Human Capital Management Innovation Project
Workday

Asked and answered: September 2023

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Core HR

Payroll

1. **Will PeopleSoft employee profiles transfer over so HR can see full employee history, including start date, I-9s, background checks?**

   A limited scope of employee history data will be converted into Workday. For example, not all background checks will be converted, but enough history to confirm if the employee has had a recent check. The start date and other critical service dates will be converted for all employees. Discussions on conversion will continue.

2. **Can employees submit their flexible work arrangements in Workday for a supervisor to approve?**

   Yes. Employee-as-Self can submit a request for flexible work arrangement for approval in Workday; this can also be assigned by the department during staffing transactions — i.e., hire, add job.

3. **Will there still be department codes?**

   SupOrgs, or supervisory organizations, will replace department codes. A manager-specific organizational chart represents Workday supervisory organizations. Supervisory organizations are grouped within an organization to build a hierarchy.

   President Crow sits atop the hierarchy, with executive leadership, colleges, schools, administrative units, etc., represented by their vertical hierarchies down the organization. Supervisory organizations aid in defining key roles responsible for HR transaction processing and approvals — i.e., HR Partner, HR Analyst, Compensation Partner, dean or vice president.

4. **How are supervisory organizations created and submitted?? If they make changes in PeopleSoft now, it will affect their business processes for the next year.**

   The request framework will be used within Workday HCM to request a new supervisory organization after Workday HCM goes live. For conversion, the HCMWI project team will work with individual unit leaders and readiness coordinators to determine activities needed within PeopleSoft and those that need to be completed outside of PeopleSoft as part of the conversion process.

5. **Will we continue to be able to submit spreadsheets of large data to Workday — i.e., PTRs for TSNs and TECs?**

   We can load Enterprise Interface Builders spreadsheets into Workday for key mass transactions. These must go through Business and Finance Information Technology to be loaded by an Administrator.

6. **Will employees be able to add a preferred name versus a legal name, including pronouns? Example: I had a situation where an employee was upset when a report pulled their legal name.**

   Yes. Employees can update their preferred name and retain a legal name. They will also be able to update their pronouns. Reports may still reference legal names depending on the report, its use and how it is created.

   The employee's name will display as their preferred name on their worker profile in Workday and will appear in search results, although you can still search for their legal name.

7. **Will Workday HCM be able to hide or remove non-active records — i.e., can we have 12 records for one employee?**

   There will only be one record per person in Workday. Suppose they have alternate records, such as a previous student or external committee member. In that case, they will be merged into their most current active record, so there is no need to inactivate old identities.

8. **Will Campus Solutions exist post-Workday HCM go-live?**

   Yes.

9. **Do department codes need to change if position attributes are correct?**

   A position must belong to its proper supervisory organization and should report to its proper manager. It would need to change if it does not.

10. **What will sabbaticals look like in Workday HCM?**

    They will be processed as a paid leave of absence for reasons like PeopleSoft today. The request process is still in design — more to come later.

11. **What will processing look like for courtesy affiliates?**

    Those sub-affiliates who need access to — or to be reported in — Workday HCM will be considered contingent workers in Workday HCM. If a sub-affiliation category does not need Workday HCM access or reportability, it will remain a sub-affiliate in PeopleSoft Campus Solutions.

    Note: Positions and job profiles are required for contingent workers and ongoing maintenance.

12. **How will approvals be done in Workday HCM when someone in another unit needs to approve a hire?**

    The supervisory organization and its assigned security groups determine the approver for the transaction. If the intended approver is neither in the supervisory organization nor assigned a role within the supervisory organization to be an approver, the approver will not receive the routing.

13. **Is there an option to mass change position attributes — i.e., faculty associates who can only work .4 FTE at a time? Current state is to be manually manipulated because of different sessions during the academic year. Will the system do this automatically, or will we have to manually manipulate the system?**

    Mass changes from a spreadsheet are possible within Workday HCM by submitting an Enterprise Interface Builder request. Business and Finance Information Technology are administrators for Workday HCM and can process changes in bulk. Regarding whether Workday HCM can do it automatically — most likely not since it would require definitive rules and conditions to make the automatic change.

14. During testing, will there be parallel testing and when?

Payroll parallel planning will begin in early 2024, and testing will begin in August 2024.

15. Can the out-of-state approval process be added to an individual's record in Workday HCM with notifications for expiration?

We are still considering this; Core HR and Payroll functional teams will look for a solution.

16. Can the flexwork program approval process be streamlined in Workday HCM from the employee completing the form, supervisor approval and dean approval? Can the employee select in-office versus remote days in a calendar in Workday HCM?

We are still awaiting a decision on implementing the flexwork program document into a Workday HCM business process. Employee as Self can submit a Request Flexible Work Arrangement for approval in Workday. The department can also assign this during staffing transactions — Hire, Add Job.

Employees cannot select in-office versus remote days in a calendar because Workday HCM does not have that functionality.

Benefits

1. Will there be notifications to alert people of issues with benefits during the hiring process from Workday to Employee and HR?

Benefits events will be automated within Workday HCM, including hire and change job events, open enrollment and life events. Document attachments and workflow approvals will be leveraged for benefits events processing.

Workday HCM offers the ability to generate specific notifications and provides visibility to the employee and HR Benefits on where a specific benefits event is at any point in the process. Identifying the types of notifications to be used and their content is ongoing.

Compensation

1. **Will there be any policy changes regarding subsidies? For example: Not just a phone subsidy, but a tech subsidy. 5% of workforces are remote using personal internet.**

   The HCMWI project scope does not currently include an evaluation of subsidies as a policy. Workday HCM does provide the ability to align our HCM system with current policies. Additionally, Workday provides the ability to adapt if there are changes to future policy. Regarding tech subsidy specifically, Workday HCM will have categories for cell phones and additional devices.

2. **Is there a solution for large numbers of PTRs for student worker salary increases?**

   We can load Enterprise Interface Builders spreadsheets into Workday for key mass transactions. These will need to go through BFIT to be loaded by an Administrator.

3. **Will it be possible to upload documentation, such as contracts, when supplemental pay is processed?**

   Yes, attachments will be optional for supplemental pay in Workday.

4. **What does the business process for supplemental pay look like?**

   The term supplemental pay in PeopleSoft equates to an allowance, a One-Time Payment or Period Activity Pay, depending on the nature of the compensation. The compensation business process to initiate this request can be included as a standalone or in conjunction with another type of HR transaction as a subprocess. Our training and communication to the ASU community will clarify this.

5. **Will auto-generated pay increase letters be available in Workday?**

   The decision for auto-generated notifications is still ongoing.

Security

1. **How are security roles assigned to someone when someone who has access is no longer with ASU?**

   Security roles are primarily role-based, meaning they will be assigned to a position and inherited by the employee sitting in the position. When an employee is hired, adds a job or changes jobs, they may inherit new security. Employees automatically lose their security when they end a job or are terminated. At this point, there will also be tasks for security partners to review if security roles need to be reviewed and if tasks need to be reassigned when this employee terminates from the position.

Employee experience

Employee experience

1. **Will there be notifications for issues with different requirements throughout the hire from Workday HCM to Employee and HR — i.e., I-9 and background checks?**

   Yes. Notifications will not be in the final state until go-live. Adjudication Core HR could connect with the hiring manager.

2. **Since Workday HCM makes weekly changes, will there be a webpage about what is new and what has changed?**

   Workday introduces large changes twice a year. Those will be provided to ASU administrators in advance, with time to analyze, test and communicate to the university community.

   Weekly changes are reserved for break fixes, tax updates and items that must be done weekly.

3. **Will there be an employee chat feature — i.e., employees asking why a paycheck was off, tech subsidy questions, etc.?**

   No. ASU will continue to leverage current employee or customer support mechanisms in place.

4. **Will it be possible to send reminders to staff about different tasks, such as Workday Check-Ins, previously known as CareerEdge conversations?**

   Yes, reminders for Check-Ins. Employees will be notified when a check-in is available.

5. **Will we still need to upload backup — i.e., signed offer letters – or will this all be handled electronically through Workday?**

   Offer letters will now be stored on the Employee Profile in Workday.

Recruiting

1. **Will faculty hiring be part of Workday HCM?**

   No, that will still be done in Interfolio, as will faculty associate recruitment. These recruitments will be brought into Workday after the candidate has been selected, and an offer has been extended and accepted. At this point the Background Check and remaining Hire process will be completed in Workday.

2. **Is Brassring Kenexa going away?**

   Yes. Workday HCM will replace recruiting functionalities.

3. **What is the recommended approach for a unit hiring hundreds of students — RA/TA/GSA/hourly — each semester?**

   Job Management supervisory orgs allow for flexible/mass hiring without the need to create individual positions.

Talent

1. **Will Workday have reports on who has and hasn't done Workday Check-Ins — Previously known as CareerEdge Conversations?**

   Yes.

Learning

1. **Will Workday Learning allow us to give access to someone who is not an employee — i.e., volunteers?**

   Yes, Workday Learning allows contingent workers — volunteers, consultants, third-party contractors, etc. — access to learning modules.

2. **Will Workday have reports on who has and hasn't done different training?**

   The dashboard will remain. All employees will have access to the dashboard, and managers will have access to reports.

Payroll

Payroll

1. **Will foundation workers be able to evaluate and approve timesheets?**

   No. Foundation workers are contingent workers and will not be managers in Workday.

2. **What is the approval process for payroll? If the payroll approver is out of office, who will approve the payroll?**

   There will be an ability to delegate approvals for time. For other business processes, we are working on other approvals.

3. **Where is the go-live in the pay period?**

   We are going live for the first pay period, effective January 2025.

4. **Will payroll approvers have to submit or approve payroll on the weekends?**

   The payroll deadlines will not change.

5. **If they have an error in payroll reconciliation, is the process easier to fix?**

   This process is currently still being evaluated.

6. **Will employees be able to click on the paystub and see what contracts the pay is for?**

   The payslips will not change for what users see in PeopleSoft today.

7. **Federal work study: Is there a way for us to see positions that a student has to ensure that funds are being done correctly?**

   This is still being worked on — more information to come.

8. **Payroll redistribution is done a lot, especially grants. Can you do it in bulk? We currently have to do it by earnings code, a four-step manual process.**

   No, but we are evaluating how to improve this process upfront so that the need for redistribution is less.

Time reporting

1. **Will there be any improvements regarding shift differential and overtime for call center employees?**

   We are currently working towards an automation process.

2. **Can the Workday time tracking system identify the days an employee works in-office versus remotely?**

   This time tracking functionality does not exist in Workday HCM. However, it can be done in Workday Scheduling if units want to use scheduling.

3. **Will employees be able to submit time for specific grants or projects — student workers or faculty?**

   No, only select time by working title or position.

4. **Will time be entered into one system instead of multiple systems?**

   Yes.

5. **Will there be bulk-time approvals?**

   Yes.

Analytics and report writing

Analytics and report writing

1. **Will there be a way to compare employee salaries, experience, and performance — Edge Conversations — across the university?**

   Yes, specific users will have access to this university-wide information.

2. **Will there be access to historical snapshots without being a data person? For example: This day, five years ago, how many people were hired in a year?**

   Yes, Workday HCM will provide a single source for this type of information.

3. **Will there be reports of all the currently used job codes, job families and career paths?**

   Yes.

4. **Will there be reports of the salary history for an individual employee and all unit employees?**

   Yes, Workday HCM will be the single source for salary history reports without the need for other systems.

5. **Can financial and HR data be combined into a single report instead of pulling and joining two reports?**

   Yes. We're tracking how this is accomplished in ASU's current state and feel confident that Workday HCM can provide a single report.

6. **Will there be a legend of all reports and descriptions of what it provides?**

   Yes.

7. **Will there be a central location in Workday HCM for reporting?**

   Reports are a central feature. You can search "Standard Reports" for a list of out-of-the-box reports and "All Custom Reports" for a repository of all custom report solutions in Workday HCM.

8. **Will there be a pay report for individuals that identifies the amounts for base pay, supplemental pay, admin stipend, etc.? For example: When they run reports right now, some supplemental pay comes through as regular in the reports.**

   Yes. There are a few options to accomplish this via Workday Delivered Report Solutions.

9. **Will Workday have a report for what days most employees are in-person? For example: A dean wants to know the best days to meet.**

   We will consider this need and explore options.

10. **Will there be real-time reporting?**

    Yes. Accessing, pulling and reporting data within Workday HCM will be real-time.

11. **Can time reporting for student workers be specific to their unit?**

    Yes.

12. **Will there be a payroll reconciliation report at go-live? This is critical to ensure correct pay, especially to minimize overpayments.**

    Yes.

13. **We can currently search for titles in analytics. What will search look like in the future?**

    There is a global search bar that will allow employees to search for anything they have security to see. This includes:

    - Cost centers.
    - IDs.
    - Legal and referred names.
    - Reports.
    - SupOrgs.
    - Tasks.
    - Titles.

14. **Will reporting be available at go-live?**

    Yes.

15. **What will be the lead time to understand new tables related to the data warehouse?**

    To be determined, but we will explore this soon.

16. **Will existing data tables be converted, or will these be recreated within the Workday HCM system?**

    To be determined. The Data Warehouse will serve the same purpose and maintain HR tables based on analytics and reporting needs not accomplished through Workday.

17. **Will it be possible to pull large data sets at go-live? The current state allows them to be customized in the BIS desktop.**

    Yes.

18. **Will the current HR Analytics dashboards still be available after Workday HCM is implemented?**

    Yes. Please email the HCMWI project team about the HR Analytics dashboards in question.

19. Can members of different units participate in analytics meetings?

Yes. We are considering something like open office hours or unit-specific analytic meetings.

20. Can units provide a list of critical reports and data tables they use to share with the project team?

Yes, but this should have already happened. Please email the HCMWI project team to inquire whether we have captured them in our inventory.

Technical

Technical

1. **What systems will be integrated with Workday?**

   The HCMWI project includes Integrations and Supplemental Systems Remediation workstreams. There are currently 72 integrations in the project scope, which include data outbound and inbound from ASU with external vendors like financial services and benefit providers, as well as internal ASU units like parking, the Sun Card office and the Concur travel system.

   SRs are ASU systems that may be impacted by the switch from PeopleSoft to Workday HCM. Currently, there are 32 SSRs in scope, including systems like PeopleSoft Campus Solutions, the data warehouse and ISAAC. Ultimately, if a system integrates with PeopleSoft HR, the project is working to transition that integration to Workday HCM.

2. **Will there be cloud storage for documentation for sustainability purposes? Will there be the option to upload documentation with each business process? For example: Having the ability to pull the documentation during an audit.**

   Attachments can be added to Workday HCM processes as they are currently in Workday FMS.

3. **Can documentation be routed, securely stored, have proper security certificates and meet confidentiality needs?**

   Attachments will be routed and secured in Workday HCM processes as they are currently in Workday FMS.

4. **Can departments create a supervisory organization?**

   The Request framework will be used within Workday HCM to request a new SupOrg. Departments will not be able to create their own. Only BFIT administrators can create a SupOrg.

5. **What will be the access to the history of PeopleSoft data post-go-live?**

   There will be a view-only mode of PeopleSoft post-go-live. How long this will be available is to be determined.

Organizational change management

1. **Will the project train supervisors, or is this task all on the readiness coordinators?**

   The organizational change management team is currently in the process of creating its training strategy plan.

2. **Will unit IT departments get involved?**

   To be determined.

3. **How thorough is pilot testing going to be?**

   The HCMWI project will conduct multiple testing cycles, including:
   - End-to-end testing.
   - Module testing.
   - Payroll parallel testing.
   - Production dress rehearsal.

These test cycles will ensure that the new system is ready to meet ASU business requirements and the needs of the ASU community at go-live.

4. **Will there be open office hours?**

   To be determined. However, there will be support after Workday HCM goes live.

5. **Will there be training for new hires after go-live? Who will maintain training and updates after go-live? Who will own the training between the unit and the project team now? Their preference is modules that are task by task instead of a how-to guide.**

   There will be support after go-live. The organizational change management team is currently in the process of creating its training strategy plan.