Department of Administrative Services

Payroll and Time Tracking Replacement Project- Further Updates

Workday Payroll Implementation

Tuesday, April 18, 2023

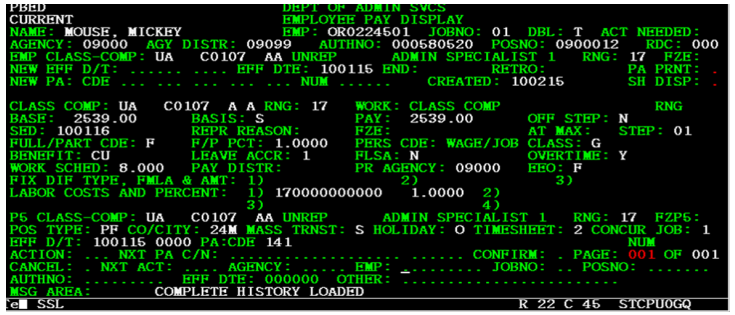
Payroll and Time Tracking Replacement Project

Berri Leslie, DAS Director

Terrence Woods, Chief Information Officer

Background and Purpose

Payroll and Time Tracking Replacement Project
Background and Purpose



- 1980s: Oregon state government's enterprise HR and payroll systems were custom built and served employees until the 2020's.
- 2019: The legacy HR system was replaced with Workday.
- 2021: Implementation of Workday Learning
- 2022: ePayroll replaced by Workday Payroll and Time Tracking

One platform for multiple services

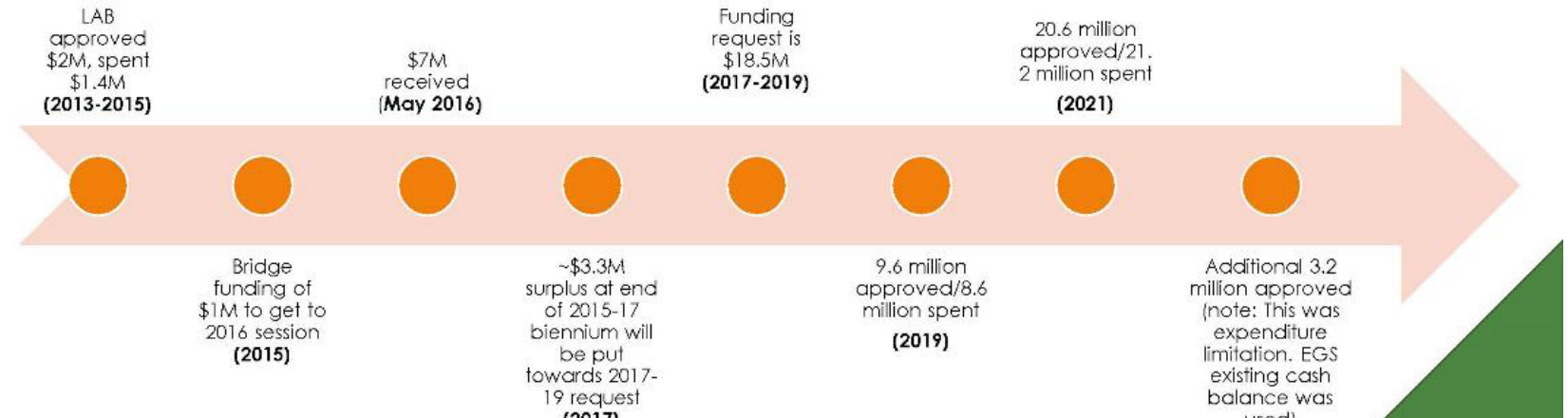
- HR
- Payroll
- Training

Available to users on

- computer
- mobile devices
- app

Payroll and Time Tracking Replacement Project
Background and Purpose

PROJECT FUNDING TO DATE



PAYROLL AND TIME TRACKING
Replacement Project
Moving Time and Pay to the 21st Century

Project updates improve HR, payroll, and employee recording keeping for approximately 45,000 employees across all three branches of state government.

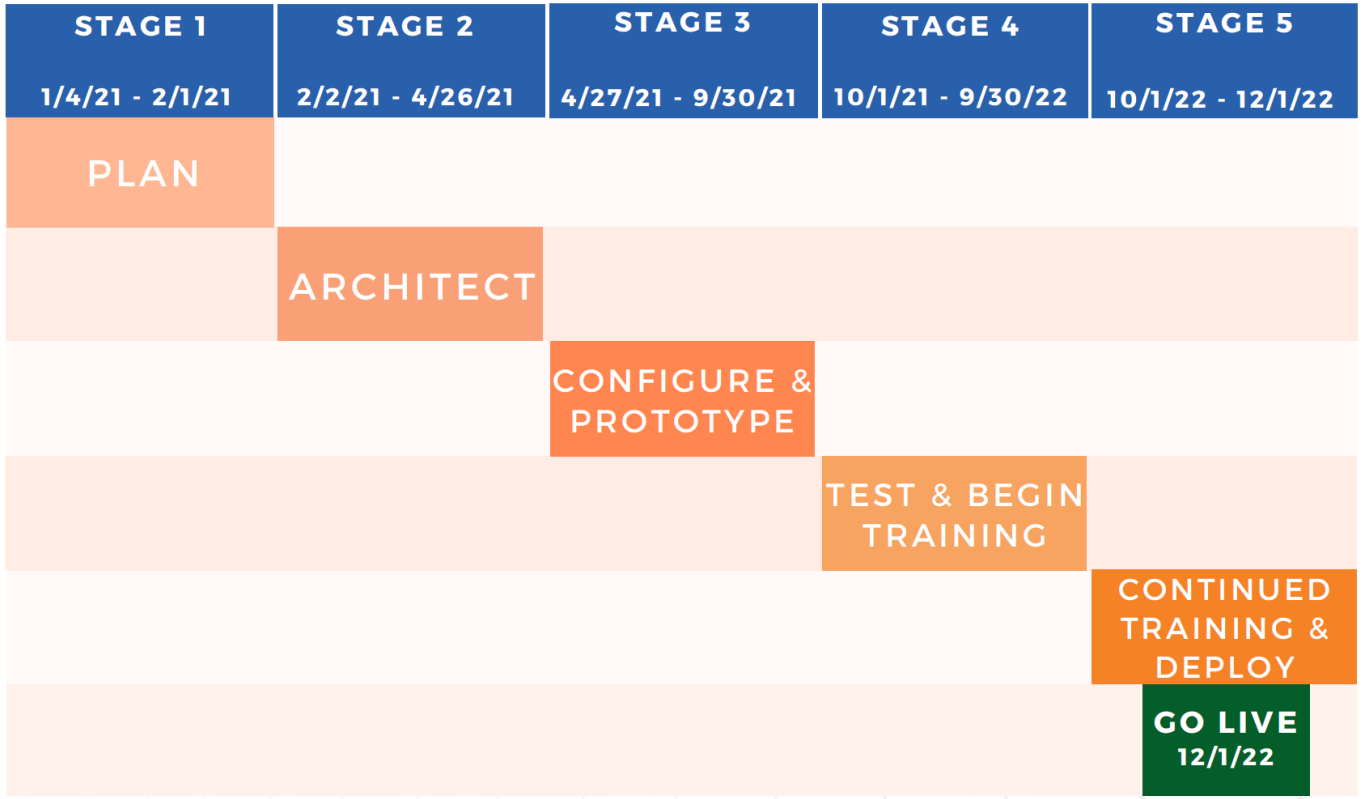
Planning Efforts

Payroll and Time Tracking Replacement Project Planning Efforts

PAYROLL AND TIME TRACKING
Replacement Project

Moving Time and Pay to the 21st Century

PROJECT TIMELINE



Assessments and Process

Enterprise Information Services
- Stage Gate Process

Workday and IBM
- Fit Gap Analysis

Gartner
- Readiness Assessment
- Independent Quality Assurance

Deloitte
- Independent Security Assessment

North Highland
- Change Management

Payroll and Time Tracking Replacement Project Planning Efforts

Statewide Coordination

- Steering Committee
  - Executive Sponsors from DAS and OHA
  - Representation from all Three Branches
- Payroll Project Champions
- Training Partners
- Continual Conversations with Labor
- Workgroups for 24/7 Agencies
- Regular updates to Directors, Deputy Directors, HR Partners, Payroll Partners, Communicators, Chief Information Officers

Statewide Communications and Training

- Employee Surveys
- Subscription-Based Newsletter (Referenced in Statewide Announcements)
- Training: UAT with agency involvement, Train the Trainer, Mandatory Employee and Manager-Specific Training
- Payroll Partner Resource Guide
- Employee and Manager Resource Guides
- Statewide Announcements

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PAYROLL AND TIME TRACKING
Replacement Project

Moving Time and Pay to the 21st Century

Payroll and Time Tracking Replacement Project Go-Live Newsletter

Countdown to go-live!

JAN

First payment through Workday Payroll 1/3/23

We are live!

Workday Time Tracking is now live and you can begin entering time now!

Inside:

Countdown to go-live! • P1
Training details • P1 – P2
This just in! • P2
What's trending • P2 – P3
Employee resources • P3

Resources and Support

Payroll and Time Tracking Replacement Project
Resources and Support

Go-Live Communications

- Daily Stand-Up Meetings
- Steering Committee Meetings
- Ongoing Updates to Directors, Deputy Directors,
- Statewide Announcements Payroll Updates
- Weekly meetings with Payroll Advisory Group

Employee and Manager Tools

- Frequently Asked Questions
- Numerous Knowledge Articles
- Validate Your Data Checklist
- How to Read Your Payslip
- Employee Resource Guide
- Manager Resource Guide
- Direct Links to Payroll Partners, Training Partners
- Payroll and Time Tracking Rundown - for Payroll Champions

Implementation and Go-Live

Payroll and Time Tracking Replacement Project
Implementation and Go-Live

System Issues

- As expected, there have been issues while modernizing.
- Prioritized corrections for underpayments
- Agency payroll offices fielded questions from employees and escalated questions to DAS Payroll

Learning Curve

- Employees; learning new time entry
- Payroll offices; fielding all initial inquiries
- DAS Payroll; Dual response to system issues and employee issues

Moving Time & Pay to the 21st Century

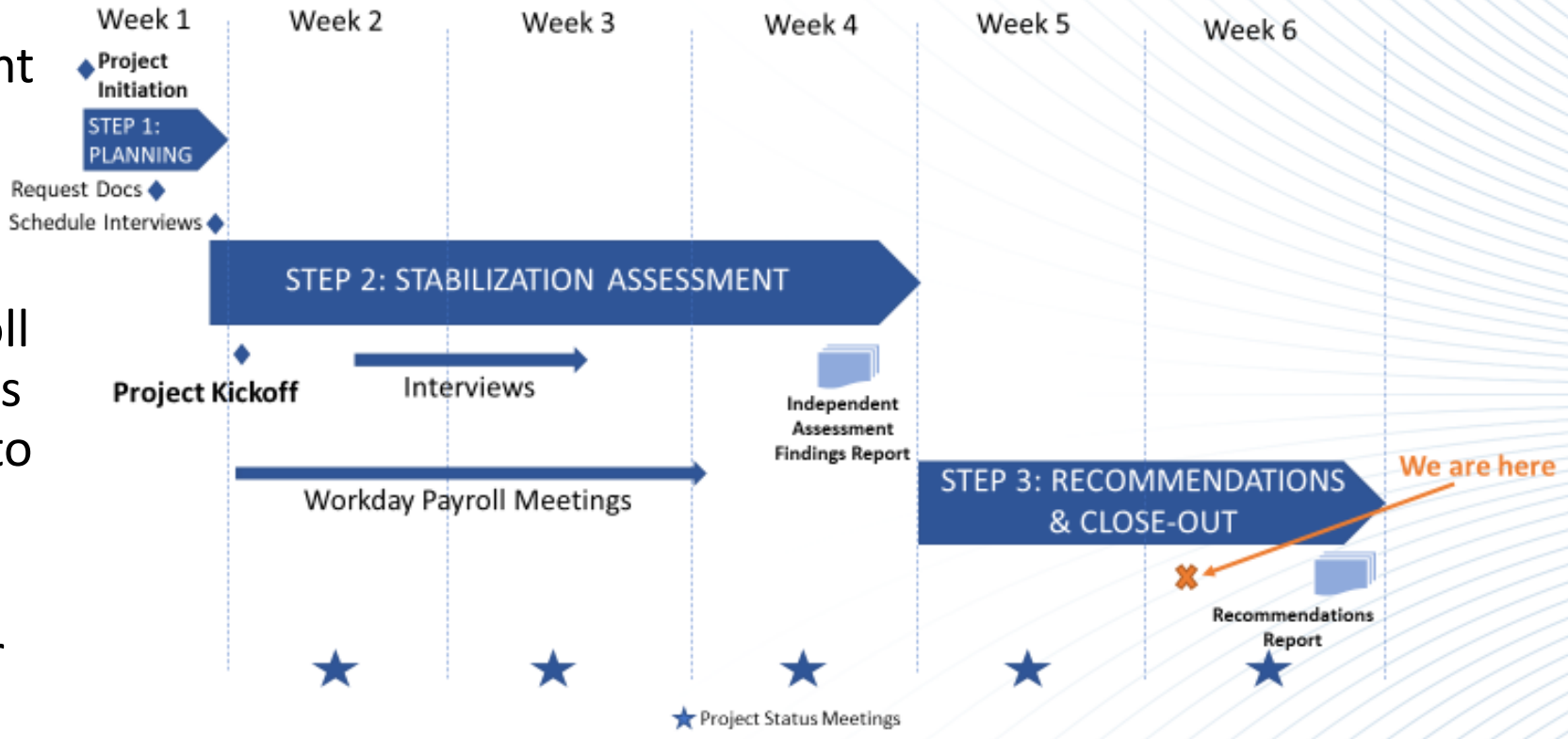
- Continued communications for employees
- Ongoing support for payroll teams
- Active partnership with vendors to resolve outstanding issues
- Lessons learned sessions with key stakeholders

Workday Payroll Stabilization

Workday Payroll Stabilization Assessment

Gartner Objectives & Approach

- Quickly understand the current situation related to the Workday Payroll Project
- Provide an independent assessment of Workday Payroll post-implementation activities and develop findings related to potential stabilization opportunities
- Provide recommendations for further stabilizing Workday Payroll activities and outcomes



Workday Payroll Stabilization Assessment

Gartner Findings

1. Support Organization
2. Pay Impacts and Prevention
3. Incident Management and Reporting
4. Change and Release Management
5. Integrations
6. Vendor Support
7. Training
8. Definition of Success
9. Communications

Workday Payroll Stabilization Assessment

IBM Objectives & Approach

System stabilization & employee confidence

“Hypercare” support- to ensure the successful transition of all users, processes, and business needs to the new system.

The state has executed an emergency work order contract for IBM to work on four key work streams

Workday Payroll Stabilization Assessment

IBM Deliverables

1. HR Payroll Operations Transition Plan
2. Role & Responsibilities Mapping
3. Prioritization & Assignment Guidelines
4. Business Process Maps for Change Control
5. Environment Management Governance Plan
6. Recommendations for Intake Center
7. Payroll Run Procedure Recommendations
8. HR Communications & Engagement Tactical Playbook
9. HR Payroll Operations Opportunity Index

Thank you
&
Questions