**YALE UNIVERSITY**

**WORKDAY@YALE FAQ’s**

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**ABOUT WORKDAY FAQ’S**

**WHAT IS WORKDAY?**

Workday is a system used for managing human resources (HR), payroll and finance business processes. Yale currently uses Oracle to manage these business functions, but has chosen to transition to Workday over the next few years. Unlike Yale’s current Oracle software, Workday is delivered in the cloud and leverages a modern technology platform, which will provide Yale greater information accessibility and green sustainability.

**Have other Higher Education institutions implemented Workday?**

Yale is in good company with Brown, USC, Carnegie-Mellon, Cornell and Georgetown and will be joining these schools on Workday’s Higher Education Strategic Advisory Board. This Advisory Board will guide the design and features of the higher education version of Workday.

**What does “ERP” mean and how does it relate to Workday?**

“ERP” is an acronym for “Enterprise Resource Planning” and is a generic industry term for integrated suites of business systems (such as payroll, HR, and finance systems). Currently, Yale’s “ERP” system is Oracle and in the future, it will be Workday.

**When and where can I see Workday?**

Once the project moves beyond working sessions, there will be many opportunities for the Yale community to see and experience Workday. For now you can view a brief video that provides an overview of Workday.

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**GENERAL PROGRAM FAQ’S**

**What is the timeline for implementing the Workday software at Yale?**

The Workday@Yale Program is a multi-year implementation originally launched in July 2013. The Program is currently in the Architect phase and will continue to implement Workday through an iterative approach. HCM/Payroll is expected to go-live in April 2015, followed by Finance in July 2016.

**Who is on the Workday@Yale Program Team?**

The Workday@Yale Program is sponsored by Finance & Business Operations (F&BO) and HR leadership. The Program is advised by a Steering Committee comprised of Yale administrative and academic leaders.

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leadership from the Provost, Information Technology, Human Resources, Finance, Change Leadership, and Business Offices.

The team also includes technical and functional HR, Finance, and Technology experts from throughout Yale, as well as advisors from Deloitte Consulting, our implementation partner. While Yale is leading the Workday@Yale implementation, Deloitte is working alongside us to supplement our Program activities in a variety of areas.

**How will the Yale community be engaged?**

We are and will be engaging the community in many different ways: Focus groups, discovery groups, town halls, lunch & learn sessions as well as our Newsletter and updates posted on the Workday@Yale website.

**What is our strategy for successful implementation of Workday@Yale?**

- Engage the right people in the right way at the right time throughout the Program
- Anticipate “issue areas” early to build respond proactively and appropriately
- Participate in Workday’s “Strategic Advisory Program,” to advance its direction based on Yale’s best interests
- Include members of the Yale community by:
  - Communicating early and often to ensure that Yale faculty and staff are aware of the objectives and implementation status of the Program team, as well as to understand how they can become involved
  - Leveraging community opinions and feedback to shape the Program and improve the overall quality of the implementation

**How will Yale decide what to change in the new system?**

The Program team is facilitating a series of working sessions with representatives from HR, Benefits, Finance, Computing Services and the Yale community (a cross-section of representatives from the academic and business units). Additional subject matter experts (i.e., Recruiting, Legal, ISO, etc.) are providing recommendations as well. The objective of these working sessions is to review Yale’s current operating model across its processes, organizations and technology. Understanding existing challenges in those areas allows us to inform key improvement opportunities to optimize and support the new model.

**Future State FAQ’s**

**What areas will the Workday@Yale Program focus on improving?**

- Replace outdated and rigid systems with a state-of-the-art and configurable system able to support the expanding global campus
- Meet the university’s administrative business needs with a sustainable, less-fragile technology system that is easily learnable
- Reduce required time and financial costs involved in updating, maintaining and repairing current systems
- Implement processes and systems to reduce risk, enhance compliance and allow for audit readiness
- Increase administrative effectiveness and efficiency by simplifying complex processes and streamlining approval requirements

**Will the current Data Warehouse remain?**

The existing Data Warehouse will continue to exist for the foreseeable future. It will serve as the repository for financial data and reports through the implementation of Workday HCM, Payroll and Financials. Post-implementation, the Data Warehouse will likely exist for historical reporting purposes as access to data becomes available directly from Workday. For instances where data needs to be merged from multiple systems, we are investigating alternative ways to consolidate and aggregate data, including new reporting tools such as Tableau and/or QlikView, and the usage of smaller, mission-specific data marts.

**Will business processes be simplified with the Workday implementation?**

Improving our processes is one of the strategic objectives of the Program. Workday will help us to improve and structure our business processes because the system allows only certain ways of doing things. Workday comes with many processes pre-configured and Yale’s integration partner, Deloitte, has a tool called IndustryPrint. This tool contains a set of leading-practice business process flows. Together, these two elements will greatly help us to improve our business processes.

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**Budget FAQ’s**

**Given today’s fiscal climate, why was the decision made to implement Workday today versus three years from now?**

Yale’s current administrative systems are functionally and technically dated, and it is becoming increasingly difficult to adapt these systems to meet today’s business and compliance requirements. Workday offers a simplified service delivery model through packaged solutions and integration tools, as well as the ability to deploy integrations to the Workday Integration Cloud. Workday is also the only unified, global HCM, Payroll and Financial Management solution delivered in the cloud that is designed with the needs of higher education in mind. As the need to update our current systems becomes increasingly urgent, Workday offers the optimal solution to support Yale’s business processes and requirements.