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Sent: Friday, March 29, 2024 8:41 AM
To: hrnews@uw.edu; hrcommunityofpractice@uw.edu; uw_isc_academic-partner; uw_isc_additional-approver; uw_isc_chairs-delegate; uw_isc_costing-allocations-coordinator; uw_isc_deans-delegate; uw_isc_hcm-initiate2; uw_isc_hr-partner; uw_isc_i9-coordinator; uw_isc_time-absence-initiate
Subject: [HRCommunityofPractice] Important: May 1 ISC Transition Update
Attachments: Untitled attachment 00003.txt

Dear Workday HCM Security Role Holders and HR Administrators,

As we continue to evolve and improve Workday HCM support to better serve the UW community, we are excited to share an important update regarding the transition of HR and payroll Workday support services.

What's changing on May 1?

While the ISC concept and brand will no longer exist in its current form, the support and guidance that you have relied upon within the ISC for payroll and HR support are transitioning to be closer to the business owners which the system serves. Payroll will move to Finance, Planning and Budgeting while HCM and the frontline Employee Workday Services team move to UWHR. This strategic shift is aimed at enhancing efficiencies and ensuring that support is more closely aligned with operational needs.

Communication tools:

We understand the importance of clear and accessible communication channels. Rest assured; the communication tools you depend on will remain in place:

- The ISC website will transition to **Employee Workday Help** at workday.uw.edu/employee/help. Redirects will be implemented from the current isc.uw.edu URL, ensuring that you can still find the information you need without interruption.
- The Weekly Digest and the Workday HCM Community of Practice will continue to provide you with the latest updates and insights.
- The ISCHELP@uw.edu email address will be sunset and replaced with three dedicated email addresses to choose from, depending on the nature of their query: [payroll@uw.edu](mailto:PAYROLL@uw.edu), [benefits@uw.edu](mailto:BENEFITS@uw.edu), and [hrhelp@uw.edu](mailto:HRHELP@uw.edu) for questions unrelated to payroll or benefits. This enhancement aligns with UWHR's commitment to an employee-centered customer service philosophy, aiming to provide answers at the first point of contact.

Support options:

All the familiar ISC options for seeking assistance will remain available, including the Contact Us form, live chat, email, and phone support. The Named Support Contact model will also continue, ensuring that your Tier 2 contacts remain unchanged.

What we need from you:

In preparation for this transition, we need your assistance in updating any department-level information that references the ISC. Please be ready to update these materials with the new name (Employee Workday Help) and URL (workday.uw.edu/employee/help), directing people to the Contact Us form < link: <https://workday.uw.edu/employee/help/contact-us/netid/>> for the quickest resolution to inquiries.

Looking ahead:

In April, we will place "coming soon" change notices on the ISC website and share news of the upcoming change with all employees through the UW Insider.

Thank you for your continued dedication and support as we work together to enhance our Workday HCM experience. We appreciate your patience and look forward to your partnership as we move into process improvement this summer.

Sincerely,
Jessica Bertram
Vice president for University Business Services

Mindy Kornberg
Vice president for UW Human Resources

Fred M. Nafukho, Ph.D.
Vice Provost for Academic Personnel
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