Knight Vision Kick-Off – Open Forum Questions – 11/3/2020

Time constraints did not allow for all questions submitted during the Q&A period of the kickoff event to be answered live. Below is a transcript of those questions with responses. Some similar questions are listed together and answered in a single response.

Questions and answers are divided into four basic categories:

➢ Campus Community Involvement
➢ Implementation Plan
➢ Staffing
➢ Systems

Campus community involvement

1. How will the divisions/depts be involved in the redesign of business processes?

The divisions and departments will be asked for input and information as we move through the project. Current state processes will be assessed, and future state processes will be designed based on Workday functionality and industry best practices. The Campus Community Advisory Group and subject matter experts will work with the project team to assess impacts of process changes and make adjustments to ensure processes are effective, efficient, and decisions are made in the best interest of the entire university.

2. It seems that senior-level administrators are always the go-to for planning process, etc. but its really the staff that use the processes, systems, procedures on a daily basis.
3. Can you elaborate on all the opportunities the campus community will have to participate in the Knight Vision project?
4. Are you planning on including staff (administrative coordinators) on this project as they use these systems more than senior-level administrators?

There will be multiple ways for people to get involved:

➢ Positions are at all levels and will be posted.
➢ People can apply to participate on the Campus Community Advisory Group.
➢ People who are subject matter experts in their functional and unit area will be asked to participate in customer review sessions and provide feedback. Subject matter experts will also be asked to provide specific input to the project team during the architecture phase.

➢ People from across the university will have opportunities to be change agents, ensuring people understand the changes and are prepared to adopt them. Training will be provided in a "train the trainer" model that will allow people to train their colleagues in the specific functional areas.

➢ People will be asked to test functionality, running through scenarios they typically have in their respective unit or functional areas.

➢ There will also be multiple opportunities to participate in open labs and open forums to get information, ask questions, and provide input.

5. What is the time commitment for the CCAG members?

The time commitment anticipated is one to six hours per week, with an average around 2 hours per week.

6. Can you please ensure to get the feedback and input of the staff as we are the ones who actually work in these systems more than anyone? Please do not make the same mistake as the UCF Rising project.

Our plan is to have staff provide input, participate in customer reviews, and assist with testing functionality based on the scenarios they encounter in their area.

7. Will UCF Foundation be included in the project moving forward with this project?

Yes. Input and participation will be needed from the UCF Foundation and all the Direct Support Organizations (DSOs).

8. Is there an intentional effort being made to include staff from Rosen, College of Medicine, UCF Connect, and Downtown campus on this project to ensure there is representation from these areas as well? The thought of adding senior leadership is okay, but it is important to involve staff who may be more involved with using these platforms.

Yes. At various stages in the project, units from across the university, in all units and DSO will be asked to participate in one way or another.

9. Will employees from departments with special nuances be involved with the systems, procedures, reporting tools and testing?

Yes.

10. Will there be a lot of lead time when you need information from the units? Sometimes an ask comes with only a few days to respond.

We will work to provide as much lead-time as possible. However, due to the nature of this project, there may be times where rapid responses to requests are needed. In some forums, participants will be asked to provide real-time input during testing or review sessions. In other cases, requests will come in writing.

11. It's great that you are going to ask for feedback from staff, but I think the question regarding involving staff who use the system on a daily basis is more about including staff on the councils and advisory boards. You stated that the advisory council will be for senior-level administrators and the already created councils is all senior-level administrators, which I believe is a bad idea since they rely heavily on the staff to use the systems. Half of the senior-level administrators haven't even completed training to use the current systems.

We will bring this concern to the project staffing committee. We anticipate opportunities for input and participation from staff as well as leadership throughout the project.

12. How would one volunteer to be on a limited committee for set up, workflow, reporting, and testing who does not want to leave their current position.

You may apply for membership on the Campus Community Advisory Committee. You may also contact directly the project lead representing your functional area once those roles are established, or you may contact knightvision@ucf.edu and indicate your interest area and the time you have available for this volunteer participation. As project roles are filled, we will put the names of the project leads for each area on the website.

Implementation plan

1. The student system (Campus Solutions) won't be brought to the cloud until after HR (HCM) and Finance (PeopleSoft Financials)?

    a. How will UCF correlate data between Campus Solutions and data in the Cloud?

Part of the project is to identify and map the integration points between the Student Information System (Campus Solutions) and the new Workday Cloud. The integrations will be developed during the project and will run until the Student system is also on Workday.

    b. Will those systems be able to speak to one another even though we'd be dealing with PeopleSoft (an Oracle product) and the new cloud (a Workday product)?

Yes. Data Integrations will be developed between the two systems (Workday Cloud and PeopleSoft).

2. Is there an estimate on when the Workday student product will be ready?

The Workday Student project will start after Finance and HR go live and the current project ends. The duration of the Workday Student project will be at least 20-24 months. The preliminary estimate for completion of student is June 2025. As we learn more, we will refine this estimate.

3. It appears that the student side of the system will not be implemented on the same timeline as HR and Financials. Does that mean we'll have a period of time where WorkDay will need to work with Peoplesoft's student operations like financial aid and the Bursar's Office in the beginning?

Correct. The Student System (PeopleSoft Campus Solutions) will be implemented in workday with a separate project after HR and Financials are live. Data integrations will be developed between Workday and PeopleSoft while UCF is on different systems.

Staffing

1. If I read correctly, the interim position would be for two (2) years, is that accurate?

The interim positions will have durations based on project needs. There are a handful of roles that are 24 months. There are a few that are 8-12 months, and some that are approximately 18-20 months. For those roles that are shorter in duration, the end date will be approximately July 2022. For those that are longer, the end date will be approximately January 2023. As we elaborate on project plans, we will refine estimates further.

2. What is the plan to staff the project with a truly diverse team, including women & POC in leadership positions?

Diversity is very important to UCF. Positions for the Knight Vision program will be posted according to the processes set forth by the Office of Inclusion and Diversity.

3. In terms of compensation - what might be the "range"?

The roles being posted vary in salary based on the position requirements. Compensation analyses will be performed to ensure salaries are appropriate for each role. Positions range from Administrative Assistant to Lead roles. Pay grades range from 16 to 22 (see UCF Salary Schedule).

4. I'm wondering how current (knowledgeable) UCF staff members are supposed to be incentivized to apply to a temporary position to help with the project. It seems like those who would be interested would not necessarily be internal candidates who are willing to leave their full-time position.

5. If I understand correctly, I would be giving up my position if I'm selected to work on the project? and would have to re-apply if my position becomes available or have to find another position once the project has been completed?

If you apply and are selected to work on the project, you would be put in an interim project role. The funds from your previous role would be used by your unit to backfill your role on an interim basis. Units can determine how best to backfill or distribute that work on a case-by-case basis. When the project ends, you would go back to your former role. You must apply for the project position, but you would not re-apply for your old job. If you are selected for a role on the project, you would get an official offer letter from HR stating that when the project role ends, you will be going back to your former role (specifically named in the letter).

6. What will be done with the Project specific staff? Will the expertise from the implementation be utilized in unit after their contract ends?

We are planning for project staff to return to their previous units, utilizing their expertise as appropriate.

7. What will happen to the staff that currently support PeopleSoft development and infrastructure?

During the Knight Vision program, there will be an evaluation of future support needs for the Workday platform. This will also include the potential for supporting other services outside of Workday. We anticipate that all current UCF staff supporting PeopleSoft will have a specific role at UCF. Roles may be different due to changing systems and technology, and training will be provided. The Knight Vision program will transform the way we work, not reduce our workforce.

8. There are many staff members that have tons of experience that are not in senior level positions that would really like to work on the program. Some staff members have more than 20 years' experience. This would be a great opportunity for staff not just senior level employees.

Our goal is to post the positions, seeking a diverse pool of candidates. Not all roles require leadership experience. We anticipate successful candidates may come from at all levels.

9. When will project positions be posted?

The first positions may be posted by 11/13/2020.

10. Will the job postings be for internal candidates only or open to the public?

Most positions will be posted and open to the public.

11. Will the teams actually be diverse or will it be the same people always chosen to provide feedback?

We are seeking a diverse pool of candidates to fill the project teams.

Systems

1. What are the plans for the PeopleSoft CRM system?

UCF IT will be evaluating the current use of the PeopleSoft CRM system and determine if, and when, the system can be decommissioned.

2. Will this system also be replacing Page Up?

The goal of the Knight Vision project is to review all systems and determine what functionality can be moved over to the Workday system. Page Up is an example of a system that will be reviewed. Although the full list of applications being replaced is not finalized, our goal will be to streamline the hiring process using Workday. Ideally, PageUp would be replaced.

3. How will this work with the new Huron system used by Office of Research?

Huron Research Suite (HRS) is the university electronic research administration system. Knight Vision will modernize the university ERP platform. HRS will integrate with the appropriate areas within Workday much like HRS currently integrates with our current ERP (PeopleSoft). The project team will work with the Office of Research to facilitate seamless integration.

4. How will the financial component impact payments that students and/or parents make?

Payments that are completed in the PeopleSoft Campus Solutions system will remain in place. Downstream integrations will be developed to interface the payments with the new Workday Financials system.

5. We have heard that Adaptive Insights will be implemented this year for the budget. Is this still being implemented? Does Workday have a budget model?

Adaptive Insights is on schedule to be implemented in the Spring. Adaptive Insights is a Workday project and will integrate with the HCM and Financials Workday systems.

6. Will this system allow us to directly support the employees in PR at the Arecibo Observatory, or will we continue to use another company to facilitate the payment of staff in PR?

Our goal is to use Workday Payroll for all employees, including those in Puerto Rico.

7. Reporting & Analytics and data driven decision making will really bring foundational ERP systems to deliver on the strategic transformation for UCF that this project is envisioning. UCF tends to focus on and stop at operational and "mandatory" reporting. What is the strategic vision for the reporting and Analytics pillar and how will this be delivered? What are the key elements of this delivering this for UCF?

Reporting & Analytics is a critical element of the Knight Vision program. There are several strategic initiatives designed to move UCF forward in this area are either planned or already underway. Workday reporting and the operational reporting mentioned is just one part of the project. For more information, please see related Knight Vision initiatives outlined on the AIP webpage.

8. Will the Foundation system be integrated to Workday?

Part of the Knight Vision project is to analyze and review all current state integrations and determine the need moving forward.

9. Is PeopleSoft completely going away? Would someone know when PeopleSoft was first adopted by UCF?

The Human Capital Management and Finance PeopleSoft systems will be replaced with the Workday product. The Campus Solutions PeopleSoft system will remain until after HCM and Finance systems are live. The transition from PeopleSoft Campus Solutions to Workday will require a separate project. PeopleSoft was implemented in 2001.