Texas A&M University
Workday Forum Questions and Answers   May 2017

SUBJECT	QUESTIONS AND ANSWERS
Recruiting	**Is the Recruiting module of Workday for staff only or will it include Faculty recruitment as well?** It is up to each system member to determine whether faculty will be using this module. At this time TAMU will not be using the recruiting module in Workday for Faculty recruiting efforts.
On-Boarding/HR	**How will background checks be processed?** They will be generated through Workday, however, the actual background check will not be pulled into Workday.
	What is the Business Process for foreign hires? Foreign nationals will go through the regular process for all employees. Reports will flag those offices have been developed for IFSS, ISS, etc. The process itself for these hires will go through Workday.
	Will we still need to enter information into iBenefits? Workday is a rule based system that will enable Workday to figure out if an individual is eligible for benefits it will route the employee the appropriate change benefits election forms to their Workday in-box.
	Will HR and payroll still be doing the paperwork for recruiting and onboarding? For I-9 forms - today we use Guardian and that process remains the same, but it is all processed in Workday. Other forms will be generated and completed electronically in Workday. As you are processing, you will be able to see where the employee is in the process.
	What about uploading matrix and salary approvals in Workday, how are those uploaded? You won't have to upload documents and Workday has been able to configure a matrix in Workday. As for interview questions – each system member will dictate. This will happen outside of Workday if TAMU requires.
	As an HR Liaison we have to submit documents to HR and Payroll for them to process: new hire paperwork, checklists, etc. Will all of this be done online in Workday, without paper? That is correct; all forms will be completed electronically. There will be no need to print, fill out, scan, and upload with Workday.
	When a position is reclassified, will we still need to get approvals? **Yes, those approvals will be set up in the routing process.**
Payroll / Encumbrances	**Will Workday encumber salaries?** No, Workday doesn't do the encumbrance (you won't see the encumbrance in Workday), it will be fed into FAMIS with an overnight feed. You will be able to view the encumbrance in FAMIS the next day.

How will title code for faculty and staff be handled?
There will be no title codes in Workday. Workday was selected because it is business process centric. Common titles will be used as identified in the System Wide Pay Plan.

You stated that Canopy will still be around. What will Canopy be for?
Canopy will still be used for payroll corrections and fiscal transactions such as DCRs and DBRs. However, you will no longer enter EPAs into Canopy. Those will be processed through Workday. There will be an EPA phase-out period for Canopy around Thanksgiving 2017.

Will the new system be restricted to two decimal points for percentages as currently restricted in Canopy?
No, Workday provides a 4 decimal point limit for percentages.

Right now we monitor sponsored project timesheets; will we still be able to do that?

Yes, you will be able to see in Workday what you can see now in Canopy.

Monthly BVDs will not need to be approved? What happens if a raise is put in, how do we make sure it is in the system and the employee will get paid correctly?
In Workday there is no departmental approval for submitting the payroll. Active employees in Workday and the payrate in the system for active employees is how they will be paid. There will be a report similar to the BVD that you may run and review.

How will we process lump sum payouts?
Vacation Payouts will be done via a supplemental payout through Workday as a one-time payout.

In TimeTraq you can set specific hours, can you set the maximum number of hours an employee can put in Workday?
The basic answer is no, but validations can be set across the board, such as: international students can have a maximum of 20 hours per week.

In TimeTraq there is a default project account, how does Workday handle this?
You can specify that certain paid time be charged to certain accounts, such as having vacation time charged to a special account rather than a project account.

Transportation will be using Kronos, not Workday for timekeeping. Can we modify slides and handouts to reflect this?
Yes, we can provide some handouts and we can help add language for clarification that certain components will not be used by Transportation.

Referring to the EPA approval path now, will the hiring supervisor be the final approval? Also with grant accounts, how will they route?
Many business processes will be linked in a row. Approvals will go through cost center approvals and will route through SRS, if a grant account. At that point it will route through the payroll office.

How will this system handle supplemental payroll/payroll adjustments for hours worked and not reported?

The Workday systems will all you to immediately enter payroll hours that were missed and those will be paid on the following pay period. There will no longer be a need to enter supplemental payroll requests for those adjustments.

Can I cancel multiple time sheets? Currently you cannot cancel multiple timesheets at the same time.

You don't have to cancel timesheets with no hours in Workday. If there are no hours at the end of the pay period it will not process. There will be no manual adjustments of time sheets. Employees can enter their own time for a past pay period and it will pay out on the next pay period, if approved.

When does Workday check encumbrances against available account balances?

There is no automated budget check. It will only make sure there is a valid account - not that there are available funds.

What constitutes a valid account in FAMIS as it relates to the Workday check? Is a deleted account considered a valid account?

The account analysis will be done in FAMIS. A nightly feed will update Workday each evening for any new/deleted accounts. The project team will need to provide follow-up on whether a deleted account will be validated in Workday.

How will processes such as LWOP be added to timesheets/payroll?

The good news, Workday knows that if it entered as LWOP that it will reduce their payroll. If added after the pay period ends, it will reduce their next pay period's payroll.

How about graduate students who don't fill out leave but take time off, how does Workday handle this?

In Workday you can put graduate students on LWOP.

Since EPAs will be replaced by Workday, when will encumbrances occur on an account?

The current EPA includes the calculation, in Workday, there will be a delayed effect. A Business Process will run each night and will post in FAMIS the next day. The project team is working on an additional tool for calculation.

The project team is hearing concerns from HR Liaisons/Contacts that the inability to see payroll encumbrances in real time is very problematic. There is a strong concern that waiting overnight for a payroll compensation assignment to feed to accounting (with the assumption this feed will only happen after all steps of the business process have been approved), is too long to wait and will create additional work with the multiple routing attempts needed to accurately assign % efforts on funding sources.

The project team has heard the concerns regarding the instant feedback on encumbrances. Mark Schulz and his technical team are working to resolve these. We don't have an answer right now, but the project team has heard the concern and is working to address it. There has been mention about a separate "calculator" worksheet that may be developed as a replacement. More information to come as it becomes available.

Training

Is the Workday video for employees already on the website?

Yes, it is on the Texas A&M Workday website and at the following location: https://www.youtube.com/watch?v=195ee2NalFY

Why isn't Workday replacing TrainTraq as well?

When Workday was being considered, WORKDAY didn't have a training module (LMS), they do have it now, but it will not be a go live item for December 2017. If a decision is made for implementation in the future, more information will be shared at that time.

Will there be live help?
Yes, at the drop in learning labs. Our HROs will be trained to be user support. The drop in learning labs will take place in November 2017. Check the website for dates. http://employees.tamu.edu/Workday/#labs

How will the drop-in labs be handled?
Right now there are 8 drop-in labs scheduled at the GSC. Visit the TAMU Workday web page for information on the dates/times. http://employees.tamu.edu/Workday/#labs

What is the difference between the Town Hall and the TAMU monthly Forums?
The Town Halls are sponsored by the System Project Helios team and are working to tie the project to the campus. The monthly Forums is the member's (TAMU) effort to make sure our campus is ready to go live on December 1, 2017. Information on the Forums can be found here: http://employees.tamu.edu/Workday/#Forums

Can TAMU make a drop-in learning lab or an e-learning experience a required training that we can assign to all employees in TrainTraq to promote participation, and to force employees to engage with the new system prior to launch?
Yes, there will be drop-in learning labs that individuals can attend. Please visit the Texas A&M HR website for updates on the dates and locations. On-line learning can be assigned by training administrators within individual units.

Retirees

Will retirees need access and how will they get this access?
Yes, since HR Connect will go away they will need access to Workday, we will provide more information on *how* they will get access as that information becomes available. Information that can be shared with retirees now to help alleviate retiree concerns are:

If you can use a smartphone, you can use Workday. You will click a Benefits icon that will let you enroll and view your Benefits information.

Short, two or three minute help videos will be available from the SSO menu ("Workday Help") and through the Workday.tamus.edu website. You can watch a quick video to help you learn how to navigate through the Benefits app.

We have current staff who are planning to retire prior to the launch of the new system. How do we plan to offer training to retirees who will need to access Workday? How are retirees being informed about the conversion?
There will be on-line training for any employee or retiree that wishes to participate in it. Each member will have the opportunity to decide how best to provide information to their retiree population. Retiree insurance billing changes and communication are being managed by System Benefits Administration.

Implementation

Are all system members going live on December 1, 2017?
Yes, all system members will be going live at the same time. Workday will give all faculty, staff, student workers and retirees greater control over their personal information through 24/7 access to information over a secure network. You will be able to access your personal data from any computer or mobile device with internet access.

Employee Self-Service will allow you to initiate tasks through your "All About Me" landing page. The self-service functionality features real-time data and reports and enables you to take action in a variety of business processes.

Will SSO go away?
No, Workday will be on a button within the SSO portal, and will replace several existing buttons (TimeTraq, LeaveTraq, HR Connect, iBenefits, PATH, and Monthly Payroll).

Will UIN Search continue to be available?
UIN Manager is staying; UIN Search will probably continue with a redesign to accommodate the Workday requirements (security model not ready).

When is the UIN created if it is a brand new employee?
UIN manager being tweaked and will be used to generate one which will then be entered into Workday.

What is the integration status of the reports between Banner and BPP?
More information to come on this process.

Will there be integrations between Workday and TrainTraq?
There will be an integration from Workday ultimately to TrainTraq. It does not appear that it will be a two-way integration. There will be more information to come.

Will employees be able to access their data in Workday from any location, including countries not currently allowed access?
Yes

Is there a timeline for Contact information to be completed/updated?
At this time we do not have a due date for getting that information in. It will be a continuous process of looking at the current information in the system. They are currently freezing and reevaluating the new information for translation to the new system.

Students

Will there be a setting in Workday that will notify departments when a student is dual employed? Will it take the place of the form?
You will be able to see that the employee is dual employed, however, we are not sure what will happen with the form. We don't know exactly how this will look in Workday when another job is being added for an existing employee. As information becomes available we will share that with you.

Will the TAMU student employment website JobsForAggies.edu be replaced by the recruitment module in Workday?
We have met with the student employment office at TAMU and shared with them the recruiting capabilities within Workday; the project team is not currently aware of their decision to use Workday for student recruiting. The project team does not believe they plan to use it. Some system members do plan to use Workday recruiting for students, but not all.

Will there be any process/approval changes for Graduate Assistants and Dual Employment?
Workday encourages a streamlined, paperless process. We are looking at all current processes, including forms.

Forms

How will educational release forms, wellness forms, flexible work schedule forms be handled in Workday? Will they be eliminated?
As we are going through this implementation process, all forms and requirements are being evaluated as we evaluate the capabilities of Workday. As information becomes available on specific forms we will share that with you.

Merit/Budget Process

Administrators are concerned with the merit process due to the uncertainty of how this business process can be managed. If a manager makes an out-of-cycle merit request, does Workday initiate the proper routing for these (all the way up to the appropriate VP)? Does the merit award process know which awards are one-time and which are intended to be base increases? Is there a departmental administrator role that allows this administrator to see all merit recommendations made by all managers within the department? If so, can the administrator make changes to the managers' recommendations as they're looking over all of the departmental merit recommendations? How is merit authority noted/awarded in Workday so a department head knows how much they have to award? Right now we allocate merit funds/authority at the division/college level and each division head/dean makes the determination as to how much each individual reporting unit is to receive, regardless of their calculated amount of authority or funding pool. Is there a reporting capability in Workday that allows a department head to see their award pool and monitor it as individual awards are entered (idea here is to watch a declining balance so department heads can toggle merit recommendations as needed)? What checks and balances are built into Workday for the merit award process?

The Helios project team has established a Merit configuration working group that is working to establish best practices around how to manage the Merit cycle in Workday. There will be more information forthcoming as it progresses.

The current Budget process utilizes an excel worksheet, which is uploaded to BPP. Will we still have excel worksheet uploaded to Workday?
Prep budget Business Process will not have separate excel worksheet. You will do the modifications in Workday itself.

How does the Budget Prep cycle work in Workday?
Workday will be used for the merit process. Allocations will roll from year to year, so unless there is a change, that is how the next FY salaries will be funded. Graduate students will stay on payroll; you don't have to start over on Sept. 1. With the Merit process, you can do cost allocations for the next fiscal year, throughout the year. This is a different model than is currently used. We will have 4-5 months to get used to Workday before the merit process begins for the next budget year.

Performance Management

Will historical performance evaluations currently housed in PATH be available in Workday?
There will not be an integration with PeopleAdmin (PATH). Texas A&M is currently working on what the historical access to PATH data will be for evaluations. At this time, historical evaluations will be available upon request to the Central HR Office for specific evaluations, if departments have not taken steps to print the PATH evaluations and saved them to their departmental personnel files.

Will PATH go away in December?

Employee information will be transferred to Workday, however, historical evaluations will not transfer to Workday. You will completed the current year evaluations in PATH, however the next year goals will be entered into Workday once it goes live in December 2017.

Security

Will SSNs be kept/available in the cloud? Who will have access? What are the security measures to prevent hackers from accessing the data stored on the cloud?
SSNs are in the cloud because they are part of the employee record. SSNs are only visible to those with security roles that allow them to see them. Workday has strong security measures to prevent data intrusion. More information about Workday and the Cloud:

Protecting and securing customers' data is fundamentally important to Workday. Privacy and security at Workday are not add-on features; they are embedded in their service and business model.

Workday is committed to key security and privacy concepts that promote a secure, safe regulated environment:

Workday customers own and control their data. The Texas A&M System has determined what data to enter and is configuring our Workday solution to best safeguard our data and the privacy of personal data. Each member of the faculty, staff, student workers and retirees are being mapped to one or more security roles that control the actions they can take and the data they can see.

Workday delivers world-class infrastructure, policies and procedures to ensure data is protected. Security threats and risks are mitigated through strong internal controls and a comprehensive security program designed to ensure the protection and integrity of personal data. Workday consistently passes rigorous third-party compliance audits, including multiple SAS70 Type II audits, and certifies to the U.S. Safe Harbor program for data privacy.

How much employee history will be rolling forward? That is, how much history relating to historical titles will roll forward?
Original hire dates will roll forward, however, your title history (changes in title over the years) will not be pulling over to Workday.

Will there be a glossary for Liaisons?
Yes the Workday team will release this information in May 2017 for distribution.

How will delegations work?
Individuals will be able to delegate most tasks to other individuals. This delegation will remain until changed, for up to a year. Delegates will need to be updated annually. There will be some functions that cannot be delegated, such as the assignment of merit. This will be a culture change for us as Workday truly works off of the organizational chart and structure.

Extended Pay Plan

How man faculty are currently utilizing the EPP Program?

356 TAMU faculty and 1597 system-wide faculty are currently utilizing the EPP Program.

How does the Workday plan differ from EPP?

Workday will withhold a FLAT amount of their monthly paycheck for the SFS program vs. the current % amount that EPP withholds. Workday will not auto adjust during the year if the individual's salary is adjusted during the year.

Can the system that distributes 12 months of insurance premiums over nine months for the EPP also be used to distribute the annual premiums over 9 months for faculty that are not participating in the EPP?
Yes, starting Sept 1, 2018, anyone working 9 months will have 12 months of insurance premiums deducted during the 9 working months. Participating in Save for Summer or using Workday's multiple bank account feature to hold back net pay doesn't impact the 12/9 insurance premium payments.

If an individual that is participating in the EPP who has their insurance premiums deducted over 9 months leaves the university, say in June, will they get their insurance premiums returned to them that were paid for the summer over the first 9 months of the FY? How will this occur?
Yes. This is the same as it is today – if someone leaves before 8/31, anything held back is refunded.