

WORKDAY SUPPORT TRANSITION UPDATE



MARCH 2024

EVOLUTION OF WORKDAY

HCM, BENEFITS AND PAYROLL SUPPORT

> **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

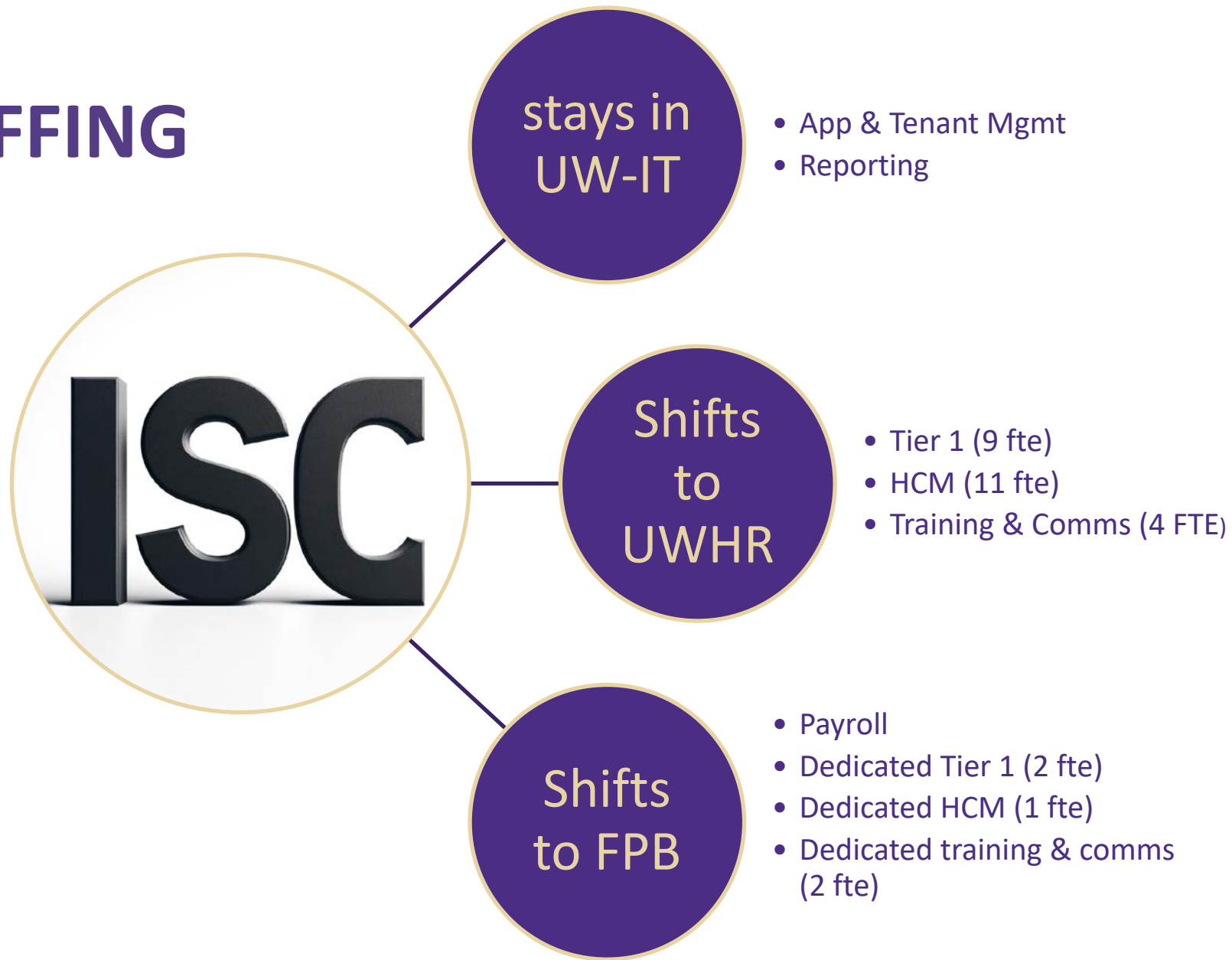
MAY - JUNE

5/1 implementation
followed by
stabilization

**JULY AND
BEYOND**

Process
improvement
efforts begin

STAFFING



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**