

# CTSC – Workday Update

July 12 2018



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# Agenda

- Workday Overview
- Workday Implementation
  - Functionality
  - Key Concepts
  - Communications
  - Training
- Impacts to Campus Systems
- Next steps

# **OVERVIEW**

A new HR system

# What is Workday?

Workday is a cloud-based human resources software that will replace functions currently used in myHRinfo, including training, compensation, benefits, and pay.

It's a user-friendly and intuitively designed system that facilitates a transition to fewer paper processes and improves HR self-service.

# What can Workday do?



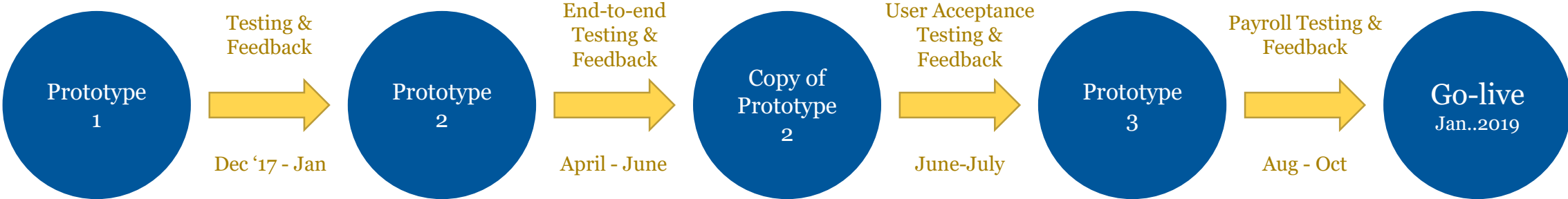
# Workday Implementation Guiding Principles

1. Client experience is a top priority
2. Broad engagement and collaboration
3. Choose simplicity over complexity
4. Challenge the status quo
5. Success is more than go-live



# Implementation process

Implementation requires ongoing testing and evaluation to continuously improve the system to meet the University's needs before we go live







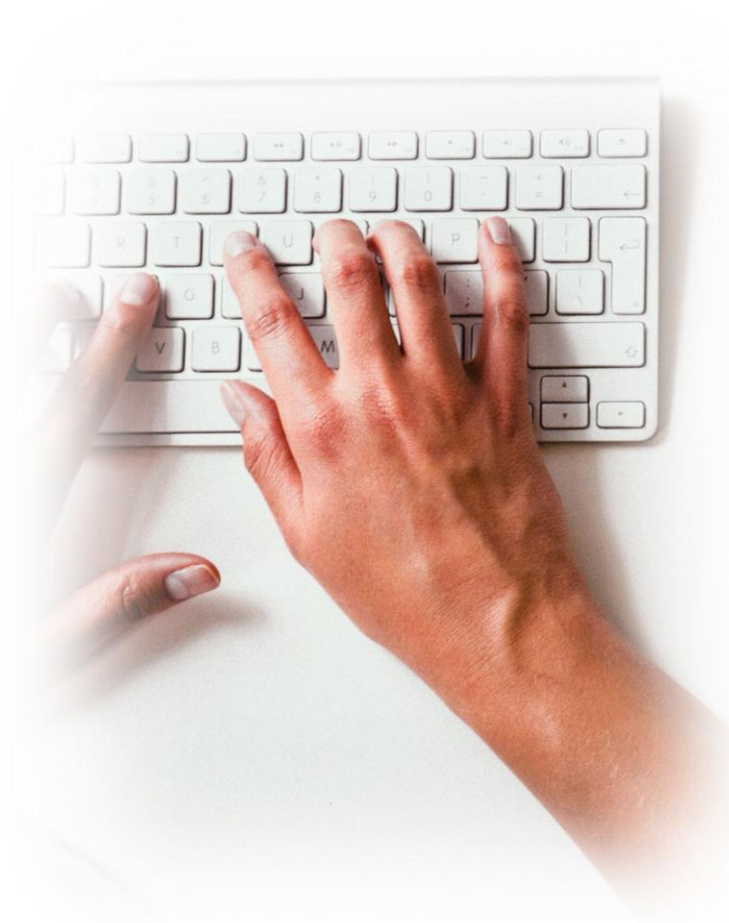
# **WORKDAY FUNCTIONALITY**

# New, improved features for employees



- Vacation & time-tracking
- Organizational charts
- Update personal information
- Add multiple bank accounts
- Benefits enrolment & changes
- Request and submit leaves

# New, improved features for managers

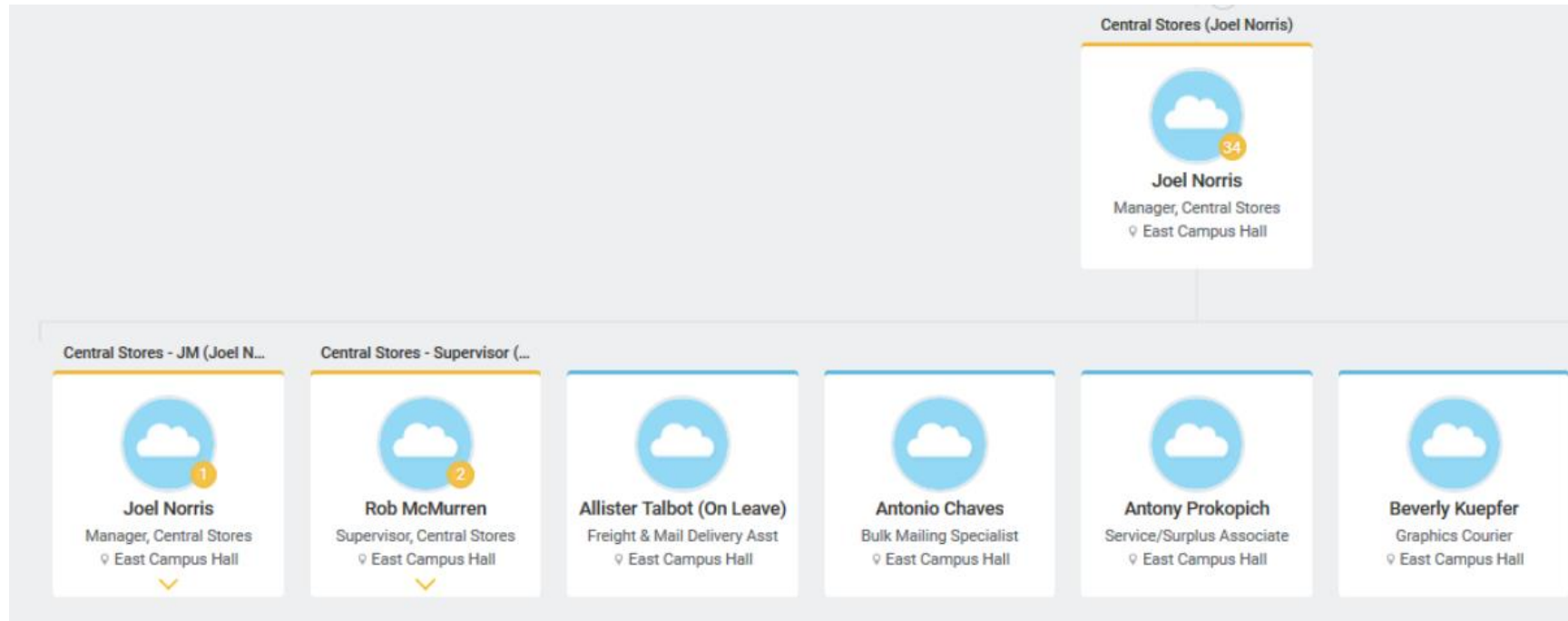


- Visibility to team information
- Electronic staff vacation & time-off approval
- Workforce data & analytics
- Electronic casual & student hiring
- Overtime approval
- Initiation of resignations and retirements
- Salary allocation changes

# **KEY CONCEPTS**

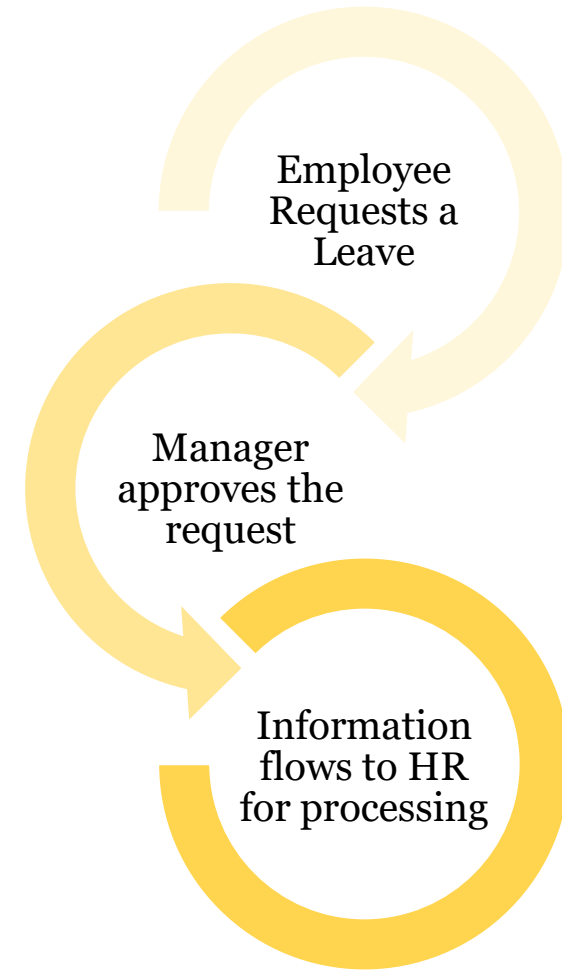
# Organizational chart

- Organizational charts are comprised of supervisory organizations, which are groupings of employees into a management hierarchy. The organizational chart illustrates the “reports to” relationships in the University. A majority of workflows in Workday are built using this structure.
- A department may have multiple supervisory organizations



# Business processes

- Workday is business process driven
- A business process is made up of a collection of tasks that are completed in a specific order (initiate, review, approve) to accomplish a desired goal
- Business processes drive the workflow to automatically move the process for required approvals (where required)
- Examples: casual hire, vacation requests



# COMMUNICATIONS

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A robust communications plan has been developed to increase awareness of the Workday Implementation.

# WORKDAY COMMUNICATIONS



## STICKY NOTES

Distributed at Lean Projects Fair and Pop-up HR



## INFO CARDS

Distributed at Lean Projects Fair, Pop-up HR, and HR reception. Contact Bernice if you would like to have some on-hand to meet with clients.

**What is Workday?**  
Replacing myHRInfo, Workday provides a user-friendly solution that puts control in the hands of managers and employees. This intuitively designed system facilitates a transition to fewer paper processes and allows for self-service on any device.

**What can Workday do?**

CAPTURE	PROCESS	IMPROVE
Employee records	Pay	Usability
Training	Hire	Self-service
Vacation days	Job changes	Reporting & analytics capability
Benefit eligibility	Promotions	Organizational structure visibility

**How can I stay up-to-date with Workday?**  
Subscribe to our Workday Newsletter by contacting **Bernice Ma** (bernice.ma@uwaterloo.ca) and follow us on Twitter @UWaterlooHR.



## NEWSLETTER

A Workday newsletter will be sent to subscribers to provide updates and invites to UAT and training sessions



# WORKDAY COMMUNICATIONS



**WORKDAY  
IS COMING TO  
WATERLOO**

Replacing myHRinfo, Workday provides a user-friendly solution that enhances your experience with HR services

[uwaterloo.ca/workday](https://uwaterloo.ca/workday)

## TV SCREENS

Displayed at HR reception and Retail Services screens across campus (e.g., SCH, DP, DC)



**WORKDAY**

Workday home  
About Workday  
Campus engagement  
Project  
News  
Frequently asked questions  
Contact us  
Human Resources

**Workday is coming to Waterloo**

Improved service and client experience will be at the forefront of the Workday implementation at Waterloo; with simple, electronic Human Resources (HR) transactions that put control in the hands of managers and employees.

Replacing myHRinfo, Workday provides an agile solution that meets Waterloo's unique HR management requirements. Leveraging technology to advance HR service, we've partnered with Workday to provide a user-friendly and intuitively designed system that facilitates a transition to fewer paper processes and allows for self-service on

**workday.**

Subscribe to our newsletter

## WEBSITE

[uwaterloo.ca/workday](https://uwaterloo.ca/workday) provides information about the system, campus engagement activities, project timelines, and FAQs

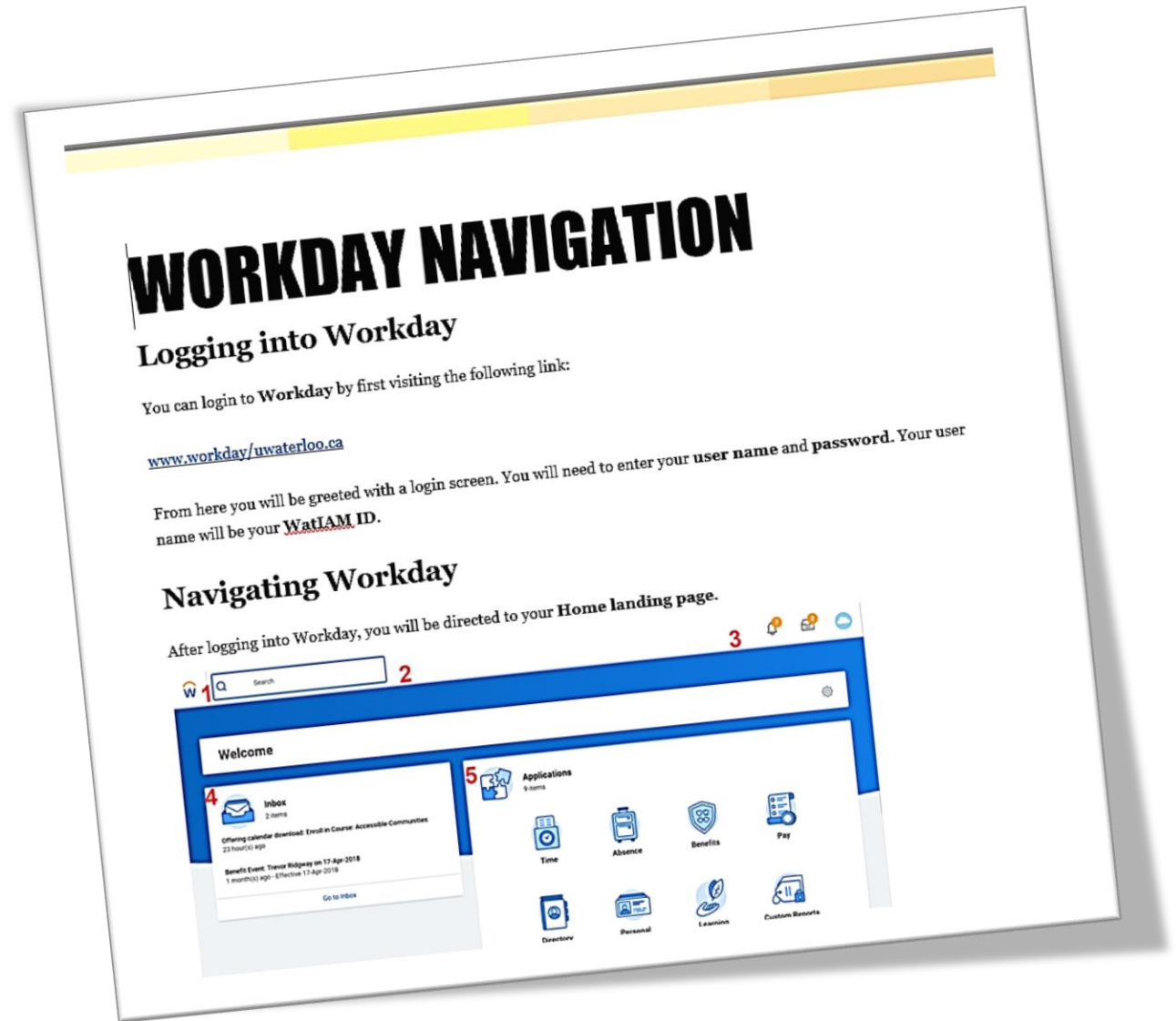
# **TRAINING**

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A comprehensive curriculum & training plan is being developed for delivery in late 2018.

# Training

- A training plan will be developed based on an analysis of training needs and the development of a curriculum road map
- Documents such as user guides, glossaries, and job aids will help users to navigate the new system



# **AREAS OF IMPACT TO CAMPUS SYSTEMS**

# Impacts to campus systems

## Interfaces

- Interfaces which exchange data with HR are built and testing is underway
- Interfaces which only receive data from HR are in development
- Campus interface partners have been involved in requirements and testing
- Impacts to campus downstream systems relate primarily to org structure changes

# Impacts to campus systems

## Identity – Nexus Accounts

- Nexus mapping work is dependent on a soon-to-be-complete data interface to WatIAM
- Mapping development will strive for minimum disruption without sacrificing future utility
- Possible changes which will need to be explored:
  - “Paid By” vs “Reports To”
  - Newly constructed representation of organizational hierarchy

# Impacts to campus systems

## Security – Multi-factor (2FA) authentication

- Recommendation is under consideration: 2 FA for all employees accessing Workday while off campus

**NEXT STEPS**



# Next steps

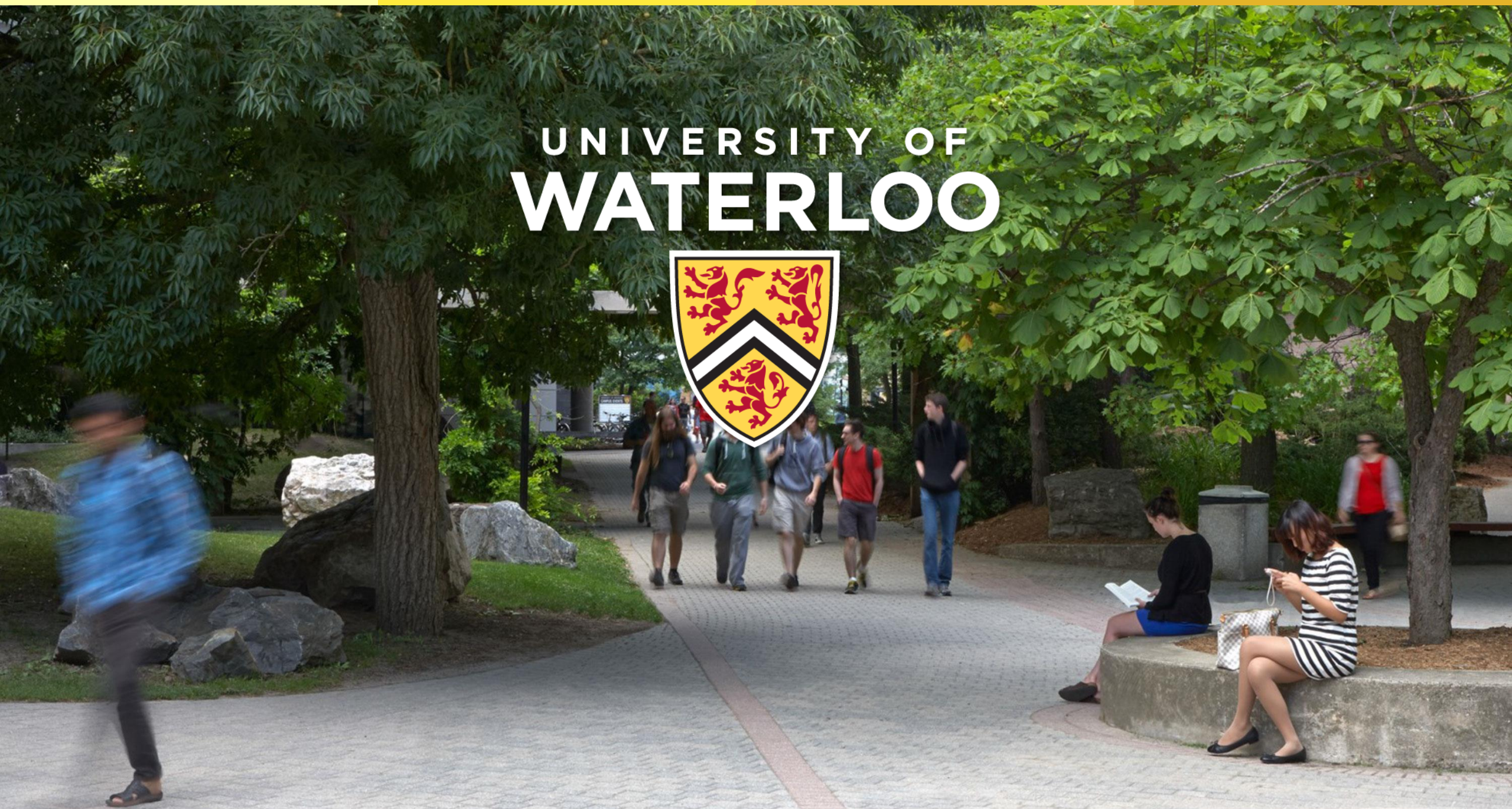
July-Sep 2018

- Complete Nexus mapping
- Determine approach to 2FA
- Complete testing of campus interfaces

Sep 2018

- Provide update regarding impacts, if any

# UNIVERSITY OF WATERLOO



# **APPENDIX**

# SECURITY

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The security of personal data has been top of mind for many campus users.

# Security in the Cloud



- During the RFP process, Workday underwent a thorough security review by IST to ensure that they meet our standards
- UWaterloo data will be hosted in the Workday data centre in Ireland and moved to Canada when they have a data centre here in the next few years
  - Ireland falls under EU data protection policies and has become known for strong protection of data
- Workday mobile apps are also going through security compliance testing