HCM Transformation Initiative
Service Delivery
ABA Meeting
Date: 12/06/2017
Overview – One Project/Two Workstreams

HCM Transformation Initiative

Workday@Penn

Penn Employee Solution Center
Status and Timeline

Wave One

- Plan and Kickoff
- Discovery and Design
- Change Strategy and Execution
- Plan and Develop Training
- Deliver Training

Support

- Timeline and Scope Confirmation
- Go-Live

Workday

- Milestones
- Planning
- Architect
- Prototype
- Testing
- Deploy
- Change
- Support
- Tenants
- Workday Updates

Service Delivery

- Service Desk 1.0
  - Startup
  - Content
  - Build
  - Deploy
  - Develop & Communicate
  - Plan, Develop, Deliver Communications
Best practices to help new hires be ready to work from their first day:

- **Start date** – Allow for enough processing time and adequate notice for the candidate’s current employer
- **Keep in touch** – After hiring approval and background check, call to offer the new employee a warm welcome
- **Complete forms in advance**
  - Signed offer letter
  - W-4
  - Voluntary Self-ID
- **Complete payroll record** – Completing the payroll record before the start date facilitates obtaining PennCard, PennKey, email, etc.
- **I-9 compliance** – Ensure the employee completes Part 2 of the I-9 on the first day to expedite payroll and benefits
- More information at [www.hr.upenn.edu/hcm/resources](http://www.hr.upenn.edu/hcm/resources)
# Penn Employee Solution Center

## Vision
- One-stop shop providing assistance to individual faculty and staff members as well as schools and centers
- Provide faculty and staff with best-in-class customer service and timely resolutions to their inquiries and issues

## Benefits
- Reduces transactional load on business partners throughout Penn
- Consistent, up-to-date responses to frequently asked HR questions
- Creates a positive new-hire experience
- Identifies opportunities for continual improvement

## Critical Success Factors
- Reduced transactional load on business partners outside the Solution Center
- Improved quality and timeliness of responses to inquiries
- Improved reporting on Solution Center effectiveness
What We Cover

The Solution Center will launch in January 2018 with version 1.0. Initial scope will be limited to a few key functional areas. Other areas will be added as we move into Solution Center 1.1+.

<table>
<thead>
<tr>
<th>In Scope for 1.0</th>
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<tbody>
<tr>
<td>Recruitment</td>
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<tr>
<td>Compensation</td>
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<tr>
<td>Leave Administration</td>
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<tr>
<td>PTO, FMLA, Disability Leaves</td>
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<tr>
<td>Time Reporting</td>
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<tr>
<td>Payroll</td>
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<tr>
<td>Change in amount, errors in payment, pay dates</td>
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<tr>
<td>Staff and Labor</td>
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<tr>
<td>System usage, policy and procedure</td>
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### How Cases Get to the Solution Center

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<tr>
<th>Method</th>
<th>Description</th>
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| **Phone**       | **Solution Center 1.0**  
Penn employees can call the Solution Center directly or be routed from selected early adopters. |
| **Email**       | **Solution Center 1.0**  
Penn employees can email the Solution Center directly. Additional cases may be forwarded by early adopters. |
| **Chat**        | **Solution Center 1.1+**  
Penn employees will be able to communicate with solution specialists via real-time chat in future releases. |
| **Self Service**| **Solution Center 1.1+**  
Penn employees will be able to search for answers and manage their own cases in future releases. |
Long Term: Support Workday@Penn

2018: Solution Center launch and expands support across current HCM areas.
2019: Support expands to all functional areas covered by Workday@Penn.
2020: Continued expansion to provide irresistible employee experiences.

- Jan ‘18: Solution Center 1.0 goes live, covering existing systems.
- Jan ‘18: PESC 1.1+.
- Jan ‘19: Solution Center transitions to support all functions within Workday@Penn.
- Jan ‘20: With Workday Wave 2 go-live, Solution Center expands to include new functions.
- During the year, incremental releases expand scope.