

COMPLETE WORKDAY RUN GUIDE

WHAT RUNNING WORKDAY MEANS

Go-live ends the project. It starts the product.

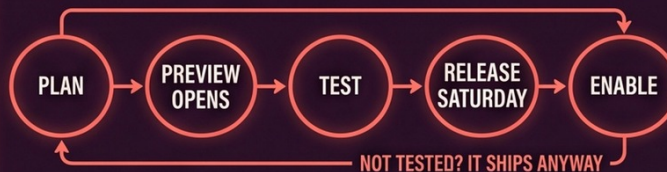
Unlike a project with an end date, this work never stops:

- ✓ Test two releases a year
- ✓ Own security and access
- ✓ Keep the report catalog clean
- ✓ Watch every integration daily
- ✓ Adopt features you already pay for
- ✓ Fund a backlog, not a project

Old view: the project team disbands

Reality: a smaller team runs it forever

THE RELEASE YEAR



Two feature releases a year, March and September.

WHO OWNS WHAT AFTER GO-LIVE

Role	What they own
Workday Lead	The Roadmap and the release calendar
Security Admin	Roles, access, every audit request
Integration Owner	Every interface and its failures
Reporting Owner	The report catalog and what gets retired
Functional Analysts	Configuration in their own area
Named Support Contact	Every case raised to Workday

TWO KINDS OF UPDATE

WEEKLY SERVICE UPDATES	FEATURE RELEASES
Regulatory and software fixes	New features, and products you do not own
Every week, continuously	Twice a year, March and September
Disabled by default, no weekly testing	Off until your team turns them on

6 THINGS TO TEST IN PREVIEW

1. Key integrations, inbound and outbound
2. Hires, transfers and terminations
3. Payment processing, end to end
4. Critical custom reports
5. Security roles that changed
6. Anything you built around

The preview window is five weeks. Twice a year, every year.

5 RULES THAT KEEP IT CLEAN

1. Every report has an owner or it goes
2. Security changes move through one queue
3. Configuration changes get tested like code
4. Integrations alert a person, not a folder
5. Retire more than you build

KEY TERMS DECODED

What's New in Workday: the report of every change

Adoption planning: the built-in feature backlog

Named Support Contact: who can open a case

Workday Community: the customer portal

Workday Rising: the annual customer conference

HYPERCARE ENDS, THE WORK DOES NOT

THE FIRST MONTH	THEN IT STOPS	WHAT BREAKS FIRST	WHAT FIXES IT
Everyone is still watching Defects get fixed fast The project team is still there	People go back to day jobs Tickets start to queue Nobody owns the backlog	Access requests pile up Integrations fail quietly Reports multiply	A funded run team One intake queue A named owner per area

THE RELEASE CLOCK

2 feature releases a year
5-week preview window each time
Weekly service updates in between
Preview refreshed twice a year

Source: Workday release guidance

EXEC SCORECARD

- ✓ Self-service rate by process
- ✓ Days to close after month end
- ✓ Open tickets by age
- ✓ Integrations failing per week
- ✓ Features enabled per release

WHERE RUN TEAMS GO WRONG

- ✗ No run team funded at go-live
- ✗ Skipping the preview window
- ✗ Access reviews nobody performs
- ✗ Every request becomes a project
- ✗ Custom reports nobody retires

RUN-READY CHECKLIST

- ✓ A named owner for every area
- ✓ Release dates on the exec calendar
- ✓ One intake queue with a triage rule
- ✓ Access reviewed on a schedule
- ✓ A backlog with real funding

THE 3 GOVERNANCE BODIES

EXECUTIVE COMMITTEE	STEERING COMMITTEE	CORE WORKDAY TEAM
Meets twice a year Strategy and budget Approves scope expansion	Meets monthly or quarterly Roadmap and priorities Cross-functional decisions	Meets weekly Data and configuration standards Change control

WHERE THE VALUE SHOWS UP

- Systems switched off, not just replaced
- Less time to fill open roles
- A faster close with fewer corrections
- Acquisitions absorbed in weeks

ONE-LINE FORMULA

Running Workday = A Funded Team + Tested Releases + Named Owners + A Live Backlog

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