

IOWA STATE UNIVERSITY

WorkCyte Program Update

P&S Council

March 7, 2019

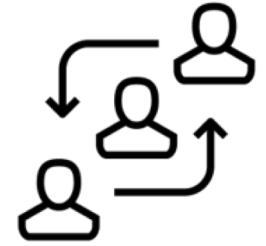


**Go Live
July 1, 2019**

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

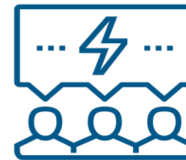


Review and make recommendations on:

- 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

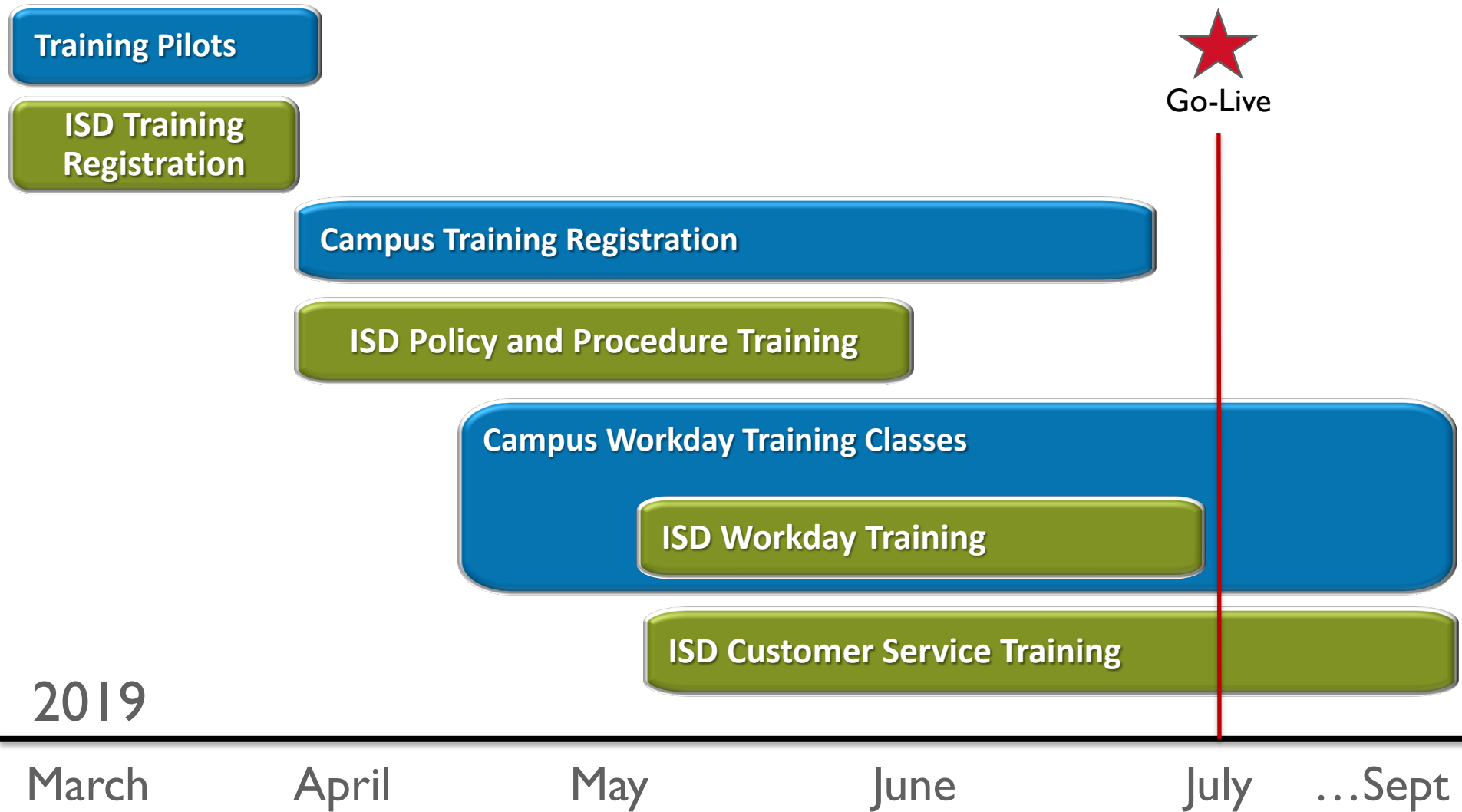
--- HAVEN'T WE ALREADY DONE SOME OF THIS?

ISD Training Curriculum Summary

Human Resources Training Summary by Position		
	Total Courses	Total Hours
<u>Staff Recruiting Specialist</u>		
Systems Knowledge	4	8.5
University Knowledge	17	41
Behavioral Training	1	3
Total	21	49.5
<u>HR Coordinator</u>		
Systems Knowledge	8	21
University Knowledge	18	38.5
Behavioral Training	1	3
Total	26	59.5
<u>HR Partner</u>		
Systems Knowledge	8	21
University Knowledge	17	37.5
Behavioral Training	1	3
Total	25	58.5

Finance Training Summary by Position		
	Total Courses	Total Hours
<u>Financial Specialist</u>		
Systems Knowledge	8	13
University Knowledge	10	16
Behavioral Training	1	1
Total	18	29
<u>Proc. & Exp. Specialist</u>		
Systems Knowledge	13	13
University Knowledge	18	16.5
Behavioral Training	1	1
Total	31	29.5
<u>Grant Specialist</u>		
Systems Knowledge	10	9
University Knowledge	13	16.5
Behavioral Training	1	1
Total	23	25.5

WorkCyte and ISD Training Timeline



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





News

	Date	Source
Faculty can find answers at Workday forum ↗	04 Mar 2019	Inside Iowa State
Training for 10,000: Learning how to use Workday begins in April ↗	22 Feb 2019	Inside Iowa State
Worktags will replace account numbers in Workday ↗	07 Feb 2019	Inside Iowa State
Accounting moves from cash to accrual with Workday ↗	01 Feb 2019	Inside Iowa State

[More News](#)

Countdown to Workday
3 months 24 days 6 hours

Tweets by @WorkCyteProgram

-  **WorkCyte Program**
@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!
-  **WorkCyte Program**
@WorkCyteProgram
March is right around the corner which means

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