Workday Support (Operating Model)

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Overview

Scaling from a 30+ year old, confusing model of multiple manual processes to a dynamic, cloud-based, integrated system requires continuing and enhancing support for units after the HRPM program ends and Workday launches.

The Operating Model is a comprehensive plan for support after the Workday implementation.

This model envisions the Workday transition as an opportunity to improve the UW employee experience by promoting coordination and standardization among HR/Payroll units, better enabling employees from all units to address staff issues.
Due to the University’s size and the number of existing systems and integrations, the Workday implementation process at UW is notably complex. We are not just changing software; we are transforming how we work together as a University.
Purpose

- Provide initial support at go-live and ongoing support and maintenance of Workday for the UW and Medical Centers
- Implement a scalable model that can respond to high volume (peak) demand
- Create an adaptable model for use in future modernization projects
In June of this year the HRPM Sponsors created an evaluation committee to develop recommendations for developing the Operating Model.

Committee members included:

- Ann Anderson
- Curtis Colvin
- Rhonda Forman
- Joe Kittleson
- Geeta McCormack
- Aaron Powell
- Gary Quarfoth
- Bill Shirey
Three-Part Approach

1) Identify best practices for supporting Workday from:
   > Workday the vendor
   > Higher education and other reference sites and discussions

2) Review current application support practices at UW upper campus and Medical Centers

3) Develop a support model based on these findings and UW customer feedback

Based on their findings, the evaluation committee made four recommendations that were approved by the executive sponsors on September 15th, 2015
Committee’s Recommendations

Recommendation #1 – A Three-Tiered Workday Operating Model Structure:

- **Tier 1: Help Desk**
  - Issue/request intake and triage

- **Tier 2: Centers of Excellence with Central Units**
  - Policy, process and procedure interpretation and advisement

- **Tier 3: Application Support Specialists**
  - Care of Workday system and alignment with business processes
Committee’s Recommendations

Recommendation #2 – Unified System for Issue/Request Tracking

> ServiceNow has been selected as our unifying issue/request system.

> Use of a single HRP service management tool for intake and tracking of issues/requests, including system performance matters and suggestions for system changes, enhancements, or improvements.

> Facilitates hand-offs between various support Tiers and communication with user

> This is a sub-project and requires assessment to determine the scope and timeline of implementation

> Ideally, at go live, the five identified business units will be using a unified system of request in support of Workday users
Committee’s Recommendations

Recommendation #3 – Tier 1 and 3 will Report to UW-IT.

> Administration of day-to-day operations of tier 1 and 3 will be managed by UW-IT through Stabilization
> Tier 2 services will be managed and operated in the business unites (HR, Benefits, Payroll, etc.).
> Overall operations will be guided by UW Governance and Change Control Boards, and will support a high level of collaboration with business owners.
> NOTE: UW Governance and Change Control details are not yet determined.
Workday Support –Recommended Structure
Help Desk & Application Support

FAQs and Training Materials
Basic questions can be answered through self-service resources.

Key Department Contacts (e.g. H.R., Payroll, IT, etc.)
Basic questions can be answered from provided aids and training materials.

Help Desk
Triage, basic process and system how-to’s, ESS questions, etc..

TIER 1

TIER 2

TIER 3

Workday Application Support*

UW-IT  UW HR  Payroll  Academic HR  Medical Centers

Workday Provided Customer Support

* Workday Application Specialists (complex Workday support needs, configuration, integrations, reports, security, testing, data quality and audits, project management, training and communications, etc..)
Committee’s Recommendations

Recommendation #4 – Sizing to include 26 FTE’s across Tier 1 and Tier 3. This is staffing level is the best estimate at this time based on size and complexity of UW’s Workday implementation. (NOTE: still refining org details)
This centralized model for handling requests will:

> Offer basic process and system help during Workday implementation
> Maintain essential application support after the HRPM program closes
> Improve the customer experience by supporting coordination among HRPM units and centralizing information
> Ensure issues are accurately documented and analyzed for improvement
> Provide continuous improvement of standardized policy and procedure
Current Focus

> Currently, the primary focus is setting up support processes and support tools (UW Connect/ServiceNow).

> One major aspect of implementing the Operating Model is identifying staffing needs and filling these positions. The team will begin recruiting these positions in the near future.

> Preparing the UW-IT Service Center for Tier 1 Workday Support

> Preparing the central business units for working in this model

> Incorporating the Operating Model/Workday Support into Integrated Change Management communications and training
Questions?

> What questions do you have about this support model?

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