WorkCyte Program Update
P&S Council
March 7, 2019
Go Live
July 1, 2019
Today

- ISD
  - Advisory Structure and Metrics (in process)
- WorkCyte Update
  - Quality Assurance Review – Program Health
  - Testing – Program Quality
  - Training – Readiness for Go-Live
  - Reporting – Post go live success
- Cutover
ISD Update

- Discussions of ‘work intake’ model that:
  - Is user-friendly and intuitive
  - Assures transparency in processing
  - Facilitates measurement of KPIs

- Service Now
  - Implementation starts this week
ISD ADVISORY COMMITTEE
Role of the Advisory Committee

**Advocate for performance expectations**

**Help prioritize areas for improvement**

**Review and make recommendations on:**
- Performance expectations
- KPIs
- Satisfaction survey results

**Provide feedback on staffing**

**Support:**
- An environment of continuous process improvement
- Resolution of customer service gaps
Advisory Committee Members

Identified by University leadership -> Stakeholder Engagement

Potential Membership on the Advisory Committee

- Institutional Effectives Leadership Team members
- ISD Senior Leadership
- Deans/Administrative Leaders
- Staff and Faculty
- Workday technical advisor
- Communications team member
HOW ARE WE DOING?
KEY PERFORMANCE INDICATORS
Effective HR and Finance Service

Are units satisfied with service delivery?

Are Service Team staff members able to build career pathways and functional expertise?

Are operations running efficiently and creating value for Iowa State University?

Metrics (KPIs)
- Quantify effectiveness
- Quantify efficiency
- Identify opportunities for improvement.
WorkCyte Update

• MILESTONES MET - Configuration freeze, Staffing
• Quality Assurance Review
• User Acceptance Testing
  • Need the users defined
  • First training, then testing (starting 4/15)
• Reporting
• Training
• Work ahead
TRAINING

--- HAVEN’T WE ALREADY DONE SOME OF THIS?
# ISD Training Curriculum Summary

## Human Resources Training Summary by Position

<table>
<thead>
<tr>
<th>Position</th>
<th>Total Courses</th>
<th>Total Hours</th>
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<tbody>
<tr>
<td><strong>Staff Recruiting Specialist</strong></td>
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<td>Systems Knowledge</td>
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## Finance Training Summary by Position

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<tr>
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<td><strong>Total</strong></td>
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<td><strong>Proc. &amp; Exp. Specialist</strong></td>
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<tr>
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<td><strong>Grant Specialist</strong></td>
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<td>University Knowledge</td>
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<td>Behavioral Training</td>
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<tr>
<td><strong>Total</strong></td>
<td>23</td>
<td>25.5</td>
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WorkCyte and ISD Training Timeline

- Training Pilots
- ISD Training Registration
- Campus Training Registration
- ISD Policy and Procedure Training
- Campus Workday Training Classes
  - ISD Workday Training
  - ISD Customer Service Training

2019

- March
- April
- May
- June
- July
- …Sept
Ahead

- Cutover planning
- Training, Testing
- COMMUNICATIONS!
  - Benefits of the Transitions!
  - Delegations
  - Training choices
  - Who to contact to get work done
  - Who to contact for help
  - How to support each other
Questions?

WorkCyte.iastate.edu

Workday at ISU
LAUNCHING JULY 2019

News

<table>
<thead>
<tr>
<th>News</th>
<th>Date</th>
<th>Source</th>
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<tr>
<td>Faculty can find answers at Workday forum</td>
<td>04 Mar 2019</td>
<td>Inside Iowa State</td>
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<tr>
<td>Training for 10,000: Learning how to use Workday begins in April</td>
<td>22 Feb 2019</td>
<td>Inside Iowa State</td>
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<tr>
<td>Worktags will replace account numbers in Workday</td>
<td>07 Feb 2019</td>
<td>Inside Iowa State</td>
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<tr>
<td>Accounting moves from cash to accrual with Workday</td>
<td>01 Feb 2019</td>
<td>Inside Iowa State</td>
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Tweets by @WorkCyteProgram

Did you know that @iowastateits has some wonderful information about the @WorkCyteProgram? Follow them for great IT news including Workday, Okta, and much more!

March is right around the corner which means

Countdown to Workday
3 months 24 days 6 hours

IOWA STATE UNIVERSITY