

## UW FT Combined Program

### Executive Summary - 3/31/23

| Project  | Leader                      | Program Area | Overall Project Health * | Budget Rating | Schedule Rating | Scope Rating | Resource Rating | Risk & Issues Rating | Actual Cost   | Budget †      |
|--|-----------------------------|--------------|--------------------------|---------------|-----------------|--------------|-----------------|----------------------|---------------|---------------|
| <b>Finance Transformation Combined Program</b> | Mark Richards, Chris Mercer | UW           | ↓                        | ●             | ↓               | ●            | ●               | ↓                    | \$265,977,000 | \$339,906,000 |
| <b>Functional</b>                              | Paula Ross                  | Program      | ↓                        | ●             | ↓               | ↓            | ↑               | ●                    | \$27,479,364  | --            |
| <b>Technical</b>                               | Dina O'Reilly               | Program      | ●                        | ●             | ●               | ↓            | ●               | ↑                    | \$43,356,712  | --            |
| <b>Change Management</b>                       | Jeff Bishop                 | Program      | ↓                        | ●             | ↓               | ↓            | ●               | ↓                    | \$8,437,960   | --            |
| <b>Project Management</b>                      | Elise Barho                 | Program      | ↓                        | ●             | ↓               | ●            | ↓               | ↓                    | \$8,152,640   | --            |

#### *Enterprise Systems Remediation*

|                                  |                  |   |   |   |   |   |   |              |    |
|----------------------------------|------------------|---|---|---|---|---|---|--------------|----|
| <b>UW Medicine</b>               | Dale Matheson    | ↓ | ● | ● | ● | ● | ↓ | \$23,189,139 | -- |
| <b>Research Administration</b>   | Suzanne May      | ↑ | ● | ↑ | ● | ● | ● | \$13,031,875 | -- |
| <b>Finance Readiness Program</b> | Tiffany Quatmann | ↑ | ● | ↑ | ● | ● | ● | \$10,977,533 | -- |
| <b>Integrated Service Center</b> | Greg Koester     | ↓ | ● | ● | ↓ | ● | ● | \$3,513,043  | -- |
| <b>UW-IT</b>                     | Rob McDade       | ● | ● | ● | ● | ● | ● | \$7,571,103  | -- |

#### *Departmental Systems Remediation (Campuses, Schools, Colleges, Departments, Auxiliaries)*

|                                |   |   |   |
|--------------------------------|---|---|---|
| <b>Unit Readiness</b>          | <i>Overall readiness of academic, medicine and administrative units</i> | ● | The program created an enhanced engagement plan for the units which enables prioritization of critical issues and allocates resources across pillars to address those items. Two testing resources have been assigned to the units. The Systems Design Support (SDS) retirement sessions have completed.  |
| <b>Side System Remediation</b> | <i>Overall status outside the Core Program and Enterprise Systems</i>   | ● | Some campus units are behind in their deliverables and escalations are proceeding to assist them as well as working with them to help determine which E2E cycle they will participate in. Most of the 30-40 inbound systems that need to integrate with Workday have engaged with the platform. It may take several weeks to complete the onboarding/integration activities and time is running short to complete these activities. |

**9 separate projects under one Combined Program, plus 2 areas of work across the campus**

† The total cost and budget for the project include the initial Readiness project (\$23M). Also included in the central budget are Contingency, Reserves and Executive Director funds; and underspending within sub-projects will be moved to Reserves in the central budget on a monthly basis.

**Notes:**

(A) Overall, FT has the same Overall health. It is likely to move up and down a few points, and generally stay yellow through go-live.

UWFT Combined Program Executive Summary - 3/31/23

**Finance Transformation Combined Program**

| Project                                 | Leader                      | Program Area | Overall Project Health * | Budget Rating | Schedule Rating | Scope Rating | Resource Rating | Risk & Issues Rating | Actual Cost   | Budget †      |
|---|-----------------------------|--------------|--------------------------|---------------|-----------------|--------------|-----------------|----------------------|---------------|---------------|
| Finance Transformation Combined Program | Mark Richards, Chris Mercer | UW           | 16                       | 2             | 4               | 3            | 3               | 4                    | \$265,977,000 | \$339,906,000 |
| Functional                              | Paula Ross                  | Program      | 16                       | 2             | 4               | 4            | 2               | 4                    | \$27,479,364  | --            |
| Technical                               | Dina O'Reilly               | Program      | 16                       | 2             | 4               | 4            | 2               | 4                    | \$43,356,712  | --            |
| Change Management                       | Jeff Bishop                 | Program      | 13                       | 2             | 4               | 2            | 2               | 3                    | \$8,437,960   | --            |
| Project Management                      | Elise Barho                 | Program      | 13                       | 2             | 4               | 2            | 2               | 3                    | \$8,152,640   | --            |

*Enterprise Systems Remediation*

|                           |                  |    |   |   |   |   |   |              |    |
|---------------------------|------------------|----|---|---|---|---|---|--------------|----|
| UW Medicine               | Dale Matheson    | 18 | 3 | 4 | 3 | 3 | 5 | \$23,189,139 | -- |
| Research Administration   | Suzanne May      | 16 | 2 | 4 | 3 | 3 | 4 | \$13,031,875 | -- |
| Finance Readiness Program | Tiffany Quatmann | 15 | 2 | 3 | 3 | 3 | 4 | \$10,977,533 | -- |
| Integrated Service Center | Greg Koester     | 16 | 2 | 3 | 3 | 4 | 4 | \$3,513,043  | -- |
| UW-IT                     | Rob McDade       | 16 | 3 | 3 | 3 | 3 | 4 | \$7,571,103  | -- |

*Departmental Systems Remediation (Campuses, Schools, Colleges, Departments, Auxiliaries)*

|                         |  |   |   |  |  |  |  |  |  |  |
|-------------------------|--|---|---|--|--|--|--|--|--|--|
| Unit Readiness          | Overall readiness of academic, medicine and administrative units | Y | The program created an enhanced engagement plan for the units which enables prioritization of critical issues and allocates resources across pillars to address those items. Two testing resources have been assigned to the units. The Systems Design Support (SDS) retirement sessions have completed.  |  |  |  |  |  |  |  |
| Side System Remediation | Overall status outside the Core Program and Enterprise Systems   | Y | Some campus units are behind in their deliverables and escalations are proceeding to assist them as well as working with them to help determine which E2E cycle they will participate in. Most of the 30-40 inbound systems that need to integrate with Workday have engaged with the platform. It may take several weeks to complete the onboarding/integration activities and time is running short to complete these activities. |  |  |  |  |  |  |  |

The overall program status remains YELLOW. We continue to see an increase in schedule pressure as the time to go live diminishes. We have identified the process areas requiring additional attention and are working across the program and with stakeholders to address and resolve Go Live Critical (GLC) issues. We are continuing to see requests for additional support from outside the program and these must also be limited to GLC activities. UAT is approaching and is scheduled to begin on April 24th.

Updated 4/7/23, by Christopher Mercer

UWFT Combined Program Executive Summary - 3/31/23

**Functional**

| Project    | Leader     | Program Area | Overall Project Health * | Budget Rating | Schedule Rating | Scope Rating | Resource Rating | Risk & Issues Rating | Actual Cost  |
|------------|------------|--------------|--------------------------|---------------|-----------------|--------------|-----------------|----------------------|--------------|
| Functional | Paula Ross | Program      | 16                       | 2             | 4               | 4            | 2               | 4                    | \$27,479,364 |

**OVERALL STATUS:** The UWFT Functional pillar continues to be in yellow status due a number of competing priorities as well as dependencies on technical solutions being available to fully test our design. The team is focused on key deliverables including the close of out of design work, SIRT (Systems, Integration, Report Testing) testing and defect resolution, UAT preparation, continued work regarding sustainment model, future state process reviews, and the support of other pillars in the areas of system remediation, integration development, training content and change impact reviews.

**Major Accomplishments:**

- Completed majority of SIRT testing with remaining testing dependent on integrations and/or systems remediation.
- Developed UAT test scenarios
- First test run of GHX third party punch out integration
- Completed Tenant 5 Build and Data Validation
- Delivered UW Connect onboarding sessions for Shared Environments
- Confirmed future state sustainment model structure and future state governance model
- Developed cutover plan and catch up transaction plans for each end to end area

**Key Upcoming Milestones:**

- UAT testing
- Knowledge transfer to facilitate transition to post-production support
- Support of Train the Trainer activities in collaboration with OCM
- Conduct follow up office hours related to future state processes
- Transition to future state governance model
- End to end testing for Adaptive Planning

**Staffing Resources:**

• The team is currently full-staffed. There is a risk that we may see attrition depending on the recruitment activities to support sustainment. If that risk is realized, we will need to look at hiring contractors to support our work leading up to go-live and into hypercare.

**Issues and Risks:**

- A number of change requests are starting to be submitted as more people understand our future state design. We will need to be thoughtful in what the program can take on at this time in order to not jeopardize our go-live.
- We have schedule risks associated with the delivery of some integrations and readiness of remediating systems
- There is substantive work remaining in the procurement and supply chain areas that are requiring focused workshops.

Completed by Paula Ross 4/7/2023

UWFT Combined Program Executive Summary - 3/31/23

Technical

| Project   | Leader        | Program Area | Overall Project Health * | Budget Rating | Schedule Rating | Scope Rating | Resource Rating | Risk & Issues Rating | Actual Cost  |
|-----------|---------------|--------------|--------------------------|---------------|-----------------|--------------|-----------------|----------------------|--------------|
| Technical | Dina O'Reilly | Program      | 16                       | 2             | 4               | 4            | 2               | 4                    | \$43,356,712 |

**OVERALL STATUS:** The technical team has 13 workstreams including: Data Platform (2), Reporting, Gap Applications, Remediating HR/P Workday, Finance Data Repository (FDR), Remediations of UW-IT systems, Retirement of systems, Student Database (SDB), Identity and Access Management, Service Management, Data Conversions, and Campus Outreach. The teams are making great progress in getting data from Workday out to other systems through the Enterprise Data Platform (EDP) - many areas are working on the 20th release of data and the final customer facing releases. We continue to complete and monitor 16 gap applications (6 owned by FTT and one of them is on hold), modify ServiceNow (UW Connect) to support the operating model and Workday processes, remediation of SDB, planning for the 5.0 tenant, planning for performance testing, participating in dress rehearsal 2 and planning for dress rehearsal 3, and developing a joint data repository for Academy and UWM customers. We have completed the Systems Design Support (SDS) program for assisting systems retirements. We have a cutover lead that is working with each system to plan for cutover. The implementation of Huron's Employee Compensation Compliance (ECC) tool to replace eFECS is continuing End to End (E2E) testing during the Support Readiness Testing (SRT) cycle.

**Major Accomplishments:**

- EDP Finance Web Service (FWS) and Operational Data Store (UWODS) releases 17-19 completed
- Participated in Dress Rehearsal 2 and completed cutover plans for all workstreams
- Engaging with all campus tier 1 systems every 2 weeks and tier 2 systems monthly to help resolve issues and track progress
- Retirement SDS sessions completed for all identified legacy systems
- Core Data Hierarchy Management (CDHM) completed for Sage/ASTRA
- FTT SIRT testing for HR/P - Integrations, SDB, Intake Forms, CDHM, ECC

**Key Upcoming Milestones:**

- Final build for Tenant 5.0
- EDP releases 20 with a freeze on EDP releases in April to focus on remaining activities to prep for cutover and go live
- Participate in Performance Testing and Dress Rehearsal 3
- Data archiving plan completions for various systems retirements
- FTT SRT testing for HR/P - Integrations, SDB, Intake Forms, CDHM, ECC, ITBill

**Staffing Resources:**

- We have very few positions open and resourcing is currently stable

**Issues and Risks:**

- FTT has a number of issues and risks that are keeping the pillar at a higher rating. We are making progress on many of them but new items continue to arise.
- Some campus units do not have the resources or design information necessary to complete remediations. We are working with the units to understand their delivery dates and escalate where assistance is needed
- eFECS replacement (ECC) is starting very late and has risks around Payroll integrations running late and timeline to finish testing. It is currently forecasted to finish testing 4/30/23
- Technical scope impact for the HR Hierarchy is not fully known
- Not all customer systems have connected to the EDP for inbound Workday transactions (30-40 are expected). This process takes 2-4 weeks to complete and must be completed to test the system
- EDP has limited environments for participation in testing (performance, UAT, SRT, etc.), dress rehearsal, and development and is coordinating with impacted teams on daily schedule for access
- Tenants used for development testing and E2E testing are not always in sync and require ongoing research to determine impacts of differences
- Non-Workday reporting scope continues to be undefined but is making progress
- Concerns around frost and freeze dates and potential impacts to systems and customers

Dina O'Reilly April 6, 2023

## Change Management

| Project           | Leader      | Program Area | Overall Project Health * | Budget Rating | Schedule Rating | Scope Rating | Resource Rating | Risk & Issues Rating | Actual Cost |
|-------------------|-------------|--------------|--------------------------|---------------|-----------------|--------------|-----------------|----------------------|-------------|
| Change Management | Jeff Bishop | Program      | 13                       | 2             | 4               | 2            | 2               | 3                    | \$8,437,960 |

**OVERALL STATUS:** Overall OCM workstreams are on track except training development continues to be a challenge. We are mitigating and will be ready JUST IN TIME for training launch.

**Major Accomplishments:**

- Completed first round of **Workday Security Role Mapping** activity with all UW units
- Mapped all users to Workday Training Courses
- Conducted **Change Readiness Assessment** survey #3
- Launched new **Cutover website** and freeze/frost calendar and tracker
- Launched **Train the Trainer**

**Key Upcoming Milestones:**

- Report out on **CRA Survey 3 results and action plan**
- Launch **Training Enrollment** via Bridge LMS
- Launch **Workday End User Training**
- Finalize **Training Sustainment Approach**

**Staffing Resources:**

- One training developer is gave notice and will roll off April 28th. We have a detailed transition plan and will enrue coverage of work with existing team.

**Scope:**

- No issues or changes in our OCM scope..

**Issues and Risks:**

- **ISSUE:** (1) Open decisions and process questions, (2) continued churn and (3) slow review times have some courses behind in development.

*Jeff Bishop, March 31, 2023*

UWFT Combined Program Executive Summary - 3/31/23

**Project Management**

| Project                   | Leader      | Program Area | Overall Project Health * | Budget Rating | Schedule Rating | Scope Rating | Resource Rating | Risk & Issues Rating | Actual Cost |
|---------------------------|-------------|--------------|--------------------------|---------------|-----------------|--------------|-----------------|----------------------|-------------|
| <b>Project Management</b> | Elise Barho | Program      | 13                       | 2             | 4               | 2            | 2               | 3                    | \$8,152,640 |

**Overall Status:** The UWFT Program is in the Test stage and EPMO is focused on testing, change control, tenant management, and cutover. The end-to-end testing cycle called SIRT (Systems, Integrations, Report Testing), was added as another cycle after E2E Cycle 3. It was intended to address the testing of business processes, remediated systems, integrations, and reports that are in scope for go-live. SIRT concluded on March 31, 2023 with a sizable number of tests not completed and open defects. As such, post-SIRT testing will continue to complete as much testing and defect resolution as possible. User Acceptance Testing (UAT) was delayed by three weeks to allow the teams to make further progress and provide the end users with a more optimal experience. Dress Rehearsal 2 which was focused on Workday processes completed with a list of areas to improve upon but no significant areas of concern.

**Major Accomplishments:**

- SIRT completed.
- UAT Plan approved and logistics developed.
- Requirements Traceability Matrix continues to be refined.
- Dress Rehearsal 2 completed.
- SIRT exit report drafted.
- Tenant Build 5 completed

**Key Upcoming Milestones:**

- Conduct User Acceptance Testing (UAT)
- Complete Dress Rehearsal 3
- Finalize Cutover Plan
- Finalize preparations for go-live

**Staffing Resources:**

- The EPMO is fully staffed.

**Issues and Risks:**

- The EPMO is concerned about outstanding testing and has stood up an environment and processes to allow the teams to continue testing.

Updated: Elise Barho. 4/7/2023

UWFT Combined Program Executive Summary - 3/31/23

UW Medicine

| Project     | Leader        | Program Area       | Overall Project Health * | Budget Rating | Schedule Rating | Scope Rating | Resource Rating | Risk & Issues Rating | Actual Cost  |
|-------------|---------------|--------------------|--------------------------|---------------|-----------------|--------------|-----------------|----------------------|--------------|
| UW Medicine | Dale Matheson | Enterprise Systems | 18                       | 3             | 4               | 3            | 3               | 5                    | \$23,189,139 |

OVERALL STATUS: The UWFT UW Medicine Program (UWM) moved to Red status during this reporting period. Increased pressure on schedule, and the number of outstanding go-live critical issues, are the primary source of the raised concern.

**Major Accomplishments:**

- We had several changes/turnover to key roles for the UWM team, but were quickly able to respond by staffing reassignments and contracting. There are currently no open roles on the UWM team.
- UWM specific requirements/user stories are a continued source for creating test scenarios for SIRT testing and beyond. Efforts continue in a few areas to finalize requirements/design activities.
- Final testing was conducted for several important system remediation/integration efforts (Epic, Kronos, HealthPay24 and others). UWM was able to complete most tests of these key systems in SIRT testing. Work remains to complete remediation/integration efforts of remaining systems including OnBase, PIMS, and Pyxis.
- Completed the change impact plans for UWM non-Workday changes in preparation for future Org Change Management communication, training, cutover, and support activities.
- Participated in the second Cutover table-top exercise.

**Key Upcoming Milestones:**

- Finalize review of all Workday process flows and begin development of non-Workday, and UWM detailed process flows.
- Plan and execute all planned SIRT/Post-SIRT testing for remaining requirements and systems/integrations.
- Begin delivering non-Workday communications, training materials, and courses.
- Continue Cutover Plan development and participate in next Cutover exercise.

**Staffing Resources:**

- There continues to be turnover and difficulty in hiring employees so contracting increases have continued to put pressure on the UWM budget.
- We are continuing to process budget requests to resolve staffing cost differentials and new needs.

**Issues and Risks:**

- Lingered open design/configuration issues slow progress in some areas (e.g., GHX, OnBase, Thompson/Reuters). Over 30 open issues remain that have been identified as "showstoppers" and that would have significant business impact if not resolved.
- Critical design questions around budgeting, payroll sub-ledger, and document management remain.
- Clarity on the future-state Op Model, Support Model, and Reporting Model still remains for UWM to complete preparations for go-live.

Dale Matheson 4/4/23

## Research Administration

| Project                 | Leader      | Program Area       | Overall Project Health * | Budget Rating | Schedule Rating | Scope Rating | Resource Rating | Risk & Issues Rating | Actual Cost  |
|-------------------------|-------------|--------------------|--------------------------|---------------|-----------------|--------------|-----------------|----------------------|--------------|
| Research Administration | Suzanne May | Enterprise Systems | 16                       | 2             | 4               | 3            | 3               | 4                    | \$13,031,875 |

**OVERALL STATUS:** Overall we are back down to yellow. Schedule is around 8% behind. Scope adjustments are being mitigated along with contingency plans being implemented. We continue to work through onboarding new developers. We are reprioritizing work to get us caught up on work needed for E2E testing and UAT. We continue to monitor configuration updates for change impacts to developed code.

**Major Accomplishments:**

- Remediated SAGE for HRPWS v3 interim in preparation for HRP FT remediation at Go Live
- Created program contingency plans for systems Go-Live Readiness
- Created Pillar & RA-systems cutover deployment checklists with external dependencies
- Created Testing Contingency Plans
- Hiring/onboarding for critical engineering backfills, customer support team, and project management
- Completed initial SQL DB performance testing for RIP production readiness
- Completed RW deployment for FWS/limited subs, which reduces FT Go Live scope & needs
- Finalized Fund and Function Research Configurations

**Key Upcoming Milestones:**

- Continue to work towards feature complete for go live.
- Continue to work on training and communications to present to the research community as it pertains to SAGE and WD business process changes.
- Complete contingency testing with the program.
- Complete UAT for the program
- Complete Dress Rehearsal 3 cutover practice with the program

**Staffing Resources:**

- 3 open developer positions continue to be a recruitment challenge. We are onboarding new hires. We may see some decline in velocity until they are onboarded as current staff are being redirected to onboard. For all open positions, we are utilizing recruiting agencies to support the hiring.

**Issues and Risks:**

- ORIS operational needs and requirements continue to exist creating resource contention with UWFT remediation work. Mitigations continue with focused prioritization of workload to the critical path.

*Suzanne May, Apr 7, 2023*

## Finance Readiness Program

| Project                   | Leader           | Program Area       | Overall Project Health * | Budget Rating | Schedule Rating | Scope Rating | Resource Rating | Risk & Issues Rating | Actual Cost  |
|---------------------------|------------------|--------------------|--------------------------|---------------|-----------------|--------------|-----------------|----------------------|--------------|
| Finance Readiness Program | Tiffany Quatmann | Enterprise Systems | 15                       | 2             | 3               | 3            | 3               | 4                    | \$10,977,533 |

**OVERALL STATUS:** FRP currently consists of four major workstreams that include Technical readiness, Operational readiness, Communications, and our PMO. All workstreams are progressing and dashboards/reports have been developed in collaboration with the EP MO to help track and monitor the work. FRP has been working closely with other pillars to understand, collaborate, and support the cross-functional work amongst the teams that impact the larger program and UW Finance. This works includes the Support Model, End-to-End (E2E) business process design and mapping, and Systems testing and Integrations.

**Major Accomplishments:**

- Hired and onboarded Operational Readiness roles in FRP, working on transitions for the Op Readiness team due to leaves regarding health-related issues and general staff turnover
- Continued work on the Cash Application and processes related to centralizing the functionality within UW Finance as well as other risks as they are escalated
- Completed the initial framework for customer support in UW Finance including the routing of tickets, escalations, key roles, and UW Connect onboarding with UW Finance leadership
- Worked with the Design team, OCM, and UW Finance leadership on assignment of Security roles and mapping out training modules for each
- Completed a pre-mortem with FRP and UW Finance leadership teams to analyze and assess risk, working on a development of a strategy to mitigate

**Upcoming Milestones:**

- Operationalizing the customer service and operating model with Op Model team and UW finance leadership
- Develop stabilization plan for UW Finance stakeholders for post go-live success
- Continue cutover plans and coordination with the business unit SME's and EP MO and DR3
- Finalize training plans and tracking of plans for all FRP related systems and processes as well as core WD modules
- Finalize E2E business process documents in coordination with Functional team and UW Finance business owners

**Staffing Resources:**

- Hired a new Customer Support BA, Training Lead, Trainer, and Instructional Designer
- We are currently addressing staffing concerns that may arise as we near the end of the program

**Issues and Risks:**

- Staffing issues are being addressed as the end of the program grows closer and sustainment positions are limited
- Still struggling with an insufficient amount of time to get E2E Business Process Documentation completed before go-live and this has increased with continued delay of documentation and clarification from design. Lack of availability of team members impacts the team's ability to finalize documentation.
- Delays in design and integrations along with last minute new systems or requirements have led to systems missing SIRT testing and potential delays could impact go-live
- Lack of true E2E testing in high-risk areas across pillars will lead to gaps of understanding specifically Grants and procurement

*Tiffany Quatmann April 7, 2023*

UWFT Combined Program Executive Summary - 3/31/23

**Integrated Service Center**

| Project                   | Leader       | Program Area       | Overall Project Health * | Budget Rating | Schedule Rating | Scope Rating | Resource Rating | Risk & Issues Rating | Actual Cost |
|---------------------------|--------------|--------------------|--------------------------|---------------|-----------------|--------------|-----------------|----------------------|-------------|
| Integrated Service Center | Greg Koester | Enterprise Systems | 16                       | 2             | 3               | 3            | 4               | 4                    | \$3,513,043 |

**OVERALL STATUS:** The ISC is yellow primarily due to delays in knowledge transfer.

**Major Accomplishments:**

Payroll Parallel Testing and Payroll Operational Testing and End-to-end Testing Cycle 3 all successfully completed in January.  
 HRP Report Remediation testing kicked off in March and will finish in May  
 Participated in Cutover Dress Rehearsal 2 in March  
 ISC Cutover transaction dates were finalized in March

**Key Upcoming Milestones:**

Workday Mobile Implementation recommendations completed and will go before Governance in April.  
 Operational Readiness Activities  
 Cutover Dress Rehearsal 3 scheduled April 17 - 21.  
 UAT scheduled April 24 - May 19.  
 Validation activities for Payroll accounting for general ledgers and spend categories in the coming weeks.  
 UWFT Workday Cutover / UWFT Go-Live schedule June 30 - July 6  
 UWFT Hypercare July 6 - September 30

**Staffing Resources:**

The ISC resource rating remains 4.

**Issues and Risks:**

The ISC's issues rating remains a 4 due to:

- \* Delays in knowledge transfer activities challenging ISC's ability to execute operational readiness activities on time
- \* Sustainment is working to resolve Tier 1 process gaps and ISC Liaison role with FIN Shared Environments

Greg Koester 3/31/23

UWFT Combined Program Executive Summary - 3/31/23

UW-IT

| Project | Leader     | Program Area       | Overall Project Health * | Budget Rating | Schedule Rating | Scope Rating | Resource Rating | Risk & Issues Rating | Actual Cost |
|---------|------------|--------------------|--------------------------|---------------|-----------------|--------------|-----------------|----------------------|-------------|
| UW-IT   | Rob McDade | Enterprise Systems | 16                       | 3             | 3               | 3            | 3               | 4                    | \$7,571,103 |

**OVERALL STATUS:** Team departures have impacted budget as we look to backfill resources for the short-term - still within budget, however. The significant volume of work queued up for SIRT Testing has progressed at a slower than hoped pace, but progress continues. Unplanned or late evolving demands for integrations and reporting continue to be the primary area of most concern at this time as users start to engage with Workday more and realize gaps. With ~3 months to go-live, the runway to address these discoveries is mostly non-existent and much of the work that is discovered and needed for go-live pushes other committed work to post-go-live. Other areas are continuing to see steady progress and to meet milestones as planned, including Enterprise Data Warehouse and Enterprise Web Services data deliveries. Focus on identifying outstanding design decisions and dependencies have produced results, and the process continues for the most challenging outstanding decisions with the Design and Technical teams. Work continues with the Operations / Support Model space, and progress is being made. We continue to be lean on resources, and the morale issues abound for those that are not eligible for retention bonuses, and even for those that are as the sustainment positions are being hired and staff find that either none of the positions are a good fit for them or that there are far less positions than there are interested applicants from the program's staff.

**Major Accomplishments:**

- SDB delivered code-complete, pending testing results
- Successful continued onboarding of additional clients to new Enterprise Web Service inbound-to-Workday functionality
- Enterprise Data Platform R18 deployed successfully on schedule, as did each of the prior releases

**Key Upcoming Milestones:**

- Completion of testing for SDB, IT Bill, ECC & HRP-I through SIRT
- Service Management build out and continued refinement of requirements and expectations
- Completion of final planned releases before go-live of EWS & EDW
- Continued refinement of cutover planning and participation in upcoming Dress Rehearsal #3
- Participation in completion of program's Isolation & Performance Testing

**Staffing Resources:**

- Staff departures have created additional shortages and throughput issues; engaged Deloitte to pick up some of the slack for Workday Integrations, and are looking to backfill with short-term resources in roles.

**Issues and Risks:**

- Late-breaking changes have and will continue to create cascading impacts and generate additional work / re-work
- Many units are pushing the limits of SIRT testing phase window -- testing will likely continue into the weeks before go-live
- Number of available "sustainment" positions lower than what will likely be needed long-term to support the system, and expected to reduce by 1/3rd in the coming two years which will put a further strain on support
- There are significantly less sustainment positions than available strong applicants, which will put to the test the "stickiness" of the retention bonuses
- Late discovery of requirements and gaps in Workday functionality continues to create the need for stop gap approaches; all available capacity between now and go live has been committed at this time, and any new requirements will create the need for scope change discussions and impact assessments

Rob McDade 3/21/23

## Campus Engagement

| Campus Engagement              | Description   | Overall Risk & Health | Status  |
|--------------------------------|---|-----------------------|---|
| <b>Unit Readiness</b>          | <i>Overall readiness of academic, medicine and administrative units</i> | Y                     | The program created an enhanced engagement plan for the units which enables prioritization of critical issues and allocates resources across pillars to address those items. Two testing resources have been assigned to the units. The Systems Design Support (SDS) retirement sessions have completed.  |
| <b>Side System Remediation</b> | <i>Overall status outside the Core Program and Enterprise Systems</i>   | Y                     | Some campus units are behind in their deliverables and escalations are proceeding to assist them as well as working with them to help determine which E2E cycle they will participate in. Most of the 30-40 inbound systems that need to integrate with Workday have engaged with the platform. It may take several weeks to complete the onboarding/integration activities and time is running short to complete these activities. |

**OVERALL STATUS:** Units have made good progress on their remediations but there are some that are still waiting for information or decisions to complete their work. TCM has been focusing on tier 1 and tier 2 systems leveraging check-in meetings, they will start checking on tier 3 systems, these are systems that are needed after go live. Some systems started testing in SIRT (Supplemental Integration Remediation Testing) which ended on March 31 but will need to continue post SIRT. TCM is tracking very close on tier 1 systems, there is only one on "Red" status but with a mitigation/workaround plan. All tier 1 systems will be providing cutover contingency plans. System Design Support Retirement session have been completed. There is a testing team dedicated to support units.

- TCM has been facilitating the engagement between units and cutover team, EDP, Design, Integrations and other resources
- There is some information and design decisions that units are waiting for to complete their remediations

**Major Accomplishments:**

- Completed System Design Support (SDS) retirement sessions
- Successfully launched and continue executing the enhancement to the Engagement Plan that include regular check-in meetings with tier 1 and tier 2 systems, requests management (intake, triage, resolution, escalation), readiness status, monthly newsletter, and technical workshops as needed
- Launched Internal Billing Community Chanel for units to share information and collaborate on approaches
- The testing team and integrations with TCM participation, have been hosting workshops to support point-to-point and end-to-end testing

**Key Upcoming Milestones:**

- Support efforts to collect cutover contingency plans for tier 1 systems
- Help units that will use the FWS File Service to load internal billing transactions as the replacement for FASTRANS• Support units complete testing in preparation for go-live

**Issues and Risks:**

- Some campus units are still waiting for information or decisions to complete their remediations. We're working with them to capture those and route/escalate as needed
- Lack of clarity on a solution for units to manually batch and submit Accounting Journals

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