

Workday Change Management PAT presentation 9/6/2023

Ken Kundell and Michelle Stokes presented their plans for engaging and communicating with the campus community regarding the conversion to Workday (more details contained on the SU Workday website, <https://www.salisbury.edu/workday/> and the Maryland Connect website, <https://www.usmd.edu/mdconnect/>).

SU has utilized PeopleSoft HR, Financials and Student since 2001 and it is approaching end of life in 2032. The BOR and Chancellor were concerned about losing economy of scale that USM has with PeopleSoft so it encouraged the six smallest schools (SU, Bowie, Coppin, Frostburg, and UB) to move together – called Maryland Connect. The state of Maryland sponsors the Project Management and Implementation, paying for everything except the software.

Workday is a leading cloud-based enterprise software system that provides real time data. Human Capital Management (HCM) and Financial Management are unified in one system. Workday will provide timely, cost-effective functionality to all users. Workday automates practices that are currently manual. Processes will be simplified and standardized. There will be faster, more dynamic reporting options.

How do we get the campus ready for this tremendous change?

- Change management is a systematic approach to addressing the transition of an organization's technologies. The purpose of change management activities is to prepare, support and help individuals and teams in adopting new behaviors required.
- Change ambassadors will build excitement by generating interest and excitement; coordinate efforts working with leaders to identify questions and concerns and maintain two-way communication; facilitate change within their unit by participating in change network meetings and staying engaged; and will serve as unit main point of contact.

We want to prepare the campus for the chaos to come and help them to build the confidence needed to achieve the appropriate level of competence. There are monthly communication spotlight topics that will be shared for each component of the conversion. The first to be shared relate to Navigation & Self-Service, Recruiting & Hiring Process, and Onboarding. Procurement is next. We will communicate the changes and training opportunities through the SU Workday website, the Maryland Connect website, SU Today, townhalls, videos, emails, and posters.