

Department of Administrative Services

Payroll and Time Tracking Replacement Project



Workday Payroll Implementation

Wednesday, April 19, 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

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PPDB DEPT OF ADMIN SVCS
CURRENT EMPLOYEE PAY DISPLAY
NAME: MOUSE, MICKEY EMP: OR0224501 JOBNO: 01 DBL: T ACT NEEDED:
AGENCY: 09000 AGY DISTR: 09099 AUTHNO: 000580520 POSNO: 0900012 RDC: 000
EMP CLASS-COMP: UA C0107 AA UNREP ADMIN SPECIALIST 1 RNG: 17 PZE:
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NEW PA: CDE ..... NUM ..... CREATED: 100215 SH DISP:
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BASE: 2639.00 BASIS: S PAY: 2639.00 AT MAX: STEP: 01
SED: 100116 REPR REASON: EZE:
FULL/PART CDE: F P/P PCT: 1.0000 PERS CDE: WAGE/JOB CLASS: G OVERTIME: Y
BENEFIT: CU LEAVE ACCR: 1 FLSA: N PR AGENCY: 09000 HEO: F
WORK SCHED: 8.000 PAY DISTR: PR AGENCY: 09000 HEO: F
FIX DTE TYPE, FLSA & AMT: 1) 1700000000000 1.0000 2) 3)
LABOR COSTS AND PERCENT: 1) 1700000000000 1.0000 2) 3) 4)
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CANCEL: .. NXT ACT: .. AGENCY: .. EMP: .. JOBNO: .. POSNO: ..
AUTHNO: ..... EFF DTE: 000000 OTHER: .....
MSG AREA: COMPLETE HISTORY LOADED
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- 1980s: Oregon state government's enterprise HR and payroll systems were custom built and served employees until the 2020's.
- Technology advanced and the need to replace the 30+ year old legacy systems (PPDB and ePayroll) with a modern HR and payroll system (Workday Payroll) became apparent.
- 2019: The legacy HR system was replaced with Workday.
- 2021: Implementation of Workday Learning
- 2022: ePayroll replaced by Workday Payroll and Time Tracking

Payroll and Time Tracking Replacement Project Background and Purpose



Modernizing Enterprise Administrative System



Multiple services on a single platform

- HR
- Payroll
- Training

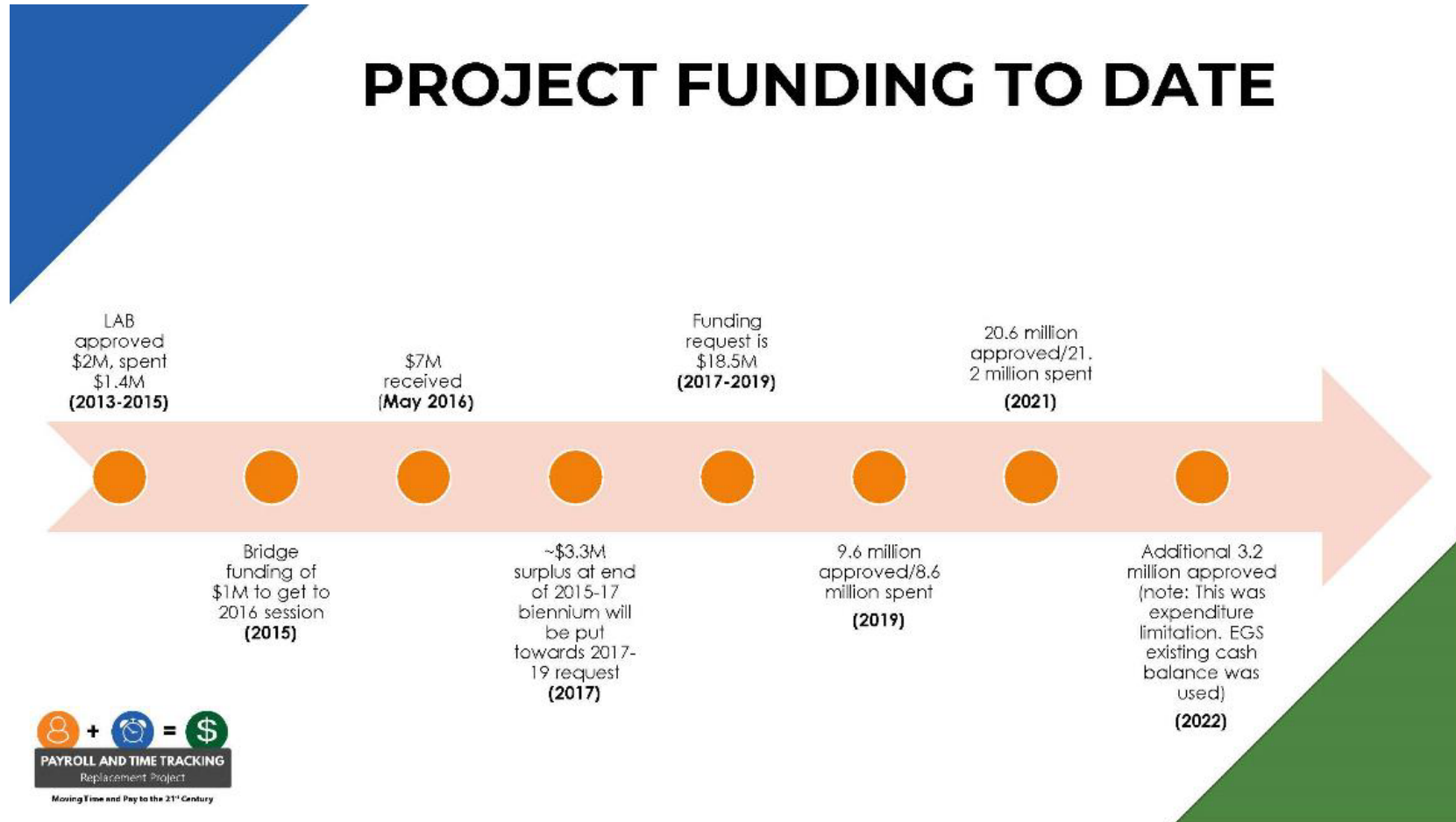
Available to users on

- computer
- mobile devices
- app



Payroll and Time Tracking Replacement Project Background and Purpose

PROJECT FUNDING TO DATE



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

Planning Efforts





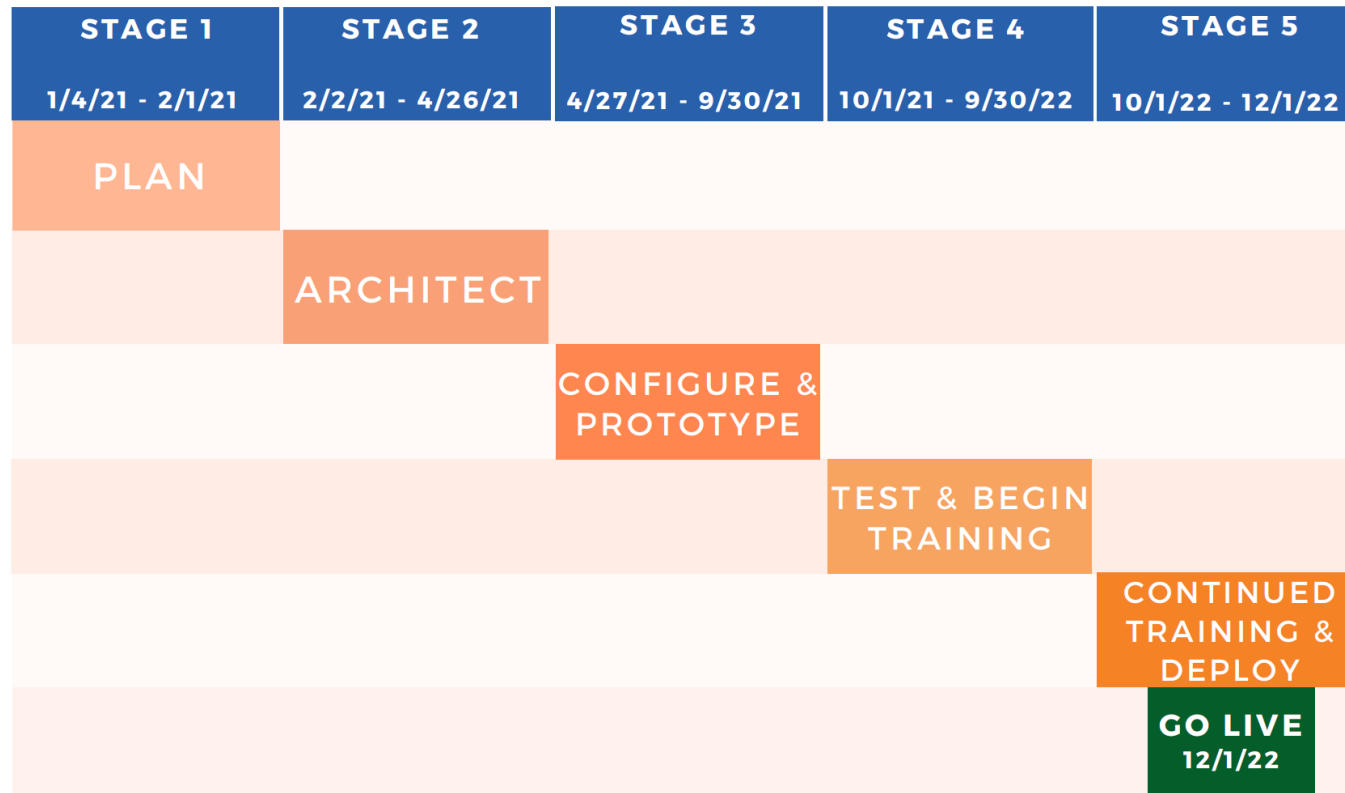
Payroll and Time Tracking Replacement Project Planning Efforts



PAYROLL AND TIME TRACKING
Replacement Project

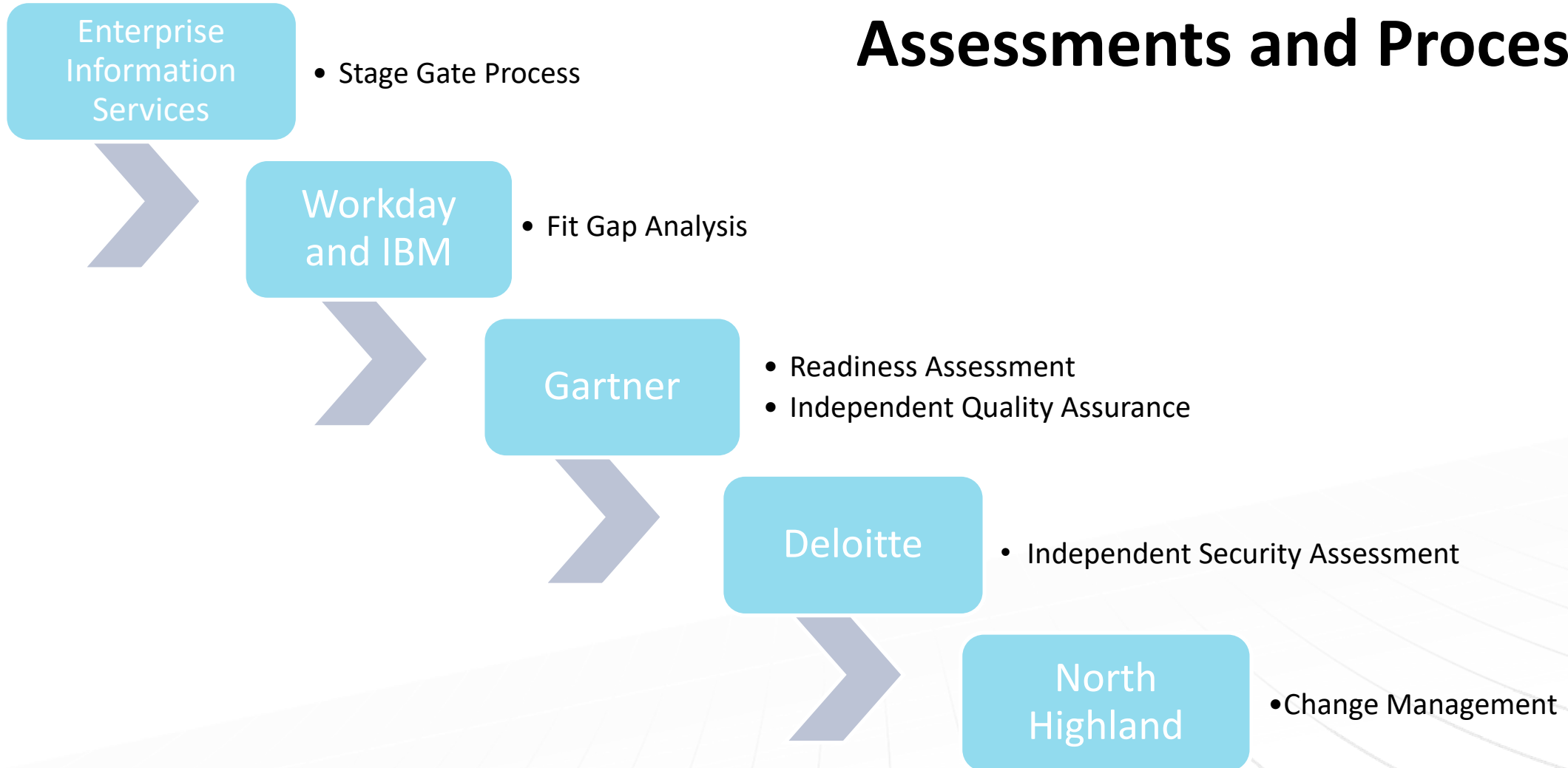
Moving Time and Pay to the 21st Century

PROJECT TIMELINE





Assessments and Process



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



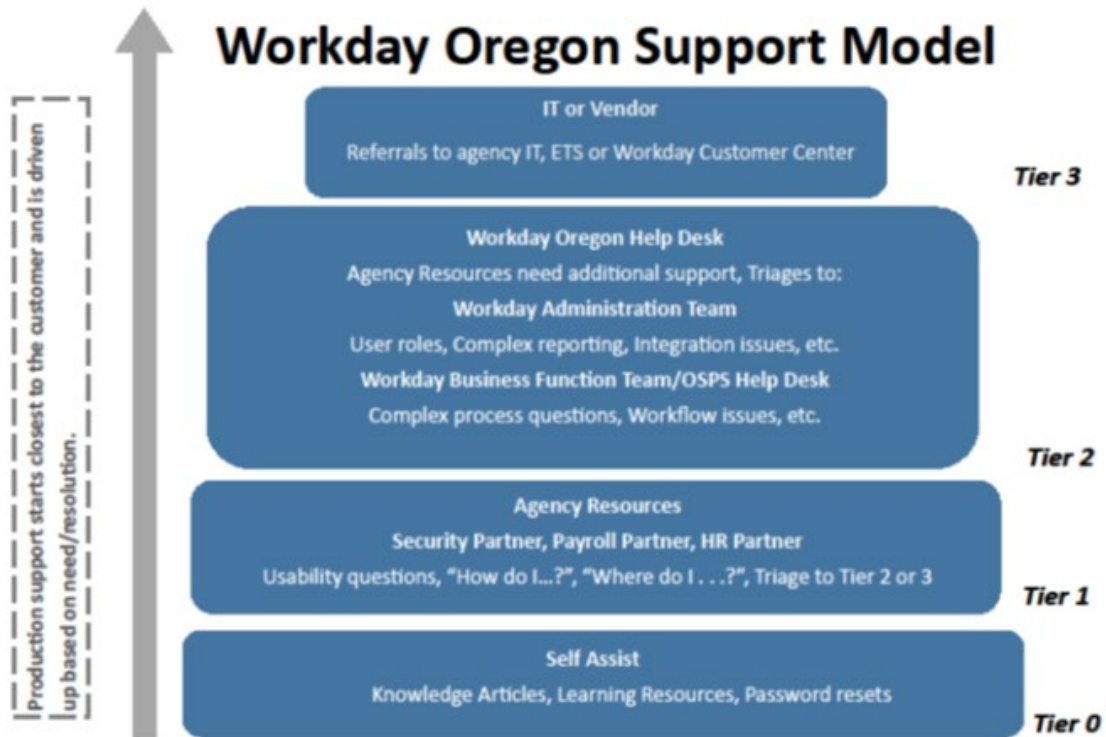
Resources and Support



Payroll and Time Tracking Replacement Project Resources and Support



Workday Support Model



Employee and Manager Tools

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



Go-Live Communications

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

Implementation and Go-Live



Payroll and Time Tracking Replacement Project Implementation and Go-Live



- December 1, 2022: Time Tracking Went Live
- January 3, 2023: First Pay Day from Workday Payroll
 - 4,500 employees impacted by system issues
 - 2,800 overpayments & 1,700 underpayments
- February 1, 2023: Second Monthly Pay Day in Workday Payroll
 - 2,767 employees impacted by system issues
 - 567 overpayments & 2,200 underpayments
- March 1, 2023: Third Monthly Pay Day in Workday
 - 2,151 employees impacted by system issues
 - 1,755 overpayments & 396 underpayments
- The vast majority of employees were paid accurately and on time on the first pay date out of the new system.

The graphic features a vertical timeline with a blue triangle on the left and a green triangle on the right. At the top, it shows icons for a person, a plus sign, an alarm clock, an equals sign, and a dollar sign, with the text "PAYROLL AND TIME TRACKING Replacement Project" and "Moving Time and Pay to the 21st Century". Below this, an orange box contains the text "A NEW PAYROLL SYSTEM IS COMING... DECEMBER 1, 2022". The timeline then lists "TRAINING STARTS" on Tuesday, November 1, 2022; "GO LIVE" on Thursday, December 1, 2022; and "FIRST PAYMENT THROUGH WORKDAY" on Tuesday, January 3, 2023. At the bottom, it provides the contact email "OSPS.WORKDAY@DAS.OREGON.GOV" and a QR code.

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

A NEW PAYROLL SYSTEM IS COMING...
DECEMBER 1, 2022

TRAINING STARTS
TUESDAY, NOVEMBER 1, 2022

GO LIVE
THURSDAY, DECEMBER 1, 2022

FIRST PAYMENT THROUGH WORKDAY
TUESDAY, JANUARY 3, 2023

CONTACT US: OSPS.WORKDAY@DAS.OREGON.GOV

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

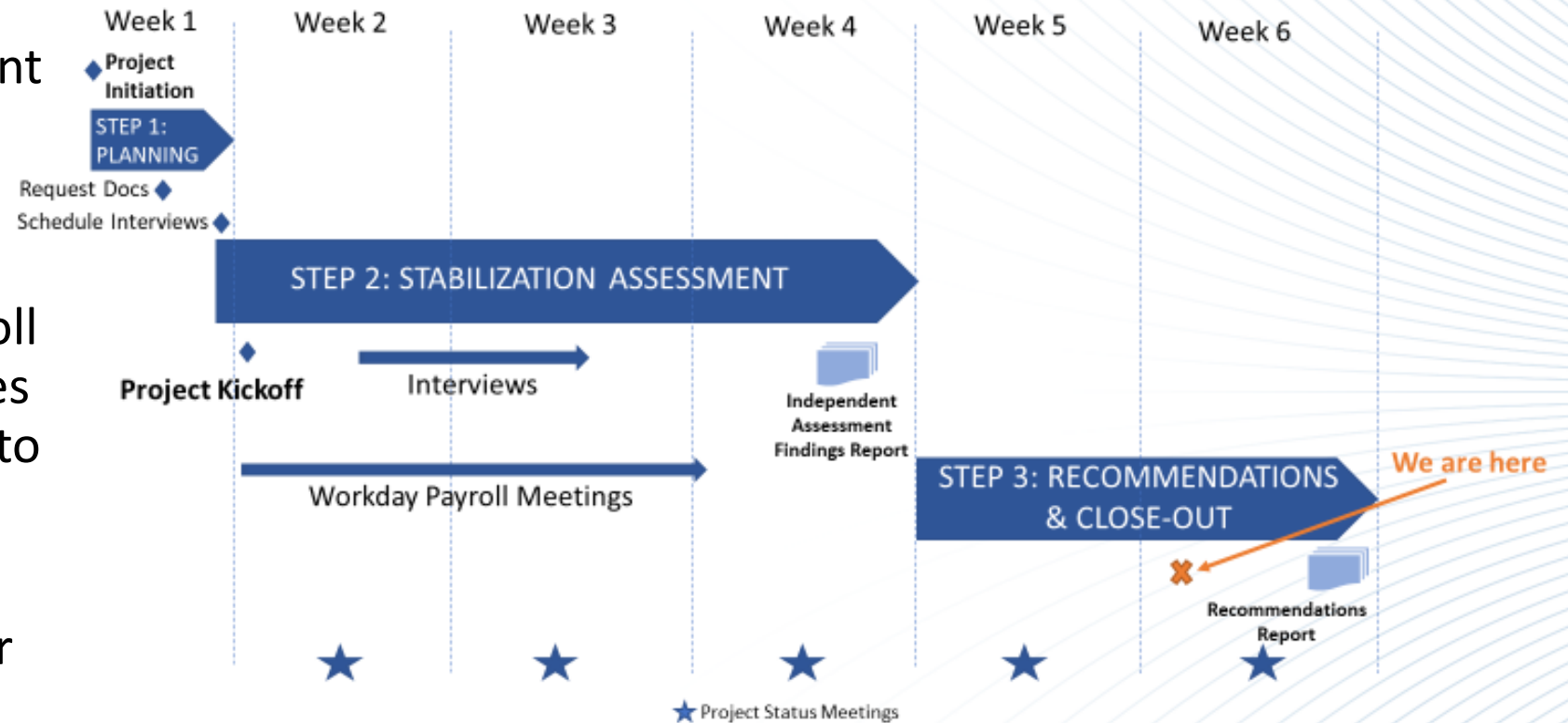


Workday Payroll Stabilization Assessment



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

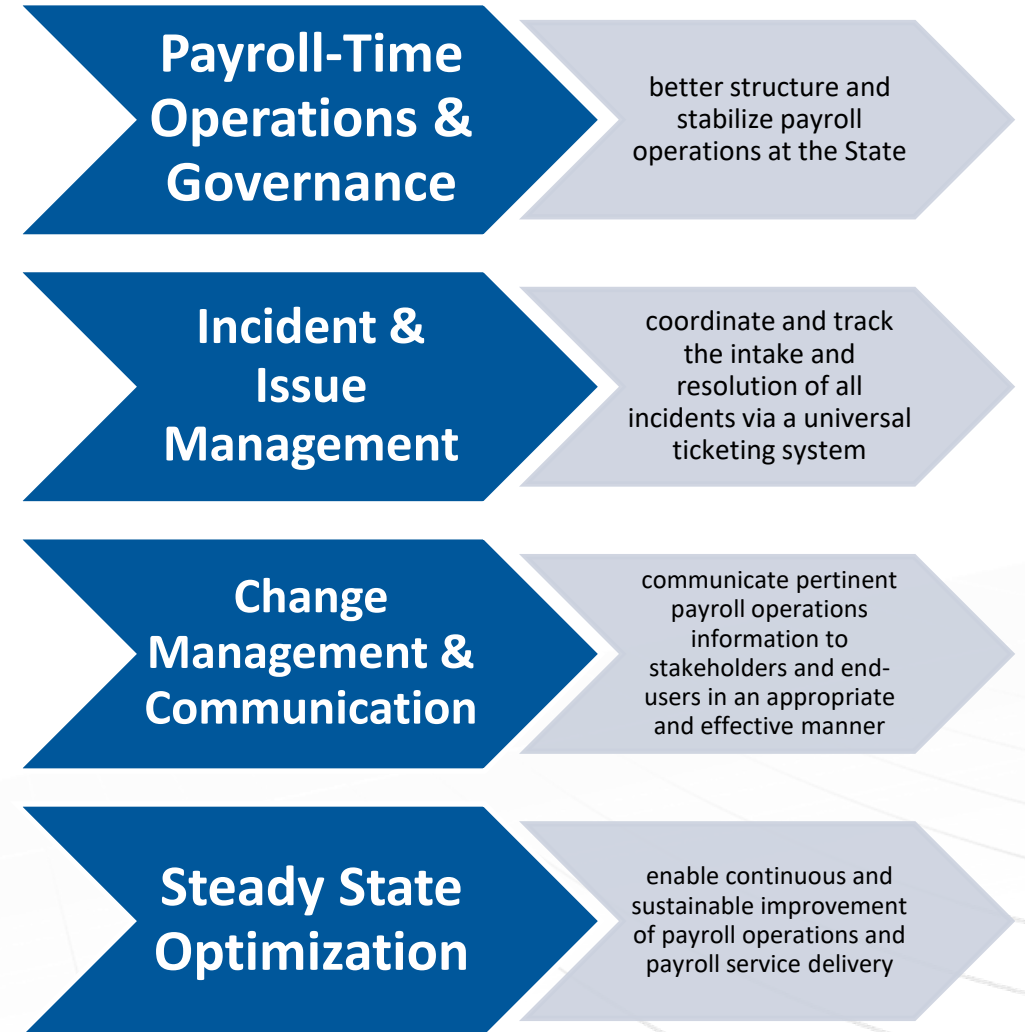


IBM Objectives & Approach

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

