This June, the University of Washington will open the Integrated Service Center (ISC) to support the UW’s 45,000+ faculty, staff and student employees with Human Resources and Payroll transactions through Workday. The ISC will provide technical support for this new integrated human resources and payroll system, and will play a central role in its successful implementation. Located in the UW Tower, the ISC will be a one-stop resource combining a drop-in center, phone and email support, and a comprehensive website.

The ISC will:

• Provide primary end-user and technical support for the cloud-based Workday software, which replaces HEPPS (the Higher Education Payroll Personnel System), the UW’s antiquated, 35-year-old payroll system running on a mainframe computer, OPUS (Online Payroll Updating System), and other legacy systems.

• Be the first point of contact for human resources, benefits, and payroll inquiries and transaction assistance. The ISC will be designed to provide a user-friendly experience from beginning to end.

• Be based on the shared services business model to leverage the University’s HR and Payroll resources across the entire institution. Benefits of this approach include standardization of processes through the use of best practices, flexibility, scalability, accountability, and coordinated technology to achieve and sustain pre-determined levels of customer service.

• Be staffed with specialists in the areas of human resources and payroll as well as generalists focused on providing a timely and consistently high level of customer service. The ISC team will be comprised of UW employees who share UW institutional knowledge and the same mission and values as their colleagues across campus.

• Create a knowledgeable team that will have the resources to assist campus administrators with processing Workday transactions as well as individuals with questions about human resources, time reporting, absence, pay, and benefits transactions.

• Have a culture of continuous improvement by providing ISC staff with extensive and on-going training opportunities.

• Use UW Connect for inquiries and resolution. Data gathered through this system will contribute to service improvements in Workday and the ISC itself.

• Enable improved decision-making support across campus by aggregating data that can be analyzed and delivered in a wide range of reports that contain reliable and actionable information.

• Support ongoing Workday maintenance and compliance/quality enhancement requirements.
WORKDAY IMPLEMENTATION

The ISC will be fully operational when Workday launches in June 2017. This new HR/Payroll system will be utilized by employees across all three UW campuses, the UW Medical Centers, and off-site facilities such as Airlift Northwest, Friday Harbor Labs, and the Center for Sustainable Forestry at Pack Forest.

CONTACT INFORMATION

Phone: 206-543-8000
Web: isc.uw.edu
Email: ischelp@uw.edu
Visit: UW Tower
4333 Brooklyn Ave NE
Floor O-2
Seattle, WA 98195

Hours of Operation: Monday - Friday
8:00 AM – 5:00 PM Pacific Time
Closed Weekends & UW Holidays

Fax: 206-543-8137
Mail: Box 359555
Seattle, WA 98195