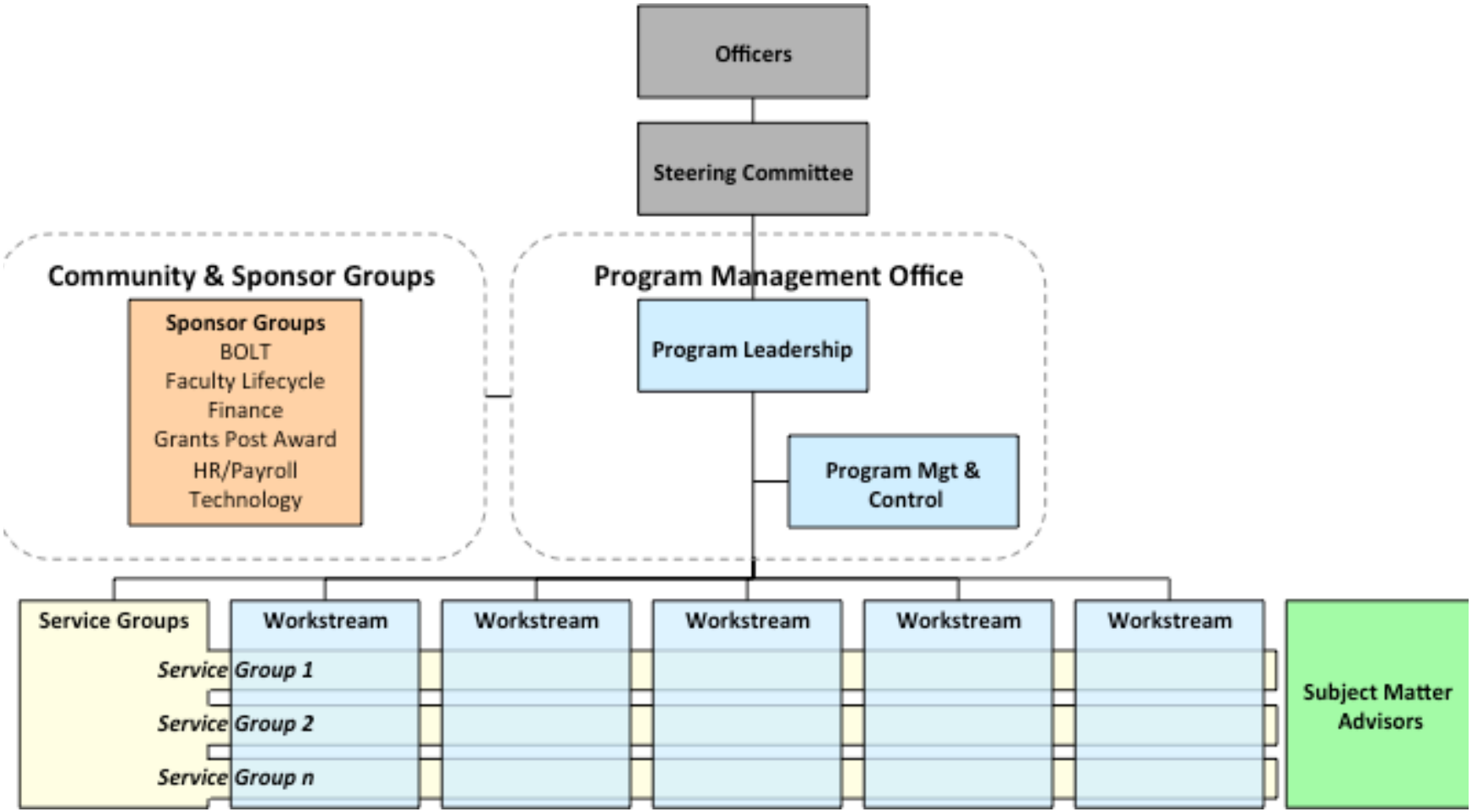
# Service Group Concept

Workday@Yale



# What is a Service Group

- 10-12 Representatives of the University Community from all levels of the organization:
  - Possess subject matter expertise for the specific service
  - Team player with an institutional view and the ability to reach out and represent their peers
- Identify the end to end service including the integration and overlap of processes and systems
- Identify improvements so that the combination of processes results in a high quality service
- Key champions of change for business processes and service changes around and within Workday

# Work of a Service Group

- **Provide meaningful review and feedback on end-to-end services where a piece of the service is affected by the implementation of Workday**
  - **Create a common core of business and service requirements resulting in simplification and standardization that works for at least 80% of the users**
  - **Understand the relationships of the multiple processes**
  - **Propose improvements**
  - **Identify quality measures**
  - **Evaluate & validate Workday prototype workflows**
  - **Assist with implementing changes to services**

# Service Groups

1. **Getting Started at Yale (Onboarding)**
2. **Faculty Recruitment, Appointments and Promotions**
3. **Position & Compensation Management**
4. **Workforce Management** (Supervisor Self Service/Merit/Talent Development)
5. **Hiring Staff**
6. **Student & Temporary Hiring & Life Cycle Management**
7. **Accuracy of Unit Financial Statements** (Labor Distribution/JSA/Monthly Close)
8. **Unit Financial Management**
9. **Purchasing Goods & Services** (External & Internal/ISPs)
10. **Arranging Travel, Business & Special Events** (Expense Management)
11. **Gift & Endowment Stewardship**
12. **Sponsored Awards Management**
13. **Information Delivery**