
- Reporting
  - We have already built 30 new reports this month!

Thank you!

WorkCyte.iastate.edu

WorkCyte
Where Your Workday Begins