



Finance
Strategic
Transformation

Hypercare to Production Support Strategy

July 4, 2022



UNIVERSITY
of
VIRGINIA



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

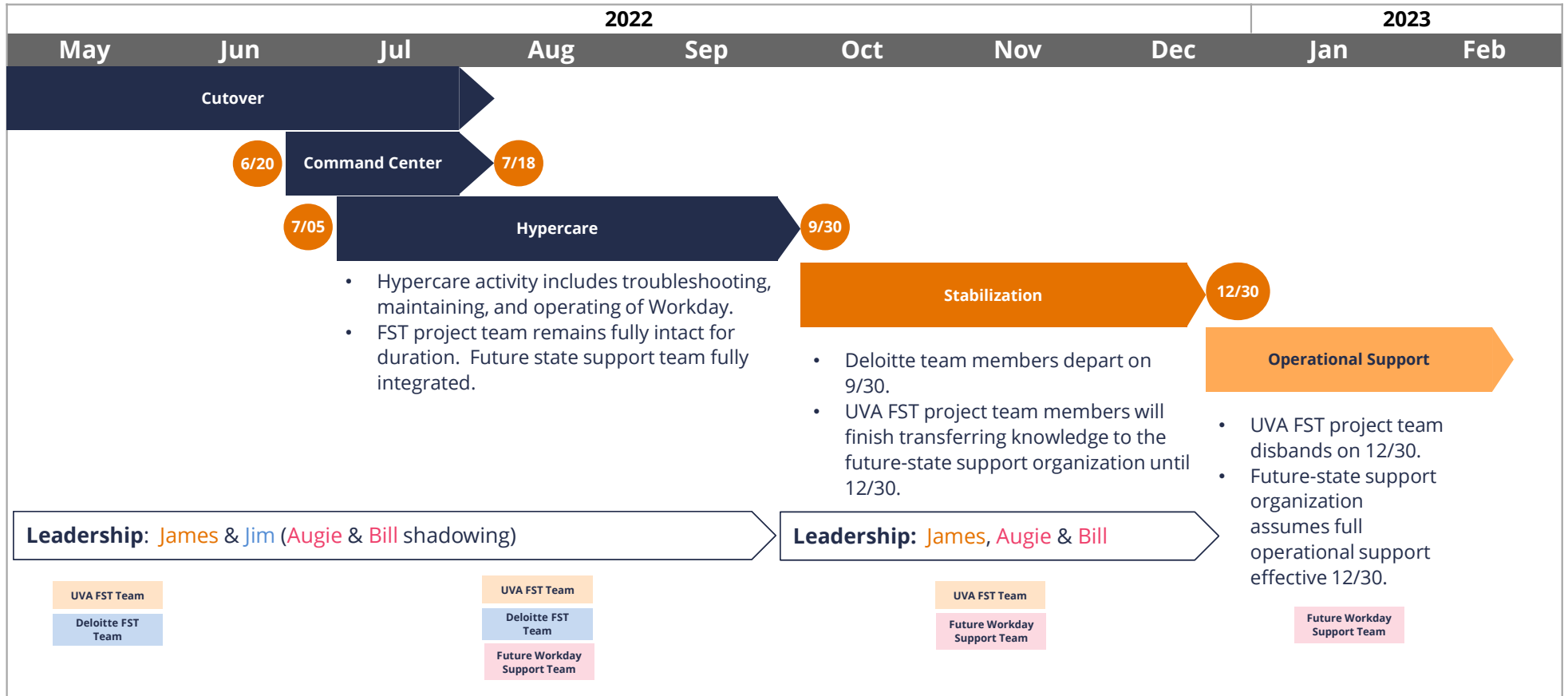
4. Special Topics

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**.



Transition | Cutover to Hypercare and Stabilization



Hypercare Approach | UVAFinance Solution Center Overview

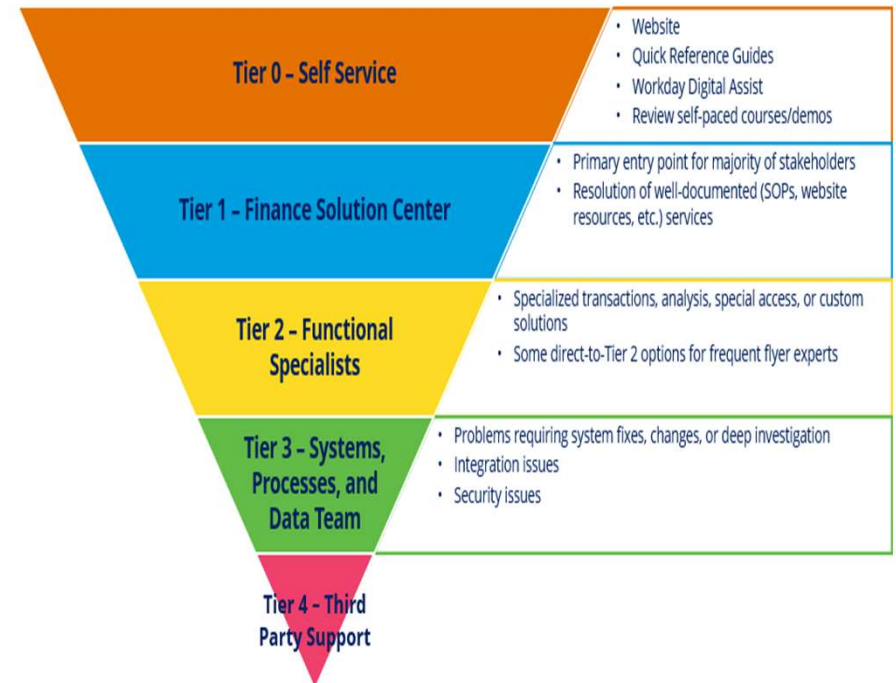
The Finance Solution Center is UVAFinance's centralized, first human point of contact for most support requests and operates in a tiered service model.

Hours of Operation:

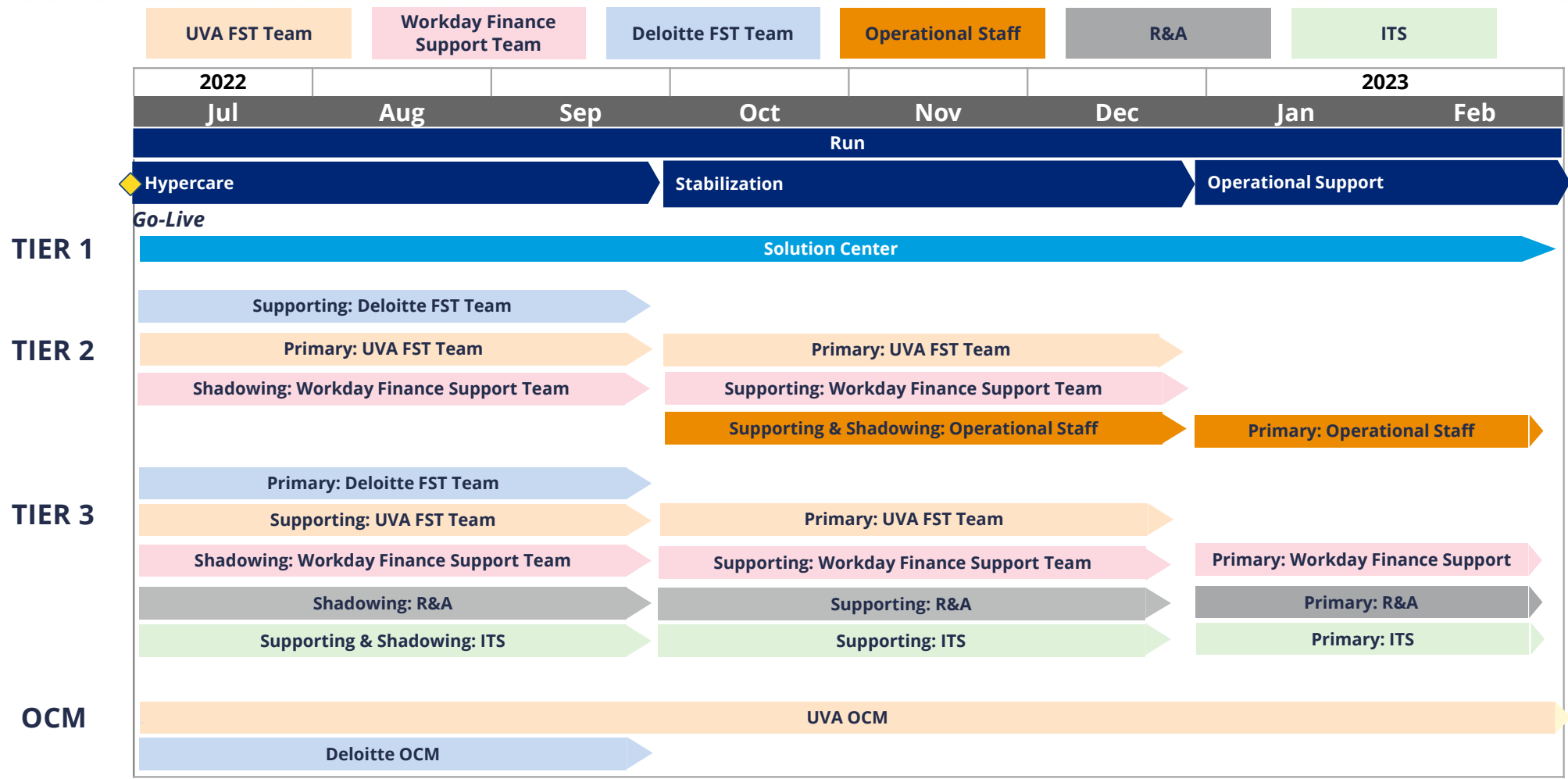
Monday-Friday from 8am to 5pm

How to contact us:

AskFinance@virginia.edu or 434-924-3400



Transition | Roles & Responsibilities by Tier Over Time



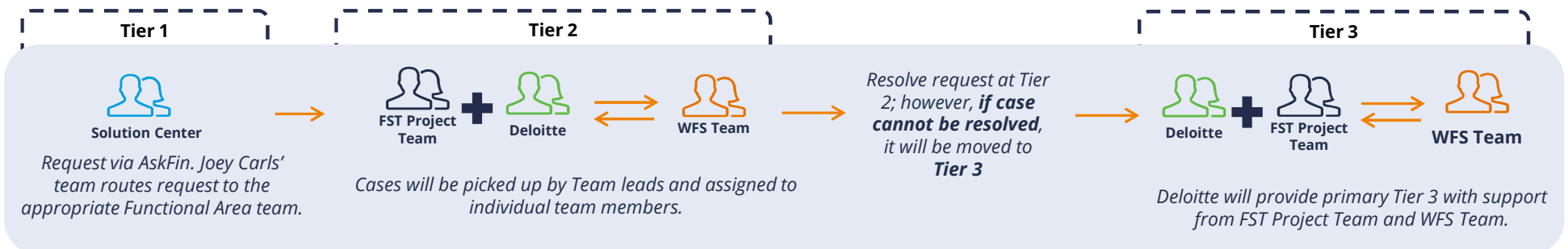
Hypercare Approach | Escalation Path

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.

Case Mgmt.



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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Accounting Journals and Adjustments (9:00-10:00) Expense Reports (11:00-12:00) Payroll – HCM Subtask (2:00-3:00) 	14 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Expense Reports (9:00-10:00) Procurement (10:30-12:00) Gifts (1:00-2:00) Internal Service Delivery (3:00-4:00) 	19 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Grants Management (9:00-10:00) Accounting Journals and Adjustments (11:00-12:00) Reports and Dashboards (2:30-3:30) 	27 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Accounting Journals and Adjustments (9:00-10:00) Payroll Accounting – Costing & Accounting Adjustment (10:30-12:00) Internal Service Delivery (2:30-3:30)



All sessions will use the same zoom link:

<https://virginia.zoom.us/j/95908592649?pwd=N3ZMQjhleVBRnE5K1FJSFBaUEkwQT09>

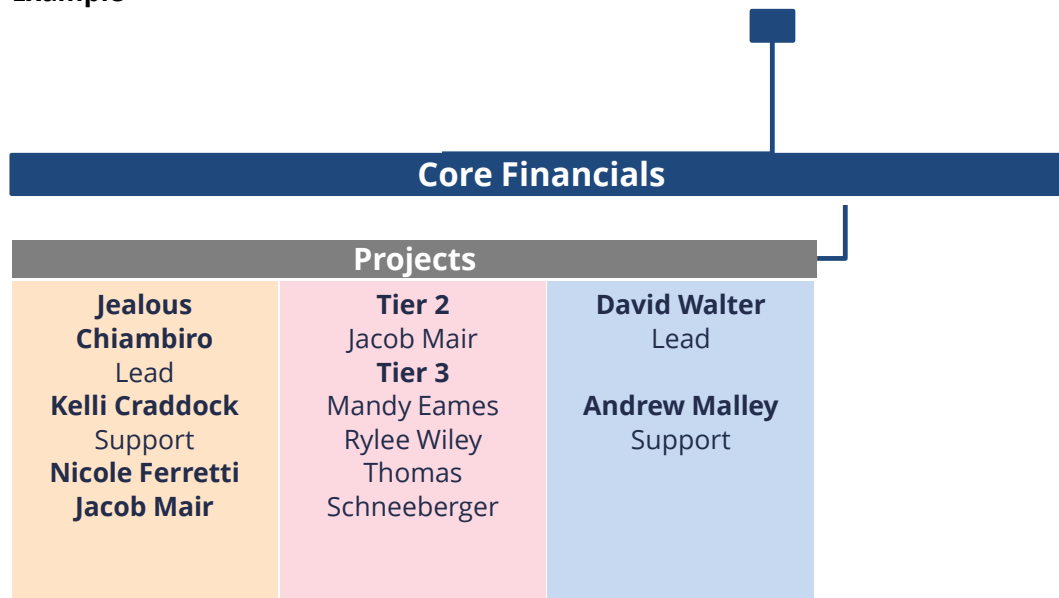


Organization Charts

Hypercare Org Chart | How to Interpret

As of 7.1.22

Example



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.

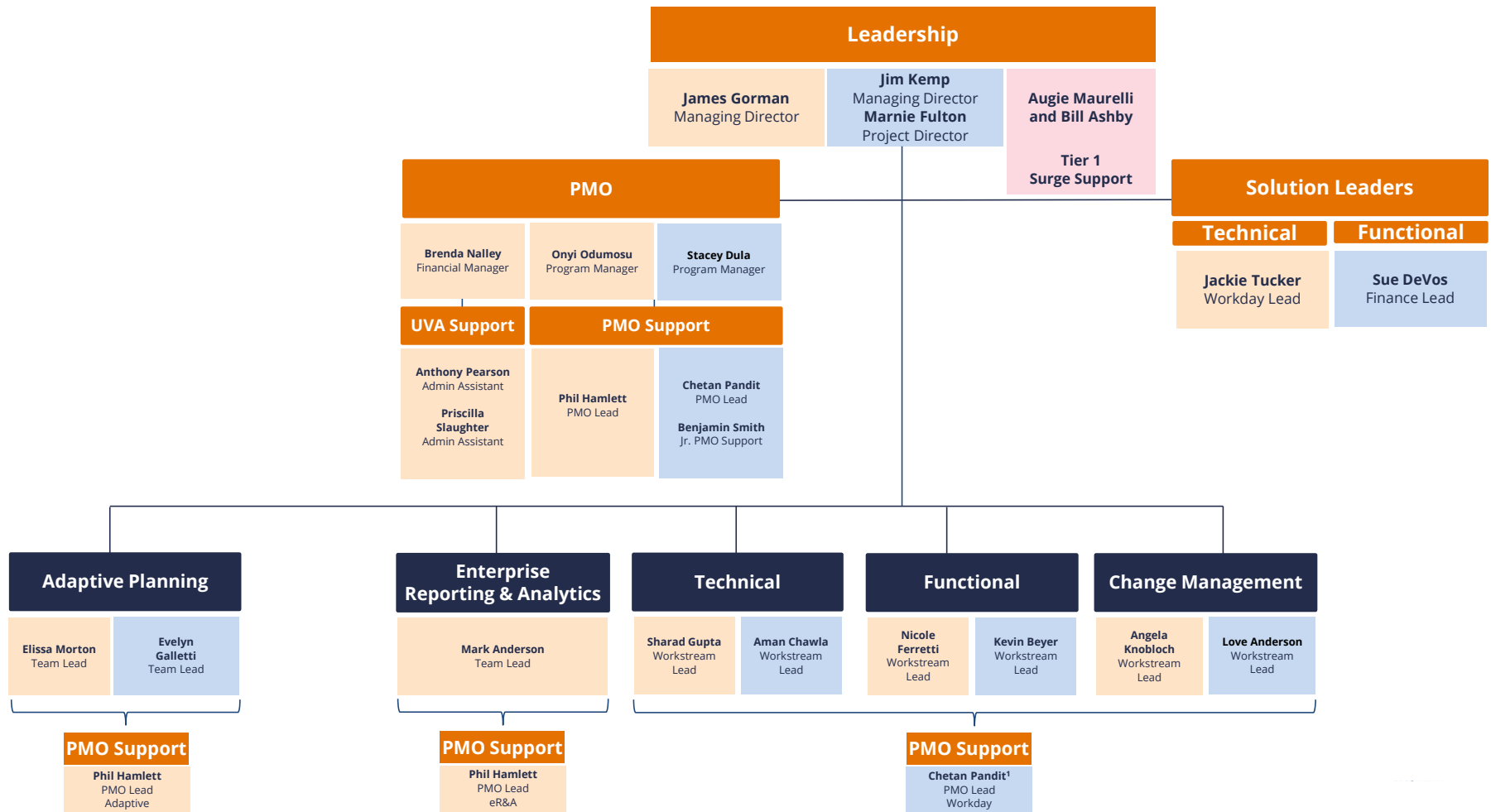
Pink boxes indicate the future UVA Workday support team. The boxes indicate the Tier 2 and 3 members.

Blue boxes indicate the Deloitte FST members.

Hypercare Org Chart | Overall

UVA FST Team
Future Workday Support Team
Deloitte FST Team

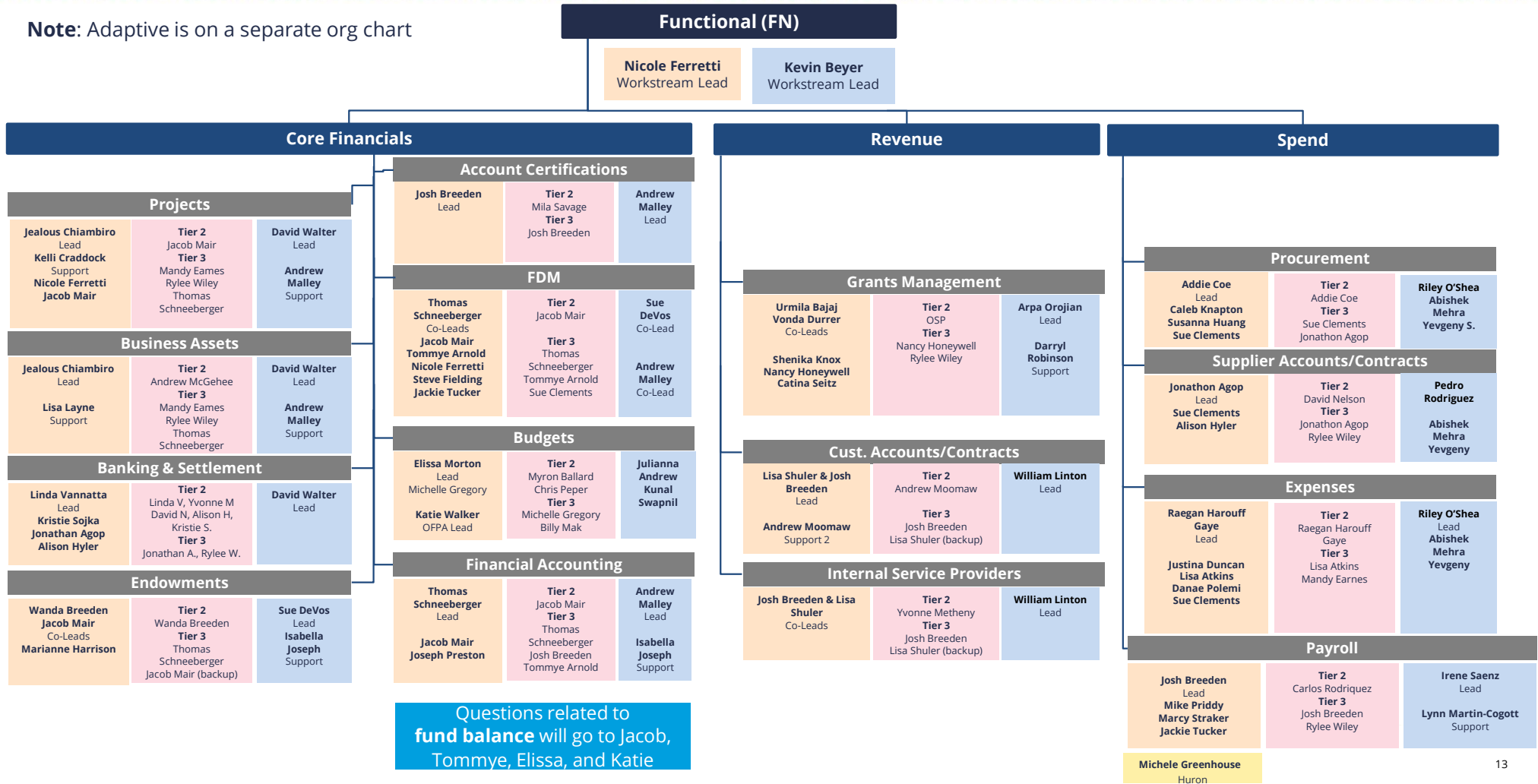
As of 7.1.22



Hypercare Org Chart | Functional (Tiers 2/3)

As of 7.1.22

Note: Adaptive is on a separate org chart

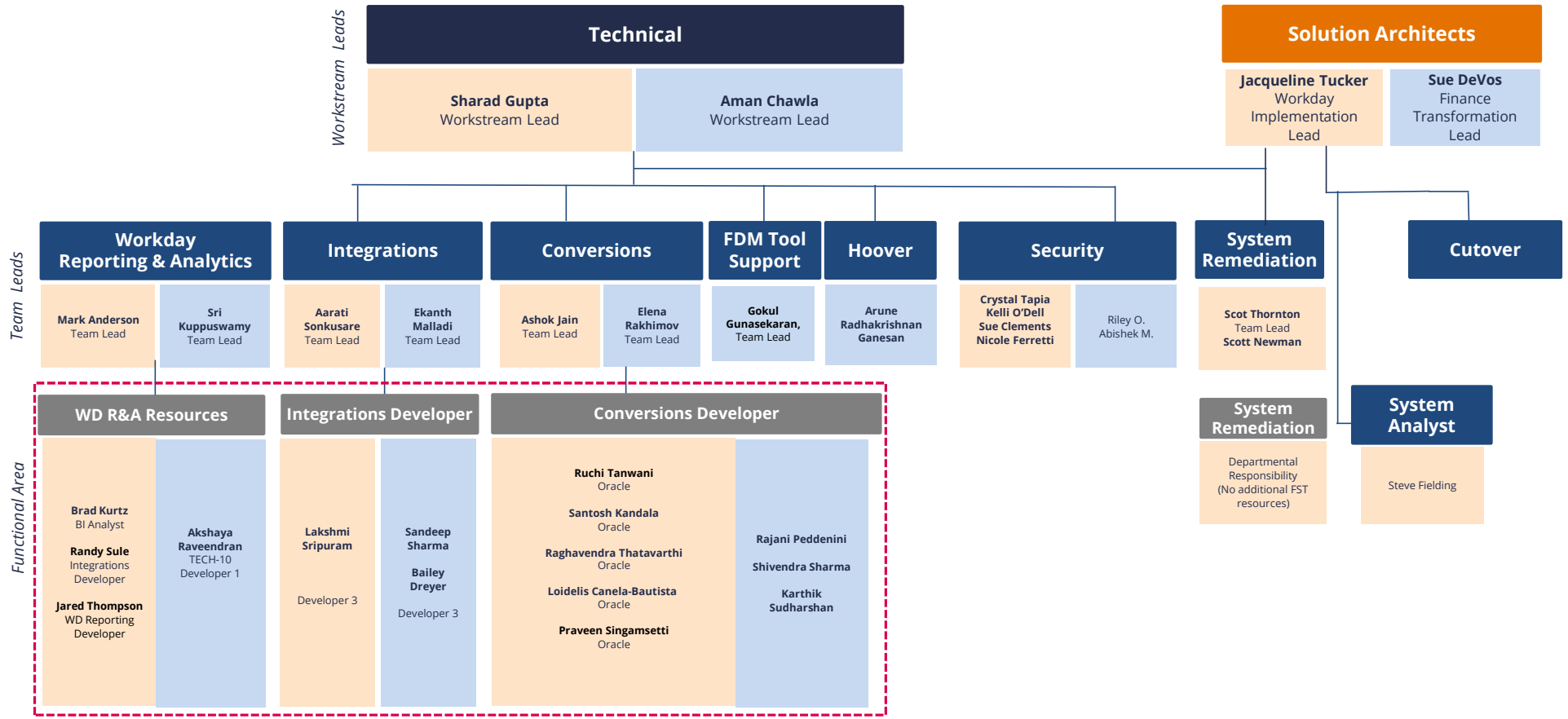


Questions related to fund balance will go to Jacob, Tommye, Elissa, and Katie

Hypercare Org Chart | Technical (Tier 3)

UVA FST Team Future Workday Support Team Deloitte FST Team

As of 7.1.22



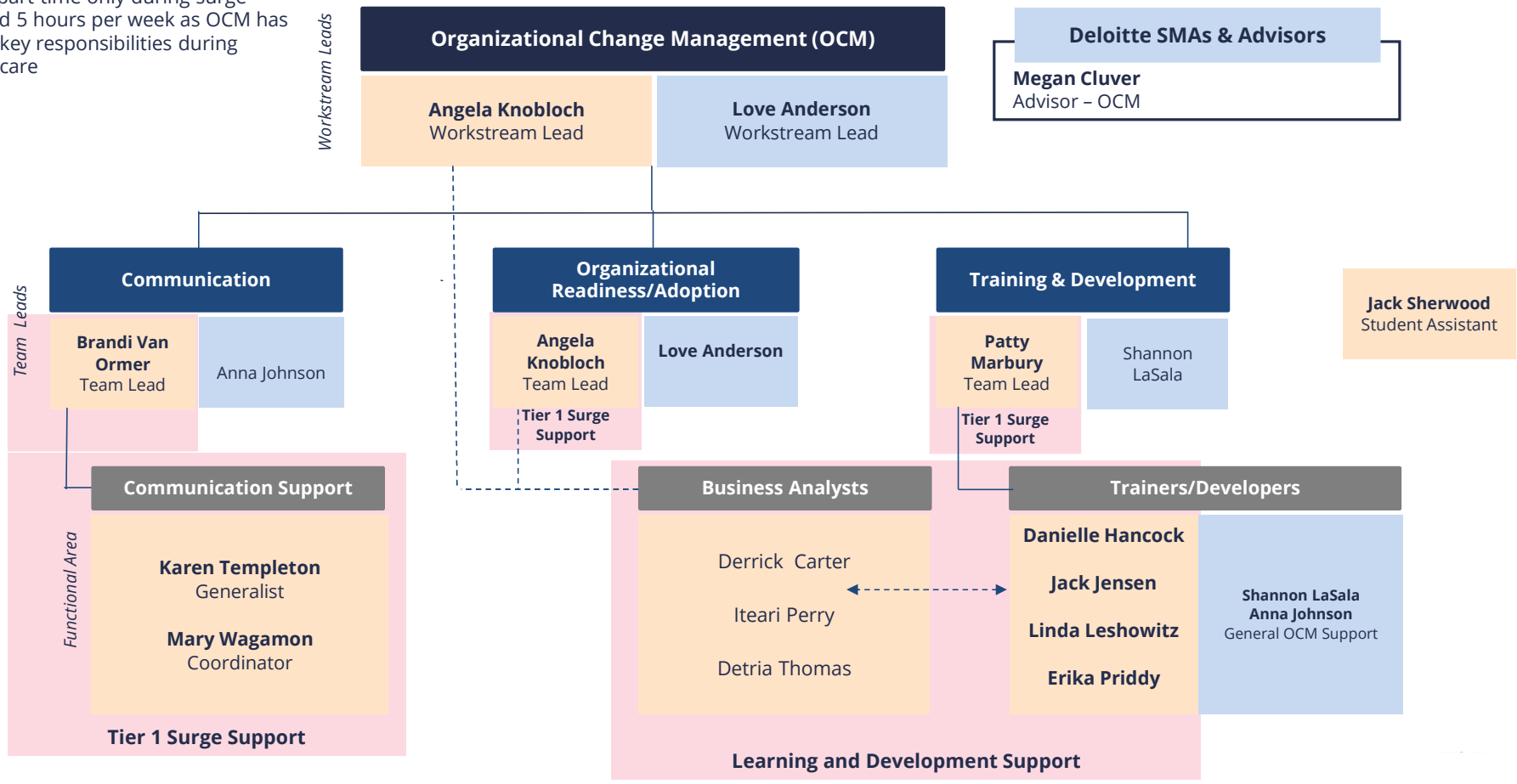
Cross-functional support as needed

Hypercare Org Chart | OCM Support (+Surge)

UVA FST Team Future Workday Support Team Deloitte FST Team

As of 7.1.22

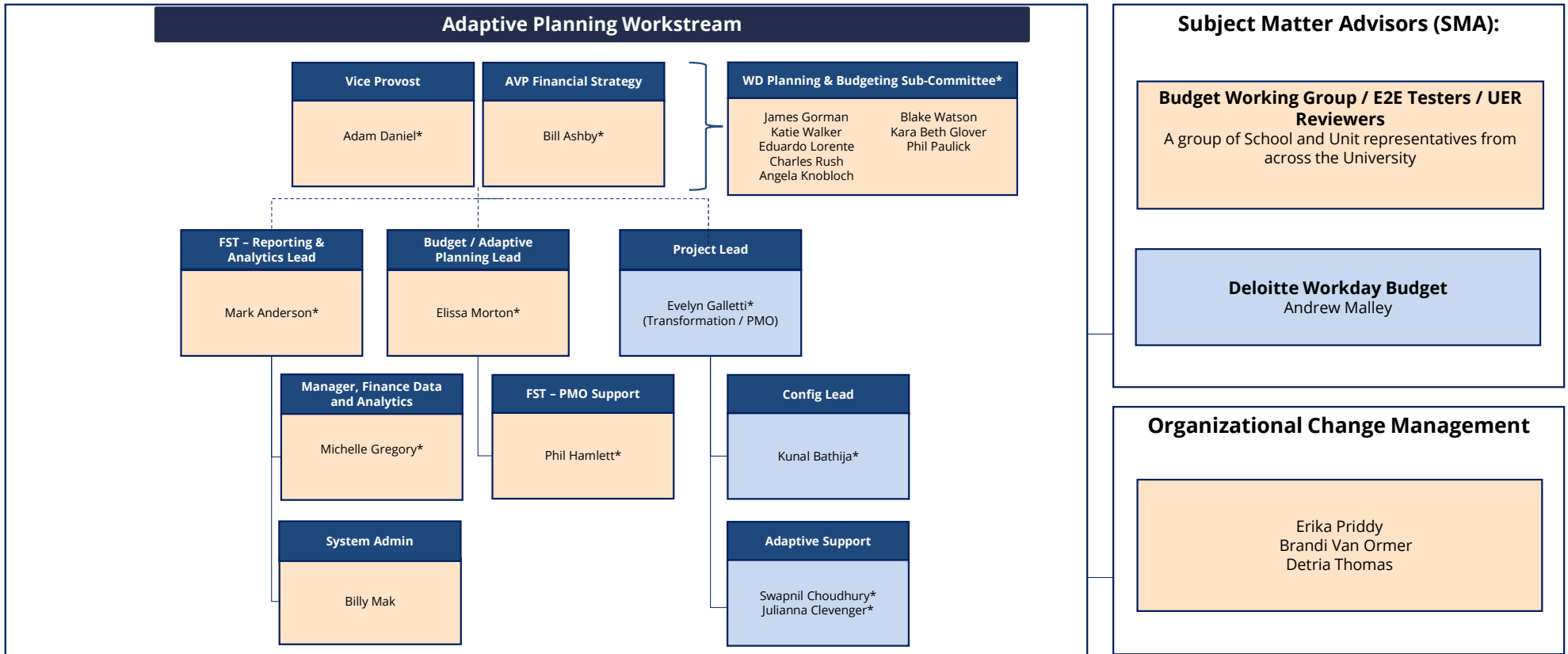
Note: Tier 1 Surge Support is expected to be part-time only during surge around 5 hours per week as OCM has other key responsibilities during Hypercare



Hypercare Org Chart | Adaptive (Tier 2/3)

Key: UVA Team Deloitte Team

As of 7.1.22

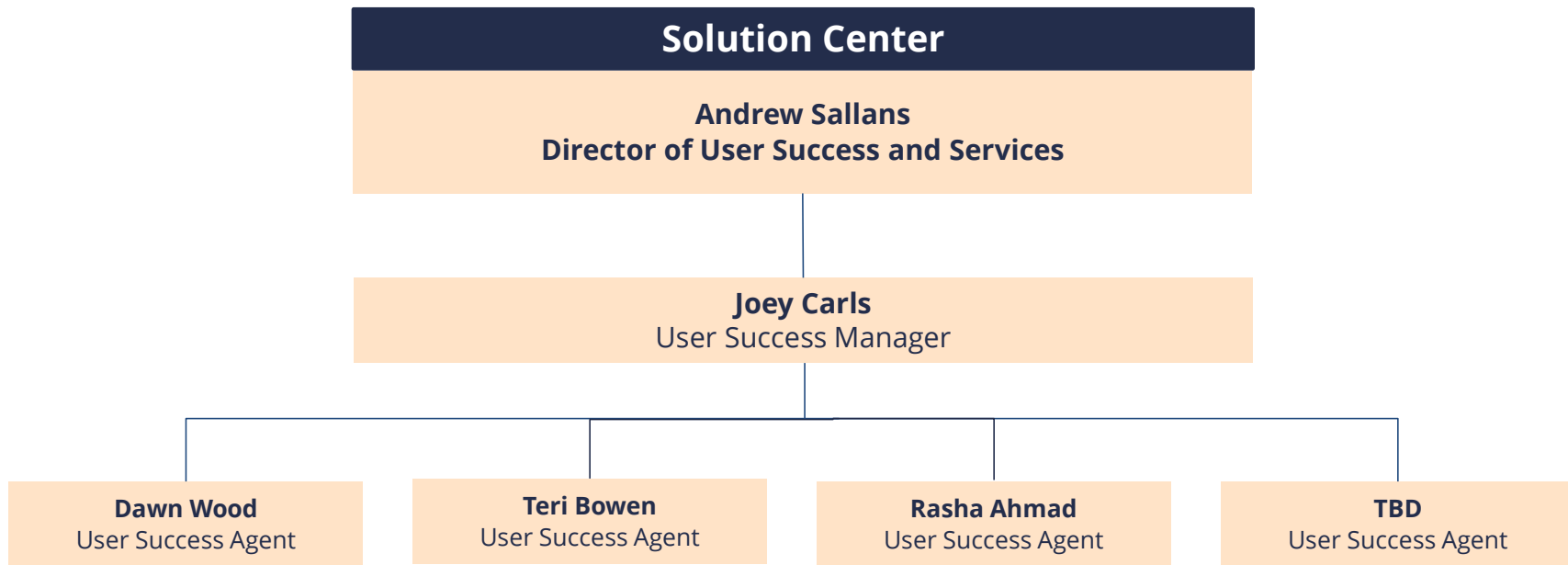


*Indicates a member of the WDPB Sub-committee

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

