Knight Vision May 26 Open Forum (HR Spotlight) Q&A

1. **Will Knight Vision assist HR in the completion of the employee compensation project?**
   Workday itself is the technology platform, but next phase of the compensation project needs resources and budget to support compensation issues. The compensation processes in Workday will make compensation management easier.

2. **Will Knight Vision streamline department requests for increases in employee salary within their paygrades?**
   Yes, it can once the business processes are configured and turned on within Workday.

3. **Can you address security and access concerns with the protected private student data being housed in the 'cloud' versus 'on-site' physically at UCF? FERPA concerns?**
   We recommend you view the [Workday Security Assertions](). Workday is subject to third-party audits and certifications and UCF has full faith in the system. Data is housed for the use of UCF but it cannot be monetized. Workday hosts data across three secure locations.

4. **In the past, UCF leadership has failed to actively invite the campus community to participate in actual user testing of software. Can you speak to how we are addressing this within the Knight Vision program implementation?**
   It is our goal to actively engage the community in the implementation process. We have already started by conducting numerous interviews and collecting feedback via surveys at the beginning of this program. We have also developed a Campus Community Advisory Group that serves as a bridge of communication between the Knight Vision program and the campus community. There will be a variety of training opportunities on the new applications and processes in the spring of 2022.

5. **How will you ensure that the employees that utilize the ERP feel that the implementation is transparent?**
   The transparency of the Knight Vision program implementation stems from our engagement with the campus community through open forums, our newsletter, website and CCAG (Campus Community Advisory Group). We are still in the early stages of the implementation, but as we move forward, we will continue to make decisions within a timeline. Transparency and execution are what we push and strive for.

6. **What is the timeline for the Service Enhancement Transformation (SET) implementation?**
   We do not have all the details now, but we will continue to engage with the CCAG, Cabinet, Provost Council, Deans Council, etc. to obtain input and guidance on the implementation sequence that would work best for the university. We are currently in the final stages of the Assessment phase, with the next phase being Mobilization and then Implementation. Expect that most of it will be completed by Go-Live in July 2022, but some aspects may extend further.

7. **The SET survey should have been sent out multiple times to ensure that it reached a broad group of people and provided holistic data. The survey seems like it will have a strong impact on how we move forward once Knight Vision goes live. How did you ensure the responses were accurate?**
The survey was sent to the employees and then it was forwarded to the supervisors for confirmation of the answers. Also, there were several sessions (information sessions and office hours) available ahead of time to address questions about completing the survey. We will be using the data from the surveys during the Mobilization phase and when we are setting up the Service Centers. We will go to the colleges and present the (FTE and Headcount) data to validate it and then we will use that information to identify which services will go into the Service Centers.

8. **The elimination of paper forms/processes can lead to longer and more complicated business processes in some cases. Eliminating paper is not necessarily a productive result and when the software goes down, everything stops. How is moving away from paper going to help?**
There are still many individuals who have a preference toward paper, but when assessing a business process from beginning to end, an end-user will typically be able to process a high volume of forms more quickly using technology. Also, most processes with Workday will be mobile-friendly. There are three data centers for Workday, so the likelihood of the software going down is near impossible. We understand that switching to a digital method will take some time, but if we design the processes to be seamless across the university, we will be able to do our work more effectively and efficiently.

9. **Is the current timeline truly realistic when we consider all the add-ons in this program implementation?**
The timing is right for UCF, and these items are necessary for an institution of our size.

10. **With the vacation time off request, is there an email that prompts the supervisor to check the portal for the request?**
Yes, the system will generate an email to the supervisor, and there will be a task that appears in the inbox within Workday. These requests can also be approved via your mobile device.

11. **Will the time system also be used for student employees?**
Yes, it will be used for everyone getting a paycheck from UCF. We are still working on decisions for Kronos and other external systems, however.

12. **By requesting this time off and getting it approved, does that eliminate the LAPER?**
Yes, it does. You will have access to your balances within the system. When you make the request, it will automatically flow in the time tracking so that it is recorded in the pay period.

13. **If I requested that time off and it was approved, but I ended up working the whole time, will I have the opportunity to change that later?**
Yes, you will be able to make those adjustments. The system will also allow for some retroactive changes, such as forgetting to report a day off, or if an employee forgot to punch in or out.

14. **Why is there an annual budget to grant faculty promotions, but not staff promotions?**
UCF Budgets do not look at all the expenses and find out the needs on campus. Instead, we have a revenue allocation. Deans determine what happens with the allocation that they receive. We would like to build budgets from the bottom up with the Deans and the Schools being the revenue drivers for the institution. We will know potential expenditures across the board prior to the new fiscal year. Everyone will be able to see how revenues are assigned and how costs are allocated across the institution. Faculty positions are bargained for, so we do not have control of those because they have a specific timeline that makes them different than other jobs. If promotions are received by USPS and A&P, they will get an increased salary with the new responsibilities, and they will be reclassified.

15. **What kinds of lessons have we learned from the IT centralization that will help prevent similar delivery issues with SET?**
We learned that trust is a pivotal element to the success of this program. It is important that we ensure that we continuously share information and keep inventory of feedback. It is not going to be easy, but we are confident that transparency and a strategic timeline will help propel the program forward.

16. **Could you touch on Knight Vision's impact on employee-side ability to "on-demand" review: Paychecks & W4s/Update Direct Deposit information (split Direct Deposit information between different accounts, etc.)?**
The on-demand, self-service capability will be elevated in Workday with more self-service capabilities than before.

17. **Will Workday replace all processes that are housed in PeopleSoft? Or just those relating to HR?**
We have over 264 custom integrations emerging out of UCF Financials (PeopleSoft Financials). Workday will replace many processes, particularly on data integration and data related transfer based upon Workday's Foundation Data Model, but a few systems will remain in place.

18. **Will IKM data/Pegasus Mine Portal still be around or is that also being replaced? For reporting.**
IKM Data/Pegasus Mine Portal will continue through Phase I. Minor changes may occur in reports that include HR or Finance data.

19. **We need to move off paper, but we still need an ability for anyone to generate a document that needs "signature" type approval from multiple people. Will there be a way to create arbitrary signature processes around a document or web page that can be recycled for multiple uses?**
    This should not be viewed as an exclusive form's elimination platform. Workday has a great workflow process development platform. At this stage, we are not conflating digitization and forms elimination with the tool. We could use Salesforce, Service Now and Kuali in addition to achieve desired results. We have also purchased an Adobe Sign license.

20. **If the Budgeting Model is already live, how do employees gain access? Will training and information be provided?**
    The information is published on the Knight Vision website at
    https://knightvision.it.ucf.edu/adaptive-planning/

21. **Will we be automatically clocked in and out based on signing into our computer?**
    Time Keeping will be a separate activity. The employee use of it will be more akin to myUCF.

22. **Will we be able to generate IKM-like queries to create our own reports and stats without having to get them done by a data professional on a case-by-case basis? Will training for this be available?**
    This is based upon job role and function. Appropriate access to data and reporting tools will be available with associated training in PRISM and Adaptive, for example.

23. **How does Workday affect our use of PageUp?**
    Workday will replace PageUp.

24. **Is there a designated Knight Vision email that employees could use to submit their questions or concerns about the Workday implementation?**
    You may send questions or comments to the Knight Vision email at knightvision@ucf.edu. There is also a feedback form for questions and comments available on the "Get Involved" tab of the Knight Vision website, or directly at
    https://ucf.qualtrics.com/jfe/form/SV_e2rAiYZVWCIsGtU

25. **So, you must request an annual or sick day via this app? What if you plan on 8 hours, but only take 6 hours of leave?**
    You have the ability to make modifications to reflect the actual time used.

26. **Will it be possible to synchronize the Workday calendar with Outlook calendars?**
    There are out-of-the-box integrations for Outlook regarding the Learning Module. Other modules are on the Workday roadmap for integration.

27. **With no more paper LAPERs, how do we have a record of approval/changes? How will employees be able to save proof of approval for time off etc.?**
    This will be recorded in Workday. Employees will be able to see the history of their requests, including manager approval.

28. **Requesting leave this way requires more time and more steps to achieve the same as a quick email and reply.**
While the effort may seem slightly increased to some users, the new process will distribute the activity to reduce overall time spent. Today, we have administrative employees that spend nearly 90,000 hours in leave and absence activities to update our systems manually.

29. **What is Geofence?**
Think of it as a set of GPS coordinates registered by a mobile device. Like the GPS boundaries of the UCF campus. Within those boundaries is what would be considered a Geo (geographic) fence.

30. **What if we do not physically work at UCF? Or have a mix of remote and on campus days?**
Having fewer manual and paper-based capability should help here. During the pandemic, we have struggled with paper – especially with processes requiring signatures.

31. **Kronos submits automatically and time can be added almost last minute whereas the paper timesheets must be submitted early for entering, is Workday going to go off the paper timesheet schedule or will this be assessed when the decision is made about Kronos?**
The answer to this will emerge when we come to a shared understanding and a decision. At the moment, there is a lot of business logic that must be carried forward in the deployment of the system.

32. **Perhaps UCF could prioritize UCF employees by allocating some of the near $50 million allocated to this Knight Vision process to staff HR to complete the HR Compensation project?**
The $50M is one-time funding and cannot be used for recurring salary adjustments.

33. **At my last institution we had a similar process that was run through our "myUCF" equivalent and there was a way to set up an alternate approver if our supervisor was out of office or on vacation. Is it right to assume this will also be the case here?**
Yes.

34. **What is CCAG? Acronyms are being used as we do not know what they mean.** CCAG is the Knight Vision Campus Community Advisory Group. For more information on CCAG, visit https://knightvision.it.ucf.edu/ccag/.

35. **In Workday's General Ledger, will we still be able to drill down in some way to the student detail coming over from Student Accounts?** The data model in Workday is much more flexible than what we have had to date. You can go from Student Accounts directly into GL, or from the GL to see the Student Account record, without signing into another module.

36. **Can anyone please tell me the expected timeline for converting Financial Edge to Workday for the UCF Foundation? This will be a large project.** The UCF Foundation, along with the university's other direct support organizations, is on the same timeline as the university. Go-live is planned for July 1, 2022.

37. **Will the Employee-side ability to adjust direct deposits and split direct deposits between different bank accounts etc... be retained? Same question regarding Adjusting W4's.**
Yes, Workday has a robust and easy-to-use Employee Self Service function.

38. **When will the HR compensation project continue? Employees at the minimum salary for their pay grade has been stuck there for going on 3 years now. Will the new ERP/Knight Vision assist HR in speeding up this delayed completion regarding pay compression and increasing salaries to match employee experience etc...? Will departments be able to put in employee pay increase requests via the new HR ERP/Knight Vision software in a more streamlined manner?**
The Workday project has no impact on the compensation and classification project. We are still in the Design phase where we are determining what the workflow will entail when making changes to employment.

39. **Paycheck/Paystub review/access – will that be changing for employees (history and updating every pay week on Tuesdays)?**
There are no plans to change this access at the moment.

40. **Will staff be receiving cell phone allowances since more and more things will be able to be done from our phones during meetings? Also, if we are working on our phones during meetings then when are we to pay attention to what is going on?**
There are no requirements to do work from your electronic devices. This would be a discussion to be had with your supervisor on expectations.

41. **With Workday, will we change the way encumbrance is calculated on employee salaries?**
This has not been designed yet.

42. **Will supervisors have the option to channel notifications to a text stream or special email address? Our emails are already overwhelmed with automatic notifications to the point where we miss important actual emails from humans.**
Emails will be sent to the UCF email address and within Workday's inbox. You will be able to view your tasks in one place and not have to deal with your email. We currently do not have information on a text option.

43. **You indicated that there are 55 things that will not be accommodated by Workday. Is it more the HR side or finance side?**
We are still in the early stages of the Design phase and have not fully designed the system to confirm what will or will not be accommodated.

44. **The HCM demonstrations have showed UI support for 2nd last names for Hispanic employees, and even Chinese characters as alternate display options. Will these be enabled and integrated into the system to support our diverse employee body?**
At this time, we do not have an answer for this, due to the fact that we are still in the early stages of planning. However, this is something we will definitely be testing.