Knight Vision
SET Open Forum

April 20, 2022

Agenda

- Introduction from Gerald Hector, Senior VP, Admin & Finance
- SET Timeline Update
- SET Business Center Leadership
- Workforce Transition Recap
- Training, Onboarding & Logistics
- kNEXT
- Q&A

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Questions & Answers
Submit Questions Via Zoom

Submit questions to the panel via the Q&A button on the Zoom window.
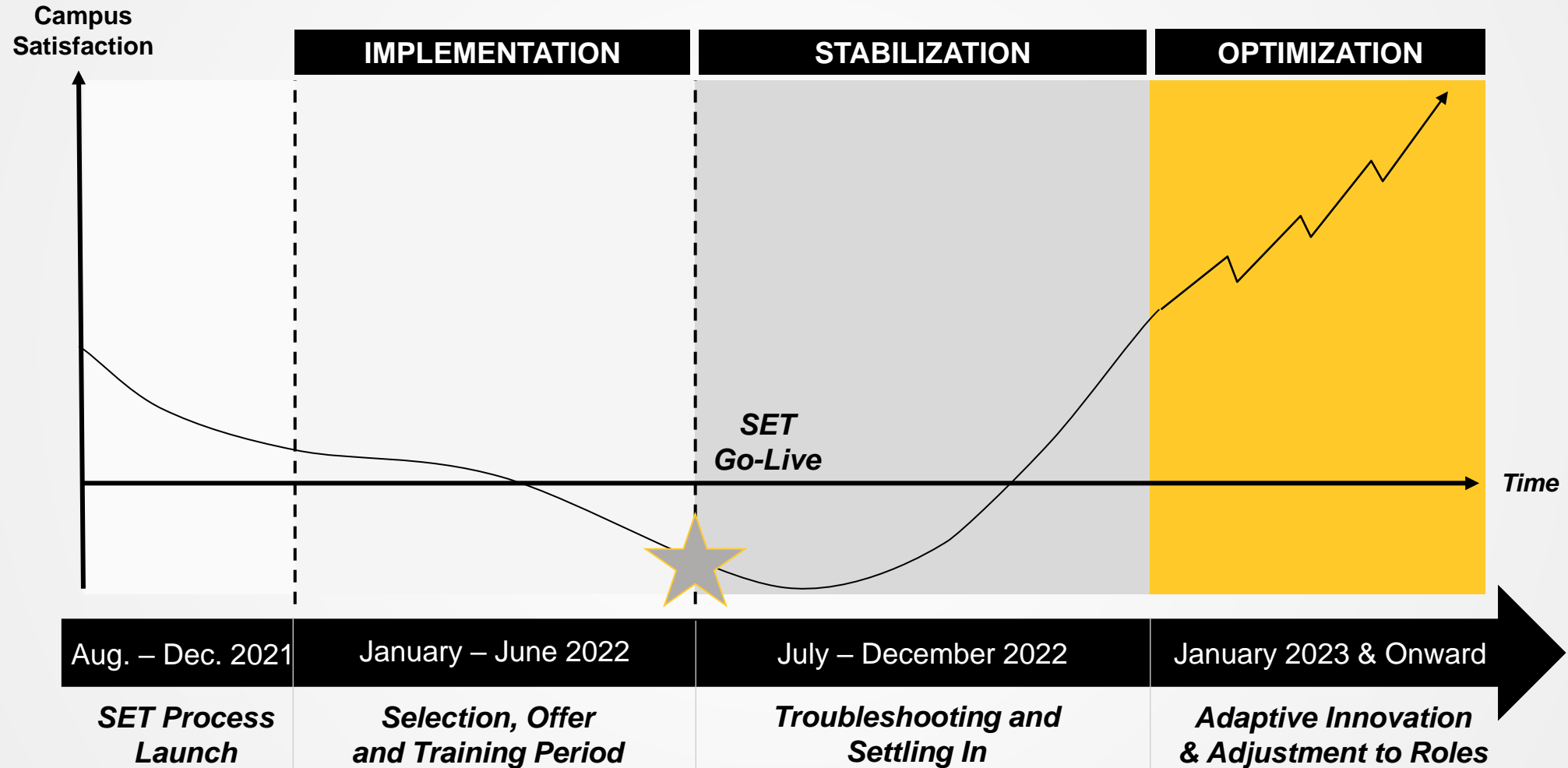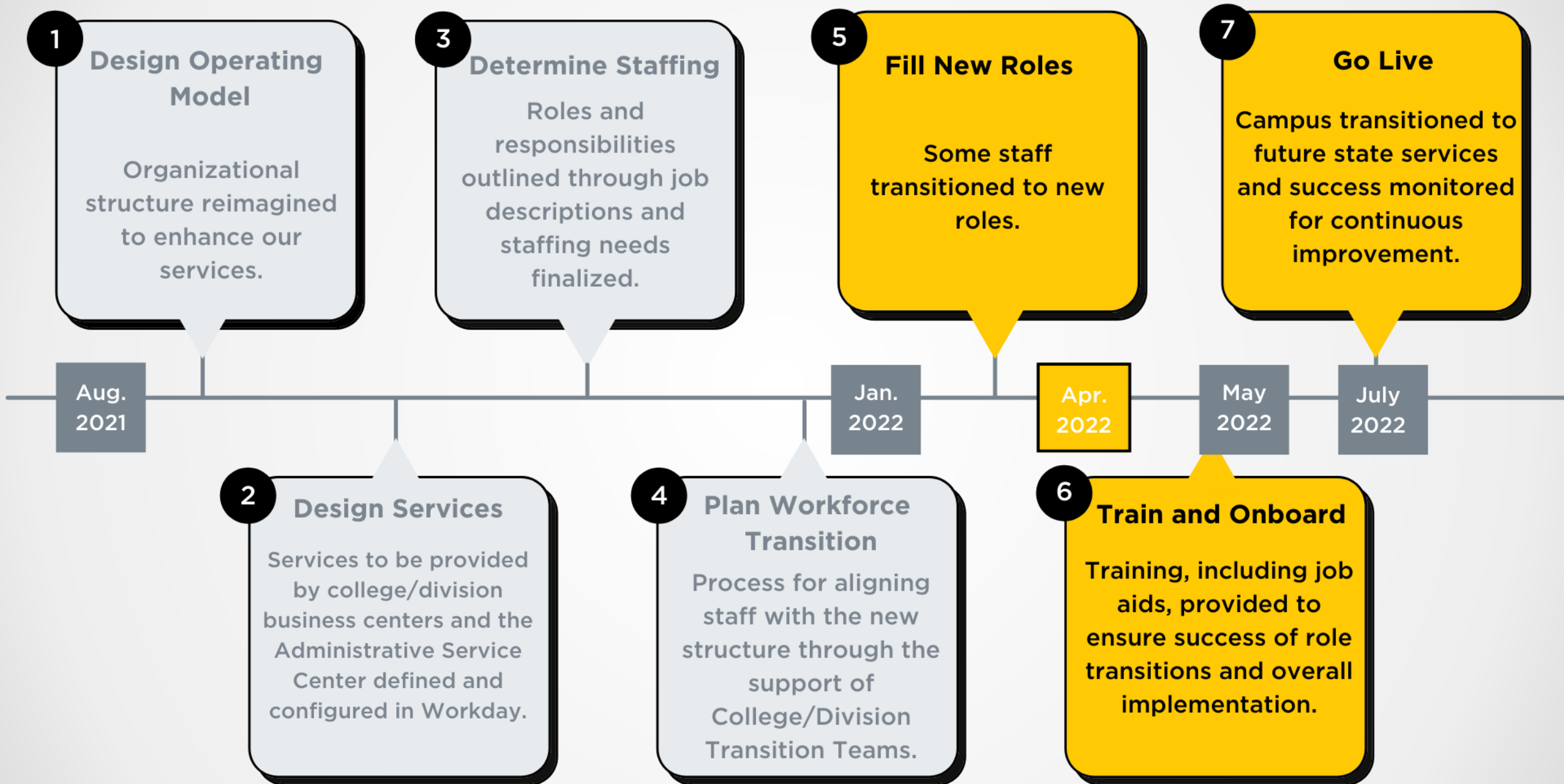
Anonymous questions are disabled.

Upvote questions to move them up in the order they will be answered.

- Click the "thumbs up" icon below any question to upvote.
- The icon will turn blue when clicked

Stabilization and Investment Period

SET Timeline

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1 **Design Operating Model**

Organizational structure reimagined to enhance our services.

3 **Determine Staffing**

Roles and responsibilities outlined through job descriptions and staffing needs finalized.

5 **Fill New Roles**

Some staff transitioned to new roles.

7 **Go Live**

Campus transitioned to future state services and success monitored for continuous improvement.

Aug. 2021

Jan. 2022

Apr. 2022

May 2022

July 2022

2 **Design Services**

Services to be provided by college/division business centers and the Administrative Service Center defined and configured in Workday.

4 **Plan Workforce Transition**

Process for aligning staff with the new structure through the support of College/Division Transition Teams.

6 **Train and Onboard**

Training, including job aids, provided to ensure success of role transitions and overall implementation.

SET Leadership

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Business Center Leadership

Finance Business Center Leaders

Rebeca Richards, senior academic finance leader

- **Karen Cobbs**, Academic Affairs
- **Donna DuBuc**, Administration and Finance and Facilities & Safety
- **Lesanne Brunswick**, Burnett Honors College
- **Cathy Radzai**, College of Arts and Humanities
- **Jessica Dong**, College of Business Administration
- **Allison Jefferson**, College of Community Innovation and Education
- **Nanette Aubert**, College of Engineering & Computer Science
- **Nicole Arft**, College of Graduate Studies
- **Jacquelyn Daigneault**, College of Health Professions and Sciences
- **Danny Cavallo**, College of Medicine
- **Sunny Heyl**, College of Nursing
- **Mark Wagenhauser**, College of Optics and Photonics
- **Seresa Cruz**, College of Sciences
- **Heather Simeon**, President's Division
- **Chris Hale**, Office of Research and Research Centers & Institutes
- **Catherine Gholson**, Rosen College of Hospitality Management
- **Sharon Ekern**, Student Development and Enrollment Services

HR Business Center Leaders

Bernice Lugo, senior HR leader

- **Abbee Camen**, Academic Affairs
- **Millicent Downer**, Administration and Finance
- **Suzanne Lin**, College of Arts and Humanities
- **Amy Perry**, College of Business, Rosen College of Hospitality Management and College of Optics and Photonics
- **Vanessa Nixon**, College of Community Innovation and Education
- **Katy Salisbury**, College of Engineering & Computer Science
- **College of Health Professions and Sciences** and **College of Nursing**, (*ongoing search*)
- **Nancy Gayton**, College of Medicine
- **Madeline Byrne**, College of Sciences
- **Doug Lewis**, Facilities & Safety
- **President's Division,** (*ongoing search*)
- **Bernice Lugo** /Transition, Office of Research, Research Centers & Institutes, and Burnett Honors College
- **David Pavlonnis**, Student Development and Enrollment Services

Workforce Transition Recap

4/20/2022

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Workforce Transition

Workforce Transition

For Example

YOU may be interested in and selected for a <u>SET position</u>

Finance
(Travel, Procurement,
or Post-Award)

HR will go to another member of SET

HR

Finance focused role

These responsibilities will need to be **identified** and **tracked** by your Transition Team

Academic Support

Administrative Assistance
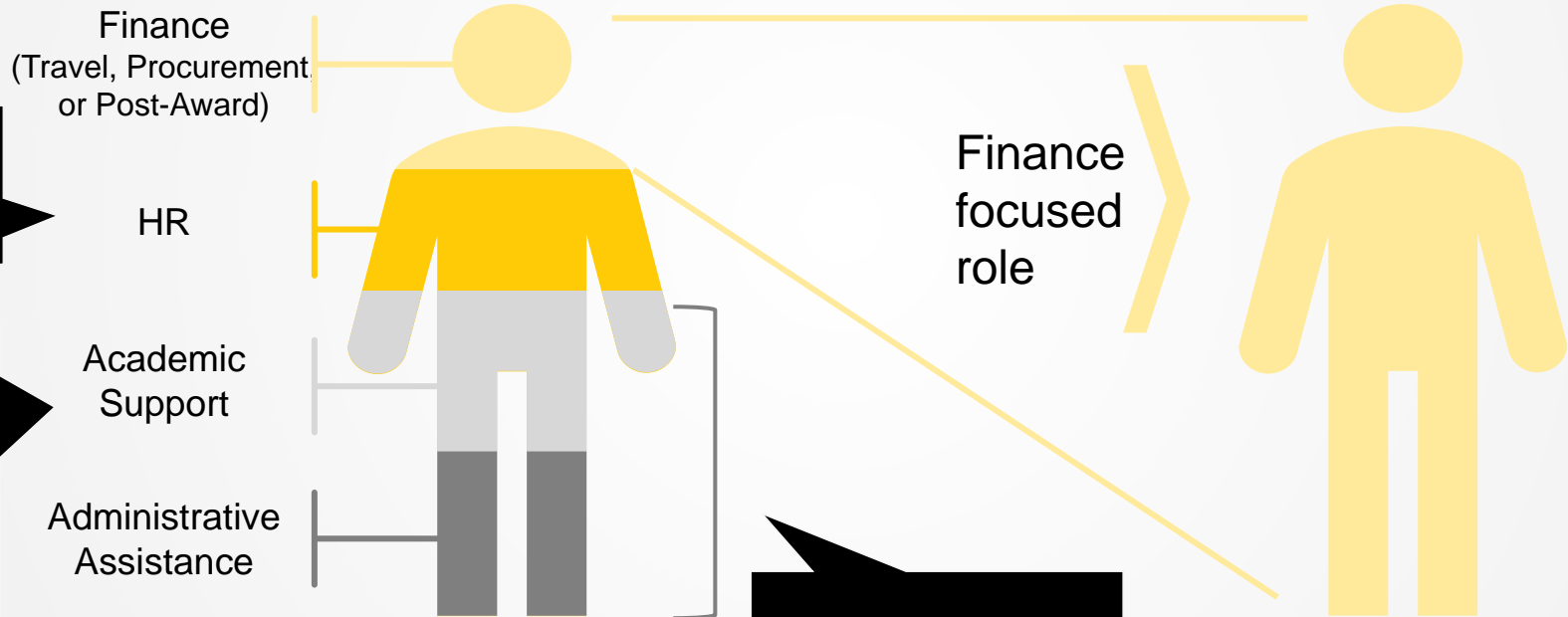
After SET staff are selected these responsibilities will be realigned with unit/dept staff

Workforce Transition

For Example

YOU may NOT be interested in or selected for a <u>SET position</u>

Finance (Travel, Procurement, or Post-Award)

HR

Academic Support

Administrative Assistance

You are no longer responsible for these activities, creating capacity for unit/dept support

Other local administrative needs
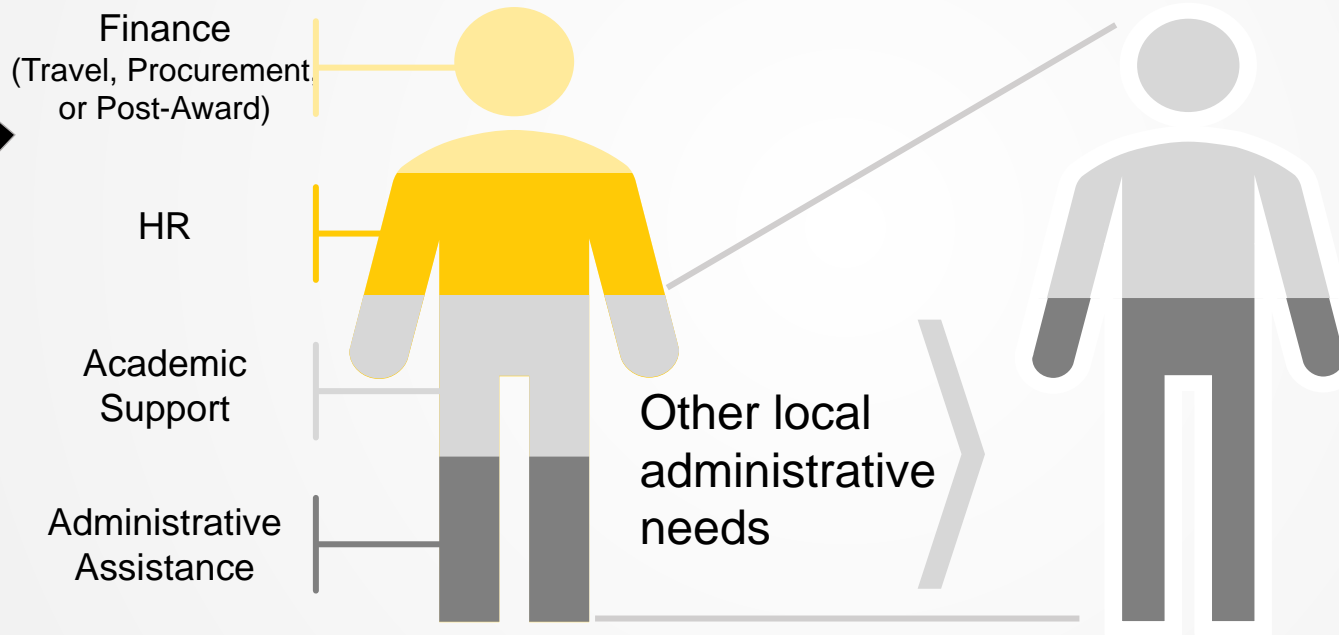
Local responsibilities from staff selected for SET positions will be realigned to unit/dept staff by your Transition Team

Until all SET staff are selected by the end of April – Transition Teams may not know what other duties need to be realigned until May or June

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SET Transition Timeline

4/20/2022

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May

Staff in SET

- SET leaders provide staff with training plans
- Training kicks off
- Policy and practice integrated with technical Workday training

SET leaders work through logistics with staff:

- Technology & equipment
- Office & remote work options
- Workday go live and cutover plans

Training and preparation for go live May - June

Transition Teams begin realigning responsibilities for staff in departments and units

Transition Teams are expected to work with:

- **Supervisors, chairs and unit leaders** to discuss local support needs
- **Employees** to discuss realignment possibilities
- **HR** to ensure new responsibilities align with current position classification
- **College/Division leadership** to sign-off on any Transition Plans

Staff not in SET

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June

- **Continue training**
- **Learn and interact with Workday**
- **Discuss and outline transition of responsibilities for your current role**

- **Meet with your new team**
- **Meet and greet the faculty and staff you will be supporting**

Ongoing prep for go live   **June 15**

Individual Transition Plans finalized and shared with employees and supervisors outlining any changes

- **Responsibilities**
- **Customers supported**
- **Office, equipment, technology, access**
- **Where to go for support**
- **And in rare instances**
- **Position, title, compensation or supervisor changes**

HR will review Individual Transition Plans for changes to compensation or title

Staff not in SET

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July

This is just the beginning.

In SET or not, <u>everyone</u> is a necessary part of UCF's continued success

Go Live!

### <u>In-process and ongoing…</u>

- Transitioning old responsibilities
- Office space, technology and other logistics
- Fixes to potential Workday issues
- Continuous improvement of processes and practices
- Continued training and investment in SET staff

- Ongoing team building and customer relationships
- Improvements to the customer experience
- Adoption of Workday features and enhancements
- Refinement of the SET model and services
- Exploration of career paths and development opportunities

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Staffing

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Staffing

SET Staffing To-Date (April 20)

- 37% of HR Business Centers

- 23% of Finance Business Centers

- 0% of kNEXT

- 22% of Talent Acquisition

SET Staffing Summary

22%

78%

Total Staffed   Total Unstaffed
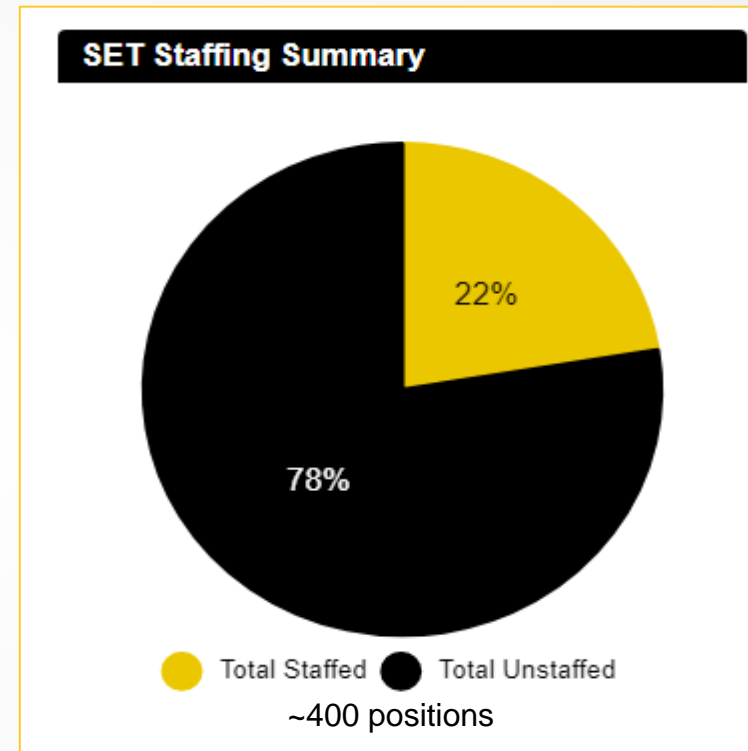
~400 positions

➢ We will continue to staff SET until all positions are filled. The timing of notification regarding roles does not imply preference.

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Training, Onboarding & Logistics

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About SET training

Who will receive training?

- Everyone who is moving into a SET job position will have a customized **SET Learning Path**, which will also include Workday training materials.

When will training begin?

- **Pre Go-Live** training will occur during May and June. **Post Go-Live** training will begin in July and be ongoing.

What other things should I know about training?

- Training will be delivered in many formats, such as **job aids**, **videos** and **instructor-led classes**. Training time estimates will vary by role.

How SET training works

Self-Driven Learning Paths

All onboarding and training materials will be provided in Webcourses.

Trainings will be rolled out in a phased approach to promote knowledge retention.

Training delivery methods will be flexible to foster learning.

System Knowledge
Workday Training

University Knowledge
Functional Processes; Policies

Change Management
Customer Service; Collaboration; Leadership

What to Expect

- Starting in May, **SET Kick-Off Orientations** will be scheduled for individuals in new SET positions.

- **SET webcourses** will be updated routinely. Look for announcements on upcoming training sessions and newly added resources.

- Communications on the **SET transition and updates to business process workflows** will be provided to the UCF community during the Workday training period.

Onboarding & Logistics

SET Business Center and kNEXT leaders are:

1. Determining **workspace/location**

2. Making decisions about **work schedules**

3. Placing **orders for any equipment/IT needs**

Questions? Business Center and kNEXT leaders can provide answers.

Knights Experience Team (kNEXT)

4/20/2022

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What is kNEXT?

The Knights Experience Team (kNEXT) is more than just a name ...

Questions?

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How to Get Involved?

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Knight Vision website at **knightvision.it.ucf.edu**

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Subscribe to our newsletter:
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Provide feedback:
https://tinyurl.com/KnightVisionFeedback
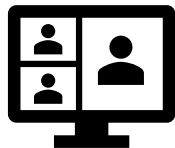
Participate in our virtual events and open forums:
knightvision.it.ucf.edu/get-involved

Download and share our
helpful handouts
**https://tinyurl.com/KV
HandoutsandFlyers**

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Thank you!