

Workday HCM

Working Toward Stabilization- Primary focus toward successful Payrolls

- **Working through known Workday issues**
 - Transition from cutover transactions to designed processes for future state.
 - Handling of unexpected employment scenarios or system behaviors.
 - Once configuration has stabilized create/update user guides/documentation with process flows. Need to address various employee types.
- **Unknowns and cutover challenges with Student employment and Graduate Assistantships**
 - Legacy system did not have the level of detail for student employment data to convert to Workday.
 - Number of jobs and variety of jobs a student may have at ISU and impact on payroll results.
- **Security & Role Mapping**
 - Ongoing development of needed roles and reports

Known Issues- HR Service Delivery

- Ticketing System feels impersonal and what is listed as resolved isn't always resolved, service teams are still learning how to use it
- Responses are not always timely
- Teams may not have the answers or know what to do
- Graduate Assistant hiring process is cumbersome
 - Go live also impacted GA's with redoing onboarding
- GA & JM support roles are struggling with their roles in Workday
- Campus is unsure how to manage their Workday inbox

Context

- The majority of July was spent responding to and assisting with go live related issues and inquiries which overwhelmed the service requests
- We are still discovering system and process issues to be addressed
- ISD has been operating for 10 weeks with all new jobs, roles, and systems

Draft Action Plan- HR Service Delivery

- Implement Phase II project plan – includes the following

Improve relationships & service

- Contact as many people as possible via phone when they request something
- Acknowledge request and assign to an individual within a day
- Schedule local service team meetings for introductions and user lab support
- Connect with JM and GA support roles for training and assistance
- Implement post go live training plan

Improve feedback mechanisms & resolution reporting

- Initiate customer service surveys for timely and immediate feedback
- Communicate feedback mechanisms using ISD structure and advisory council
- Develop a dashboard for reporting metrics, feedback, action plans, and progress