

Service Group Scope of Work

1. Actively participate in the training portfolio for service group teams which is structured around developing competencies in team-based skills, analytical and creative thinking, business process workflow, metrics development and Workday language & structure
2. Create a common core of business requirements that will assist with the simplification and development of common processes and services from end-to-end
 - Use subject matter experts outside the Service Group to create understanding of all systems involved in providing the service
 - Ensure that the business requirements meet at least 80% of the collective user's needs
 - Articulate the idiosyncrasies; which requirements need to be met and where the compromises will be; formulate recommendations about how to handle the 20% of requirements that are not met
3. Review materials prepared by Workday Workstream teams
 - Discovery Session and Pain Points
 - Vision/Plan and Fit Gap Analysis
 - Prototypes for workflow in Workday
4. Understand the Structure of a Workday Business Process and configuration versus customization
5. Conduct facilitated team reviews that evaluate and validate Workday prototype workflows from the end users' perspective and ensures that cross-functional processes are aligned, integrated and make sense for the staff in department business offices and central process owners
6. Evaluate if the services and business processes designed meet the strategic objectives of Workday
7. Develop metrics for the service that are of value to the user related to efficiency, accuracy and quality.
8. Determine if there is measurable improvement in how the new services and processes will work for business offices and central process owners
9. Identify current policies that may complicate/interfere with the proposed delivery of services
10. Provide input into the development of test scenarios and participate in user acceptance testing
11. Prior to the implementation of a significant process change, the Service Group will provide a written evaluation of the proposed service. The evaluation will be

sent to the Business Operations Leadership Team (BOLT), each Vice President with an oversight role for some component of the service, and the Workday Steering team as applicable. Criteria for service evaluation are as follows:

- Is it likely to result in repeatable, high quality outcomes?
- Does it optimally utilize common processes that will work for most?
- Does it make it easier to get work done and harder to make mistakes?
- Will it help to establish an accurate, trusted, and timely reporting environment?
- Will it minimize administrative overhead for faculty and other service users?
- Will it lower operating costs and improve effectiveness?
- Are the number and level of approval steps commensurate with the level of risk associated with the service?

12. Act as subject matter expert and champion for the end-to-end service during deployment

13. Continue to work on improving the service standards, metrics and measurement of the services that interface with but are not included in the Workday project