

Workday Project One/UA Little Rock Status Summary - University Assembly 04/02/21

Workday Key Milestones and Events:

- Workday Finance and HCM live (July 2020)
- Adaptive Planning live (March 2021)
- Workday HCM Enhancements released monthly
- Workday Learning released (January 2021, previously System office Blackboard)
- Request Workday Security Roles (Procurement) (March 2021)
- Student Implementation Planning began February 2021) First implementation not until 2025

Workday Major Improvement Focus Areas:

- Onboarding (Direct Hires, Pre-hire, Banner-Workday Data interchange)
- Access/Log-in Issues to Workday
- Cost Center Update
- Supervisory Organization
- Security Role Requests

Support Statistics:

Tier 1 - Service Now Tickets (Local to UA Little Rock)

778-Workday ITS Support

574-Workday HCM

497-Workday Finance

Tier 2 - Jira Tickets (escalated from UA Little Rock to Project Team)

986-Jira tickets to the Project One team for multiple issues from ITS, HCM, and Finance.

Workday Student Demo!

Workday will be hosting a half-day session to demo Workday Student for our UA System institutions on April 28. During this session, Workday will highlight customer success stories, demo functionality, and discuss what is on the product roadmap for the future.

Workday Resources: Where to Go for Help!

UA Little Rock Workday Page: You can find training materials, past communications to campus, access Workday Live, test your skills using the Workday training tenant Sandbox and more.

<https://ualr.edu/workday/>

Learning application in Workday Live: You will find Quick Reference Guides, self guided training materials and videos and more.

UASYS INTRANET:

<https://uasys0.sharepoint.com/sites/uasysintranet>

ITS Services (tickets for support from Tier 1):

<https://ualr.edu/itservices/help/>

Functional Area Open office hours:

Budget Office:

Adaptive Planning Open Office Hours with the Budget Office Daily 9:00 am-4:00 pm:

<https://ualr-edu.zoom.us/j/87415499678?pwd=NFVuU2p>

Procurement Services:

Procurement Services Virtual Office Hours the Second Tuesday of every month 1:00 pm-3:00 pm:

<https://zoom.us/j/94566328211#success>