WORKDAY SUPPORT
TRANSITION UPDATE
MARCH 2024
January leadership decision to evolve Workday ownership and support back to the business owners.

Decision impacts

- ISC staff join new teams within UW-IT, UWHR and FPB.
- ISC name and brand go away.
WHY?

MOVE THE “BUSINESS TO THE BUSINESS”

> UW-IT remains responsible for enterprise system support
> UWHR becomes responsible for supporting Workday end users for HR transactions
> FPB becomes responsible for supporting Workday end users for payroll transactions
INTEGRATION TIMELINE

MID JAN/FEB
Decision socialization and discovery

MARCH
Imagining the future state

APRIL
Focus on change management

MAY - JUNE
5/1 implementation followed by stabilization

JULY AND BEYOND
Process improvement efforts begin
STAFFING

- ISC stays in UW-IT
  - App & Tenant Mgmt
  - Reporting

- ISC shifts to UWHR
  - Tier 1 (9 fte)
  - HCM (11 fte)
  - Training & Comms (4 FTE)

- ISC shifts to FPB
  - Payroll
  - Dedicated Tier 1 (2 fte)
  - Dedicated HCM (1 fte)
  - Dedicated training & comms (2 fte)
WHAT WILL BE THE SAME?

EFFECTIVE MAY 1

> You’ll get support from the same people as today
> You’ll dial the same phone numbers as today
> You’ll be able to call during the same hours as today
> You’ll see the same website content, and have the same website structure as on the ISC site today
> You’ll use the same “contact us” form, located on the same web page as today...
WHAT ELSE WILL BE THE SAME?

EFFECTIVE MAY 1

- You’ll receive the same Admin’s Corner and Digest emails you receive today
- You’ll be able to use the same Live Chat you use today
- And the HCM / Tier 2 team will partner close with OAP, as they do today
SO, WHAT’S CHANGING?

EFFECTIVE MAY 1

> You’ll reach out for support at different email addresses than you do today
> The URL and branding of the ISC website will be different than it is today
> The EWS / Tier 1 team will split their work, to be closer to the UWHR business than they are today
> And Employment Verification and PSLF requests will be answered within UWHR, which they’re not today