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**Change Agent Network
Monthly Meeting
February 2023**



What questions did your colleagues have?

(feel free to put your answer in the chat)

Agenda

- Why Workday
- Business Process
- Manager Self-Service
- Workday Demo
- Group Activity: Elevator Speech
- Key Messages, Next Steps, & Questions

Why Workday?



GVSU conducted an [ERP review](#) in 2020 & 2021 and determined that Workday was the solution that best meets our future needs. Main considerations for moving to Workday include:

- **Usability:** A simplified user experience that provides more effective workflows and access to data
- **Technology Simplification:** Consolidation of separate systems that eliminates unnecessary costs and support demands
- **Innovation:** Modern cloud technology that provides a foundation to meet the modern digital experience expectations of the GVSU community

Why Workday?

Ben Rapin

Associate Vice President and Chief Technology Officer

Workday Role: Project Champion, IT Department Sponsor

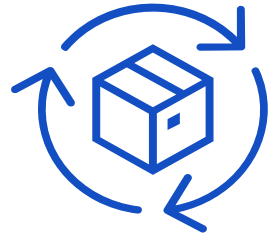


What is a Business Process (BP)?

- BPs are the **framework** for Workday functionality
- BPs **define the processes**, steps, roles, and conditional rules for performing functions in Workday
- BPs simplify **customization of work-flows** to meet the unique needs of the university
- **Example BPs:** expense report event, close job requisition, change benefits for life event, accounting journal event

Workday teams have been building BPs since the fall. What's Next?

- Unit Testing (March – April)
- Change Impact Assessment (starts in March)
- Customer Confirmation Sessions (late April – early May)
- End-to-End Testing (June – August)



Manager Self-Service

- My Team application will allow you to access pertinent information about employees who report directly and indirectly to you
- Tasks needing your attention will come into your Workday My Tasks

BPs:

- Approve employees' time entries and vacation requests
- Approve employees' expense reports
- Submit a 'job change' for an employee to make changes to hours, etc.



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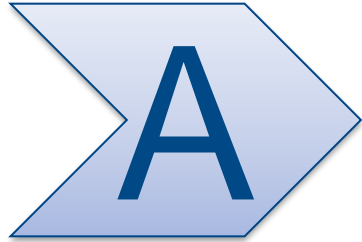
**Workday
Manager Self-Service
Demo**



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**What do you think of
Manager Self-Service?**

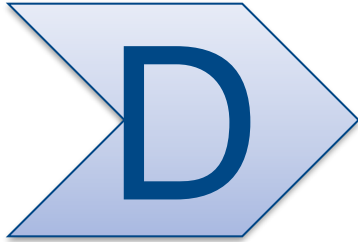
Change Management Approach: ADKAR



AWARENESS

...of the need
for the change

**I understand
why**



DESIRE

...to
participate
and support
the change

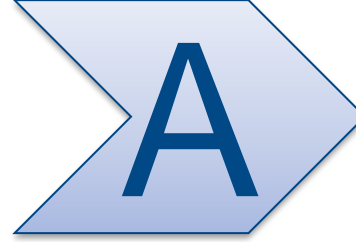
**I have
decided to**



KNOWLEDGE

...of how to
change

I know how to



ABILITY

...to
implement
required skills
and behaviors

I am able to



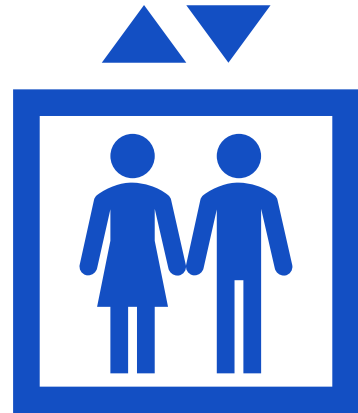
REINFORCEMENT

...to sustain
the change

**I will
continue to**

What is an Elevator Speech?

- Marketing communication adapted to the project
- Features of the pitch:
 - Focused on the compelling reason for Workday
 - Calls out process improvement and efficiency
 - Brief! But with short declarative sentences
 - Multiple versions for different uses/audiences
 - Adaptable
 - Immediately useful



Elevator Speech Structure

What's going to change?

- Finance/HR Activities, Cloud, Access, Reporting...

Why are we doing it?

- The business case
- WIIFMs (What's In It For Me?)
- Efficiency, Modernization, Stability, Security, Usability...

When will I need to get involved?

- Now – Communications
- Fall – Training
- Jan 2024 – Go-live!

Take-Away: Elevator Speech

We are in the Awareness Phase
of the Change Process

Information will be
more detailed in
later phases

Look for opportunities
to give elevator speech

Help build ownership

Gather information
and feedback
from colleagues

Key Messages

Manager Self-Service

- Workday defines “Manager” as anyone with at least one direct report
- Manager Self-Service is a Workday functionality that allows managers the ability to:
 - Approve employees’ time entries and vacation requests
 - Approve employees’ expense reports
 - Submit a ‘job change’ for an employee to make changes to hours, etc.
- More user friendly than Banner Self-Service and Concur
- All within Workday
- Accessible via desktop or mobile device



Next Steps

- Review follow-up email
 - Elevator speech, info sheets
- Review the monthly Workday newsletter
- Share key messages at team meetings, etc.
- Collect any questions from colleagues
- Next meeting:
 - March 8 & 9
 - Two Zoom options



Questions?



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Appendix

What areas are changing?

Finance

- Banking & Settlement
- Budgets
- Business Assets
- Customers / Billings
- Expenses
- Endowments
- Financial Accounting
- Foundation Data Model (FDM)
- Grants
- Procurement
- Projects
- Supplier Accounts / Accounts Payable

Human Resources

- Absence
- Benefits
- Compensation
- Human Capital Management (HCM)
- Payroll
- Recruiting
- Talent Management
- Time Tracking

There may also be changes related to data management, reports, and security.