

COMPLETE WORKDAY DEPLOYMENT GUIDE

WHAT A DEPLOYMENT REALLY IS

A Workday deployment is a business change project with software in it.

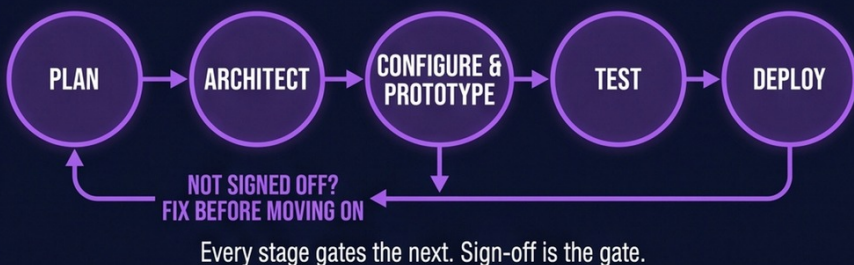
Unlike a simple software install, the work you own is:

- ✓ Decide how you operate
- ✓ Clean your own data
- ✓ Staff a real team
- ✓ Test what you configured
- ✓ Train every user
- ✓ Own it after go-live

Old view: IT installs a system

Reality: the business rebuilds how it runs

THE 5 PHASES



WHO DOES WHAT

Executive Sponsor	Clears roadblocks, holds the line on scope
Program Manager	Schedule, budget, decisions, escalation
Functional Leads	Design calls for their area
Data Lead	Cleansing, conversion, reconciliation
Integration Lead	Every interface in and out
Change Lead	Training, comms, adoption

6 WORKDAY ENVIRONMENTS

INCLUDED	Production: your system of record	Sandbox: refreshed weekly from Production	Sandbox Preview: next release about 5 weeks early
	Customer Central: the admin portal, not a data tenant	Implementation: project build tenant, 6-month minimum term	Demonstration: training on sample data

6 TEST CYCLES

1. **Unit:** each piece works
 2. **Integration:** every interface moves clean data
 3. **End-to-end:** the process works across teams
 4. **Parallel:** new payroll matches old, to the cent
 5. **Performance:** it holds up at volume
 6. **User acceptance:** the business signs it off
- Parallel confirms your build. It should not be discovering it.

DATA: 5 RULES THAT HOLD

1. Clean it in the source system, not after the load
2. Convert balances and open items, not all history
3. Load parents before children: supervisory orgs before workers
4. Run mock conversions until exit criteria are met
5. Reconcile on control totals, then spot-check records

KEY TERMS DECODED

- Tenant:** your own copy of Workday
- Business Process:** the approval flow you configure, then test
- EIB:** the spreadsheet-based tool for bulk data loads
- Mock conversion:** a timed rehearsal of the real data load
- Hypercare:** dedicated support right after go-live

CUTOVER IS A FREEZE, NOT A WEEKEND

THE WINDOW

- Freezes start weeks out
- Legacy goes read-only
- Purchasing cards stop

PAYROLL FIRST

- Last legacy pay run locks
- No new hire start dates
- Direct deposit changes close

GO / NO-GO

- Testing signed off
- No open critical defects
- Support staffed and ready

IF IT SLIPS

- Fix forward, rarely roll back
- Extend dual running
- Delay beats a bad go-live

THE NUMBERS

- 45% average budget overrun
- 7% average schedule overrun
- 56% less value than predicted
- 15% more overrun per extra year

Source: McKinsey and Oxford, 2012

EXEC SCORECARD

- ✓ Decisions closed per week
- ✓ Test pass rate by cycle
- ✓ Data defects still open
- ✓ Training completion
- ✓ Days to close after go-live

WHERE THEY GO WRONG

- ✗ Rebuilding legacy process in a new system
- ✗ Part-time team with no backfill
- ✗ Data cleaned too late
- ✗ Security left until the end
- ✗ Nobody owns it after go-live

READINESS CHECKLIST

- ✓ Sponsor who says no to scope
- ✓ Core team freed and backfilled
- ✓ Data owners named by object
- ✓ Parallel payroll passed twice
- ✓ Support model live before go-live

CHANGE MANAGEMENT PAYS

Share of projects that meet their objectives:

Excellent change management: **88%** Poor change management: **13%**
Strong sponsor: **79%** Weak sponsor: **27%**

Measure adoption: how fast, how many, how well

Source: Prosci benchmarking

LIFE AFTER GO-LIVE

- Two feature releases a year, March and September
- Regular service updates in between
- Hypercare runs through your first full close
- Name the owner of security, reports and changes

ONE-LINE FORMULA

Workday Go-Live = Clean Data + Real Testing + A Dedicated Team + Governance After Go-Live

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