



Hypercare to Production Support Strategy

July 4, 2022



Agenda

1. Post Go-Live Timeline, Objectives, and Support Transitions

2. Hypercare Approach

- Finance Solution Center
- Transition by Tier
- Escalation Path
- Management Practices
- Stakeholder Engagement
- **3.** Hypercare Org Charts
- **4.** Special Topics

Hypercare Approach | Timeline and Objectives

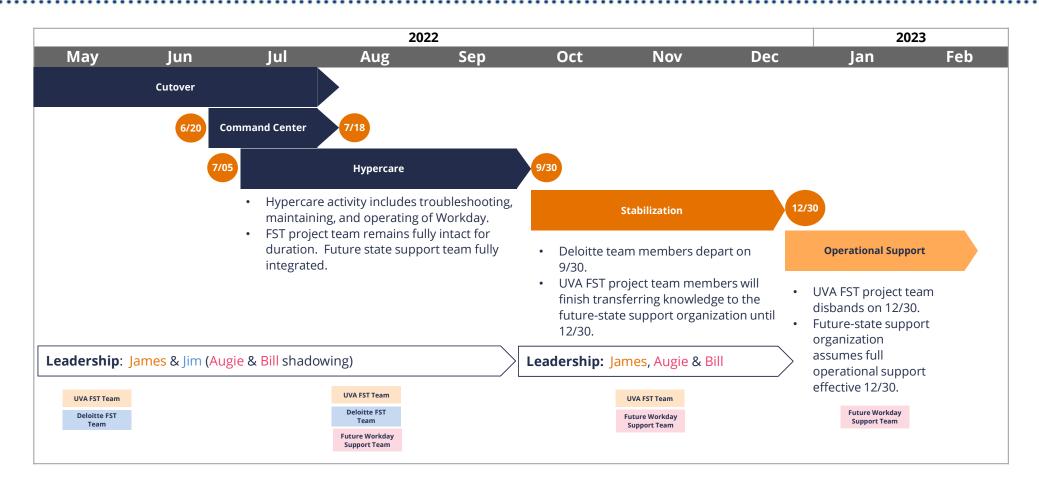
Hypercare is a 12-week period during which the FST Project Team **troubleshoots**, **maintains**, **and operates** the new Workday solution with the future state support organization shadowing. The objectives of the Hypercare phase are to **resolve early go-live issues**, **assess possible changes** to the system, **identify supplementary training needs** both for the service center and for end users, and **continue to drive adoption**.

Objectives	Outcomes
Troubleshoot system challenges and continuously improve Workday functionality	 Seamless operations that result in clean data and uninterrupted services
• Ensure all leaders, faculty, and staff understand their respective roles in ensuring benefits of FST continue to be realized	 Change Management plans to ensure opportunities to engage are shared with relevant stakeholders
Create a plan that includes a sufficient level of support to foster sustained adoption and continuous improvement	 Additional training materials to further continue education about the system





Transition | Cutover to Hypercare and Stabilization







Hypercare Approach | UVAFinance Solution Center Overview

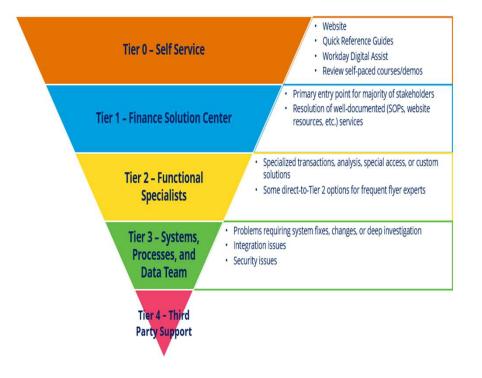
The Finance Solution Center is UVAFinance's centralized, first human point of contact for most support requests and operates in a tiered service model.

Hours of Operation:

Monday-Friday from 8am to 5pm

How to contact us:

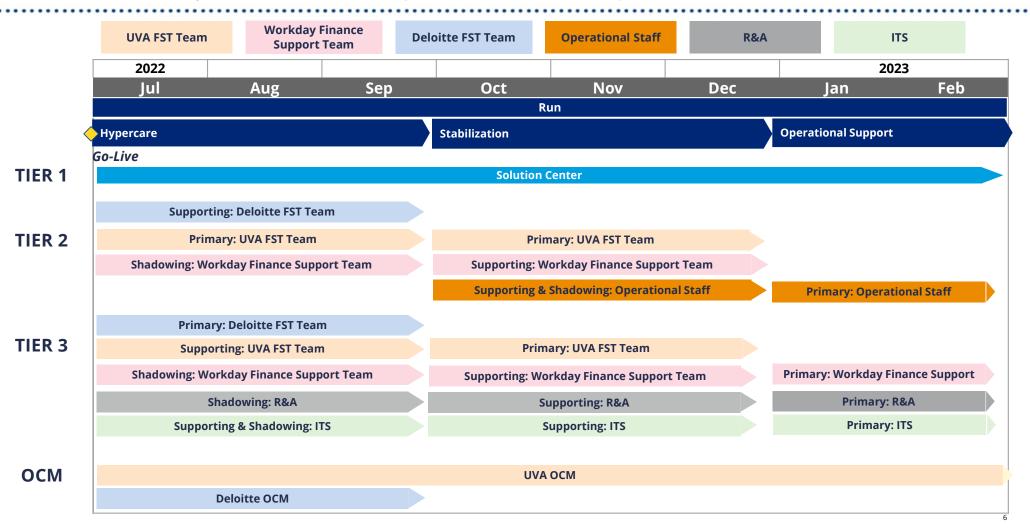
AskFinance@virginia.edu or 434-924-3400







Transition | Roles & Responsibilities by Tier Over Time



Hypercare Approach | Escalation Path

We will align most experienced team members with anticipated workload following Go Live, integrating and preparing future state support organization during Hypercare.

Our Approach:

- Utilize Solution Center for Tier 1.
- Leverage FST Project Team and Deloitte for more complex Tier 2 / Tier 3 cases, working side-by-side with WFS Team in order to transfer knowledge.
- Preparing Business Area POC and WFS Team to take primary responsibility for Tiers 2 and 3 case work, respectively, by October 1.
- Utilize SalesForce for case management and Jira for defect resolution and tenant management related tasks.
- Convene regular cadence calls to monitor trends, escalate issues and define change management interventions.



Change Management & User Adoption (OCM)

Hypercare Approach | Management Practices



Collaboration

Daily Stand-Ups

Attendees: Command center calls will transition to fully integrated FST project team. Call attendants include VPF, FST Project Leadership, workstream Leads, OCM, Augie, Bill, Julie, leaders of Operations, Services, and R&A.

Structured Agenda:

- Review metrics and share qualitative insights
- Tier 1 Report Out
- Tiers 2/3 Report Out
- Technical Report Out
- OCM Report Out
- Next Steps/Issue Escalation

Start Date: July 19, 2022



Coordination

Internal Communication

Workstream leads will continue to cascade information through their touchpoints with team members. Also, a daily roundup will be provided for all team members.

Salesforce (SF)

Workstream leads will be responsible for reviewing and triaging cases with their teams in Salesforce and ensure a timely closure of these cases.

Jira

New configuration tasks will be logged in Jira after going through governance.

Adoption Metrics

OCM reviewing Workday reports on adoption and qualitative input from stakeholders.



Governance

Current Project Governance will remain in place through Hypercare to **communicate relevant updates** relating to adoption issues and strategies to mitigate them. Fiscal Administrators and Steering Committee/Advisory Group meetings will continue post go-live through September.

The team aims to **re-envision the structure and cadence** of these governance groups based on members' feedback, with the goal of a combined structure beginning in October.

Configuration changes require **vetting and approval by CCB.**

Drop-In Virtual Office Hours | July Schedule

Demonstrations will be included in office hour sessions during the month of July. These will serve as quick, to the point, "refresher" opportunities for attendees to re-familiarize with key transactions. Sessions in August will transition to just Q&A.

July				
Monday	Tuesday	Wednesday	Thursday	
4	5	6	7	
 11 Expense Reports (9:00-10:00) Procurement (10:30-12:00) Internal Service Delivery (1:00-2:00) Payroll Accounting – Costing & Accounting Adjustment (2:30-4:00) 	 12 Grants Management (9:00-10:00) Accounting Journals and Adjustments (11:00-12:00) Gifts (1:00-2:00) Payroll Accounting – Costing & Accounting Adjustment (2:30-4:00) 	 13 Accounting Journals and Adjustments (9:00-10:00) Expense Reports (11:00-12:00) Payroll – HCM Subtask (2:00-3:00) 	 Procurement (9:00-10:30) Customer Accounts (11:00-12:00) Reports and Dashboards (1:00-2:00) Internal Service Delivery (2:30-3:30) 	
 18 Expense Reports (9:00-10:00) Procurement (10:30-12:00) Gifts (1:00-2:00) Internal Service Delivery (3:00-4:00) 	 19 Payroll Accounting - Costing & Accounting Adjustment (9:00-10:30) Payroll - HCM Subtask (11:00-12:00) Grants Management (1:30-2:30) Expense Reports (3:00-4:00) 	 20 Expense Reports (9:00-10:00) Reports and Dashboards (11:00-12:00) Procurement (1:00-2:30) Accounting Journals and Adjustments (3:00-4:00) 	 21 Gifts (9:00-10:00) Customer Accounts(11:00-12:00) Internal Service Delivery (1:00-2:00) Petty Cash Replenishment (2:30-3:30) 	
 25 Expense Reports (9:00-10:00) Procurement (10:30-12:00) Payroll Accounting – Costing & Accounting Adjustment (1:00-2:30) Ad Hoc Bank Transactions (3:00-4:00) 	 26 Grants Management (9:00-10:00) Accounting Journals and Adjustments (11:00-12:00) Reports and Dashboards (2:30-3:30) 	 27 Internal Service Delivery (9:00-10:00) Procurement (10:30-12:00) Payroll – HCM Subtask (1:00-2:00) Reports and Dashboards (2:30-3:30) 	 28 Accounting Journals and Adjustments (9:00-10:00) Payroll Accounting - Costing & Accounting Adjustment (10:30-12:00) Internal Service Delivery (2:30-3:30) 	
	11.			



All sessions will use the same zoom link:

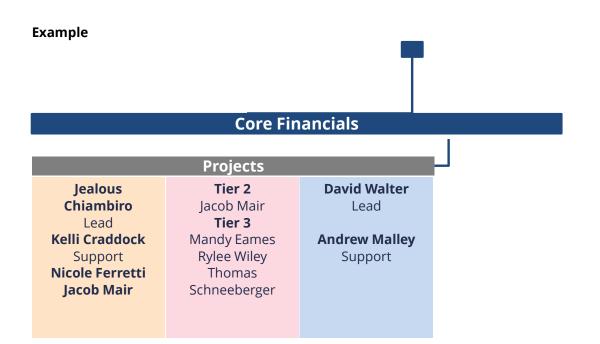
https://virginia.zoom.us/j/95908592649?pwd=N3ZMQjhleVBrRnE5K1FJSFBaUEkwQT09



Organization Charts

Hypercare Org Chart | How to Interpret

As of 7.1.22



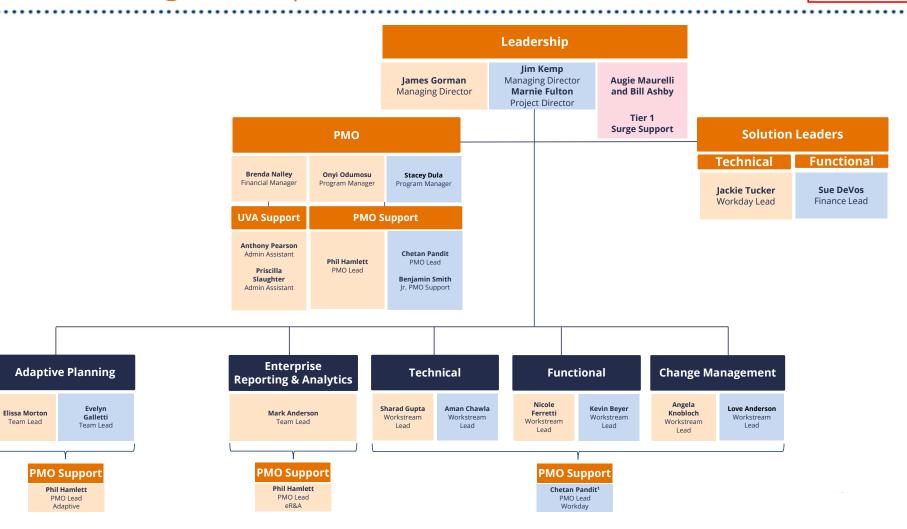
Transition from orange to pink during hypercare and stabilization

Orange boxes indicate the UVA FST Project team members who are Tier 2 and 3 support at go-live. These individuals will be in charge of the knowledge transfer to the pink boxes.

Pink boxes indicate the future UVA Workday support team. The boxes indicate the Tier 2 and 3 members.

Blue boxes indicate the Deloitte FST members.

Hypercare Org Chart | Overall



Future WorkdayDeloitte FSTSupport TeamTeam

As of 7.1.22

UVA FST Team

Hypercare Org Chart | Functional (Tiers 2/3)

Functional (FN) Note: Adaptive is on a separate org chart **Nicole Ferretti Kevin Beyer** Workstream Lead Workstream Lead **Core Financials** Revenue Spend **Account Certifications** Josh Breeden Tier 2 Andrew Projects Mila Savage Malley Lead Tier 3 Lead Jealous Chiambiro David Walter Tier 2 losh Breeden Jacob Mair Lead Lead Kelli Craddock Procurement Tier 3 Support Mandy Eames Andrew FDM **Grants Management** Nicole Ferretti Rylee Wiley Mallev Addie Coe Tier 2 **Riley O'Shea** Jacob Mair Thomas Support Lead Addie Coe Abishek Tier 2 Thomas Sue Schneeberger Urmila Bajaj Tier 2 Arpa Orojian Caleb Knapton Tier 3 Mehra Schneeberger Jacob Mair DeVos Vonda Durrer OSP Lead Susanna Huang Sue Clements Yevgeny S. Co-Leads Co-Lead Co-Leads Tier 3 Sue Clements Jonathon Agop **Business Assets** Jacob Mair Tier 3 Nancy Honeywell Darryl Tommye Arnold Thomas Rylee Wiley Robinson Shenika Knox Supplier Accounts/Contracts Nicole Ferretti Schneeberger Andrew Jealous Chiambiro Tier 2 David Walter Support Nancy Honeywell **Steve Fielding** Tommye Arnold Malley Lead Andrew McGebee Lead Catina Seitz Jonathon Agop Tier 2 Pedro Jackie Tucker Sue Clements Co-Lead Tier 3 David Nelson Rodriguez Lead Lisa Layne Mandy Eames Andrew Tier 3 Sue Clements Support Rylee Wiley Malley Jonathon Agop Abishek Alison Hyler Thomas Support **Budgets** Rylee Wiley Mehra Schneeberger **Cust. Accounts/Contracts** Yevgeny Elissa Morton Tier 2 Iulianna Banking & Settlement Lisa Shuler & losh Tier 2 William Linton Myron Ballard Lead Andrew **Expenses** Tier 2 Michelle Gregory Chris Peper Kunal Breeden Andrew Moomaw Lead Linda Vannatta David Walter Linda V, Yvonne M Tier 3 Swapnil Lead Lead Lead Michelle Gregory **Raegan Harouff Riley O'Shea** David N, Alison H, Katie Walker Tier 3 Tier 2 Kristie Sojka Kristie S. OFPA Lead Billy Mak Andrew Moomaw Josh Breeden Gaye Raegan Harouff Lead Ionathan Agop Abishek Tier 3 Support 2 Lisa Shuler (backup) Lead Gaye Alison Hyler Jonathan A., Rylee W. Tier 3 Mehra **Financial Accounting** Justina Duncan Lisa Atkins Yevgeny **Internal Service Providers** Lisa Atkins Endowments Mandy Earnes Danae Polemi Tier 2 Andrew Thomas Josh Breeden & Lisa William Linton Tier 2 Malley Sue Clements Schneeberger Jacob Mair Wanda Breeden Tier 2 Sue DeVos Yvonne Methenv Shuler Lead Tier 3 Lead Lead Jacob Mair Wanda Breeden Lead Co-Leads Tier 3 Thomas Tier 3 Isabella Co-Leads Josh Breeden Isabella Jacob Mair Schneeberge Payroll **Marianne Harrison** Thomas loseph Lisa Shuler (backup **Joseph Preston** losh Breeden Joseph Schneeberger Support Tommye Arnold Support lacob Mair (backup) Tier 2 Irene Saenz Josh Breeden Carlos Rodriguez Lead Lead Tier 3 Mike Priddy Ouestions related to Josh Breeden Lynn Martin-Cogott Marcy Straker Rylee Wiley Support Jackie Tucker

fund balance will go to Jacob, Tommve, Elissa, and Katie

Michele Greenhouse Huron 13

Future Workday

Support Team

UVA FST Team

Deloitte FST

Team

As of 7.1.22

UVA FST Team Future Workday

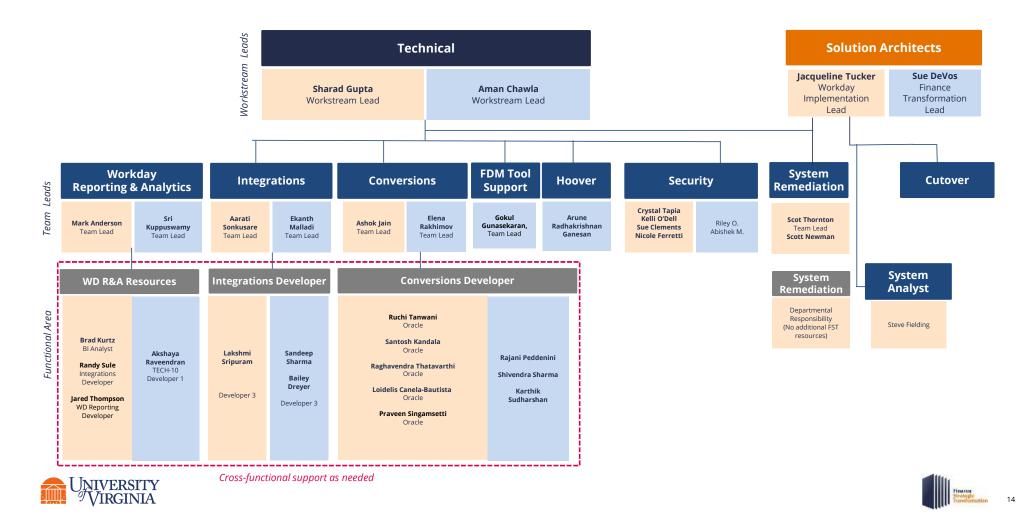
UVAFST

ST Team Support Team

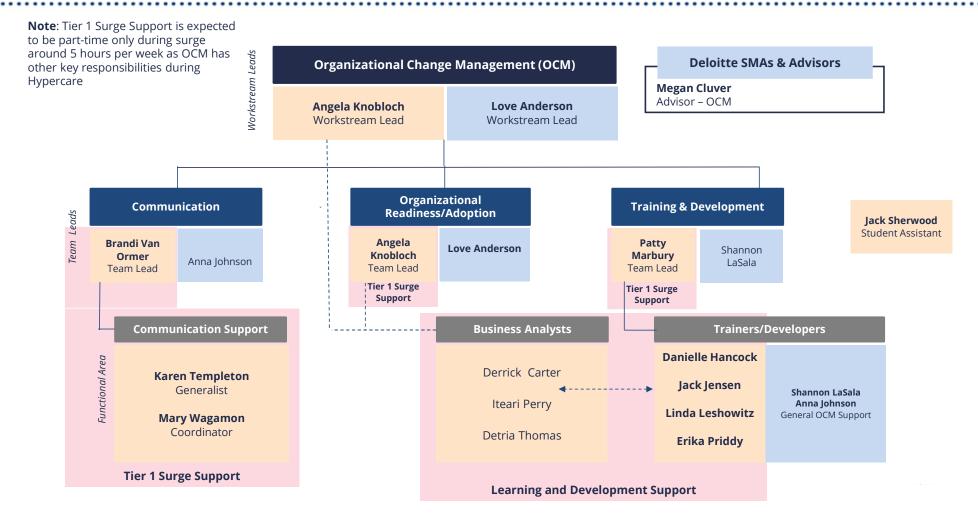
Deloitte FST Team

As of 7.1.22

Hypercare Org Chart | Technical (Tier 3)



Hypercare Org Chart | OCM Support (+Surge)



Future Workday Support Team

UVA FST Team

Deloitte FST Team

As of 7.1

22

Hypercare Org Chart | Adaptive (Tier 2/3)

Key:

Deloitte UVA Team

Team

As of 7.1.22 **Adaptive Planning Workstream** Subject Matter Advisors (SMA): Vice Provost **AVP Financial Strategy** WD Planning & Budgeting Sub-Committee* Budget Working Group / E2E Testers / UER James Gorman Blake Watson Reviewers Kara Beth Glover Katie Walker Adam Daniel* Bill Ashby* A group of School and Unit representatives from Eduardo Lorente Phil Paulick across the University Charles Rush Angela Knobloch Budget / Adaptive FST – Reporting & Analytics Lead **Project Lead** Planning Lead **Deloitte Workday Budget** Evelyn Galletti* Andrew Malley Mark Anderson* Elissa Morton* (Transformation / PMO) Manager, Finance Data FST – PMO Support **Config Lead** and Analytics **Organizational Change Management** Michelle Gregory* Phil Hamlett* Kunal Bathija* Erika Priddy System Admin Adaptive Support Brandi Van Ormer Detria Thomas Swapnil Choudhury* Billy Mak Julianna Clevenger*

*Indicates a member of the WDPB Sub-committee





Hypercare Org Chart | Solution Center (Tier 1)

As of 7.1.22

Since March 2022 and Ongoing



Hypercare Org Chart | Solution Center (Tier 3)

As of 6.27.22

Beginning in Hypercare and Ongoing through Operational Support

