00:00:00.000 --> 00:00:01.870
Michael Sink
Providing will get started in just a couple minutes.

00:00:03.510 --> 00:00:05.170
Michael Sink
See Jenee on camera. Hi Jenny.

00:00:08.030 --> 00:00:10.570
Jennifer Sumner
Hey Mike, how are you good? How are you?

00:00:10.810 --> 00:00:12.570
Jennifer Sumner
I'm doing well, thank you happy Tuesday.

00:00:13.080 --> 00:00:14.030
Michael Sink
Happy Tuesday.

00:00:32.780 --> 00:00:34.750
Michael Sink
I was getting ready to say we have a question already.

00:00:36.910 --> 00:00:38.410
Michael Sink
Someones hand just went up.

00:00:43.860 --> 00:00:49.790
Michael Sink
Oh wait, just a couple more minutes. I see the counter it's it's still ticking up, so we'll give folks, maybe a couple more minutes.

00:00:50.420 --> 00:00:51.490
Michael Sink
And then we'll get started.

00:02:11.830 --> 00:02:14.530
Michael Sink
OK, it's 1102, so we'll go ahead and get started.

00:02:15.920 --> 00:02:26.430
Michael Sink
First of all, thanks to the folks that helped put this together. The change management team. Thanks for setting this up. I I appreciate it just a couple of housekeeping kind of things.

00:02:27.040 --> 00:02:47.930
Michael Sink
We've got some looks like a little over 100 folks on the call, so let's do this. I just I have a a just a few

slides to go through just to kind of prime the pump a little bit further discussion, but really the intent for this forum is really to be more of an open discussion open forum, yet your questions out that you may have.

00:02:48.540 --> 00:03:19.730
Michael Sink
And like I said, I've got a few slides to present to talk a little bit about where we are with Knight Vision right now. But this is primarily open to the IT community. I mean, others have have certainly been able to participate and join, so it's not exclusive, but it's primarily a discussion around you know some of the technical aspects of the program and and maybe in the future will open this up to more functional as well. But we already have the open forum, so we have those quarterly opportunities for people to to jump.

00:03:19.780 --> 00:03:25.710
Michael Sink
On and ask questions like the last one that we had almost a month ago was around the service enhancement transformation.

00:03:26.330 --> 00:03:43.300
Michael Sink
And we discussed even during that forum that we may want to have more open forums, especially as we continue to make decisions and get a little more clarity around the configuration of Workday, the organizational structure around set and that kind of thing. I'm going to go ahead and share my screen.

00:03:44.110 --> 00:03:57.390
Michael Sink
But anyway, after I go through again just like four or five slides, and then we'll open it up for open discussion, and this is an opportunity for for you to ask questions, make comments about the project, that sort that sort of thing.

00:03:57.860 --> 00:04:10.070
Michael Sink
And I would ask since we have so many folks on the call, at least to begin with, let's let's stick to putting your questions in chat and Mikaela maybe if you can help me, just read out the questions as they come in.

00:04:10.120 --> 00:04:28.170
Michael Sink
And and and I also have a couple of other folks I have Cherie and David and others from the Knight Vision team to help me answer specific questions and that sort of thing. So I'm going to do my best not to miss speak, and Cherie will correct me if I do so. Thank you, Cherie, for being on the call.

00:04:28.880 --> 00:04:30.550
Michael Sink
Alright, I'm gonna go ahead and share my screen.

00:04:37.480 --> 00:04:38.670
Michael Sink
Can you see my screen?

00:04:41.580 --> 00:04:42.080
Cherie Herrin
Yes.

00:04:41.950 --> 00:04:44.510
Michael Sink
Highlighted so hopefully you can OK.

00:04:46.660 --> 00:04:52.040
Michael Sink
Just need to make this window big again so I can see the question.

00:04:55.810 --> 00:04:56.090
Michael Sink
Hey.

00:04:57.870 --> 00:05:17.840
Michael Sink
So the first thing I wanted to share this is actually lifted right off of our website and I love this slide because it communicates that there's more to Knight vision than just Workday. So Workday is obviously a big part of it, and that's where we started this. This journey was a recognition that we need to modernize our ERP systems to something that's newer.

00:05:18.750 --> 00:05:30.940
Michael Sink
One of the chief comments that came up frequently as the board was having discussions about this was we need better financial accountability and transparency. And when President Cartwright came.

00:05:31.580 --> 00:05:39.170
Michael Sink
And he made the declaration that we wanted to make progress and efficiency and the effectiveness of our operations.

00:05:39.760 --> 00:05:42.270
Michael Sink
And so those two things really started to come together.

00:05:43.400 --> 00:06:10.690
Michael Sink
And so that was the impetus for, you know, moving to a new ERP system. And obviously we've already gone through the procurement and selection. And we selected Workday. And so there's that. There's certainly a lot of technical components to this, but I love this slide because it shows that there are. There's more than just the technical pieces, so you have the workday. Obviously the ERP. Pease where

we're replacing HR, finance and our grants, applications, and PeopleSoft or migrating those over to Workday.

00:06:13.160 --> 00:06:35.780
Michael Sink
Wanted clarification, I think most of you know this, but I'll state it again. This is obviously not the student system implementation yet. That's going to be a later phase, so we're not doing a Big Bang approach with everything PeopleSoft. But we are doing a Big Bang when it comes to HR, finance and grants, so those PeopleSoft modules will be migrated over to Workday when we go live next July.

00:06:13.380 --> 00:06:14.010
Matthew Hall
Hey Cortana.

00:06:37.130 --> 00:06:43.160
Michael Sink
The other big circle that everyone is talking a lot about right now is the service enhancement transformation and.

00:06:43.960 --> 00:07:10.070
Michael Sink
The reason is it's important for us to do service enhancement as we do. The workday implementation is we recognize that part of our inefficiencies as the way that we're organized and with Workday modifying and changing and giving us opportunity to improve our business processes from a technology perspective, that in turn is going to have some impact on our organizational structure.

00:07:10.840 --> 00:07:32.350
Michael Sink
And so we're taking the opportunity as part of this, since we're looking at our business processes end to end as part of this, there's opportunities for us to reorganize, and so we've made some decisions as an institution about at a very high level. There's still detail that this is left to be worked out, but at a very high level. We know that we're going to have somewhat of a Federated approach.

00:07:33.470 --> 00:08:01.710
Michael Sink
To the way that we do HR and finance transactions and and the folks that that actually do those transactions on our behalf. So we'll have a center of excellence approach where you'll have a central administrative focus on the processes and some of the elevated and and maybe more complex processes will be handled there and then you'll have Federated units that are in the colleges that will perform transactions on behalf of those colleges and units.

00:08:02.570 --> 00:08:14.320
Michael Sink
But we want to make sure that we've got a more cohesive collective approach to the way that we're doing those transactions. We don't, we. We don't want to have as much disparity in the processes and work days helping to drive that.

00:08:15.270 --> 00:08:43.940
Michael Sink
Again, one of the things that we talked about early on with Workday is it's not a system that can be customized, but it can be configured so we can certainly configure workflow and that sort of thing, but we can't build custom processes any longer to satisfy. You know, maybe the desires of every single department, and we've also learned to that. That doesn't necessarily bode well when we're trying to do things in a collective approach and report things up through the central units.

00:08:45.110 --> 00:08:49.750
Michael Sink
So the other piece, the other pieces here I'll just talk through real quickly reporting and analytics.

00:08:51.140 --> 00:09:23.630
Michael Sink
We're building out an enterprise approach to our data and analytics platforms that will include a data warehouse that will include some analytics tools. The idea is to replace some of the the systems that we have today that do you know state level reporting and that sort of thing, but it's also an attempt to have a more enterprise approach across all the colleges and divisions so that we know today that we have tons of different data silos out there. We've got data warehouses in different departments and colleges.

00:09:24.080 --> 00:09:32.470
Michael Sink
And we want to build an enterprise environment so that we can roll that data up into one central location and that gives us more collective intelligence about the institution.

00:09:33.100 --> 00:10:03.710
Michael Sink
So we ask questions. We can. We can get better answers across all the colleges and divisions and start to ask or start to answer questions and even ask new questions that we haven't been able to ask and get answers for in the past by having that data in a more centralized environment. But because it's going to be more enterprise and centralized doesn't mean that only if you are working in a Central department will you get access to it. The idea there is to be able to democratize that and allow other people to mine that data.

00:10:03.760 --> 00:10:06.060
Michael Sink
As well for their own operational needs.

00:10:07.740 --> 00:10:26.690
Michael Sink
The other thing that I'll mention is enterprise standard tools, so as part of this and in parallel with the Workday implementation and these other pieces that we're doing, we're also enhancing our ability to manage our identities, our technology identities, usernames, passwords, email addresses.

00:10:28.040 --> 00:10:34.790
Michael Sink

And so we've we've acquired a product and we've kicked off a project to implement Sailpoint identity and access management.

00:10:35.380 --> 00:10:53.910
Michael Sink
And so that's that's been kicked off. The first phase is going to be focused primarily on creating and managing identities for Workday, so we're not looking at replacing everything they want, but the idea is to have a more consistent, best practice approach to the way that we.

00:10:54.500 --> 00:11:11.540
Michael Sink
We provision and manage our identities were doing a lot of that in PeopleSoft today, and that's really not the right place to do it. So we're pulling that out or putting into sail point the other piece that we've acquired is a different integration tool. We've acquired a product from Informatica for our integrations.

00:11:12.170 --> 00:11:25.860
Michael Sink
And so we'll be implementing that as well. We've got consultants already engaged, and we've already kicked off that project as well. To implement Informatica and overtime will be migrating integrations that we have in other tools into that tool.

00:11:26.500 --> 00:11:33.210
Michael Sink
I'll say this that a lot of the work day integrations upfront are not going to require Informatica.

00:11:33.950 --> 00:11:40.610
Michael Sink
There's actually a workday integration broker tool that's built into Workday, and many of the integrations that we're going to be.

00:11:40.880 --> 00:11:46.090
Michael Sink
Uh, conducting over the course of the program are going to actually be done in Workday.

00:11:46.800 --> 00:12:16.650
Michael Sink
Uh, adaptive planning is our budget tool that we've that we've purchased. It's actually a tool that Workday acquired a couple years ago. College of Medicine was already using it, and that's going to become our that is our budget planning tool. Now when we go live with Workday. Since we're moving our HR and finance or our finance applications into Workday, we're going to have to retrofit adaptive planning to the new foundational data model that's going to be in Workday. So there will be a a refitting.

00:12:17.050 --> 00:12:23.800
Michael Sink
Of adaptive planning, it's really going to be a re implementation if you will of adaptive planning to that that new model.

00:12:25.490 --> 00:12:55.020
Michael Sink
And then last but not least, we have custom applications that have been built in and PeopleSoft. We have things like our faculty, activity system, faculty promotion and tenure, faculty awards. We have a key management system. There's 50 plus applications that have been custom built in PeopleSoft and overtime. Many of those are built in campus solutions so they don't have to be addressed immediately in terms of finding another solution and then replacing it.

00:12:55.070 --> 00:13:25.800
Michael Sink
Before July of 2022, but we're already starting the work to build a road map and a plan for those applications so that when we start the student implementation we we can estimate number one. What it will cost us in terms of any additional third party applications that we may want to acquire to replace that functionality, or if we need to build another custom application. What would be the best platform to build that on? Would it be service now? Would it be Salesforce or another tool so we'll go through that process.

00:13:26.140 --> 00:13:30.550
Michael Sink
As in, parallel with our current activities, so that we have that road map in place.

00:13:32.070 --> 00:13:37.810
Michael Sink
I know I spent a lot of time on that, but I think it's important 'cause there's a lot of activity going on in addition to just the Workday piece.

00:13:39.280 --> 00:13:40.740
Michael Sink
Well, this is a, uh.

00:13:41.530 --> 00:13:50.110
Michael Sink
Timeline visual that shows all the all of the concurrent activity that we have going on, including where we are right now in our journey.

00:13:50.900 --> 00:13:55.640
Michael Sink
So I mentioned the adaptive planning pieces and and the orange.

00:13:56.260 --> 00:14:04.570
Michael Sink
Row there you can see the Workday, HR and finance. We're in the config and prototype stage right now and we're we're about halfway through that.

00:14:05.210 --> 00:14:35.440
Michael Sink
We've gone through the customer preview sessions, which was very high level. This is what Workday functionality looks like with some of the UCF data. It's not reflective of the set configurations which are

happening right now. We will have some additional customer preview sessions that will be coming up in the next couple of months that will give us an opportunity to preview some of that set configuration that we're putting in the service enhancement transformation configuration that we're putting in. But again, you can see here all the activities and.

00:14:36.360 --> 00:15:05.990
Michael Sink
Key dates coming up obviously, July 2022. That's the go live for the workday implementation, but that also means that we have to make sure that we have the service design. The service enhancement, transformation, roles, responsibilities and that organization configured. People have to know what their job roles are going to be. They have to be trained and and at any new new roles that they have, including the workday tools. So all that has to come together between now.

00:15:06.250 --> 00:15:07.820
Michael Sink
In July of 2022.

00:15:09.430 --> 00:15:16.510
Michael Sink
And you can see the other threads there as well. The reporting and analytics to enterprise standard tools and the custom PeopleSoft applications or placement.

00:15:17.150 --> 00:15:17.700
Michael Sink
Uhm?

00:15:18.460 --> 00:15:35.630
Michael Sink
I think that one of the things that I wanted to mention is well is, even though we have a go live of July of 2022 for our HR, Finance and grants. There are a few items that are wrote that we're calling rolling adoption. Those are pieces of functionality that don't have to be there when we go live in July.

00:15:36.850 --> 00:15:58.210
Michael Sink
So while we're migrating all of our core HR, finance and grants processes in July, there are pieces that we actually don't have an ERP today like performance management, which are performance evaluations. Those kinds of things. Those are pieces that we're going to. We're going to turn on in that rolling adoption period after we go live in July.

00:15:46.760 --> 00:15:47.500
Michael Wray-Facey
What's happening Bryan?

00:16:00.690 --> 00:16:15.440
Michael Sink
Or keep going. I'll pause here for just a second and ask if there's any questions. I only have a couple more slides, so if there's questions now if you want to type some in the chat, I'm happy to answer any questions at this point before we move on.

00:16:17.030 --> 00:16:21.100
Cherie Herrin
Mike, I just wanted to call out, but in this slide end in the previous slide.

00:16:20.050 --> 00:16:20.600
Javier Gioia
Thank you.

00:16:21.160 --> 00:16:38.640
Cherie Herrin
And we don't have the retrofits project called out on some of our, so I just wanted to make sure a lot of folks on this call are either in engaged in the retrofits project, or may have questions about it, so I wanted to see if you had any comments about that project.

00:16:39.870 --> 00:16:41.450
Michael Sink
Yeah, so there was a.

00:16:40.090 --> 00:16:40.670
Michael Wray-Facey
I don't know.

00:16:42.500 --> 00:16:44.300
Michael Sink
I'm sorry someone else have another question or comment.

00:16:46.010 --> 00:16:47.160
Michael Sink
It may just be able to echo.

00:16:48.730 --> 00:17:16.320
Michael Sink
So we had, uh, the kickoff for the retrofits so many of the folks that are involved in retrofits. We had a session, but maybe not everyone was involved in that, but for for the folks that are not even on the retrofits team or involved with cherries are furring to is. Today, you have HR, finance grants and student all in PeopleSoft, and there are integrations today that are kind of built into the system.

00:17:16.960 --> 00:17:33.270
Michael Sink
So there are integrations between HR, finance and student that exists today. Well, because we're moving HR and finance into Workday, we have to retrofit those integrations back to Campus Solutions and PeopleSoft so that those are the retrofits.

00:17:33.330 --> 00:17:51.400
Michael Sink
Uhm, I have a list of about 41 that that list may fluctuate a little bit, but there's there's quite a few retrofits and there's a lot of work there, and those are really in addition to the conversions and the integrations that I'll get to on my last slide to talk about the numbers a little bit more.

00:17:53.760 --> 00:17:56.940
Michael Sink
Anything else you want to add to that? Cherie on the retrofits.

00:17:58.700 --> 00:17:59.710
Cherie Herrin
No, thank you.

00:18:03.650 --> 00:18:16.670
Michael Sink
So some things that we've accomplished so far, we've gone through the planning and the architect stage of the program where we're now migrating into or actually we're in the middle of the config and prototype stage.

00:18:18.180 --> 00:18:23.210
Michael Sink
We did as I mentioned earlier, we did have a high level decision about the set organizational model.

00:18:23.660 --> 00:18:34.320
Michael Sink
And and again, as I mentioned, we kicked off the identity and access management, integrations platform projects. So we're we're moving along in those areas.

00:18:34.860 --> 00:18:37.180
Michael Sink
Uh, we still have.

00:18:37.840 --> 00:18:38.490
Michael Sink
Uhm?

00:18:39.220 --> 00:18:47.860
Michael Sink
Some set decisions to make his matter of fact. The Accenture team did a lot of configuration. Excuse me. Configuration work last week.

00:18:48.460 --> 00:19:20.450
Michael Sink
Around implementing or configuring some of the configurations in Workday that align with our set model, and so we're at a point right now where marrying what we've done before and the configurations with some of the changes that we're making in set. And so we're going to be finalizing what those rolls look like in the next couple of weeks. Again, I mentioned, we're going to have a couple of additional customer preview sessions that will give you an opportunity to see some of those configuration changes that we're making as a result of the set decisions.

00:19:21.020 --> 00:19:25.070
Michael Sink
But but for the most part, we're on track with our major milestones at this point.

00:19:25.550 --> 00:19:30.360
Michael Sink
Uh, we are workday costs for consulting is slightly under budget right now.

00:19:30.980 --> 00:19:42.310
Michael Sink
And we are experiencing and this actually goes to some of the risks as well because of the number of integrations, data conversions and retrofits were getting compressed right now.

00:19:42.960 --> 00:20:07.350
Michael Sink
And some of the the work that we're doing with the DSO's. Those are separate systems, and so we're seeing a lot of compression right now, and those. And So what we're doing to mitigate that is we are using staff augmentation, additional consulting resources that we're pulling onto the program, and we're also trying to pull additional people from different teams into the program as well to help with the retrofits, the integrations and conversions.

00:20:10.390 --> 00:20:12.020
Michael Sink
So to talk about some of the numbers.

00:20:12.630 --> 00:20:13.200
Michael Sink
Uhm?

00:20:13.840 --> 00:20:20.400
Michael Sink
We started out looking at all of the workday defined business processes that are in scope right now.

00:20:21.180 --> 00:20:26.470
Michael Sink
So in total Workday has 700. I think it's 704.

00:20:27.610 --> 00:20:36.770
Michael Sink
Business processes that are defined within Workday and there will be more that will be added to that as they continue to mature the student piece. But that also includes student.

00:20:37.920 --> 00:20:51.470
Michael Sink
But if we look at what we're actually concerned about during the the migration from PeopleSoft, HR, Finance and grants, there are 383 processes defined in Workday that we have to contend with. So that's what we're working with.

00:20:52.890 --> 00:21:09.270
Michael Sink
To complete this program and actually we're moving from close to 190 integrations right now. In our

current system, we're actually reducing the number of integrations going forward because we're actually deprecating some of the systems that are in place today.

00:21:10.170 --> 00:21:21.100
Michael Sink
As part of the program will be eliminating overtime. Actually when we go live will be replacing the functionality that exists in Great Plains financials for athletics.

00:21:21.600 --> 00:21:24.880
Michael Sink
And the NetSuite for College of Medicine.

00:21:25.850 --> 00:21:32.450
Michael Sink
We also have the the financial edge for the foundation and PeopleSoft.

00:21:33.030 --> 00:21:40.250
Michael Sink
And so by consolidating these systems into Workday, we're eliminating some of the additional integrations that we have on our plates today.

00:21:41.290 --> 00:21:49.170
Michael Sink
As part of this we have to convert as I as I mentioned before with with HR and Finance and PeopleSoft. We have to convert.

00:21:49.920 --> 00:21:57.680
Michael Sink
The data and the functionality that send those systems today over to Workday. Now we're not converting all the historical data.

00:21:58.310 --> 00:22:09.890
Michael Sink
But there's a limited number of transactional data that we're having to move over that's current transactional data that has to be migrated from HR, finance and grants and into Workday.

00:22:10.520 --> 00:22:16.460
Michael Sink
So we've got 239 conversion tasks that were working on as part of the program.

00:22:17.250 --> 00:22:17.840
Michael Sink
Uhm?

00:22:18.580 --> 00:22:23.620
Michael Sink
When we talked about the retrofits again, we've identified 41 of those.

00:22:22.290 --> 00:22:22.720
Javier Gioia
I'm here.

00:22:24.580 --> 00:22:34.610
Michael Sink
And then we have 391 reports and we we've gone through the process of identifying, you know, some of the most mission critical reports that we have.

00:22:26.070 --> 00:22:26.640
Javier Gioia
One second.

00:22:32.340 --> 00:22:33.110
Javier Gioia
At the same time.

00:22:35.680 --> 00:22:36.490
Javier Gioia
Exactly.

00:22:35.740 --> 00:22:41.220
Michael Sink
Yeah, if you're if you can go on mute. If if your mikes not muted, that would help.

00:22:37.610 --> 00:22:42.130
Javier Gioia
I click on remediates make sure I cannot because I am busy.

00:22:43.150 --> 00:22:44.540
Michael Sink
Getting some background noise.

00:22:45.850 --> 00:22:46.430
Michael Sink
Thank you.

00:22:52.980 --> 00:23:17.630
Michael Sink
So anyway, I wanted to present this because I think this helps quantify the amount of work that's actually going into this transition and all these things are happening concurrently, so you can see why one of the top risks is resources and people that are assigned to the project and everything that we have on our plates right now. So the additional Staff, Augmentation, consulting, and additional help from some of the teams is going to help us make sure that we stay on track here.

00:23:20.140 --> 00:23:25.820
Michael Sink
So again, it looks like we're already starting to get some questions in. So at this point.

00:23:26.390 --> 00:23:46.630
Michael Sink
And again, the slides were just to kind of prime the pump a little bit. I'm sure that many of you have a lot of questions and want some clarification. We'll do our best to answer your questions today, but this is also going to help us understand to what questions you actually have and if there are things that we can't answer today I want to be able to come back to you with solid answers.

00:23:47.120 --> 00:23:48.810
Michael Sink
And as soon as we can.

00:23:49.450 --> 00:24:03.650
Michael Sink
So the first question that I see is from Tim. How many from UCF will be helping Workday shape the student functionalities? Great question, I don't know how many, but we definitely need cross functional engagement from.

00:24:04.280 --> 00:24:13.330
Michael Sink
Uh, from every area that touches student, because, you know, we've already started to look at the the depth and breath of the student implementation.

00:24:13.930 --> 00:24:17.020
Michael Sink
And it's going to be a massive change from what we have today.

00:24:18.150 --> 00:24:32.340
Michael Sink
So people from and it's not just the the student area either. There's a lot of faculty involvement will have people from SDS from SLAS and we don't want to leave out the students. The students need to be engaged.

00:24:32.940 --> 00:24:36.370
Michael Sink
And the process of configuring the tool as well.

00:24:37.260 --> 00:24:59.750
Michael Sink
There's a group of folks from SGA that we're working with now, and we're putting together a student Advisory Council that will hopefully grow and the idea there is, whether it's you know we're looking at Workday student or in other digital transformation efforts to enhance the engagement with our students and enhance their experience here.

00:25:00.680 --> 00:25:03.600
Michael Sink
We have to ask them for their.

00:25:04.230 --> 00:25:06.410
Michael Sink
For their in their influence in their input.

00:25:07.100 --> 00:25:29.700
Michael Sink
Uh, so Tim. I don't have a number as far as how many are going to be helping, but it's going to be a lot because as we're configuring what the future is going to look like, we'll need input from every area you know from the registrar's office to advising a lot of the functionality that exists in multiple applications today, we hope will be consolidated and moved into Workday, and so it will involve.

00:25:31.170 --> 00:25:32.860
Michael Sink
Engagement from all over the campus.

00:25:36.030 --> 00:25:45.810
Michael Sink
Question from Jonathan can you define what a retrofit is compared to an integration? I can, but I'll. I'll actually refer to David and let you take that one if you want.

00:25:42.400 --> 00:25:42.840
David Canova
Mike

00:25:46.480 --> 00:26:16.310
David Canova
yeah sure. Thanks Mike, and that's good. Good question Jonathan. Uh, in its basic form, water retrofit is, so we've built applications and PeopleSoft delivers applications in the PeopleSoft module that the data structure is an underpinning rely on HR and finance data. And now we're going to be on two disparate systems for HR and finance and student, so the underpinnings and the underlying data structures are going to need to change to accommodate the new data structure for Workday.

00:26:16.900 --> 00:26:30.550
David Canova
How that's going to happen is going to be what we're calling bridge integration, so the bridge integrations will feed PeopleSoft, and they'll be what's called retrofits, needed to the underlying application code to to take that new data structure into account.

00:26:31.340 --> 00:26:33.350
David Canova
Is that? Does that make sense and help?

00:26:39.610 --> 00:26:45.380
Michael Sink
Things not clear. You know Jonathan? Feel free to put another comment in there, ask for clarification or whatever.

00:26:46.740 --> 00:26:58.370
Michael Sink
And again, we what we might do is just open up. You know if if you raise your hand, we may just call on you and you can unmute and we we that that probably makes more sense that way. There is clarification that's needed.

00:26:59.020 --> 00:27:01.490
Michael Sink
Uh, we can have more of a conversation, a dialogue.

00:27:02.200 --> 00:27:02.730
David Canova
I'm good.

00:27:02.520 --> 00:27:02.850
Michael Sink
Uh.

00:27:03.480 --> 00:27:06.360
Michael Sink
First, let me take the question from Jason.

00:27:07.330 --> 00:27:15.210
Michael Sink
For the custom apps that need to be developed while the staff being hired to deploy those be retained to manage and maintain the services going forward after go live.

00:27:16.220 --> 00:27:21.100
Michael Sink
The answer is, it might depend on what the solution is. So for example.

00:27:22.050 --> 00:27:23.640
Michael Sink
Custom application.

00:27:24.740 --> 00:27:28.350
Michael Sink
That was developed in PeopleSoft around promotion and tenure.

00:27:29.500 --> 00:27:43.470
Michael Sink
We don't necessarily want to build another custom application for that suite of programs we've looked at. Actually Jana Jesensky who's responsible for the Faculty excellence group.

00:27:44.300 --> 00:28:03.260
Michael Sink
They did an analysis and they did a dog and pony with a couple of the the leading vendors in the promotion in tenure space and they were on target. If they had been able to receive the funding they were on target to try to replace the PeopleSoft functionality with a third party off the shelf tool.

00:28:03.900 --> 00:28:07.170
Michael Sink
And So what we want to look for our.

00:28:08.160 --> 00:28:17.790
Michael Sink
Not necessarily best of breed products. First of all, if if a customization that's been developed in PeopleSoft can be replaced by Workday, that's job one.

00:28:18.460 --> 00:28:25.740
Michael Sink
What functionality can we move into Workday? That's that's our first priority. Then, if there's anything that's outstanding beyond that.

00:28:26.320 --> 00:28:58.160
Michael Sink
We want to go through a rationalization process that asks is there a third party solution that you know another organization is already built that's built with the purpose in mind that solves a. You know a majority if not all the needs in that particular area so that we don't have to continue to maintain all these custom applications and there will be some that will fall out where it just doesn't make sense for us to go buy another product will end up with, you know, a plethora of third party applications and integrations, and that sort of thing so well.

00:28:58.210 --> 00:29:07.450
Michael Sink
I'm sure there will be some custom things that will build, but that's not the first thing that we're looking at as far as a tool set, so we'll look for a third party.

00:29:07.500 --> 00:29:18.990
Michael Sink
Uhm for and I'll give you a specific example. The company that was looked at before for promotion and tenure, and the faculty activity system was a company called Interfolio. They have a product that.

00:29:20.640 --> 00:29:38.000
Michael Sink
Faculty excellence had looked at, and there was a a committee that was put together that was chaired by faculty excellence, including faculty members across the institution, and they really felt like Interfolio would meet their needs and would actually enhance the functionality that they were getting in PeopleSoft.

00:29:38.640 --> 00:29:44.250
Michael Sink
So that's kind of the process that will go through. But yeah, I mean if there are people that are.

00:29:45.460 --> 00:29:53.880
Michael Sink
Hired as part of this. First of all, we want to look internally at using internal people that already that are already here at UCF.

00:29:54.580 --> 00:30:04.830
Michael Sink
To either build these applications or to implement these applications and they would continue to run those services after after we go live with those applications.

00:30:08.300 --> 00:30:29.750
Michael Sink
Yeah, good point and so JSON absolutely even off the shelf tools aren't maintenance free. How does someone has to maintain those applications so they may not be writing the code, but they're still updates, upgrades, maintenance activities, configuration changes, enhancements that come along the way from the the vendors that we would have to put into place so it will still require staff, absolutely.

00:30:33.940 --> 00:30:34.950
Michael Sink
Let's see.

00:30:36.090 --> 00:30:38.870
Michael Sink
David, do you want to take the question from.

00:30:39.630 --> 00:30:42.070
Michael Sink
No, never mind, sorry Varsha. You were answering the question.

00:30:47.660 --> 00:31:02.640
Michael Sink
There's a question from Brian Boyd looking forward to revisiting our processes on the student side on one of the previous slides, there was a note about integrations, customizations and retrofits. Are those numbers inclusive of current student integrations and customizations? The answer is no.

00:31:05.410 --> 00:31:08.120
Michael Sink
Those are just the ones that were focused on. Great question Brian.

00:31:08.180 --> 00:31:11.960
Michael Sink
And there are many more to come with with student.

00:31:12.620 --> 00:31:16.940
David Canova
Yeah Mika, if I can add something to to Brian's point there.

00:31:18.080 --> 00:31:31.520
David Canova
We're looking at the custom the CARP custom applications for replacement. We're really focused on those major bolt ONS that we know will not transition over to Workday, or we have a good idea they want. So Bryan, and in this case we're talking about.

00:31:32.720 --> 00:31:43.070
David Canova
Pegasus path we're talking about the lottery. We're talking about SPO. Why those big major Boltons? We're not. We haven't gone through every single customization that'll be part of the student implementation process.

00:31:49.110 --> 00:31:52.400
Mikaela Garcia
And we have Jonathan White who's raising his hand with the question as well.

00:31:52.990 --> 00:31:55.350
Michael Sink
Yeah, Jonathan wants to come off mute. That's fine, yeah?

00:31:56.840 --> 00:32:26.990
Jonathan White
Hey Mike, I believe I've asked this question a few months ago and I'm just curious if anything is changed so obviously at the beginning of the presentation you mentioned that more than just and IT change. This is a a lot of process changes, a lot of new processes and getting rid of old processes and things like that. Typically when those sort of things happen, people or tend to be resistant to to change a process, and you know that sometimes requires you know the mandating of processes. If you guys run into friction yet with with possibly having the mandate these new processes.

00:32:27.040 --> 00:32:28.150
Jonathan White
And getting rid of old ones.

00:32:29.630 --> 00:32:59.740
Michael Sink
Yeah, the the the question that we're asking is you know why not Workday. So there there needs to be a strong defense. There has to be a solid reason. If it can't, if it can't fit into a workday out of the box delivered process, now you know we're talking about approvals and that sort of thing. There's going to be some variation there because you know, not every department is exactly the same, but we don't want to get into configuration nightmare either.

00:32:59.800 --> 00:33:03.510
Michael Sink
So where we've got 13 different ways to configure the same process?

00:33:05.120 --> 00:33:10.790
Michael Sink
So Jonathan, well, it's it's a two way conversation, though we want to make sure that we're not missing something that's critical.

00:33:11.540 --> 00:33:42.910
Michael Sink
And that is a, you know, a a business outcome that is going to be impacted by a configuration change or a process. And so if there's anything that's regulatory or that blocks an outcome that's needed, then we

have to look at that. But if it's just a matter of this is the way we've always done it, and so we like it to look like this. And that's not necessarily a good reason to keep doing it the same way, especially when we're trying to get to consistency across the board.

00:33:43.780 --> 00:33:44.730
Michael Sink
You know it's.

00:33:45.530 --> 00:33:51.400
Michael Sink
And and again, this is where you have to have the conversations with the people that do this on a daily basis.

00:33:52.700 --> 00:34:03.060
Michael Sink
Within the context of, there may be a better way to do it, so it's it's a push and pull, right? So we want to make sure that we're not missing anything, but at the same time we want to make sure that.

00:34:03.730 --> 00:34:14.450
Michael Sink
You know and and and I don't mean to be offensive here at all, but people who have done the same thing the same way for 20 years may not know that there's a different way to do it, and so it could be an educational process as well.

00:34:16.770 --> 00:34:20.230
Jonathan White
Or have you come across any of those situations yet where you've we were?

00:34:17.320 --> 00:34:17.830
Michael Sink
That means.

00:34:21.060 --> 00:34:28.300
Jonathan White
Babe sudden you know. Now I don't really want to do it that way and I just don't want to do it that way. And you guys have to say well, no, this is the way it's gonna be and.

00:34:29.090 --> 00:34:36.660
Jonathan White
Astype those things seem seem to come up a lot, so I'm just wondering has that happened yet where you've had to say you know this is this is the new process.

00:34:35.270 --> 00:34:58.820
Michael Sink
Yeah, it it has. Yeah, it absolutely has and and I think again part of it is just changing the mindset of what we're trying to accomplish. And you know, if I gave specifics it might be inappropriate, but I I don't want to, you know, offend anybody. But again, part of it is just thinking through that. But yes, there have been said situations where we've had to ask people to rethink the way that they've done things in the past.

00:34:47.400 --> 00:34:47.770
Jonathan White
Right?

00:34:59.070 --> 00:35:12.400
Michael Sink
Uh, you know even a simple example that I can mention because it doesn't really call it any persons name, but it was. There was an open forum that we did not the most recent, but the one before and we were talking about eliminating paper.

00:35:13.250 --> 00:35:36.720
Michael Sink
And Matt Hall was on the call and the question was, you know it's or it wasn't really a question is more of a comment. Well, it's really easier for me. This was someone you know that was typed typing a a comment in the chat. It's really easier for me just to tell my administrative assistant that I want to take time off. I'm not really concerned about the paper. Sometimes the paper is just easier because you pass it along and then you're done.

00:35:37.400 --> 00:35:50.290
Michael Sink
But there's there has to be an understanding to all of the work that has to go on behind the scenes to collect that paper to transfer the data from that paper into a spreadsheet, and then in the PeopleSoft.

00:35:50.970 --> 00:36:12.290
Michael Sink
You know 10s of thousands of hours goes into the administrative processes, and that that sometimes is not seen by those folks that are having to be asked to change their process a little bit. So we have to be willing to think about what's best for the institution as a whole from an efficiency perspective and ineffectiveness perspective.

00:36:12.920 --> 00:36:16.670
Michael Sink
Uh, because they're also compliance. Things that we're we're concerned about as well.

00:36:17.500 --> 00:36:20.810
Michael Sink
So yes, we have run into those. We're addressing him as they come up.

00:36:21.840 --> 00:36:22.810
Michael Sink
So far.

00:36:23.600 --> 00:36:39.970
Michael Sink
And I don't know that we've really come up with come up to anything that we can't address. I'm sure there will be things that will be difficult challenges that will come up. We we've talked to other institutions, we know it's going to happen. One thing that came up is the state level reporting.

00:36:40.900 --> 00:37:00.540
Michael Sink
We have there's along keenness to the way that were asked to report data, and it's not. It's not something that you know we would necessarily consider a best practice from a reporting perspective, but it's the way the state wants to see the data, so we'll have to extract data, manipulate it, and prepare it for reporting to the state. So we'll have to do a work around for that.

00:37:01.390 --> 00:37:06.120
Jonathan White
Yeah, I've definitely seen some policies at the state level, and even even at the UCF level where.

00:37:06.720 --> 00:37:18.270
Jonathan White
It seems like it was written before cloud was even a thing, and so you know may require a reworking of certain policies to take advantage of the fact that you know, like technology has changed so much.

00:37:21.610 --> 00:37:31.650
Michael Sink
So I've probably missed some of the questions and comments. Mika if you can help me get caught up a little bit, are there any outstanding questions that we want to?

00:37:32.070 --> 00:37:42.640
Mikaela Garcia
Yes, absolutely. We have a question from Varsha asking when we will have a confirmed go live date seeing as there's multiple factors determining what that date will be.

00:37:32.410 --> 00:37:33.070
Michael Sink
Address.

00:37:44.650 --> 00:37:57.400
Michael Sink
To talk about that with the executive team as well. To establish a firm go live date so you know we've been saying July 1st, but depending on how the dates actually fall over a weekend and the July 4th holiday and that sort of thing.

00:37:58.920 --> 00:38:13.910
Michael Sink
I don't Cherie. I don't know if you have a better answer, but we don't really have a a firm like we're going to go live on this particular date. The reason that we are hesitant to put it a firm date in the sand right now as we haven't actually gone through a full end to end conversion process.

00:38:14.550 --> 00:38:30.210
Michael Sink
To know exactly how many days it's gonna take, so we're hesitant to put a firm you know it's going to be, you know, midnight on you know July 5th that will go live so we're not quite ready to do that yet until we go through an end to end conversion. Anything else you want to add David or Cherie?

00:38:28.490 --> 00:38:29.860
Varsha Das
So Mike, there are some.

00:38:30.970 --> 00:38:42.360
Varsha Das
That might. There are some other you know we have to take into considerations and business process as well, right? Financially or end clothes and you know whatever they academic year is. And also that's they have to.

00:38:37.450 --> 00:38:38.000
Michael Sink
Lily

00:38:38.740 --> 00:38:39.330
Michael Sink
right?

00:38:43.060 --> 00:38:45.880
Varsha Das
Kind of get lined up just to know when we're going to even start.

00:38:45.930 --> 00:38:54.760
Varsha Das
Part and then of course the the time it'll take for conversion and a configuration or anything that we need to do so.

00:38:55.420 --> 00:38:58.690
Varsha Das
Uh, it was just wondering when that process will start because.

00:38:59.830 --> 00:39:01.560
Varsha Das
We've got a kind of plan for that.

00:39:02.920 --> 00:39:18.590
David Canova
So I can add to that Mike, so we're following Workday's methodology for the entire project, and you know when you do a workday implementation, you have to follow the Workday methodology so the cutover planning is happening. Now we won't know as Mike was saying.

00:39:19.380 --> 00:39:45.760
David Canova
A more definitive timeline but or exact date until we get into end to end testing, that's when they will get flushed out definitively, or what date, what time, how long certain things will take, how it will affect the business process. For HR finance, you know we're going live around eight fiscal year end, which really causes issues for the HR side. And we're also bringing in athletics, right? So there's a lot of

different things and we need to take into account, and that'll get flushing or flushed out around the Indian timeline.

00:39:46.790 --> 00:39:47.950
David Canova
Indian testing scuse me.

00:39:48.680 --> 00:39:51.750
Varsha Das
So kind of in the March April timeframe you'd say.

00:39:51.980 --> 00:39:54.530
David Canova
I expect before that, so probably bar dinner everywhere.

00:39:55.000 --> 00:39:55.990
Varsha Das
Alright thanks David.

00:39:56.330 --> 00:39:56.690
David Canova
Yep.

00:40:00.080 --> 00:40:07.930
Michael Sink
I'll see a lot of good questions. Thank you, Bobby, for the emphasis on the payroll pieces in the time sheets.

00:40:08.520 --> 00:40:14.970
Michael Sink
Uh, we have a question from Mika about Sailpoint identity and access management. What is it in what it is? What it is not?

00:40:15.580 --> 00:40:22.830
Michael Sink
Uh, I'm gonna look and see. Is Matt Fitzgerald on the call? I wasn't sure if he was gonna be able to make it or not matter you on the call.

00:40:25.390 --> 00:40:25.960
Michael Sink
He

00:40:26.170 --> 00:40:28.220
Matthew Fitzgerald
Good morning everyone. I am here Mike.

00:40:27.930 --> 00:40:28.730
Michael Sink
he is.

00:40:31.480 --> 00:40:32.750
Michael Sink
And you wanna take that one?

00:40:33.420 --> 00:40:35.070
Matthew Fitzgerald
I can certainly take that one, sure.

00:40:36.140 --> 00:40:44.120
Matthew Fitzgerald
So sail point is a identity management tool and we've we've had identity management at UCF.

00:40:45.280 --> 00:41:01.750
Matthew Fitzgerald
In in a implement it in little pieces and bits and different various applications and whatnot. Whatever we needed, we kind of just either tried to use something that was delivered, software that we might have had access to, or we custom coded it. A lot of it ended up being custom code inside of PeopleSoft.

00:41:02.590 --> 00:41:32.500
Matthew Fitzgerald
And the time is is really perfect to revisit those discussions and that we have done and we purchased a a real identity management tool. This dedicated to the life cycle managing the life cycle of identities and that is a product that sail point makes called identity now. So sale points in the name of the company identity. Now is the product and it's specifically designed to take and identities from different sources like PeopleSoft.

00:41:32.600 --> 00:42:02.770
Matthew Fitzgerald
And Workday and meld them together. Make sure that they have the right attributes, the right provisioning workflows, the right access controls at the right time, and the right deprovisioning workflows to manage that entire life cycle of an account, and so that is really going to be the the the glue for identity management to be able to take in those accounts from those two different sources. Manage them provisioned the needs and deprovision the needs and make sure they have the right access at the right time. The other things that it has capabilities.

00:42:03.070 --> 00:42:33.490
Matthew Fitzgerald
There are a password management tool, so right now we have a custom password management tool and the sail point offering is going to be a highly available cloud password management tool for self service. It also will replace the account management tools that some of us are accustomed to using for helping end users and just looking up general information about accounts and it also has some neat features for certification campaigns so those that own a certain type of access can receive a.

00:42:33.670 --> 00:42:56.140
Matthew Fitzgerald
Email and they certification campaign will check to see that that that access still looks appropriate for the number of users that are in that particular access group, so they can re certify them every so often

whatever we deem necessary. Generally that's around a year right now, and you can look at that access and make sure that it's signed off on every year, which is an important for meeting a lot of our compliance requirements.

00:42:56.950 --> 00:43:03.840
Matthew Fitzgerald
So that's that's kind of it. At a high level. In a nutshell, if you want to talk any specifics, please reach out to me. I'm happy to do so.

00:43:05.830 --> 00:43:06.570
Michael Sink
Thank you Matt.

00:43:09.100 --> 00:43:37.510
Matthew Fitzgerald
I see a follow-up question real quick from Jason. I think he was asking about authentication. That's correct. Sail Point is not going to take care of authentication. It's really just managing that life cycle in the account are authentication services that we have today are already pretty robust. You have our enterprise Active Directory that takes care of a lot of the the applications that connect to it for authentication that's already highly available and in multiple data centers, and we also have our federation.

00:43:37.570 --> 00:43:52.380
Matthew Fitzgerald
Services that we offer and ADFS and shibboleth RR two of those. They authenticate you to many of the cloud services you're accustomed to using, and we're going to keep the keep the strategies in place there, since those are are working at this time. Hope that helps.

00:43:53.220 --> 00:43:54.880
Michael Sink
Yep and ship. Yep, that's right.

00:43:59.010 --> 00:43:59.770
Michael Sink
Thanks Matthew.

00:44:03.850 --> 00:44:12.250
Michael Sink
Uh, if if you want just raise your hand and you can come off Mike and we can, uh, we'll just address your hand and you can ask the question if you want.

00:44:14.810 --> 00:44:15.340
Michael Sink
Mika.

00:44:22.550 --> 00:44:24.180
Mikaela Garcia
We have Michael raising her hand.

00:44:24.770 --> 00:44:26.990
Mikaela Garcia
Or his hand, sorry their hand.

00:44:25.690 --> 00:44:26.060
Michael Sink
Skype.

00:44:26.430 --> 00:44:26.820
Micah Marshall
Hey.

00:44:27.560 --> 00:44:28.360
Micah Marshall
Can you hear me OK?

00:44:29.110 --> 00:44:29.720
Michael Sink
Yes.

00:44:30.580 --> 00:44:31.440
Micah Marshall
You come.

00:44:32.260 --> 00:44:53.200
Micah Marshall
Good morning Mike. How are you a while back you mentioned a change freeze coming for PeopleSoft? Uh, my understand on the HCM side, being that you guys have to freeze the systems to implement the various changes and things of that nature for the workday migration sets for July, does that affect the campus side? And what's the extent of that freeze?

00:44:54.510 --> 00:45:11.070
Michael Sink
Yeah it does, and I'll ask others to to chime in as well, but it does affect the campus side because of those retrofits and it's it's not necessarily because it's the system as much as it is the people that have to do the work.

00:45:12.080 --> 00:45:38.350
Michael Sink
We we need as many hands on deck to help with those retrofits as possible, and so if we have a lot of enhancement or programmatic requests that are coming in that we're trying to fulfill, it takes away from our Staffs capability to to handle those retrofits, so that's that's really the big reason. There's a ton of work there that's going into that, and it's many of the same people are involved in all of these different pieces, so.

00:45:39.090 --> 00:46:09.720
Michael Sink
There's so much tacit knowledge that's you know been collected over the years. It's not just you know, a

couple people. It's it's really going to be a team effort even to the point that you know, speaking a tacit knowledge that consultants that we're bringing in to help with you know, retrofits and integrations are consultants that we've worked with in the past that know our systems really well because of that tacit knowledge. So we we have to take work off the plate so that since we're putting work on the plate.

00:46:09.770 --> 00:46:10.860
Michael Sink
With these retrofits.

00:46:13.830 --> 00:46:37.720
David Canova
M1 thing I would add to that it it's the resources and it's also to some degree there's overlap in the system request, right? So if we're requesting changes to something that needs to be retrofitted the same time, that adds a lot of complexity and and it's it's critical that we don't. We're not making the change to the same process at the same time, and something that's going to end 'cause I can call this shoes.

00:46:28.830 --> 00:46:29.400
Michael Sink
Good morning.

00:46:40.380 --> 00:46:40.740
Michael Sink
Yeah.

00:46:40.740 --> 00:46:41.230
Mikaela Garcia
Yep.

00:46:42.560 --> 00:46:45.060
Mikaela Garcia
We have a few questions in the chat as well.

00:46:45.850 --> 00:46:47.640
Mikaela Garcia
Like I can read them out to you if you prefer.

00:46:48.170 --> 00:46:48.750
Michael Sink
Sounds good.

00:46:49.190 --> 00:46:50.020
Mikaela Garcia
Alright, we have a.

00:46:49.200 --> 00:47:00.190
Micah Marshall
Before you do that, what's a timetable on that freeze? Mike, if you if we need to move something into production or change right now, what's are drop dead by date? We have to get that in place.

00:46:50.770 --> 00:46:51.410
Michael Sink
Yeah Mika.

00:47:00.240 --> 00:47:02.500
Michael Sink
Gotta be done by 5:00 o'clock this afternoon.

00:47:03.100 --> 00:47:03.530
Micah Marshall
OK.

00:47:04.430 --> 00:47:20.480
Michael Sink
No, I'm kidding. October 15th is October 15th. Is is the cut off date. But we're also looking at any requests that come through that would significantly put work effort on the team even now. So even though the the code freeze is official on October 15th.

00:47:21.100 --> 00:47:23.960
Michael Sink
If it's an enhancement request and not regulatory.

00:47:25.160 --> 00:47:35.500
Michael Sink
Then we may still have to put it on hold because it could be something that could extend way beyond October 15th and involve a lot of hours of work. So we still have a process that we're putting through.

00:47:36.150 --> 00:47:44.940
Michael Sink
That could have impact on the the Knight Vision resources and so we may still have to put some things on hold, but October 15th is the drop dead.

00:47:48.090 --> 00:47:49.280
Michael Sink
Thanks for the question Mika.

00:47:49.470 --> 00:47:49.980
Micah Marshall
Thank you.

00:47:52.180 --> 00:48:05.610
Mikaela Garcia
Alright, we have a question, a question from Chris. It's with the issue at the DSO. What disaster recovery plans or continuation of service does Workday offer? And then it's a two part question. Following up with how can we ensure main campus retains the functionality?

00:48:06.460 --> 00:48:16.440
Michael Sink

Yeah, so workday. As you know, many of the softwares of service providers they have disaster recovery built into their their solutions so they use.

00:48:17.130 --> 00:48:32.280
Michael Sink
And today, Workday has a combination of their own data centers distributed across the US. Actually across the world. But we've been assured that because of export controls that are data will be inside the US.

00:48:33.320 --> 00:48:38.500
Michael Sink
So they have at least three locations with automated fail over.

00:48:39.490 --> 00:48:49.870
Michael Sink
And at those locations, so they have a Der Plan built into their solution. They're also some of their solutions are already starting to migrate over to a WS.

00:48:50.700 --> 00:48:54.790
Michael Sink
And at least that's that was the direction that they're going in.

00:48:55.390 --> 00:49:25.180
Michael Sink
So I don't know at what point you know all or if all their data will go over or their systems will go over to a WS. But some of their tools and and pieces are in a WS now so they have disaster recovery built in and part of our contract includes service level agreements with Workday and and the same goes for not just Workday. I mean if you think about it, sail point is a critical component in managing you know the identities.

00:49:25.550 --> 00:49:52.820
Michael Sink
So anything that touches you know, especially the authentication or access to or whatever, but we have to look at end to end service like what single point of failure in the value chain to deliver a service could be impacted by any type of an outage. So one of the questions that we are asking right now is you know what single points of failure still exists even with our current systems.

00:49:53.720 --> 00:50:20.990
Michael Sink
So last week and if Matt Hall still on the on the call, he can correct me or chime in if he wants. But the board of Trustees approved an allocation of funding to help us eliminate some single points of failure as they exist that would have led to what we what happened last week or any future event. So it's mainly around any network stability.

00:50:21.350 --> 00:50:29.750
Michael Sink
A single points of failure and in eliminating those, but there was a significant amount of money over 11 million that was.

00:50:31.150 --> 00:50:32.500
Michael Sink
That's going to be allocated.

00:50:33.130 --> 00:50:35.400
Michael Sink
And So what? What I'm thinking about?

00:50:36.150 --> 00:51:07.150
Michael Sink
Is futuristic looking at any of the connectivity pieces that might be a single point of failure that would prevent us in different scenarios from being able to connect to Workday? If you're on campus or off campus, what identity systems? What author authorization mechanisms? Whether it's 80 F ADFS or shibboleth or in common or whatever we want to look at. Anything that might be a single point of failure and make sure that we have plans in place to be able to fail those things over, either in an automated fashion or any very quick.

00:51:08.720 --> 00:51:23.280
Michael Sink
Recovery time objective fashion for any of those systems, so I don't know if that completely answers your question, but that's how we're going to ensure it is looking at end to end value chain service for access to these systems.

00:51:24.950 --> 00:51:26.960
Michael Sink
And eliminating those single points of failure.

00:51:31.150 --> 00:51:52.160
Mikaela Garcia
And we have a couple more questions in the chat to we have one from J. It seems like the retrofits are on the critical path for Workday go live, but the kickoff for that project happened just a couple weeks ago. Although analysis had been underway for awhile, that's condensing the development timeline quite a bit. Maybe to the point of creating a risk for the program. Is that an accurate characterization? What factors contributed to that scenario?

00:51:53.680 --> 00:51:57.820
Michael Sink
Yeah, good question. Cherie and David. Do you guys wanna help answer that?

00:52:02.650 --> 00:52:32.580
Cherie Herrin
I can speak to when it started, you know, I think a lot of the the work that went into planning the workday implementation. The details of that, the integrations that the foundation data model, which is the account structure. All of that lead us to better understand what retrofits were needed to make it successful, and so all that that was a significant amount of work to get to that point. And that is why.

00:52:32.640 --> 00:52:43.330
Cherie Herrin

You know, once we got to that point we were able to begin the retrofits project. Now, part of that is that the overall Workday project has a very aggressive timeline.

00:52:44.040 --> 00:53:08.780
Cherie Herrin
So you know that compressed all of the timelines, including retrofits, and I think those of you who have just recently learned about it, made find that somewhat discerning and and we also do, and we're working on trying to supplement those resources on those teams to make sure that we're not creating risk to the overall program. But a great question, J.

00:53:09.730 --> 00:53:18.540
David Canova
It isn't in Cherie just to add to what what you said. It's the you know there's a couple different factors here, 1 being the expedited.

00:53:19.440 --> 00:53:32.420
David Canova
Timeline but also the complexity of identifying in the analysis of our campus solutions environments. We have 20 years of Bolton's and customizations to cull through and that that started a long time ago.

00:53:32.470 --> 00:53:45.380
David Canova
Yeah, yeah, it's it's a lot of lot of information and quite a bit of complexity to go through. So while the kickoff may have been recently, the work to get to that point has been going on for awhile.

00:53:48.890 --> 00:54:05.920
Mikaela Garcia
We have a couple of questions regarding business processes. How coupled Will will be the UCF business processes to how Workday and other tools allow configure them? Will the implementation allow improving evolving business processes over time or will the tight coupling to tools disallow them?

00:54:08.610 --> 00:54:18.360
Michael Sink
It's a good question. It's up there will be likely iterative changes even after go live. When we've talked to other institutions that have done this before.

00:54:18.410 --> 00:54:25.540
Michael Sink
Or you start with what's considered best practice with what you know at the time that you configure the system.

00:54:26.350 --> 00:54:56.410
Michael Sink
But as we mentioned there, there's also some organizational changes that will be going through and, and then you know part of what we'll we'll learn as we do end to end testing is how long does it actually take to do the process right? So there's metrics that we have in place today that we've kind of guesstimate IDD, you know, the amount of effort and how long it takes to, say, recruit to hire someone, or how much effort does it take to do time and time entry, and you know, leave except.

00:54:56.460 --> 00:55:21.890
Michael Sink
Leave exceptions and that sort of thing labours and and so we'll learn as we go through the end to end testing exactly how long it takes in the future, and so we may make some modifications to the the business process and we may do so even after go live. That's not uncommon. So no, we're not necessarily shoehorned into. You know what we have the day we go live there will be.

00:55:22.690 --> 00:55:39.900
Michael Sink
What Matt Hall likes to call hypercar where we will be evaluating. You know what we've configured and what we've gone. Laine live with and will continue to tune in. Tweak that. The other thing that I'll mention is, well, one of the huge benefits of going with the software as a service product.

00:55:41.130 --> 00:55:42.460
Michael Sink
It's similar to.

00:55:42.850 --> 00:55:47.000
Michael Sink
Uh, selecting applications in an App Store from, you know.

00:55:47.060 --> 00:56:14.560
Michael Sink
The uh iOS or from Apple or from Google? You're not writing your own applications, and those application updates come pretty frequently, so there's enhancements and updates and bug fixes, and that sort of thing that will come along the way and and it should actually give us the opportunity to enhance some of the processes so there will be continuous improvement opportunities along the way even after go live. Workday has two major releases a year.

00:56:15.800 --> 00:56:22.110
Michael Sink
And with those releases typically come enhanced large enhancements to the product.

00:56:22.780 --> 00:56:26.140
Michael Sink
And we have to go through the process of.

00:56:26.720 --> 00:56:27.340
Michael Sink
Uhm?

00:56:28.230 --> 00:56:53.980
Michael Sink
Integrating those changes into our environment, should we choose to do so? There may be some things that we may choose not to integrate, but there are opportunities for change along the way, and so again, two releases a year that are significant and many of those things are enhancement requests that have been on a backlog that people are asking for that would actually make the business processes better, so there will be constant and continual change going forward and opportunities.

00:56:55.080 --> 00:56:55.920
Michael Sink
Thanks jawahar.

00:57:02.550 --> 00:57:23.530
Mikaela Garcia
We have a question from Brian in quotes, the Dior plan is tested at least every six months. Workday seems to be a good patient practice in light of the recent DSO outage with UCFIT. Will UCFIT be reconsidering restarting any disaster recovery exercises, especially for systems that are not being offloaded to the cloud or SAS?

00:57:25.230 --> 00:57:30.080
Michael Sink
Yeah, it's that's more of an infrastructure question, but I I think it would be wise to do that.

00:57:31.350 --> 00:57:37.760
Michael Sink
Obviously it would have to be planned and the more that we offload to software as a service providers.

00:57:38.280 --> 00:57:54.260
Michael Sink
And the more tricky that comes to do disaster recovery testing because you know they have their own DVR capabilities and we're kind of giving up control of the infrastruct while we are giving up control of the infrastructure, at least for the hosting of those platforms.

00:57:54.980 --> 00:58:12.390
Michael Sink
And so the other thing that we want to make sure of as well is that those companies are actually doing Dr testing and they have certifications that they go through for their own data centers to show that they're doing that. So it'll be a combination of those exercises that we have for systems that we still maintain control of.

00:58:13.190 --> 00:58:34.870
Michael Sink
But again, as as Matt mentioned in his comments earlier, we're trying to move as much of our infrastructure to the cloud as possible. But if it's infrastructure or platform as a service, we still have to make sure that we are doing our due diligence to make sure that we have the recovery capabilities and we're we're able to deliver on the expectations for our recovery objectives.

00:58:39.050 --> 00:58:41.230
Michael Sink
And that would include the ability to test that.

00:58:46.870 --> 00:58:47.510
Michael Sink
Thanks, Brian.

00:58:52.640 --> 00:58:54.400
Mikaela Garcia
Throw out any new questions in the chat.

00:58:52.900 --> 00:58:54.980
Michael Sink
We got a couple minutes left.

00:59:06.310 --> 00:59:25.380
Micah Marshall
I'll throw one out there if you guys so mine, UM, could you explain the extent of customization versus configuration for the Workday platform? And how soon will you guys be ready to unboard or start building new applications? That's not on the list in Workday?

00:59:27.360 --> 00:59:28.800
Michael Sink
Yeah, you wanna take that one, David.

00:59:30.240 --> 00:59:34.630
David Canova
Sure I can. I'll give the short answer then the long answer.

00:59:34.910 --> 00:59:42.810
David Canova
Uh, we don't build in in Workday. It's a software as a service so there won't be any new any any new applications built on the platform.

00:59:43.370 --> 00:59:52.210
David Canova
The the the level of configuration is is really around the validation and workflow so.

00:59:52.770 --> 01:00:03.400
David Canova
Uh, where we have a lot of control and it's very flexible when it comes to data validation and showing and hiding different elements onto the user.

01:00:04.680 --> 01:00:14.260
David Canova
But we don't have a lot of flexibility as it comes to building on the platform and creating new applications. That's just the nature of the software. As a service Azure well aware.

01:00:17.420 --> 01:00:19.150
Micah Marshall
Thanks guys, great presentation.

01:00:19.800 --> 01:00:40.420
Michael Sink
Now thanks Michael and thanks everybody for jumping on. Got one last question and then just have a couple closing comments. Real quick. Varsha has a question. I think it's important as we move to cloud

services. Their release cycles may impact downstream system integrations. Any thought on how this can be managed so Workday does have a process of planning process where they they give you.

01:00:41.140 --> 01:01:10.920
Michael Sink
A lot of notice as to what's coming in their releases, so they have released documentation that that comes out on a regular basis. That gives you adequate time to plan for those releases. Now, just because they have a release that's coming out doesn't mean that you have to check all the boxes and turn on all the functionality, but you'll at least know what changes are coming down the Pike, and So what we'll have to do is be very proactive and looking at those releases and the downstream impacts.

01:01:11.740 --> 01:01:41.160
Michael Sink
So this is going to be a a different world for us going forward and to some degree. I mean, we've we've experienced this before in other platforms like service now and other things. You know, we're we're looking at the Rome release for service now at the moment, and so you have the ability to look at, you know, sandbox tenants that already have their release on it so that you can look and see what the functionality is going to look like. But there is a. There's a methodology that Workday has in place to help customers go through the process.

01:01:43.580 --> 01:02:14.110
Michael Sink
So I I know that we are out of time and I just want to make this comment that you know if there are additional questions that you have you know please reach out to me or to our program management team. You know Cherie David with any questions that he may have, especially if they're burning questions that we've not addressed today. We'll have more of these forms going forward, especially as we start to, you know, demo some of the functionality and that sort of thing. And we make more decisions and get more clarity as we go.

01:02:14.560 --> 01:02:43.160
Michael Sink
So I did, but I just want to offer that up that you know you don't have to wait for an open forum to ask questions. Please reach out if you do have questions we're happy to to address those as we can so. But and finally I just want to thank you Cherie and David and others for jumping on for Matt Fitzgerald for jumping on and help answer some of the questions. And I also want to thank all of you for jumping on and participating this afternoon or this morning and we look forward to doing it again. I hope this was helpful.