HOWARD FORWARD
2019-2024

HOWARD

WORKDAY SUCCESS FOR 2022

"ENGAGING IN SERVICE EXCELLENCE"

ABOUT THE HOWARD WORKDAY NEWSLETTER:

The Howard Workday Newsletter is designed to keep the Howard University community informed about ways in which the campus is using Workday to drive productivity and improve the customer experience. We will share knowledge, insights and opportunities that will help to improve the employee and student experience, especially as it relates to how we use the Workday Enterprise Resource Planning (ERP) tool.

workday.

HOWARD UNIVERSITY
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WORKDAY @HOWARD 2022

IMPROVING THE EMPLOYEE EXPERIENCE

Our employees are at the core of our University's success. We strive to make your professional experience at Howard University the best you've ever had. Improving operational efficiency and streamlining outdated processes lead to greater productivity and satisfaction for our entire campus. The university's culture has to be one of continuous improvement and learning, and the relentless pursuit of excellence in all facets of the academy.

As Howard University evolves, we must continue to embrace innovative approaches to teaching, learning and operating that will define our institution as an ideal atmosphere for inspiring new knowledge, serving our communities, and achieving financial sustainability. Since the debut of the Workday ERP in the summer of 2021, our systemic approaches to Human Capital Management (HCM) have dramatically supported the human resources element of the Howard Forward strategic plan.

We've overcome the growing pains that were associated with the manner in which we onboard new employees; we've successfully completed a health and wellness benefits selection cycle; provided real time managerial access to applicants who seek employment at Howard; created a more organized grants management process; provided significant transparency and self service for accessing employee records and lastly, managers have real time access to reports that were non-existent prior to this. By reducing the volume of processes that are completed outside the Workday ERP, our data integrity and efficiency have significantly improved. We are fiscally leaner via the reduction of administrative costs, more efficient with the use of our time and "greener" in our environmental profile through the reduction in our paper consumption. We are able to use a system of measurement to more aptly inform our decision making. With the evolution of its training and knowledge in the Workday community,

Workday will continue to prove to be an invaluable asset in our management profile. Our employees are always seeking opportunities for training and the Workday training modules provide an ideal opportunity for us to learn something new that benefits organizational productivity. Peer to peer learning has been exceptionally successful. We're grateful to our employees who are early adopters. Through their curiosity and zeal for learning, we've been able to optimize Workday functionalities. We will continue to provide training opportunities for our employees. We want to ensure that you understand how to effectively use the tools that are at your disposal. Howard University employees logged over four hundred hours of Workday training in a single week in December of last year. That's remarkable! Let's keep the momentum going.

Your participation and feedback are the most important part of Workday's success here at Howard. If you have never taken part in any training sessions, we encourage you to do so. Full collaboration and continued support helps to improve our collective understanding of the functionality of the Workday ERP, which filters to improved working environments, and ultimately, better service for our faculty, staff and students.

As we all build our expertise in the platform, we hope that you will continue to familiarize yourself with Workday and its benefits. Your engagement makes the difference in our effort to move Howard Forward.

Excellence in Truth and Service,

TASHNI-ANN DUBROY, PH.D., MBA
EXECUTIVE VICE PRESIDENT &
CHIEF OPERATING OFFICER
HOWARD UNIVERSITY

FEATURES

WORKDAY @HOWARD 2022
ENGAGING IN SERVICE EXCELLENCE

As part of the Howard Forward strategic plan, developing a culture of effective business processes and service excellence is one of the core values of the Finance and HR divisions. As such, the use of Howard University's Workday enterprise resources planning (ERP) system continues to be a major focus for 2022. The Workday team will continue to upgrade HU's technology resources which will enhance employees' ability to do their jobs effectively while supporting HU's strategic goals. HU'S Workday 2022 theme is dubbed: **ENGAGING IN SERVICE EXCELLENCE.**

Consider this: Excellence at Howard University is more important than ever where international competition among universities, and more so HBCUs, is intensifying. The Workday ERP system, when used effectively, enables business and service excellence in areas that include:

Excellence in Financial Management and Compliance
Workday at HU is perfect for coordinating data from finance and operations which can all be reported simultaneously with great precision and insight.

Operational Excellence
Operational excellence equates to improvements in quality and responsiveness as well as increased productivity and reduction in the use of paper.

> **"IF NOT EXCELLENCE, WHAT?**
> **IF NOT EXCELLENCE NOW, WHEN?"**
>
> *TOM PETERS, BEST SELLING AUTHOR*
> *IN SEARCH OF EXCELLENCE*

Business Process Excellence
The use of the Workday ERP must be fully embraced to facilitate workflows and increased process efficiencies, automated approval routing, improved process consistency and audit compliance.

Excellence in Knowledge Management and Business Intelligence
The need for improved access to information and a more complete data-set has historically been a key driver behind HU's Workday project. The high-level capacity of today's fully integrated ERP system enables reporting that is increasingly real-time, accurate, and comprehensive. Workday allows HU to be smarter, more responsive, more efficient, and much more effective.

Teamwork and Collaboration Excellence
The key strength to building a high-performing institution is high-performing people working collaboratively where the value of the whole is greater than the sum of its parts. Creating an informed, effective, collaborative high-performing team at HU is a significant competitive advantage that our ERP system and organizational culture can help to establish, support and sustain.

WHAT'S NEW &
WHAT TO EXPECT

WORKDAY GOVERNANCE & CONTINUOUS IMPROVEMENT

It is important to realize that updates and enhancements to Workday will be on-going. Making changes to the ERP system allows us to continue to meet your needs and ensure we are staying consistent with industry best practice. We welcome feedback from our faculty and staff on suggestions for changes and updates to the system. To understand how changes are implemented, it is important to stay informed on the Workday governance process. We have provided a brief overview below.

Changes in Workday are initiated by the Workday Project Team, which consists of Human resources, ETS, Finance, the Office of the Provost, and our consulting partners, AVAAP. Each member of the team can introduce system changes based upon patterns they have seen from faculty or staff, or a general functionality that can be enhanced. Together a list of updates is created and then taken to the Change Control Board for prioritization.

The Change Control Board consists of senior leaders who convene weekly to prioritize the changes created by the project team based upon urgency, relevance, and cross-functional impacts. Once decisions are made by the Change Control Board and project sponsors approve, the applicable project team member is given the okay to configure and test the change in the system. If/when the change passes system testing, it is then put into Workday for use by our employees.

We will continue to expand and provide additional transparency into our road map and governance processes. We intend to get to the point where end users can directly send changes and suggestions to the project team for review. In the meantime, feel free to share any requests with the related department or workday@howard.edu.

UPCOMING CHANGES:

- **PAPERLESS PERFORMANCE**

- **EMPLOYEE EVALUATION**

- **IMPROVEMENTS TO THE FACULTY HIRING PROCESS**

- **DESKTOP SUPPLY ORDERING**

- **NEW HOMEPAGE INTERFACE**

- **UPDATES TO STIPEND MANAGEMENT (PRF)**

- **INCREASED TRANSPARENCY FOR PRINCIPAL INVESTIGATORS**

- **UPDATES TO ACADEMIC APPOINTMENT PROCESSES**

WANT TO BE PART OF THE CHANGE MANAGEMENT TEAM?

PLEASE EMAIL US AT WORKDAY@HOWARD.EDU AND EXPRESS YOUR INTEREST

HOWARD UNIVERSITY

HOW IS OUR CAMPUS EFFECTIVELY USING WORKDAY?

HU has experienced positive operational and organizational changes since the launch and implementation of the Workday ERP system last summer. Here, we share testimonials from our Howard University community.

"Workday is an improvement over the previous framework, which involved a patchwork assemblage of various systems."

PHILIP KURIAN, PH.D.
DEPARTMENT OF BIOLOGY

"EMBRACING NEW TECHNOLOGY"

"By integrating tools for grants management, expense reporting, and time/pay documentation, Workday has enhanced workflow transactions required by my lab (https://quantumbiolab.com). With a few clicks I can move from checking on approvals for requisitions and expense reports, to reviewing spend categories in each of our grants, to verifying HR processes for new hires and volunteers. Though not without its limitations, Workday is an improvement over the previous framework, which involved a patchwork assemblage of various systems."

Philip Kurian, Ph.D.
Principal Investigator and Founding Director
Quantum Biology Laboratory

"INVESTING IN OUR JOINT PROFESSIONAL DEVELOPMENT."

Workday has been rolled out for only 6 months or so, but it feels like I have been using it for years. The worklets on the home page are user-friendly and allows users to quickly navigate the application and get tasks completed within a few clicks. Workday has help me with my confidence in using our new Financial and HR system, but it also improved teamwork because it created opportunities for us to frequently get together for 5-minute watch parties where I demonstrate how straight-forward manipulating Workday is. I am looking forward to us having access to additional functionalities as they are released, but I would say - so far, so good.

Mariam Barry,
Administrative Officer, School of Education

"I am looking forward to us having access to additional functionalities as they are released, but I would say— so far, so good."

MIRIAM BARRY,
SCHOOL OF EDUCATION

WORKDAY
POP-UP
FEATURE

Workday is designed to constantly be updated. We have a project team consisting of members of HR and Finance who meet every weekday to discuss upcoming features. Here are some things we have accomplished and other areas we are prioritizing:

Exciting changes since go-live:
- New live virtual training calendar available on Percipio
- Updates to the create position processes for faculty and staff
- Improved reporting and manager dashboards
- Open enrollment successfully completed in Workday
- Improved budget transparency
- Elimination of e-pars in hiring

WORKDAY UPDATES

Upcoming Training Schedule

- Workday Basics for Managers: 1/20 at 10:30am
- For registration , and to stay up to date with new training opportunities
- Visit: https://share.percipio com/cd/7Gemdsya0

Workday training is available 24/7 on demand with specific modules for employees, managers, and other important roles in the Workday system. We are also excited to announce updated job aids specifically for HR delegates, managers and cost center managers:

- Stipend Management (Payment Request Forms)
- Create Position (Faculty and Staff)
- Cost Allocation
- Create Position Budgets
- Add Job
- Accessing Payroll Reports
- Recruiting-Interviews (Managers)

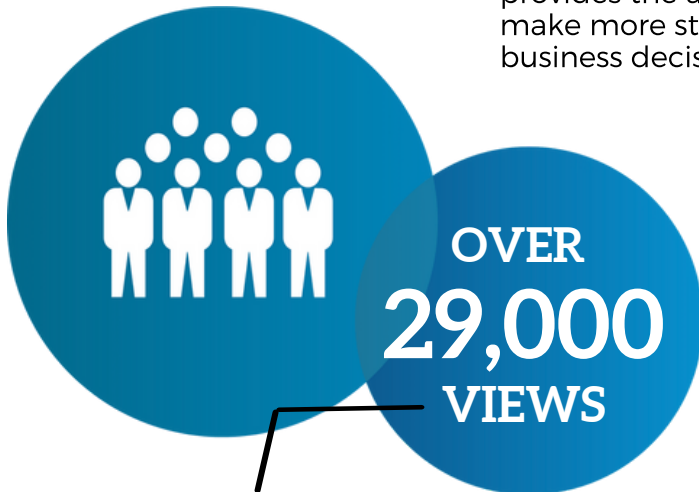To access our full Workday training library visit:
https://howard.percipio.com/

Improved Decision-making

Real-time visibility and a unified HR, Finance and Payroll system that provides the ability to make more strategic business decisions.

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BY THE NUMBERS

Since July 1, 2021

OVER **29,000** VIEWS

of Workday training content from **1,339 unique users.**

Top 5
Accessed Trainings

75% Of survey respondents found Workday **easy to navigate** during Open enrollment.

Grants / PI Training	Time Entry	Budget Administration	Recruit-to-Hire	Access Workday through Okta

Self-Service

Workday decreased manual tasks and put more self-service capabilities in the hands of faculty/staff, allowing staff and administrators to focus on more value added tasks.

HOWARD UNIVERSITY

WE NEED
YOUR SUPPORT!

HELP US TO BUILD A SUSTAINABLE WORKDAY COMMUNITY AND BECOME A WORKDAY AMBASSADOR.

Here are ways to support the Workday Project and in turn, the Howard Community.

- Participate in our Workday training
- Visit the HU Workday website and use it as your Workday resource center.
- Send us your feedback.
- Share a Workday tip

Send your questions, insights and feedback to **workday@howard.edu**

FLASHBACK TO WORKDAY LAUNCH 2021

HOWARD UNIVERSITY DEBUTED ITS WORKDAY ERP IN JULY 2021 AS PART OF THE INSTITUTION'S FIVE YEAR STRATEGIC PLAN, "HOWARD FORWARD 2024"

THE WORKDAY AND HOWARD COMMUNITY AND STAKEHOLDERS WILL CONTINUE TO BENEFIT GREATLY FROM THE USE OF THE ERP SYSTEM.

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