

## George Thomas Jr.

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**From:** Andreas Bohman <abohman@uw.edu>  
**Sent:** Tuesday, January 23, 2024 11:45 AM  
**To:** extended-uwbodc@uw.edu; cabinet@uw.edu  
**Subject:** Evolution in Workday Support at the University of Washington

Dear colleagues,

In 2017, we embarked on a transformative journey with the deployment of Workday HRP. This transformation continues with the deployment of Workday Finance in July. The Integrated Service Center (ISC) and its staff have been critical partners in stabilizing and optimizing Workday during both deployments.

As our experience with Workday matures, so do our operational needs and opportunities. **As leadership of the units that support Workday and related HR and Finance business processes, we are committed to improving the ways we work together to ensure a more intuitive efficient, and integrated Workday experience for all users.** Here are some of the changes we have already shared, as we have worked towards this shared goal:

- In March 2023, the ISC was moved from Finance to UW-IT and ISC Benefits was reintegrated with UWHR Benefits.
- In December 2023, several ISC teams were repositioned within UW-IT, including the HCM Application Management, Financial Application Management, Reporting and Tenant Management teams.
- In coordination with the formation of Finance, Planning and Budgeting (FPB) organization, led by Sarah Norris Hall, Payroll will transition from the ISC to FPB on May 1, 2024.

Our next step in organizational alignment will be to transition the work of the [ISC's Enterprise Workday Services Team and HCM Operations Team to UWHR](#), including frontline customer service for employees seeking assistance with questions that relate to their employment and Workday.

This transition, rooted in collaboration with UWHR, Office of Academic Personnel and Finance, Planning & Budgeting, aims to embed teams performing similar functions together, thereby enhancing efficiencies and fostering an employee-centered service model. The goal is a future-state customer service model that streamlines business processes, alleviates the need for employees to discern if their issue is Workday-related, and prioritizes service standards that emphasize direct contact and prompt resolution.

The transition is planned for May 1. Additional details will be shared with you and the campus community as we get closer to that date. Thanks in advance for your support as we endeavor to improve our work for the greater good.

Sincerely,

**Andreas Bohman**

Vice President for UW Information Technology and CIO

**Sarah Norris Hall**

Senior Vice President and Chief Financial Officer  
Finance, Planning & Budgeting

**Mindy Kornberg J.D.**

Vice President for Human Resources

**Fred M. Nafukho, Ph.D.**

Vice Provost for Academic Personnel  
Professor of Management and Organization