UVAHR

IMPACT

Understanding UVA's Workday Release Process

Revised July 19, 2019

In order to remain constantly applicable and up to date, and to be as relevant as possible to employees, Workday is routinely updated throughout the year. Twice a year, these updates are driven by Workday to provide new functionality to customers. In addition, UVA will deliver releases to introduce new functionality or enhance existing functionality in Workday. In 2019, four UVA releases will take place.

In advance of each UVA release, the Workday team evaluates change requests submitted by users. Prioritized requests are worked through to a solution, which is implemented during a release. Items slated for releases are communicated in Workday Central prior to each release; items adopted during the release are communicated after the release in Workday Central and via email to individual groups impacted by the change.

You will learn more about the types of releases and our Workday request process in this document.

Types of Releases

Biannual Workday Feature Release:

Workday delivers two major releases per year, each typically containing updated functionality for customers. These biannual releases require a short system downtime for customers. Feature releases include:

- New features (some requiring uptake at the release and some opt-in)
- Enhancements to existing functionality, including UI improvements
- New web services or updates to existing web services
- Bug fixes

- Payroll compliance updates
- New products

The spring Feature Release preparation typically begins during the first week of February and is launched on the second Monday of March.

In March 2019, Workday delivered Workday Release 32, which introduced updates in many functional areas including Recruiting, Payroll, and Human Capital Management, among others. During this time, the Workday Team's focus was on testing automatically available, new functionality and ensuring all existing functionality worked properly.

The fall Feature Release preparation typically begins during the second week of August and launches during the second week of September.

Weekly Service Updates:

Workday delivers weekly updates each Friday, each typically containing small new functionality – new features or enhancements to existing functionality. These updates might include:

- Payroll Compliance Updates
- Minor UI modifications (e.g., field spacing, font sizing, text shading, drop-shadow weight)
- New capabilities
- New reporting components (report fields and report data sources)
- New web services or updates to existing web services

UVA Releases:

UVA will be releasing updates four times this year, each including business process changes, enhancements, and new functionality. During these releases, the Workday Team implements solutions developed in response to change requests made by UVA Workday users.

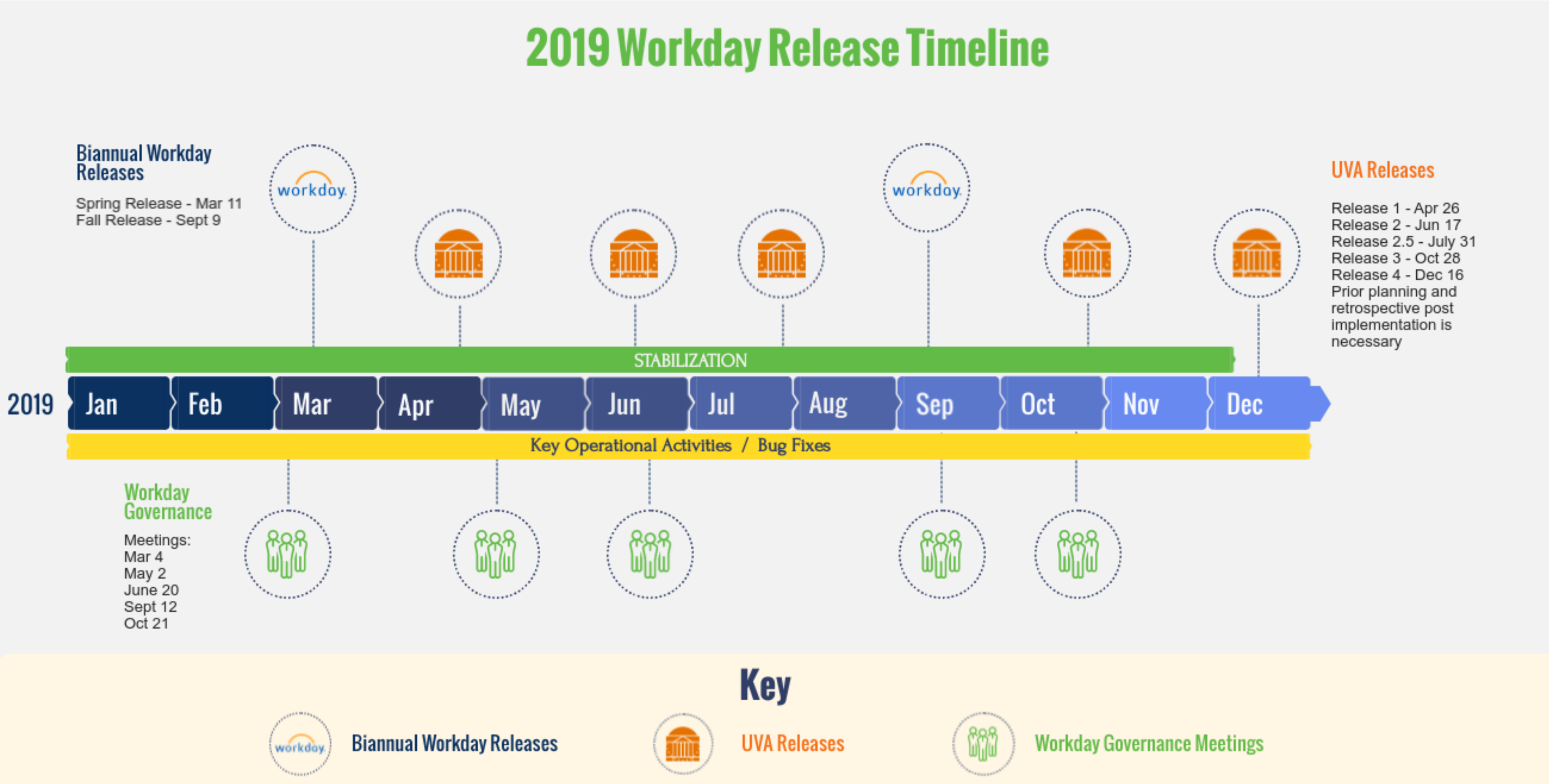
In April 2019, the Workday Team completed UVA Stabilization Release 1, which impacted many functional areas, including Benefits, Compensation, On-Boarding, Human Capital Management, Recruiting, Time and Absence, and Payroll, among others.

Future UVA Stabilization Releases will take place according to the below schedule.

	Start	Conclude
UVA Stabilization Release 2	May 13, 2019	June 17, 2019
UVA Stabilization Release 2.5	June 18, 2019	July 31, 2019
UVA Stabilization Release 3	September 23, 2019	October 28, 2019
UVA Stabilization Release 4	November 11, 2019	December 16, 2019

Workday Release Timeline

The graphic below depicts the 2019 timeline for Biannual Workday Releases, UVA Releases, and Workday Governance meetings.



Workday Issue Resolution Process

Between January and March 2019, the HR Solution Center received over 14,000 cases in Salesforce from emails, calls, and chats. A significant percentage of these cases involved system change requests, where UVA employees saw points of possible improvement or items that needed fixing. These requests continue to be submitted. When they are received, they are categorized and evaluated according to a specific process.

The graphic below depicts the Workday Issue Resolution Process

PROCESS PRINCIPLES

1 Adding Value

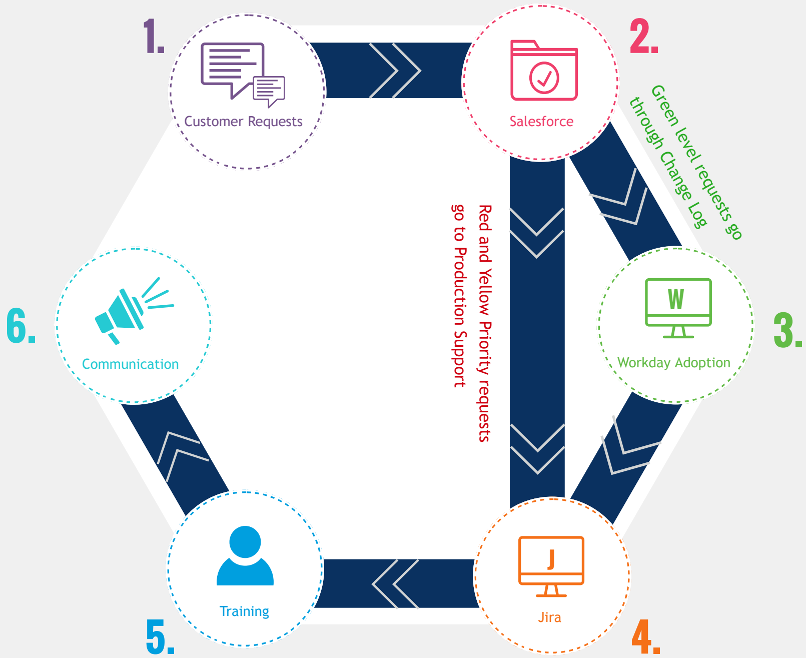
2 Agility

3 Transparency

REQUEST PRIORITIZATION

- Pay Impacting Requests
- Critical Integrations to Vendors & Other Systems
- Core Business Processes
- Workaround Reduction
- Optimization of Workday and Value

WORKDAY REQUEST PROCESS



1. Customer Requests

Understanding, scoping, and scaling of customers' requests from phone calls, chats and emails

2. Salesforce

- Records and intakes customer requests
- Identifies bug issues/operations or change control item

3. Workday Adoption Planning

- Visibility into what we are working on
- Shows Roadmap & upcoming items
- Shows backlog of items in Change Control
- Approved items for configuration

4. Jira

- Tracks approved Change Control items from the WD Adoption Planning
- Tracks current release items and work
- Tracks progress of:
  - Testing, bugs fixes, and new integrations
  - Operational items needing configuration changes

5. Training

Educate users on any changes

6. Communications

Message new functionality to impacted users

If you have change requests or production support requests, the Workday Team welcomes them! Please submit them to AskHR@virginia.edu.

Types of Requests

Production Support:

Production support requests involve:

- Pay-impacting and Compliance issues
- Critical integrations (vendors, systems)
- Refining business process performance
- Security access provisioning

Change Requests:

Change requests are Workday enhancement requests involving:

- Eliminating workarounds
- Optimizing Workday user experience

Change requests feed into our Workday adoption planning as backlog items after evaluation. Backlog items are pulled into releases to be worked on based on priority. Input is taken from the Functional Governance Team, Executive Governance group, and team members to set priorities on the backlog Items.

UVA Release Evaluation Process

To determine which requests will be developed as solutions in a UVA Release, we follow the below process:

1. Items are initially crowdsourced from the Change Request Log.
2. The Workday Team sorts items by Functional Area and performs a base assessment of initial priority in terms of urgency, effort, and efficiency.
3. Workday Team leadership performs a high-level review to ensure that the overall prioritization provides a reasonable basis for further evaluation.
4. The Workday Team reviews the resulting list to assess effort, touchpoints, etc. and feasibility to deliver items by the established deadline.
5. Functional Governance evaluates and prioritizes the list based on the Voice of the Customer.
6. Executive Governance approves the slate of release items, as proposed by the above.
7. The resulting list of release items is then communicated in [Workday Central](#) and as an announcement in Workday.