**WORKDAY GO LIVE DRIVERS**

**BUSINESS PROCESSES**

are ready and Business Process Owners agree that they can conduct business within Workday and surrounding manual and automated systems

- There are no Priority 1 defects
- Critical business processes and integrations are tested and working as expected or have an acceptable workaround
- Data converted from HRMS and DEFINE is validated and accepted from final data conversion
- Research and academic-related business processes that could have a direct impact on mission critical business are confirmed as ready to go by Research and Academic units
- All policies and procedures have been updated, documented and published
- Payroll completes Parallel Payroll testing cycle with variances known, explained and accepted by the Payroll Director and Workday Steering Committee (Payroll tolerance levels will be defined in the Testing Strategy document)
- Successfully met payroll compliance needs or have acceptable mitigation in place
- Year-to-date balances have been validated and accepted (necessary for Year End reporting and Tax Filing purposes)
- Benefits and critical Human Resources processes are functioning as expected and accepted by the HR Director, Academic Personnel Services Director, and the Workday Steering Committee
- Work-Study business processes are functioning as expected and accepted by the Financial Aid Director and Workday Steering Committee

**CAMPUS READINESS**

All end users are ready to process in the new system and end user support systems are in place for post Go Live. This includes such things as...

- Help desk and user aids are published and available
- Training has been conducted for staff performing data entry, approvals, data access and casual users before Go Live such that they are prepared to perform their roles
- Communication channels are firmly established in order for quick functionality related messages to be sent if issues arise
- Central business areas, project team and CSU’s agree there are sufficient resources to handle Go Live support
- Post Go-Live support structure and resources are in place and knowledge transfer has occurred
- Any organizational changes needed in campus units have been made or accepted mitigation strategies have been put in place
- Colleges, Schools and Units have a way to pass work between their departments and the Dean’s Office (e.g. a ticketing solution)
- Policy and process changes as well as self-service functionality have been sufficiently communicated
PRODUCT READINESS

- The system is designed, configured and fully tested to account for necessary business processes to reliably work accurately (within tolerance levels where appropriate). This includes system configurations, integrations, security and reports.
- Data converted accurately and with high quality (with only known and agreed to exceptions).
- Defects present in the system are known and approved as tolerable at Go Live.
- Required Go Live reports are designed, configured, tested and ready for use.
- System is performance tested and there is no expected degradation of functionality when the system is released.
- Workday Delivery Assurance Checkpoint is passed and the green light for deployment is given.

SECURITY AND INTERNAL CONTROLS

- Configured and fully tested to adequately protect data and system functions and that the controls required by the Information Security Office, Internal Audit and others are validated as in place.
- Access to processes and data is available to those end users who should have it.

DATA ACCESS AND CRITICAL REPORTS

- Critical reports that are due during the first 90 days after go live are tested and working (regulatory, compliance, academic, etc.).
- The reporting portal that describes reports available and how to use them is available.
- A typical annual, monthly, weekly and daily end user support schedule is available to end users.
- End user know how to access data needed to make operational and managerial decisions.
- End user knows what reports are important for data review, compliance and quality tracking.

DOWNSTREAM AND EXTERNAL SYSTEM INTEGRATIONS

- Integrations are ready (end to end) and documented, including validation by downstream system users that they are ready to Go Live.
- For critical integrations, contingency plans are in place in the case that the integration does not perform as expected.
- Any crosswalks needed for downstream system to work are in place, validated and fully functioning as validated by downstream system owners.
- HRMS, DEFINE and any related systems impacted by the Workday HCM/Payroll launch have been altered to work appropriately in Campus concert with the Workday HCM/Payroll launch and have appropriate roll-back plans.
DEPLOYMENT CHECKLIST AND BACK-OUT PLANS

are tested and ready for use.

• The system cutover process is tested and verified that it can be run within the designated “cutover period” when existing and new systems are unavailable to end users
• A contingency plan for the Go Live cut-over is in place and has been tested in a tabletop exercise
• A back-out plan is in place and has been tested in a tabletop exercise. Legacy HR and Payroll systems have been included in this exercise
• Significant risks have a contingency plan in place and there are no known cases expected during the first 90 days after go live that Workday cannot handle or that do not have a workaround

ONGOING SUPPORT STRUCTURE AND OPERATIONS

have been established and are ready for the transition from implementation as appropriate.

• The system support structure is in place, support resources are trained and ready to support users
• Campus end users are trained in how to conduct business in the new system and how to get help from the help desk, visual aids, FAQ’s, etc. when they need it
• All HRMS and DEFINE documentation that is changing as a result of the Workday HCM/Payroll Go Live is updated to point to references to Workday or removed from service
• Central processing offices are ready to support campus through the change with appropriately trained staff
• Knowledge transfer sessions have been completed and Production readiness team has agreed to it