



UAT Pre-Read

Workday @ Yale

April, 2017

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Workday@Yale objectives

Simplify and
standardize
processes

Make it easier
to get work
done
and harder
to make
mistakes

Minimize
administrative
work for
faculty,
students
and staff

Lower
operating
costs and
improve
effectiveness

Provide
accurate,
trusted,
and timely
reporting

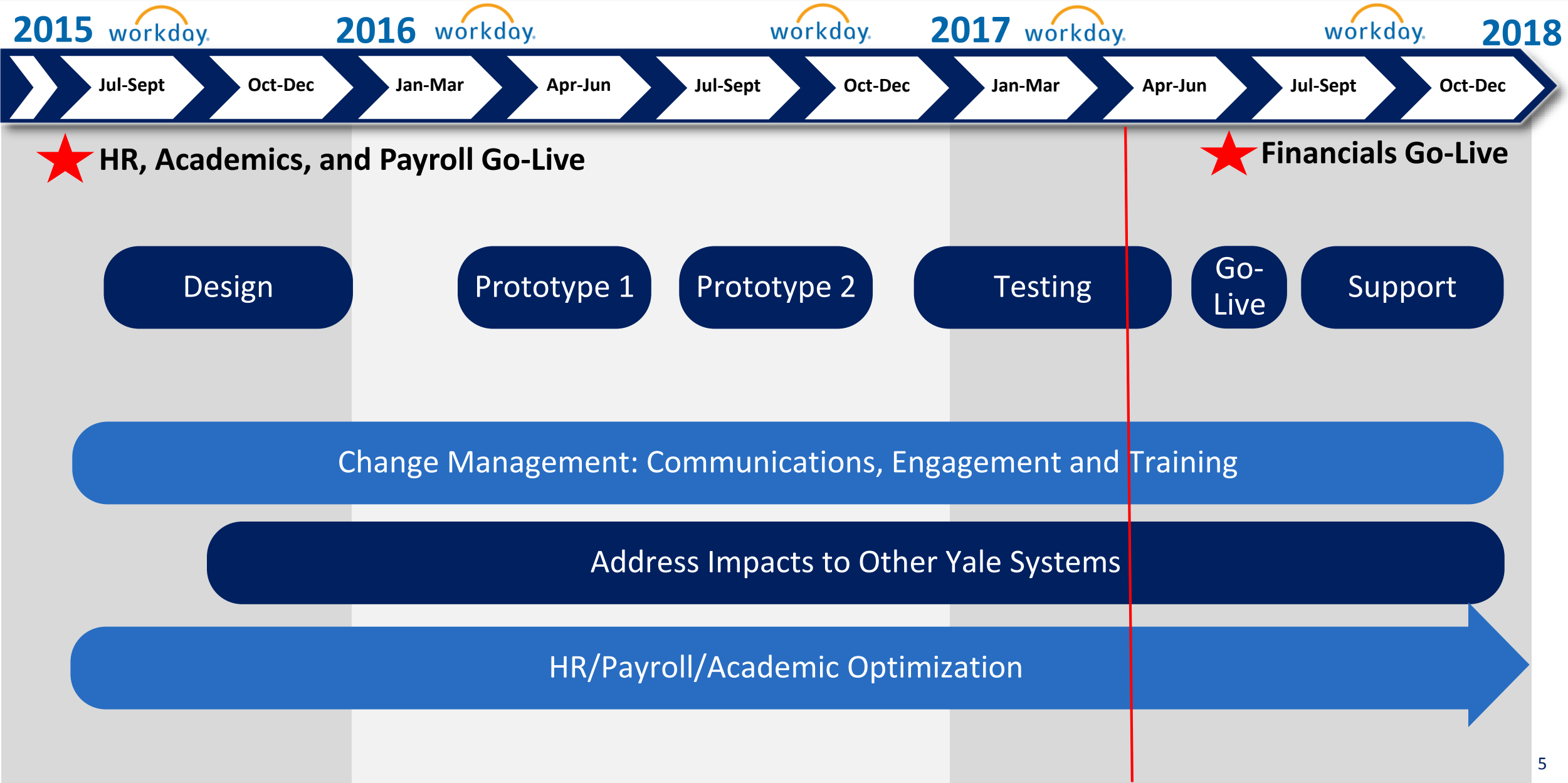
Meeting the evolving needs of higher education



Workday integrates financial, HR, academic, and research information to offer:

- Frequent releases that optimize the system
- Flexible reporting to meet changing needs
- Mobile access and self-service – anytime, anywhere

Timeline: UAT Test Execution Period 4/17-5/12



General communities impacted

~6,600

Faculty, Postdocs,
Fellows

~4,500 Managers
and Professional
Staff

~250 Central
Finance Groups

~200 Lead
Administrators and
Operations Managers

~150 Service Teams

~100 Senior
Leadership

~3,900

Clerical Workers
and Technicians

Objectives of User Acceptance Testing

Workday@Yale



Objectives of User Acceptance Testing (UAT)

Fit-for-use

Validate that business processes in Yale's Workday Financials system are working as designed, are "fit-for-use", and meet Yale's functionality needs

Identify defects


Identify where Workday Financials may not work as designed (i.e., "defects") so that defects can be addressed prior to Go-Live, July 2017

Meet business needs

Provide user-community representatives the opportunity to test the software's ability to support their business needs prior to its deployment

Refine training

Gather feedback from users on training guides and system "help text" to adjust content and formats as appropriate



UAT Guiding Principles

Workday@Yale

UAT guiding principles

UAT is designed to:



Provide selected users the opportunity to **test identified business processes** in Yale's Workday Financials system using simulated real-life scenarios



Gather **feedback** from users on **training guides and system "help text"**



Validate that business processes in Yale's Workday Financials system **are working as designed**

UAT is *not* designed to:



Provide **in-depth training** on Workday and business processes for end users



Test every possible scenario. Exhaustive scenario testing was performed during the System Integration Testing phase of the Workday@Yale project



Redesign business processes and Workday functionality that stakeholders from across the university have collaborated to develop



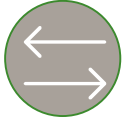
Focus on cosmetic issues



Roles & Responsibilities

Workday@Yale

Roles and responsibilities of UAT Testers



Provide training feedback

Review applicable training materials and document / ask clarifying questions as needed



Execute tests Execute assigned test scenarios



Document successful tests

Check off 'Achieved expected outcome' if test succeeds in template provided



Identify defects

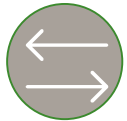
When appropriate, identify a defect and record "Actual Outcomes" in tester workbooks



Document defects

Work with a Subject Matter Expert to provide details for defect documentation

Roles and responsibilities of UAT Viewers



Observe

Observe test execution for selected business processes



Evaluate Quick Guides

Compare test steps to training quick guides and provide feedback as needed



Share feedback

Provide feedback on the overall experience by completing UAT session surveys

Who else may be in the room?

Business Area

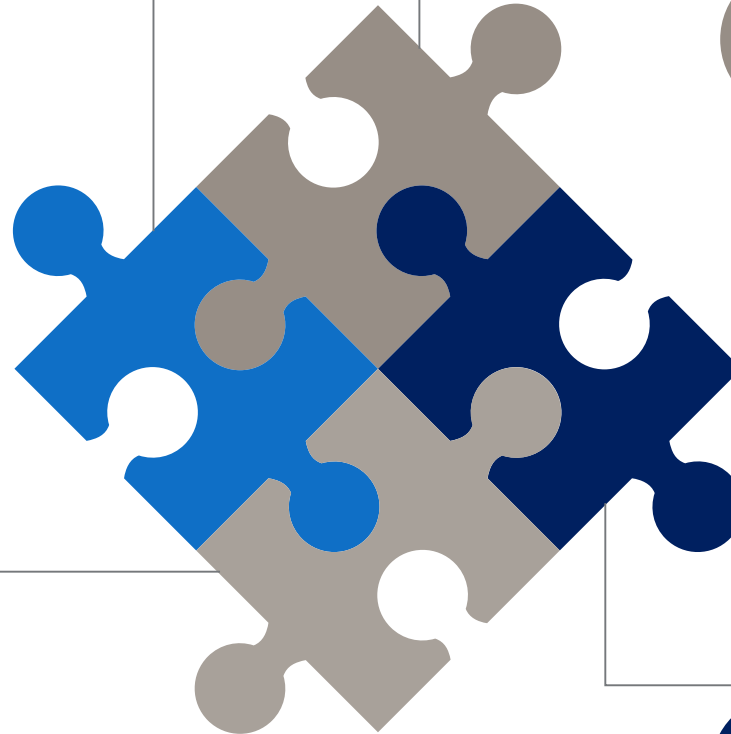
Subject Matter Experts

Assist testers with completing test cases by providing guidance on Workday functionality and navigation; also help testers log defects in ALM defect management tool



Program QA Lead
(Jason Shuff)

Leads testing for the Workday@Yale program



Supporting Work Streams

Workday@Yale program members across Financials and Human Capital Management may be present at any given point to address defects and validate testing progress, integrations and reporting delivery



HP ALM Coordinator

Reviews logged defects, shares reports with QA Lead, and coordinates updates to the test plan



List of Processes to be Tested

Workday@Yale

Processes to be tested

Banking & Settlement

Cash Sale (RIF Deposits)
Customer Cash Sales-Gifts
Customer Cash Sales-Non Gifts

Business Assets/MEI

Asset Issue
Asset Transfers & Disposals
Inventory Reporting

Payroll Costing

Assign Payroll Costing Allocation
(Labor Distribution Schedule)
Payroll Accounting Adjustments
(LDA)

Endowments & Spendable Gifts

Gifts Setup

Financial Accounting

Journal Entries (JSA)
ISP Journals

Expenses

Spend Authorization* (incl. Cash
Advances)
Delegation
Expense Reports (EMS)

Security

Cost Center Security

Financial Management

Monthly Financial Review
Commt. Journals (manual)
Financial Reporting
Multi-Year Budgets

Procurement

Supplier-Vendor Setup (Supplier
Request)
Supplier Invoicing
Supplier Contracts
Supplier Invoice Requests
Change Orders
Purchase Requisitions
PANDA

Grants

Cost Transfers (non-Salary & Salary)
SOC Payroll Costing Allocations
Grant Budgets
Cost Sharing Transactions
Cost Sharing Financial Reporting
Effort Certification & Effort Report
Adjustments

Mobile

Expense Reports – Mobile
Invoice Approvals – Mobile
Journal Approvals – Mobile
Requisition Approvals – Mobile

Customer Accounts (Non-sponsored AR) (YSM only)

AR Aging Report
Cash Basis Allocation Reporting
Customer Billing Schedule
Customer Contracts
Customer Contracts Amends
Customer Invoices (incl.
Adjustments, Email Event, one-offs,
& Printing)
Customer Set Up Request
Customer Write-Offs

Reporting

The image shows a grand, ornate interior space, likely a dome or a large hall. The ceiling is a large, white dome with intricate carvings and a series of small, glowing lights arranged in a circular pattern. The walls are also white with decorative arches and columns. In the center, there is a doorway leading to a brightly lit area where a person is walking. The floor is made of polished stone tiles with a circular pattern in the foreground. A dark blue rectangular area is overlaid on the left side of the image, containing white text.

Definition of Defects

Workday@Yale

Definition of defects and how to log them

One key objective of UAT is to identify and log defects through the execution of various identified Workday scenarios

WORKDAY DEFECTS

Defects occur in Workday when Yale's configuration of the system, integrations and reporting **do not work as initially designed**.

However, these should not be confused with other errors a user might encounter, such as receiving an "error" message if a required field is left blank.

EXAMPLE

Workday becomes unresponsive or produces an error when an employee attempts to enter an expense. Users are able to enter expense details although they are unable to save the information.



YOUR RESPONSIBILITIES IN DEFECT MANAGEMENT

- ✓ Execute Test Cases
- ✓ When appropriate, identify defects
- ✓ Work with the SME to provide all necessary details

Workday SMEs will determine if issues reported by testers are defects or change requests and summarize details during the sessions in conjunction with the tester.

Defect practice

Which of the following would constitute actual defects?

I received an error message when submitting an unbalanced journal

I submitted a Payroll Accounting Adjustment against a closed grant

I successfully submitted a transaction without providing Fund and Project CoA values

I successfully submitted an unbalanced journal

An assignee is required on certain transactions; optional on others



How to Log in & Execute Test Scenarios

Workday@Yale

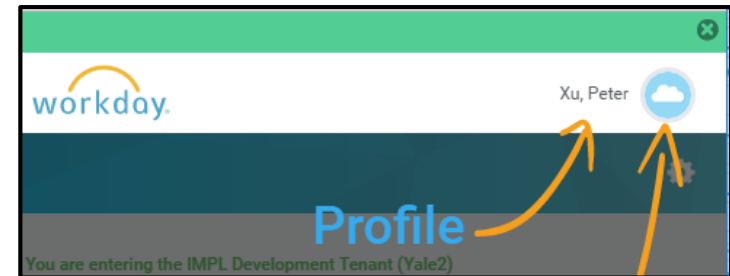
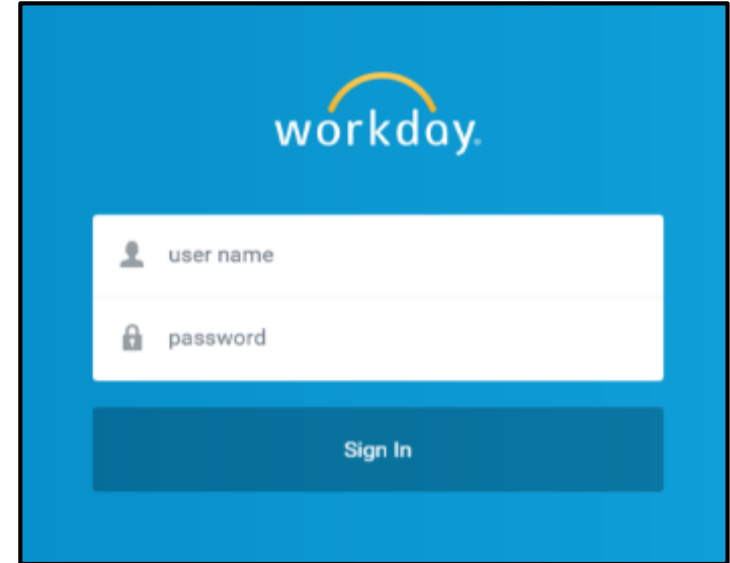
How to log in for Workday testing

01 Enter the URL provided to you during your UAT session to access the Workday testing environment

02 Type in your NET ID and password

03 If you receive a login error, contact the session coordinator in the room to resolve

04 Look at the top right of your screen and confirm that your name is showing



How to execute test scenarios

Log in

1. Log into the Workday UAT tenant with your NetID and password

Identify what you need to test

2. Reference the testing workbook for scenario descriptions (e.g., “Create a two-line Journal Entry”)
3. Before executing the scenario, review the data column of the testing workbook to see if the scenario requires explicit data be used in the execution of the scenario

Conduct the test

4. Then, leveraging the quick guides and your Workday knowledge perform necessary actions to conduct the test

Document the result

- 5A. If the expected outcome is achieved, mark “Achieved expected outcome” on the testing workbook
- 5B. If the results of scenario execution do not meet the expected outcome, document the response in the column labeled “Actual Results” in the testing workbook. We encourage you to identify potential defects.
 - Then, call for a UAT support staff member to discuss and document defect

The background image shows the interior of a Gothic cathedral, likely the Cathedral of St. John the Evangelist at Yale. It features tall, fluted columns with horizontal bands of light and dark stone. The ceiling is a complex wooden truss system. Light streams in from tall, narrow stained-glass windows on the left. In the distance, an altar with a large stained-glass window is visible. A few people are walking on the floor.

UAT Schedule & Logistics

Workday@Yale

UAT timeline and detailed schedule: *Distributed*

Wk. of Apr. 17

Monday

EXPENSES:

Delegation
Spend Authorizations
Expense Reports
Expense Reports - YSS Clients

Tuesday

FINANCIAL ACCOUNTING:

Journals (manual)
ISP Journals (manual)

FINANCIAL MANAGEMENT:

Commt Journals (manual)

BANKING & SETTLEMENT:

Customer Cash Sales-Non Gifts
Customer Cash Sales-Gifts

Wednesday

FINANCIAL ACCOUNTING:

Journals (integrations)
ISP Journals (integrations)

PROCUREMENT:

Requisitions

SUPPLIER ACCOUNTS:

Supplier Request
Supplier Invoice Request

Thursday

PROCUREMENT:

Requisitions, con't

GIFTS:

Gift Set Up

Friday

"LET'S GET MOBILE" DAY

Expense Reports - Mobile
Journal Approvals - Mobile
Invoice Approvals - Mobile
Requis. Approvals - Mobile

Wk. of Apr. 24

PROCUREMENT:

Change Orders

SUPPLIER ACCOUNTS:

Supplier Invoice Event-SIR

PAYROLL COSTING:

Payroll Costing Allocations
with HCM Events

REPORTING:

Report Scheduling

PAYROLL COSTING:

Payroll Costing Allocations-Worker
Payroll Costing Allocations-Position
Payroll Costing Allocations-Monitoring

GRANTS:

SOC Payroll Costing Allocations

SUPPLIER ACCOUNTS:

Supplier Invoice Event

PAYROLL COSTING:

Payroll Costing Allocations
(overflow day)

SUPPLIER ACCOUNTS:

Supplier Invoice Event, con't

SECURITY:

Cost Center Security

UAT timeline and detailed schedule: *Distributed*

	Monday	Tuesday	Wednesday	Thursday	Friday
Wk. of May 1	CUSTOMER ACCOUNTS: Customer Set Up Request PAYROLL COSTING & GRANTS: Payroll Acctg Adjustments (PAAs) Cost Transfers - Salary (PAAs) FINANCIAL MANAGEMENT: Multi-Year Budgets	CUSTOMER ACCOUNTS: Customer Contracts Customer Contract Amends Customer Billing Schedule FINANCIAL ACCTG & GRANTS: Cost Transfers - Non-Salary BUSINESS ASSETS/MEI: Asset Issue Asset Transfers & Disposals Inventory Reporting	CUSTOMER ACCOUNTS: Customer Invoices Customer Invoice Adjustments Customer Invoices (one-offs) GRANTS: Grant Budgets	CUSTOMER ACCOUNTS: Customer Write-Offs Customer Invoice Printing Customer Invoice Email Event GRANTS: Cost Sharing Transactions SUPPLIER ACCOUNTS: PANDA	CUSTOMER ACCOUNTS: AR Aging Report Cash Basis Allocation Rptg
Wk. of May 8	REPORTING/OPERATIONAL: Expenses Spend Auths Journals Cash Sales Invoices PAAa MEI Inventory Reqs & POs Report scheduling	FINANCIAL MANAGEMENT: Financial Reporting REPORTING: Report scheduling, con't	FINANCIAL MANAGEMENT: Financial Reporting GRANTS: Cost Sharing Fin Reporting	FINANCIAL MANAGEMENT: Monthly Financial Review EFFORT CERTIFICATION: Effort Certification Review Effort Certification (FACULTY)	FINANCIAL MANAGEMENT: Monthly Financial Review, con't EFFORT CERTIFICATION: Effort Report Adjustments

What do I do the day of my testing session(s)?

What should I bring with me?

- Your laptop and charger
- Yale badge
- Your knowledge of how you use Oracle today (we've assigned you to areas of Workday doing similar tasks you already do)
- For those involved in Mobile testing (mainly 4/21), bring your mobile device (e.g., iPhone, Android, etc.)

Getting to 25 Science Park

- Parking options:
 - Limited visitor parking in attached South lot
 - First floor of Winchester garage with hourly paid parking
 - Limited street parking
 - Yale Red shuttle (see [route here](#) and [schedule here](#))
- Please plan to park 20 minutes prior to your testing session to allow time for finding the room and setting up to be ready to go at the start of your testing session(s)

Finding the Testing Room

- Follow the signs
- If entering the North main entrance of 25 Science Park on Munson St., walk past the lobby and café. Turn left upon entering the door just past the elevators, and enter the door toward Winchester Ave. Look for an open seating area between the cubes
- If entering South entrance, walk straight in Winchester Ave. side of the building
- If badge isn't working, please knock

During Testing Sessions

- Collect packet of materials at front of room
- Review the materials and ask clarifying questions
- Execute test scenarios
- If scenario not successfully executed, work with SME in the room to discuss the issue and understand if and how the issue should be logged as a defect
- Turn in tester workbook and written feedback on quick guides as applicable
- Complete exist survey

A decorative wrought-iron fence with intricate scrollwork and clusters of grapes. The background is a warm, blurred sunset or sunrise sky.

Guidance for Providing Training Feedback

Workday@Yale

Guidance for providing training feedback

Thank you for taking the time to test the Workday Financials system and provide feedback on the training Quick Guides that will be used post go-live by all impacted roles!

To document feedback for Quick Guides:



1. Write your name and email address on the guide you share back with us



2. Place a ✓ on the slide if the steps and information is correct



3. Place an X on the slide if steps are missing, not in the correct order, or not easy to follow



4. Include an → if an error exits to identify its location and provide a recommended update

Example Quick Guide:

Record Cash Sale Workday@Yale

- Type **Record Cash Sale** in the **Search** box.
- Select the **Record Cash Sale** task.
- Enter details in the **Cash Sale Information** section per the table below:

Cash Sale Information	
Company	Auto-populates – Yale University If you are depositing to an Agency Account, this field can be changed
Customer	Choose your Department (Planning Unit Level)
Currency	Auto-Populates
Cash Sales Date	Auto-Populates with today's date (Do Not Change)
Invoice Type	LEAVE BLANK
From Date	LEAVE BLANK
To Date	LEAVE BLANK
Memo	Enter header level description for deposit

The screenshot shows the Workday interface. In the top right, there is a search bar with 'record cash' entered. A red box labeled '1' highlights the search bar. Below the search bar, a red box labeled '2' highlights the 'Record Cash Sale - Task' button. To the right, a screenshot of the 'Record Cash Sale' form is shown. A red box labeled '3' highlights the 'Cash Sale Information' section of the form.

Note: Feedback for Quick Guides should focus on the accuracy of the steps, fields, and call outs. That is, avoid spending time on wordsmithing unless current verbiage is unclear as to the action you should take.

What reference materials should I use during testing?

1

Printouts of Test Workbooks and Quick Guides specific to the session(s) you will be involved in will be available upon coming into the testing area in 25 Science Park

2

You should use these reference materials coupled with your knowledge of how you would actually use the system in your job to conduct the test scenarios outlined

3

As you conduct tests, identify defects and work with Business Area SMEs to document them, you should also note areas for improvement directly on the quick guides

4

The UAT Test Schedule shows what business processes you have been assigned to for testing purposes



Resources & Action Requested

Workday@Yale

Additional resources (quick guides, communications, videos)

- **Watch overview videos** posted at <https://workday.yale.edu/program-resources>
- Review Change Network program materials:
<https://workday.yale.edu/program-groups/change-network>
- **Provide feedback** and contact workday@yale.edu with any questions
- **Find more information** at www.workday.yale.edu

Action requested prior to UAT Kickoff

1. Please **ensure you are available**. If you are not able to attend all events, please contact [Jason Shuff](#) and [Sarath Kraus](#) as soon as possible
2. Complete Workday Financials Navigation Basics training (materials to come)

The image shows the interior of a large Gothic cathedral, likely the Cathedral of St. John the Evangelist at Yale. The architecture features tall, slender columns with horizontal bands of light and dark stone. The ceiling is a complex wooden truss system. Light streams in from tall, narrow stained-glass windows on the left. In the distance, an altar area is visible with a large stained-glass window. A few people are walking through the nave. A dark blue rectangular box is overlaid on the left side of the image, containing white text.

Questions and Discussion

Workday@Yale