

Workday Support Network



February 2017





Agenda

Objectives

- Share Job Aid and FAQ updates
- Where to Go for Answers to Your Questions
- Phishing Emails
- Project Timeline
- Gather Feedback about Workday from Your Network

What we ask of you

- Give us feedback from the district and about the WDSN meetings
- Pass pertinent information along to your colleagues
- Respond to the survey



Easy Access to Job Aids and Training Materials

The screenshot displays the Workday user interface. At the top, there is a navigation bar with a home icon, a search bar, the Workday logo, and the user's name 'Brenda Robinson (C00024)[C]' next to a cloud icon. Below the navigation bar is a 'Home' section with three main cards: 'Welcome to a brand new 'workday' at CMS...' with a 'View More' link, 'Job Aids' with a 'Job Aids' link, and 'Workday FAQs' with a 'Workday FAQs' link. Below these cards is a grid of eight circular icons representing different functional areas: 'Inbox' (document icon), 'Dashboards' (bar and pie chart icon), 'Personal Information' (ID card icon), 'Recruiting Dashboard' (document with magnifying glass icon), and four other icons representing documents, a calendar, people, and a rocket.

Recent Updates: Job Aid Updates, FAQ Updates



Need Help: Contact the Help Desk 216-838-0440

Employee Question/Issue

- Pay rate, pay grade
- Years of service
- Exempt, non-exempt status (FLSA)
- Paycheck incorrect, deduction change
- Prior years W2's, paycheck inquiries
- Pay Card change, Direct deposit change
- Vacation & Sick balance, & vacation payout inquiries
- Timekeeper assignment
- Time worked input, corrections
- Time off input, corrections (e.g. sick, vacation, special privilege)
- Retirement, 403B, deferred compensation inquiries
- Med, dental, vision, dependents, beneficiaries
- Leave of absence (e.g. medical, maternity, military) inquiries
- Job postings, candidates
- Org. reporting structure, manager/supervisor incorrect, direct reports changes
- Job title change, Job/work location change
- Job requisition
- Integration error (e.g. Time Clock)
- Employee badge error, unable to clock in/out
- Workday login/logout (not password reset, not PC equip.)
- Report inquiries



Be on Alert: Do Not Respond to Phishing Emails

From: HR-Info Office<updatedigest@clevelandmetroschools.org> [<mailto:rileyc@matc.edu>]
Sent: Monday, January 09, 2017 9:07 AM
Subject: Clevelandmetroschools.org 2017

Dear user,

Your self service portal is scheduled for maintenance.You are advised to login to your portal within 48hrs to keep you active in the system.

If you do not login within 48hrs, you will be locked out of all services provided.

[Click here to login](#)

This message, including any attachments, may contain information which is confidential and privileged. Unless you are the addressee (or authorized to receive for the addressee), you may not read, use, copy or disclose to anyone the message, its attachments, or any information contained therein. If you have received the message in error, please advise the sender by reply e-mail and delete the message and any attachments.



Coming Soon

2nd Readiness Assessment

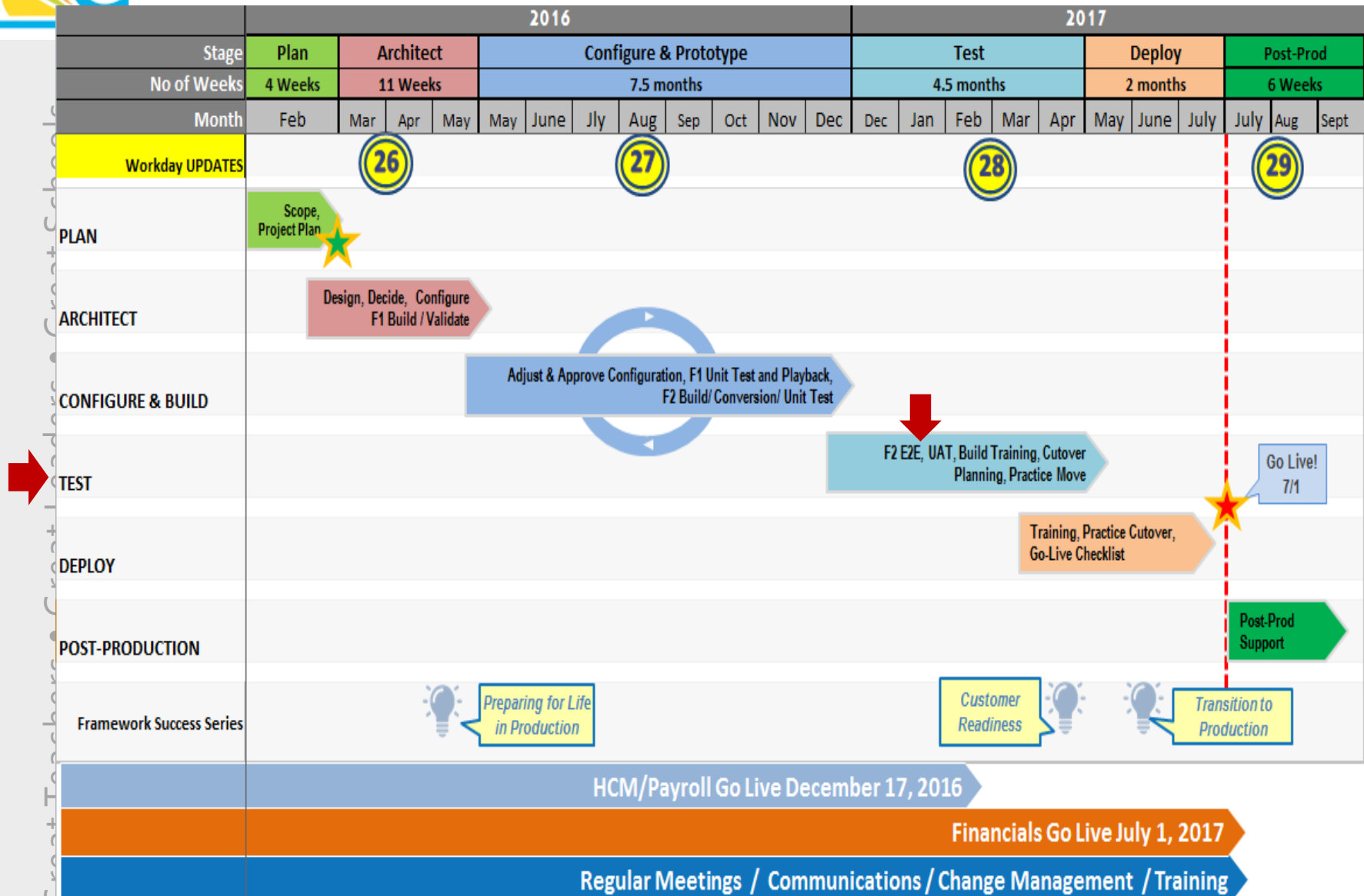
- To be sent out week of March 6, 2017
- Open until week of March 16, 2017

Focus on:

- Workday experience
- Communication
- Lessons Learned

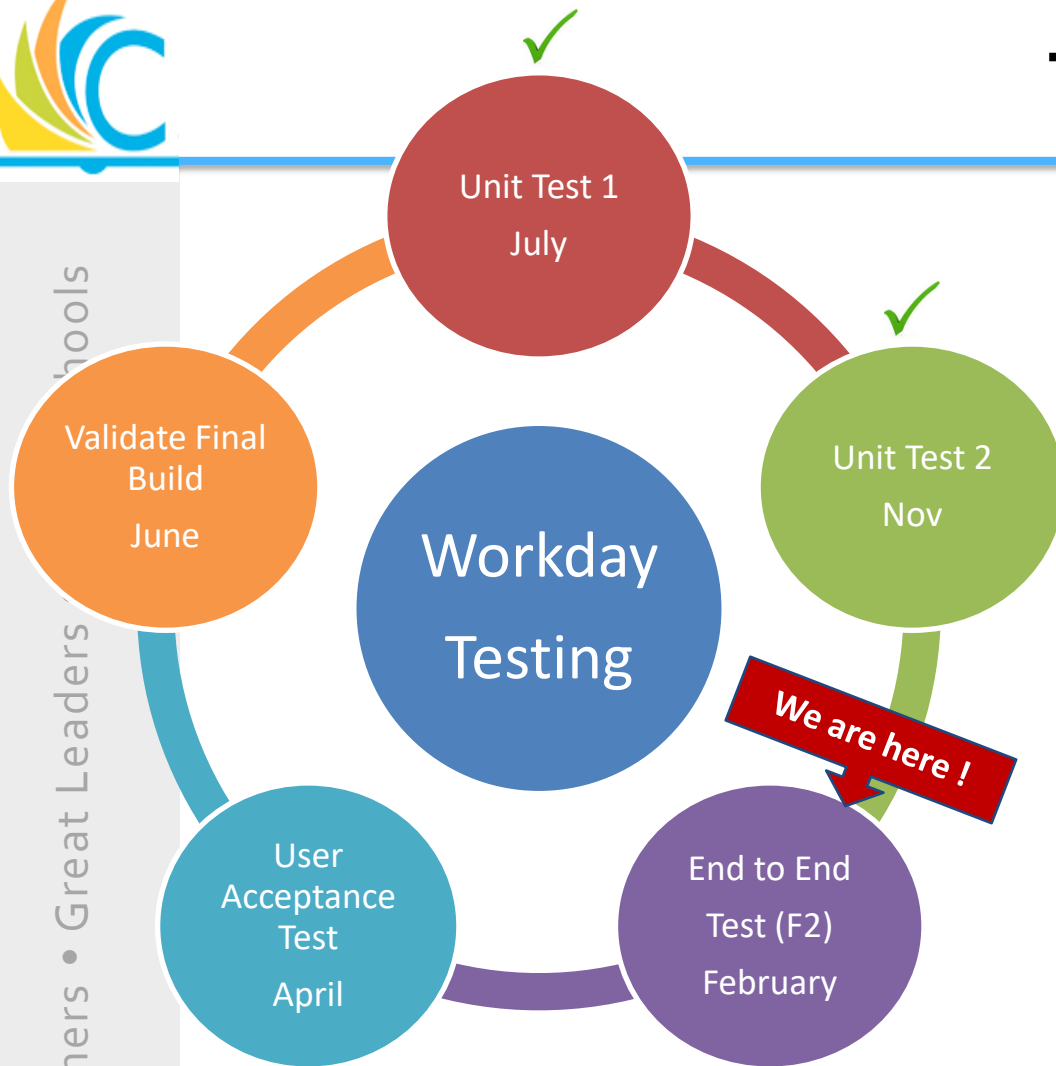


High Level Timeline





Test Stage | Objectives



- Successful Completion of all Test Scenarios (“Pass” status)
- Validate End to End process flow
- Validate FDM & Worktag values
- Validate Configuration
- Validate Business Processes & Approval Routings
- Validate Converted data
- Finalize Security access & User assignment
- Execute Integration Test
- Test Reports

Test flow of end-to-end processes between multiple functions
and 3rd party integrations



Feedback

- We want your feedback
- Share what you're hearing from your network
 - Questions
 - Concerns
 - Suggestions



Your Role in Deploying Workday

- *Workday Support Model*

- *November 1, 2016*





Next Steps

- Share the information in this presentation with your network
- Continue to direct your network to the Workday Job Aids and FAQs
- Continue to provide support to your network
- Send us feedback