

## Word on Workday

The Workday Team is continuing to optimize the overall system and related processes. To support these efforts, the Executive Steering Committee has designated four strategic priorities for the EBS team and central office staff to focus on through Fiscal Year 20, as detailed below:

1

### Optimization

Continuously seek opportunities to improve system usage thereby optimizing end-to-end performance which impact business results

2

### Community Engagement

Improve user experience and engagement

3

### Strategic Plan Support

Support UM Strategic Plan to create operational efficiency, financial sustainability, and safeguard compliance

4

### Analytical Capability

Promote analytical capabilities by developing management dashboards and reports to inform real-time decision making and measure performance

- Assessment of current state to determine key areas of improvement
- Implement recommendations from assessment
- Redesign of critical business processes based on feedback from Community and leadership
- Analysis of system user behavior to recommend business process changes to improve workflow efficiency with added controls
- Develop and quarterly review of Roadmaps
- ADOPT platform will address in application tip sheet and tutorials
- Mobile App
- Superuser Certification Program
- Focus groups by roles and functions
- Training – CBLs, Instructor-led, and webinar
- Quarterly review of UM Community engagement
- Roundtables – Gables only
- UHealth – Virtual Workday Forums – topic driven
- Prioritize and implement critical changes that impact cost savings (e.g. UHealth benefit changes and Time off plans)
- Implement Staff Recruitment and Talent Modules
- Implement new business processes that automate existing manual processes (e.g. accounting adjustments)
- Review business process configuration to ensure alignment with UM policies
- Creation of HCM and Finance Dashboards for leaders based on functions (e.g. Deans, Managers, PI's, and Payroll)
- Partner with Central offices to develop metrics and Key Performance Indicators (KPI)
- Build the foundation for predictive analytics
- Become early adapters for machine learning and artificial intelligence functionality

To ensure priority of efforts has input from all areas, a Workday Governance Board will be created and will meet on a monthly basis. This group will represent faculty, staff, finance business officers, and central office leadership from the Coral Gables, Medical, and Rosenstiel School of Marine and Atmospheric Science (RSMAS) campuses. The Workday Governance board will be a voice for the community on how to better engage and improve the system and escalate any concerns to the Workday Executive Sponsors.

Though change is never easy, we'd like to extend a special thank you to those involved in these efforts.

## Workday Tips and Tricks

Learn these Workday Tips and Tricks to complete your business processes or click [here to access Workday Tip Sheets and Tutorials](#).

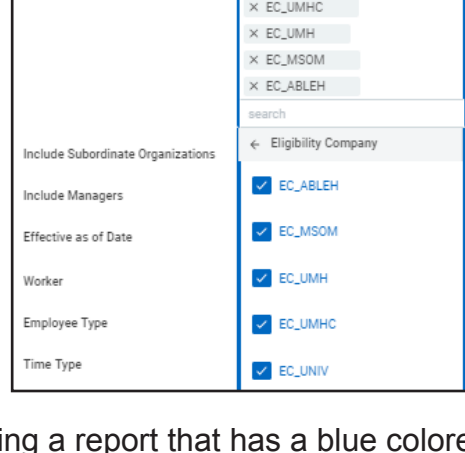
### Navigating Workday

- Use the UM Quicklinks worklet to review a variety of [Workday Resources](#), including tip sheets, training matrix, and frequently asked questions (FAQs).

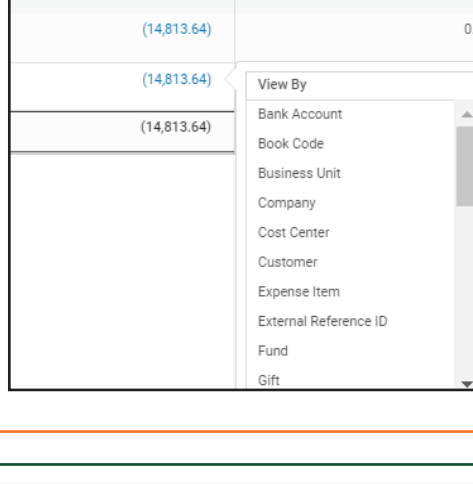


### Reports

- When running reports, use SHIFT+CTRL+A then enter to pick all items in the selection (as opposed to selecting items one-by-one).



- When viewing a report that has a blue colored number, you can view the amount (by various methods) when clicking on the arrow next to the number.



### Search Bar

- Use the Workday search bar to access a variety of shortcuts to get exactly what you need.
- Review the top 3 shortcuts for Procure-to-Pay users:
  - To search for suppliers, in the Workday search bar enter: **“supplier: [enter supplier name]” no brackets**
  - To search for Invoices, in the Workday search bar enter: **“supinv: [enter invoice number]” no brackets**
  - To search for Purchase Orders (PO), in the Workday search bar enter: **“PO: [enter PO number]” no brackets**
- To search everywhere within Workday, use the “All of Workday” search category.
- To obtain a full list of shortcuts listed in alphabetical order, in the Workday search bar enter: “?”



## Don't Stay in The Clouds, Get Workday Support!

There are a variety of immediate Workday support options to get you the support you need!

### Workday Tip Sheets and Tutorials



Review [Workday Tip Sheets and Tutorials](#) for assistance in completing a business process or running a report.

### Call



Get real-time assistance with Workday issues 24 hours a day, 7 days a week. Please contact the UM Service Desk at: (305) 284-6565.

### Email



Submit a question and receive a response by email. Please contact the UM Service Desk at: [help@miami.edu](mailto:help@miami.edu).

### Additional Workday Support

### Request a Workday Drop-In Lab



Get one-on-one assistance in completing a business process or running a report from a Workday expert. To learn more about requesting a Drop-In Lab in your area click [here](#), or email [workday@miami.edu](mailto:workday@miami.edu).

### Workday Instructor-Led Training (ILT)



Register for Workday instructor-led training (ILT) courses. Visit the [Workday Finance Training Catalog](#) to review a list of available ILT training.

### Workday Webinars & Computer-Based Learning (CBLs)



Register for Workday webinar sessions, and computer-based learning (CBLs). Visit the [Workday Finance Training Catalog](#) to review a list of available webinars this month.

If you are experiencing difficulties completing a business process or running reports due to system performance, please email screenshots and details of the specific business process to [workday@miami.edu](mailto:workday@miami.edu).



## 2019 Open Enrollment Benefits Fair

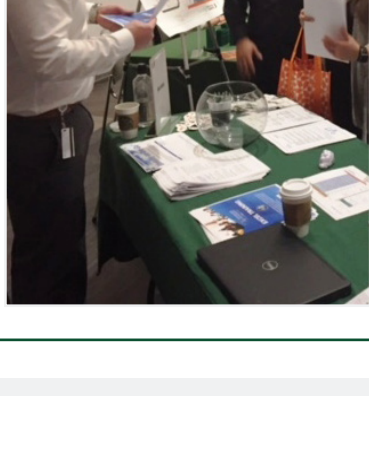
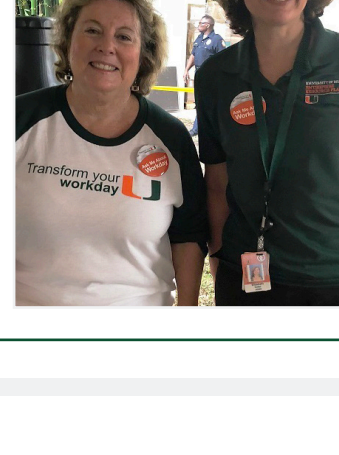
The UM community was excited to participate in a hands-on demonstration of [Workday Mobile](#). Workday experts were onsite to show faculty and staff system enhancements, and answer any questions.

A series of Employee Self-Service (ESS) demonstrations were shown during the hands-on demonstrations, such as how to view your pay slips, update your emergency contact information, request time off, and more. For more information on ESS in Workday, click [here](#).

“The HR Benefits Fair draws thousands of University faculty and staff,” said Berthi Hotham Arteta, Human Resource Executive Director for Enterprise Business Solutions. “The fair provided a relaxed and fun atmosphere for the University community to have their Workday questions answered by our team of subject matter experts.”

### Reminder

Open Enrollment for your 'Canes Total Rewards through Friday, November 2, 2018. Please click on the Open Enrollment task in your Workday inbox to review and update your benefits. To learn how to access and complete open enrollments tasks, please review this [tip sheet](#).



## Workday Recruiting: A New and Improved Hiring Module

[As previously announced](#), on November 28, the University of Miami will be implementing a new electronic recruitment system for staff. Workday Recruiting is an online recruitment system built to help you find, share, engage, and select the best internal and external candidates for your team. With this new system, you'll experience a streamlined recruitment and hiring process that will reduce hiring time, and improve efficiency, consistency, and process tracking.

To test the system, six units comprised of Advancement, Human Resources, Patient Access, Pharmacy, and Enrollment Management are currently participating in a pilot of the system that concluded on October 1, 2018. Feedback from this pilot has been extremely valuable to improve the system before its launch.

### Below, please find some notable highlights from the pilot as of October 25, 2018:

- 50 Managers, Recruiters, and HR Partners have been trained
- 58 job requisitions have been posted in Workday
- 18 candidates have been successfully hired through Workday

### Learn More About System Implementation!

To learn more about the system implementation process, including job requisition freeze details, please select a one-hour webinar from the following dates:

- Tuesday, November 6 at 10 a.m. or 2 p.m.
- Thursday, November 8 at 9 a.m. or 4 p.m.

To register, please visit [ULearn](#) and search for the keywords: **“Workday Recruiting”** or by the complete course name: **“Staff Workday Recruiting OverviewWebinar.”**

If you have any questions, please contact the Workday team at [workday@miami.edu](mailto:workday@miami.edu) or Lisi Carreno at [icarreno@miami.edu](mailto:icarreno@miami.edu).



## System Changes

Click [here](#) for a comprehensive list of completed and in-development system changes.



## Role-Based Resources

Role-based resources, including relevant tip sheets, reports, and training options have been updated and are available for the following Workday roles:

- [Accountant](#)
- [Cost Center Manager](#)
- [Cost Center Sponsored Program Manager](#)
- [Deposit Specialist](#)
- [Expense Data Entry Specialist](#)
- [ISP Analyst](#)
- [ISP Manager](#)
- [Procurement Data Entry Specialist](#)
- [Receiver](#)

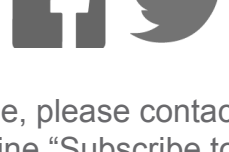
To learn more information specific to other Workday roles, please click [here](#).

## Important Links

- [Log in to Workday](#)
- [Training Resources](#)
- [Frequently Asked Questions](#)
- [Communications](#)

If you have questions related to Workday, please contact the UM Service Desk at: (305) 284-6565 or [help@miami.edu](mailto:help@miami.edu).

Connect



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