

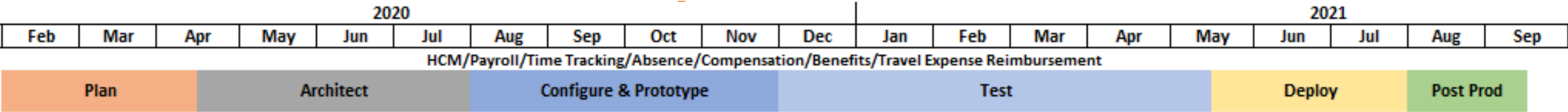
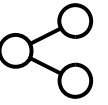


Iowa WorkSmart Project October 2020 Update



WorkSmart Status

Phase 1 – Human Capital Management (HCM)



HCM Go-Live

The HCM project team is focused on the E2E tenant build and preparing for E2E testing.

O C T O B E R 2 0 2 0

- ✓ WorkSmart Project was launched
- ✓ WorkSmart Team received Workday training
- ✓ Foundation tenant was built

- ✓ Design workshops were held
- ✓ Configuration workbooks were approved
- ✓ Configuration tenant was built

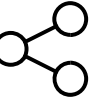
- ✓ Customer Confirmation Sessions (CCS) were held week of August 17
- Unit testing is wrapping up
- ✓ End to End (E2E) tenant is being built
- E2E test scenarios are being created

What is CCS? Series of meetings where project leads previewed the initial prototype of Iowa's HCM system, demonstrating high-level functionality and business processes.

What is Unit Testing? It's when all functionality and each business process is tested independent of integrations.

What is E2E Testing? It's when testers validate that a process works from initiation through approval, with business processes configured and integrations turned on.

Workday Terminology



An **application** refers to the combination of dashboards and worklets that a user can use to take actions, view analytics, and view custom reports, all within configured and pre-configured Workday applications.

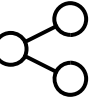
Notifications refer to a section for notices of completed business processes.

Tasks are actions a worker must take in a business process. Tasks may be reassigned or delegated. Workers are notified of tasks by either Notifications or Workday Inbox Alerts (not to be confused with your Email Inbox).

To-dos are reminders that appear in the Workday Inbox, indicating the need to complete parts of a business process before the workflow can go to the next step.

A **worklet** is an icon on the Workday homepage that provides access to groups of related tasks and is used to organize tasks and reports by functional areas.

Communications



For Leaders...

- HCM/FIN BPIC Meeting: October 22
- Steering Committee Meeting: November 5
- Bi-monthly Sponsor emails to Directors

For Managers and Supervisors ...

- Manager / Supervisor Communication: November

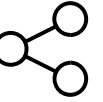
For Targeted Audiences...

- Customer Confirmation Session Questions and Answers
- FIN Accounts Receivable Survey
- FIN FDM Data Validation Communication and Training

For everyone...

- *Smart Talk* bulletin
- HRExpress newsletter
- Fact Sheets
- Testimonials (coming soon!)
- Website WorkSmart.iowa.gov

Steering Committee

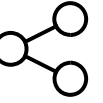


- Administrative Services
 - Agriculture
 - Auditor
 - Blind
 - Chief Information Office
 - College Student Aid
 - Commerce – Alcoholic Beverages
 - Commerce – Credit Union
 - Commerce – Insurance
 - Corrections
 - Cultural Affairs
 - Economic Development
 - Education
 - Finance Authority
 - Governor’s Office
 - Homeland Security
 - Human Rights
 - Human Services
 - Inspection and Appeals
 - Iowa PBS
 - Iowa Veteran’s Home
 - IPERS
 - Judicial Legislative Services
 - Management
 - Natural Resources
 - Public Defense
 - Public Health
 - Public Safety
 - Revenue
 - Secretary of State
 - Treasurer of State
 - Vocational Rehabilitation
 - Workforce Development
- ✓ **Ensures Stakeholders are Aware of Project Status and Progress**
 - ✓ **Supports Business Process Improvements**

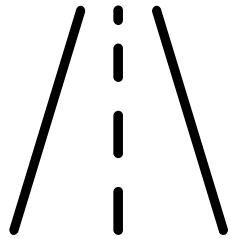
Business Process Improvement Committee (BPIC)

- Administrative Services
 - Chief Information Office
 - Corrections
 - Finance Authority
 - Human Services
 - Judicial
 - Legislative House
 - Legislative Senate
 - Legislative Services
 - Management
 - Natural Resources
 - Public Health
 - Public Safety
 - Transportation (Advisory)
 - Treasury of State
 - Vocational Rehabilitation
 - Workforce Development
- ✓ **Uses Knowledge of Current Business Processes to Champion a Culture of Business Process Improvement**
 - ✓ **Makes Decisions Regarding Business Process Changes**
 - ✓ **Ensures Business Process and Configuration Decisions are Aligned with Best Practices (when not Bound by Statutory Requirements)**

Readiness



Happening Now



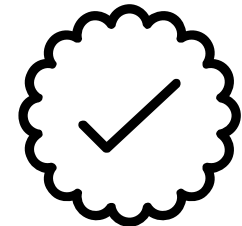
On the (virtual) road again with Virtual Roadshows!

The OCM team is reaching out to schedule WorkSmart Virtual Roadshows for agency leadership.

BE PREPARED TO SCHEDULE A MEETING FOR YOUR AGENCY'S LEADERSHIP

Surveys and Interviews

More than 1,200 employees across the State were randomly selected to participate in an online survey. Dozens of employees have been engaged in interviews. All to be sure that the WorkSmart Team understands the stakeholder groups impacted by upcoming changes.



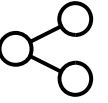
Coming Up



Policy and Procedure Reviews



Post Go-Live Support Planning



HCM Highlights



CORE HCM / COMPENSATION

- Self-Service: Able to update personal info & contact information online
- Access to data real-time
- Able to see total compensation package

TIME TRACKING/ ABSENCE MANAGEMENT

- All-in-one time reporting, leave requests, approvals, accrual calculations, leave balance all in Workday (official system of record)
- Self-Service: Able to complete timesheets online
- Check & request time off using a smart calendar from any device

BENEFITS

- Paper-free processes including online enrollment for all benefits & deferred compensation
- Self-Service: Able to update beneficiaries online
- Retiree benefits in Workday

PAYROLL

- Pay statements, W-2s & payroll information available online in one system
- Self-Service: Able to manage direct deposit accounts online & split paychecks between multiple accounts

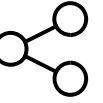
TRAVEL EXPENSE REIMBURSE

- Online travel requests: In-State/Out-State/International, expense reporting & submission
- Self-Service: Able to submit travel receipts online

SECURITY / REPORTING

- User account access & permissions determined by role
- Online workflows provide security, efficiency
- Introduction of real-time reporting capabilities

Training



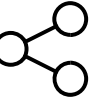
The training team is at work gathering information about stakeholder groups, change impacts, and options for training delivery.

The team is completing an audience analysis and putting together the training curriculum, which establishes learning goals, outlines the courses and materials that will be utilized, and plans the sequence of content to be provided to each stakeholder group.

TRAINING METHODS

Method	Description
Virtual Instructor Led Course	Instructor Led Training (ILT) delivered via Zoom with moderated breakout sessions and activities
Job Aid	Instructional step by step guides with screenshots
Smart Guides	Typically shorter in length than Job Aid, but also designed to provide step by step guidance for new functionality
eLearning	Robust web-based blended learning where concepts are presented, learners have an opportunity for hands-on application, and knowledge checks are scored
Webinar	Presentation with Question and Answer option delivered via Zoom, limited interaction with attendees
Video Tutorial	Short videos demonstrating simple processes

Questions?



For questions, please contact your organization's Change Agent
or

Visit the website at: WorkSmart.iowa.gov

To locate your Change Agent, please go to the [Change Agent Directory](#).