Service Group Concept

- Sponsor Groups
  - BOLT
  - Faculty Lifecycle
  - Finance
  - Grants Post Award
  - HR/Payroll
  - Technology

- Community & Sponsor Groups

- Program Management Office
  - Program Leadership
  - Program Mgt & Control

- Service Groups
  - Service Group 1
  - Service Group 2
  - Service Group n

- Workstream

- Officers

- Steering Committee

- HR
- Finance
- Reporting
- Roles & Access
- Technology

Subject Matter Advisors
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