



# Internal Service Delivery



UNIVERSITY  
*of*  
VIRGINIA



# Introduction | Course Objectives

After completing this course, you will be able to:

- Explain the Internal Service Provider (ISP) setup process
- Create an Internal Service Delivery (ISD)
- View accounting for an ISD
- Change an existing ISD
- Request to cancel an existing ISD
- Create an Internal Catalog Item
- Update/Edit an Existing Catalog Item
- Explain the reporting capabilities available for ISD functionality



# Introduction | Benefits of ISD in Workday

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## Simplified Data Entry



With Workday, you can use Internal Catalogs to simplify the creation of an Internal Service Delivery if you have a stable list of items that you bill regularly.



## Ability to Add Attachments



With Workday, you have the ability to attach all supporting documentation to all Internal Service Delivery transactions. This will reduce the need for file storage outside of Workday and allow greater visibility and referencing of supporting documentation.

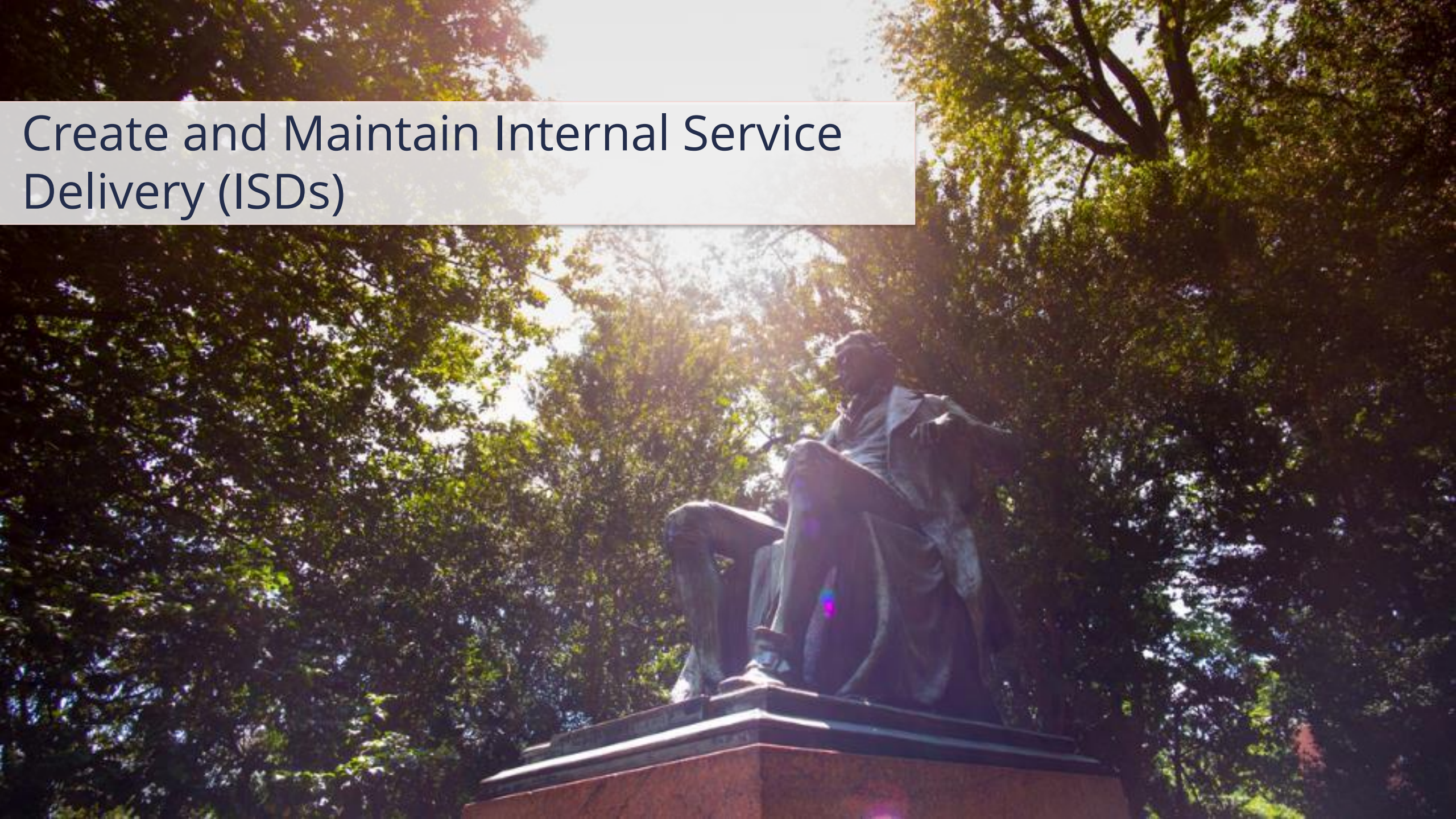


## Ability to Specify Requestor



With Workday, you will have full visibility into who is requesting the goods and services for each line on the Internal Service Delivery. This field flows down to the associated Accounting Journal for visibility and reporting.

# Create and Maintain Internal Service Delivery (ISDs)



# Create and Maintain ISD | Key Terms

Term	Definition
Internal Service Provider (ISP)	<p>A UVA department/unit providing goods or services to internal customers such as faculty, staff, students, and other departments.</p> <p><b>Note:</b> <i>Although ISP is a legacy concept, it was used more broadly than in Workday. Not all ISPs in Oracle are ISPs in Workday.</i></p>
Internal Service Delivery (ISD)	<p>A Workday transaction that records critical information related to the item(s) that an ISP provides to a requester. When approved, it generates revenue/recovery for the ISP and expense for the requester.</p>
Internal Service Document	<p>The result of an Internal Service Delivery; each completed transaction is assigned a unique Internal Service Document Number.</p>
Internal Catalog	<p>An ISP's list of goods and services, their description, and associated prices. ISPs are not required to have an Internal Catalog.</p> <p>As of now, Workday functionality does not allow for an employee to request goods/services from an ISP's catalog.</p>

**Summary:** *An Internal Service Provider (ISP) uses the Create Internal Service Delivery (ISD) task which produces an Internal Service Document number.*

# Create and Maintain ISD | ISP Overview and Setup

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## What is an ISP?

- An **Internal Service Provider (ISP)** is a unit that is **pre-approved** as a service provider and authorized to bill UVA departments for goods and services.
- An ISP must be configured **before** an Internal Service Delivery Data Entry Specialist can create an Internal Service Delivery (ISD).
- The ISP setup includes associated FDM worktags which allow internal invoices to be generated with accurate accounting.



## Who sets up an ISP?

- An **ISP** is configured in Workday by an **ISP Administrator**.
- If a unit needs to set up a new ISP, they will have to send a request to the ISP Administrator.



# Create and Maintain ISD | Key Process Changes



## ISD Approval



Internal Service Deliveries over \$250,000 will route for upfront approval. The associated Accounting Journal will not post until the transaction is fully approved.



## Revenue Recovery



Revenue from the Internal Service Delivery can only be recorded to **one** FDM string – if revenue needs to be allocated to multiple FDM strings, you can create an Accounting Journal to reclassify the revenue or create a separate Internal Service Delivery for each FDM string to which revenue needs to be recorded.



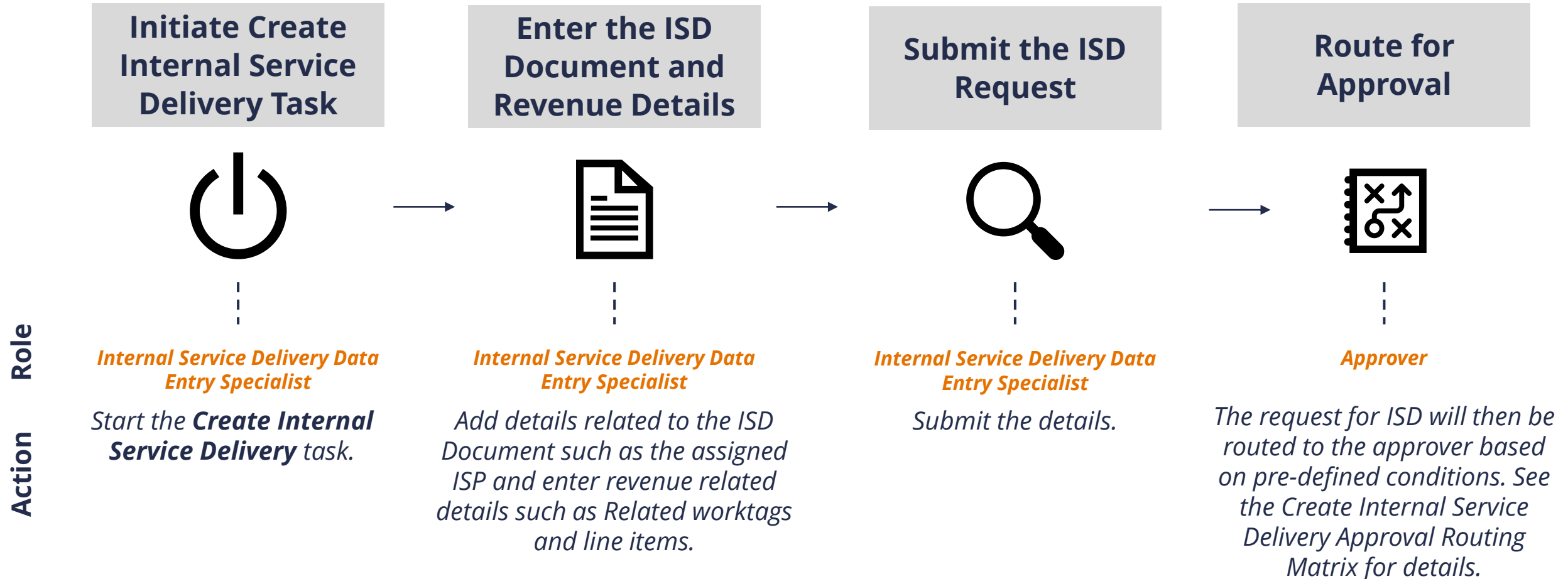
## ISP Assignment



Not all units utilizing the GA ISP file upload process in Oracle will be considered ISPs in Workday.

# Create Internal Service Delivery | Process Flow

**Internal Service Delivery (ISD)** is a functionality that allows the billing of goods and services exchanged between UVA Cost Centers. An **ISD Data Entry Specialist** uses the **Create Internal Service Delivery (ISD)** task to request the delivery of certain goods or services, which produces an **Internal Service Document** number. Below is the process flow for creating an ISD:





# Create Internal Service Delivery | Approval Routing

Requires approval if:

Criteria	Routes to
Initiating ISD Data Entry Specialist is not assigned to ISP	ISP Administrator to approve

OR

Criteria	Routes to
Company is Wise	ISP Manager to review and approve

OR

Criteria	Routes to
ISD Amount is over \$250K and <b>Project</b> worktag is used	Project Budget Specialist to approve
ISD Amount is over \$250K and <b>Allocated Gift /Designated</b> worktag is used	Cost Center Manager to approve
ISD Amount is over \$250K and <b>Grant</b> worktag is used	Grant Manager to approve
ISD Amount is over \$250K and <b>Non-Allocated Gift</b> worktag is used	Unit Gift Manager to approve

# Create Internal Service Delivery (ISD) | Key Considerations

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**Company on ISD Line** – If you choose to charge a different company at the line level than the one listed in the header, it will trigger **Intercompany Accounting**.



**Item** – If the ISP you selected has a catalog, you can select an item from the catalog. If your ISP did not opt in to use a catalog, you can leave this field blank.



**Memo** – You must populate the **Memo** at both the header and the line level. This will provide information on the resulting Accounting Journal and on the goods and services rendered.

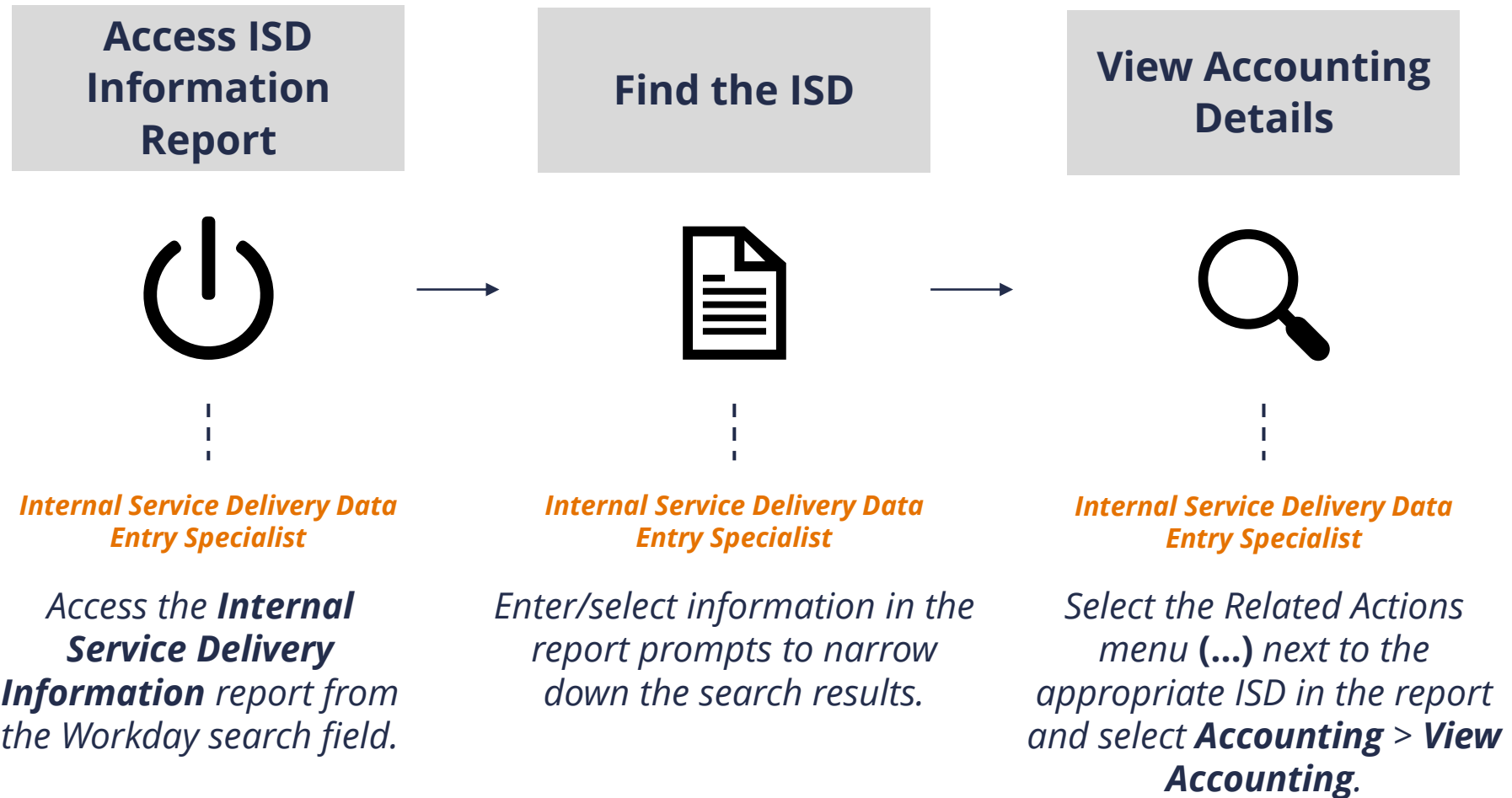


**Requestor** - The Requestor field is optional. It allows you to indicate the person that requested the goods or services by selecting any university employee.

When you enter a Requestor, Fund and Cost Center auto-populate based on the employees HCM record. Remove all fields that auto-populate when Requestor is entered as these fields are not related to the ISD being created.

# View Accounting for ISD | Process Flow

Below is the process flow for viewing accounting for ISDs in Workday:



# View Accounting for ISD | Key Considerations

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**Required vs. Optional Fields** – When running the ISD Information report, you are required to select a **Company** to proceed; all other fields are optional.



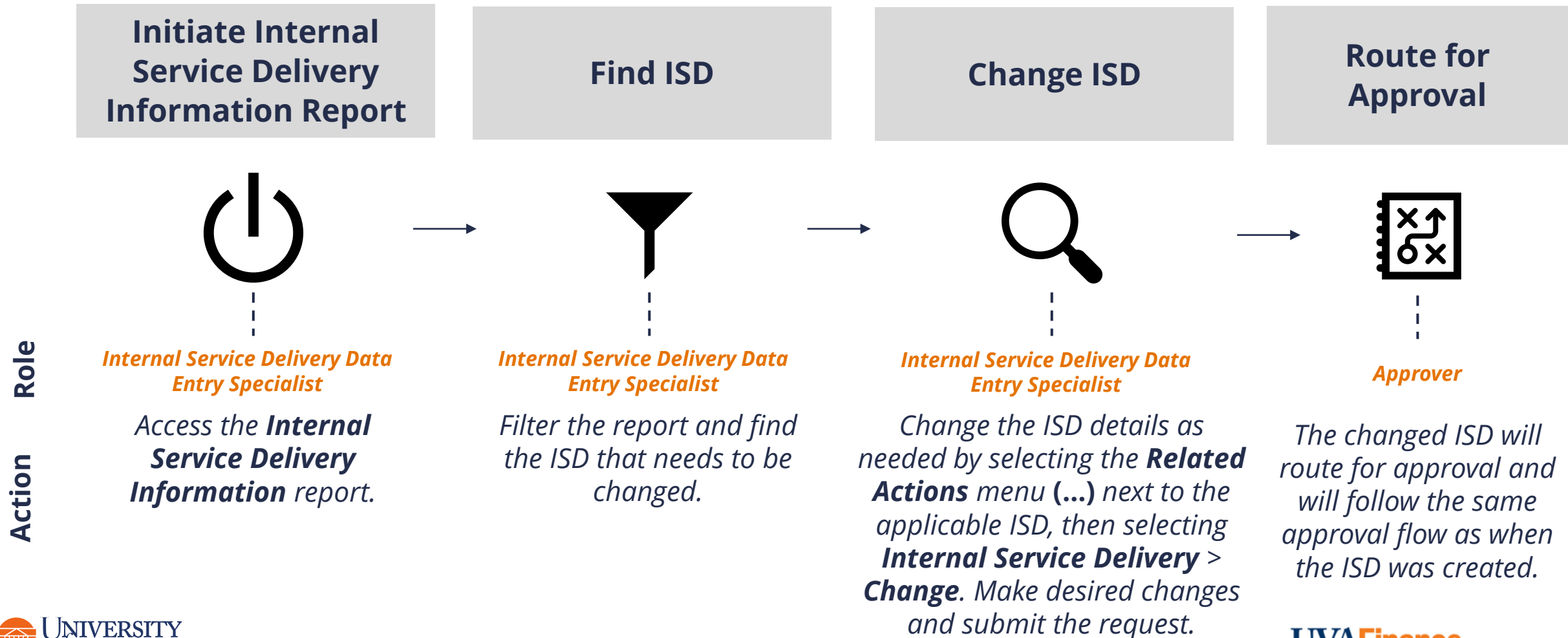
**Memo** – The header memo populates on the associated revenue line and the line memo populates on the associated spend lines of the ISD accounting journal.



**Funds** - If you use two different funds (for example, FD002 on the header and FD062 on the line), you may see a **Total Credits and Debits** amount field populated with **twice** what your total ISD amount was. This is because Workday generates automatic entries to balance the resulting journal by fund, which results in the field showing twice the total ISD amount . You can filter out the extra lines by clicking on the header and in the values field only selecting values that don't have InterWorktag in the name

# Change Internal Service Delivery (ISD) | Process Flow

Once an ISD is approved, you can make changes to it and update its **document information**, **revenue information**, etc. When you re-submit a changed ISD, it follows all the approval routing steps again. Below is the process flow for changing an already-approved ISD in Workday:



# Change Internal Service Delivery (ISD) | Key Consideration

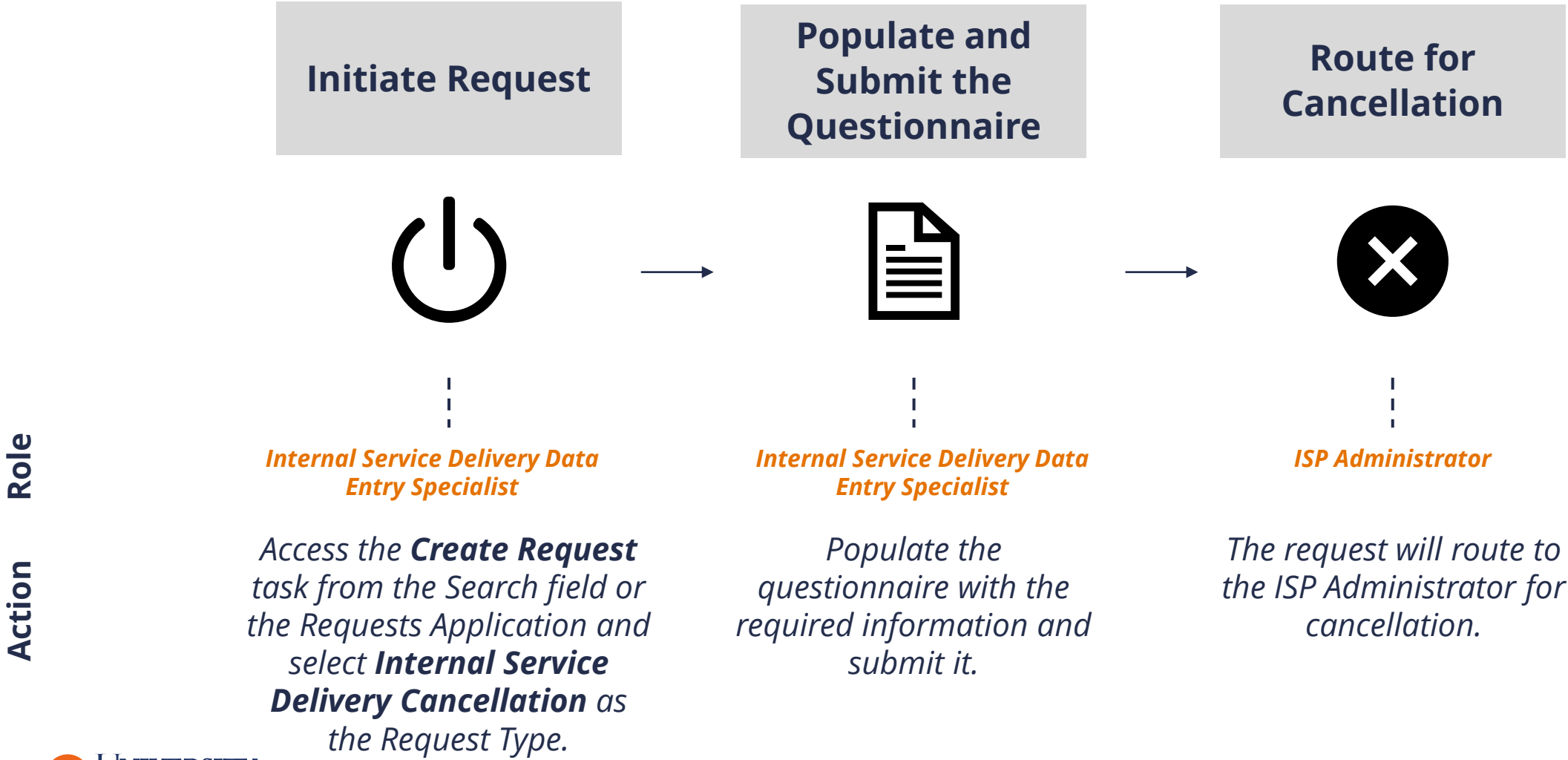
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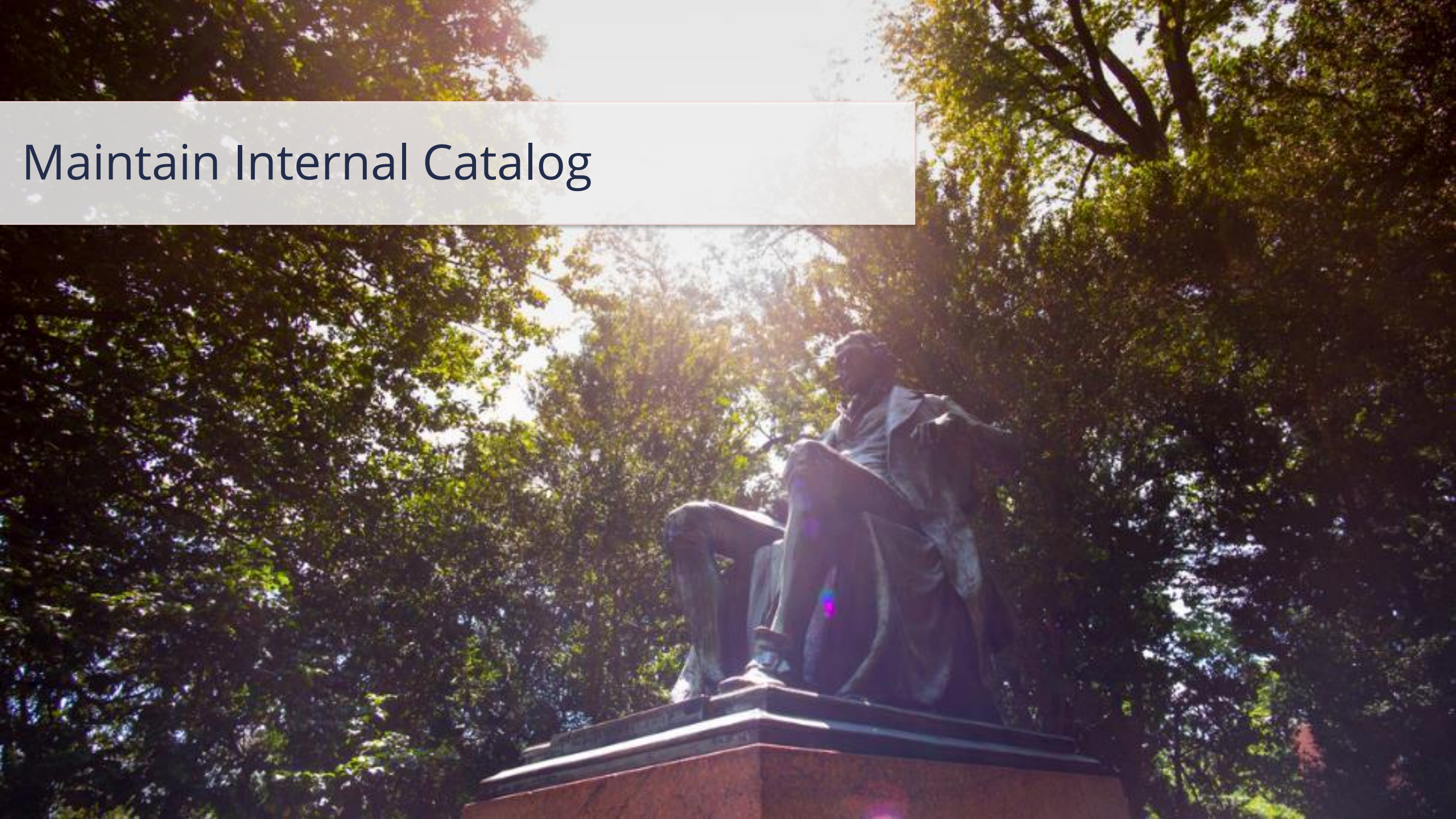
**Approved Status** – You can only change ISDs that are in **Approved** status; you cannot change an ISD in any other status.

# Cancel Internal Service Delivery (ISD) | Process Flow

Below is the process flow for requesting a cancellation for an Internal Service Delivery in Workday:



# Maintain Internal Catalog





# Internal Catalog | Overview and Setup

An **Internal Catalog** may be used to load items to simplify the data entry in the ISD process.

## What is an Internal Catalog?

- An Internal Catalog is a list of items that an ISP can use when creating an ISD.
- It is **not required** for an ISP to have an Internal Catalog.



## Why is it created?

- If an ISP is billing for the same goods and services on a recurring basis, Internal Catalogs provide a way to **simplify data entry**, as items can be selected from a predefined, curated list.
- Using catalog items also enables **enhanced reporting** in Workday for an ISP to know how much of a particular good or service they have provided.

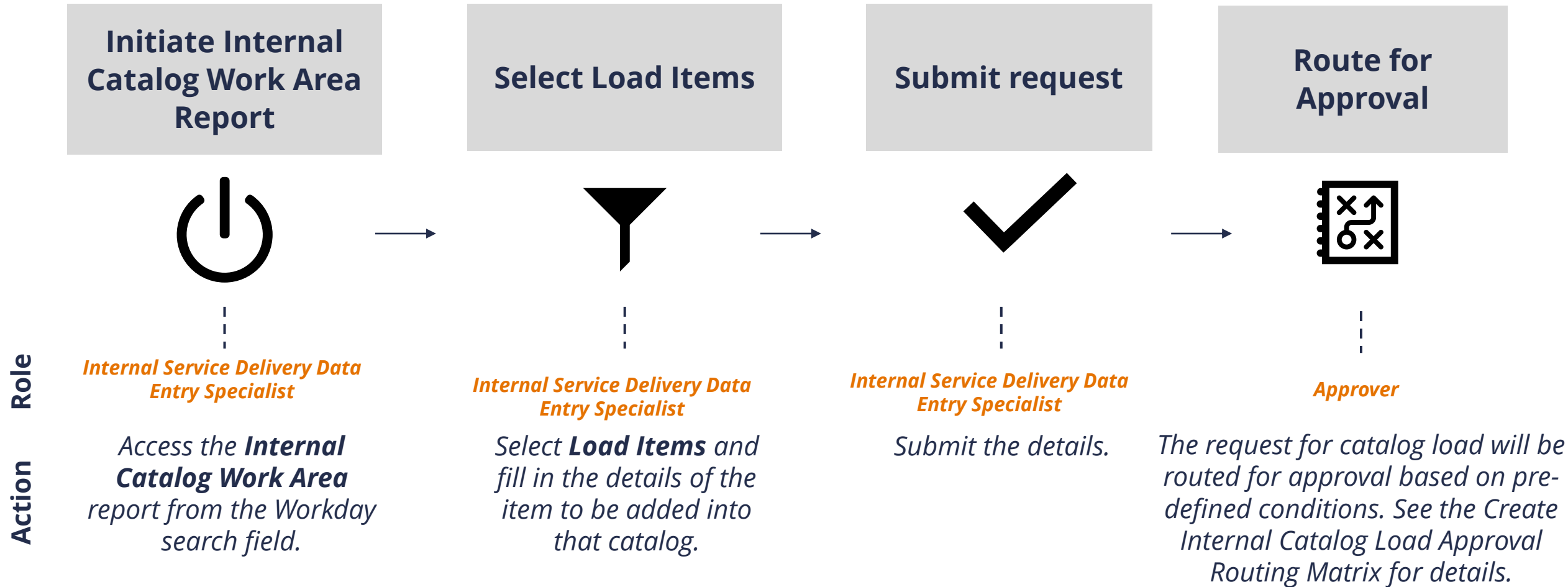
## Who sets up an Internal Catalog?

- An Internal Catalog is set up by an **ISP Administrator**.
- Once the Internal Catalog is created, **an Internal Service Delivery Data Entry Specialist** can use the **Internal Catalog Load** functionality to create new **Internal Catalog Items** and update existing Catalog Items.



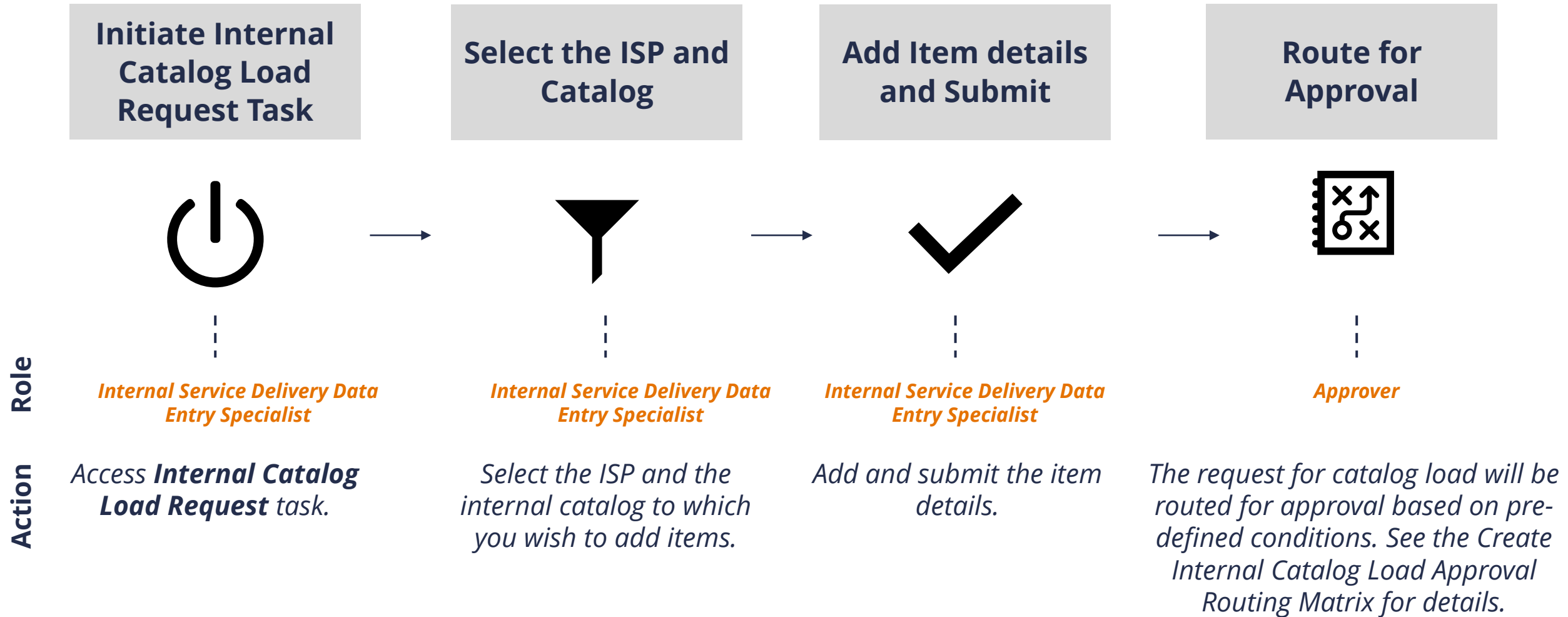
# Create Internal Catalog Load | Internal Catalog Work Area Report Process Flow

There are two ways an ISD Data Entry Specialist can create an Internal Catalog Load. The first is by using the **Internal Catalog Work Area** report in Workday:



# Create Internal Catalog Load | Internal Catalog Load Request Process Flow

The second way an ISD Data Entry Specialist can create an Internal Catalog Load is by using the **Internal Catalog Load Request** task in Workday:



# Create Internal Catalog Load | Approval Routing

The following approval routing step takes place for both methods of adding item(s) to a catalog **only if** the Internal Service Delivery Data Entry Specialist adds item(s) to a **catalog that is associated with Recharge Centers**:

Criteria	Routes to
Initiator adds item(s) to a catalog that is associated with <b>Recharge Centers</b>	Recharge Center Approver to approve

If the item(s) is added to other catalogs that are **not** associated with Recharge Centers, then no approval step is required; the item(s) will be added to the catalog directly upon submission of the request.

# Create Internal Catalog Load | Recharge Centers

**Recharge Centers or Revenue Generating Activities** are internal support service units that have developed rates to recover the actual costs & have been approved.

Is your ISP a Recharge Center? Check out the Internal Service Provider Information report.

Internal Service Provider Information

Company: The Rector & Visitors of the University of Virginia  
Internal Service Provider: Arts & Sciences - Music  
Revenue Category for Internal Service Provider: Recoveries RCG (RC0110)

1 item

Companies or Company Hierarchies	Internal Service Provider	Description	Review Date	Next Review Date	Worktags	Revenue Category	Data Entry Specialist	Internal Catalogs	Inactive	Internal Service Provider ID
The Rector & Visitors of the University of Virginia	Arts & Sciences - Music				Business Unit: BU02 AS-Arts and Sciences Cost Center: CC0086 AS-Music (MUSC) Designated: DN000059 AS-Local Operations Function: FN022 Social and Cultural Development Fund: FD002 Unrestricted Local Fund	Recoveries RCG (RC0110)	Kim Turner Lorrie L Jean	Arts & Sciences - Music Concert Production Fees	No	ISP_AS_Music

Recoveries RCG (RC0110)

# Create Internal Catalog Load | Key Considerations

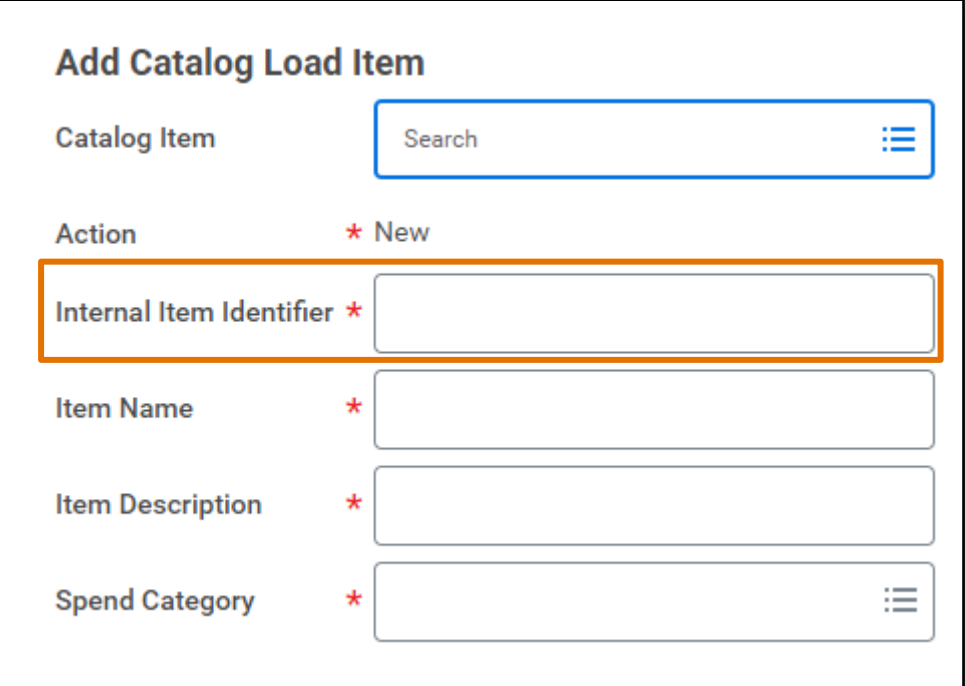
**Internal Item Identifier** – Internal items follow a **specific naming convention**. When naming the internal item identifier, use:

*An external item ID from a 3rd party system*

OR

*An ISP related acronym followed by a digit(s):  
Environmental Science items - ENVSCI\_1, ENVSI\_2, etc.*

If you have an existing catalog, use the naming convention for the identifier used by other items in the catalog.

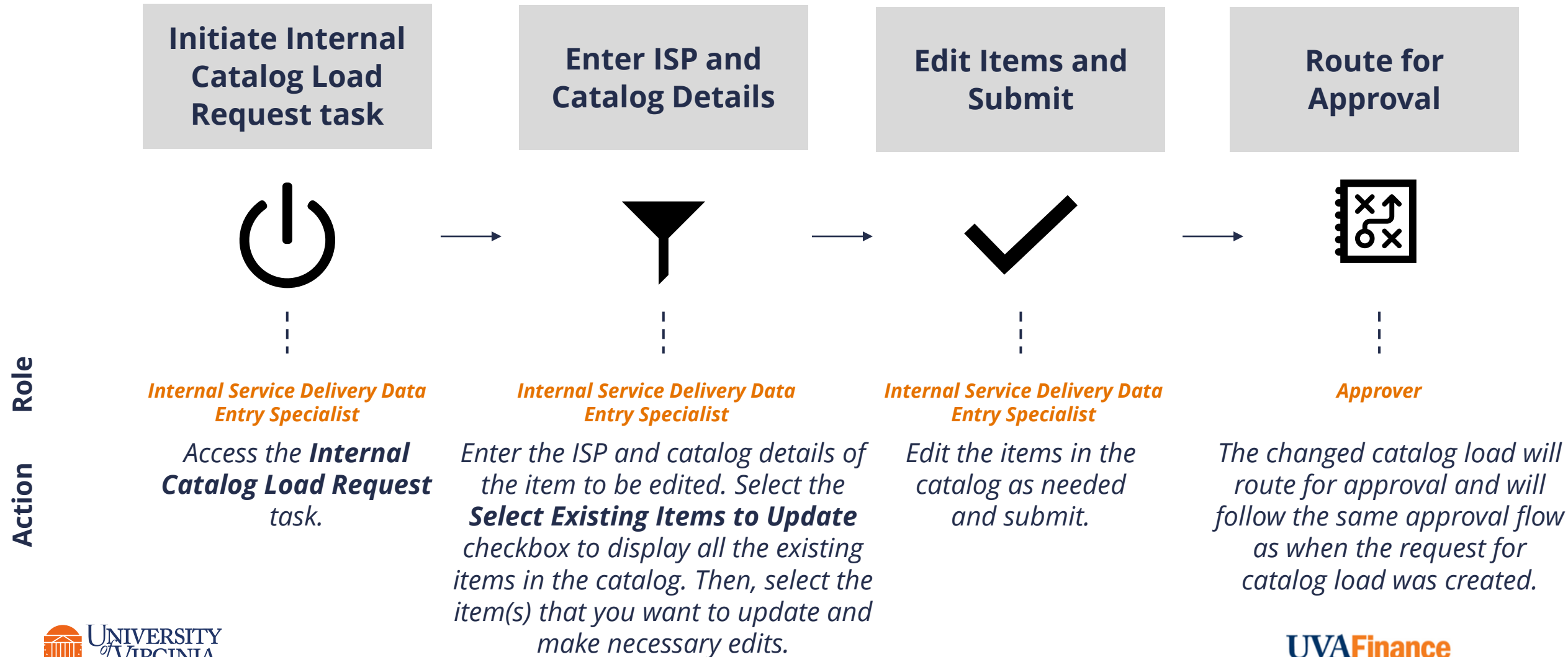


The screenshot shows a web form titled "Add Catalog Load Item". It contains several input fields and a search bar. The "Internal Item Identifier" field is highlighted with an orange border. The "Action" field is set to "New".

Add Catalog Load Item	
Catalog Item	<input type="text" value="Search"/>
Action	* New
Internal Item Identifier *	<input type="text"/>
Item Name *	<input type="text"/>
Item Description *	<input type="text"/>
Spend Category *	<input type="text"/>

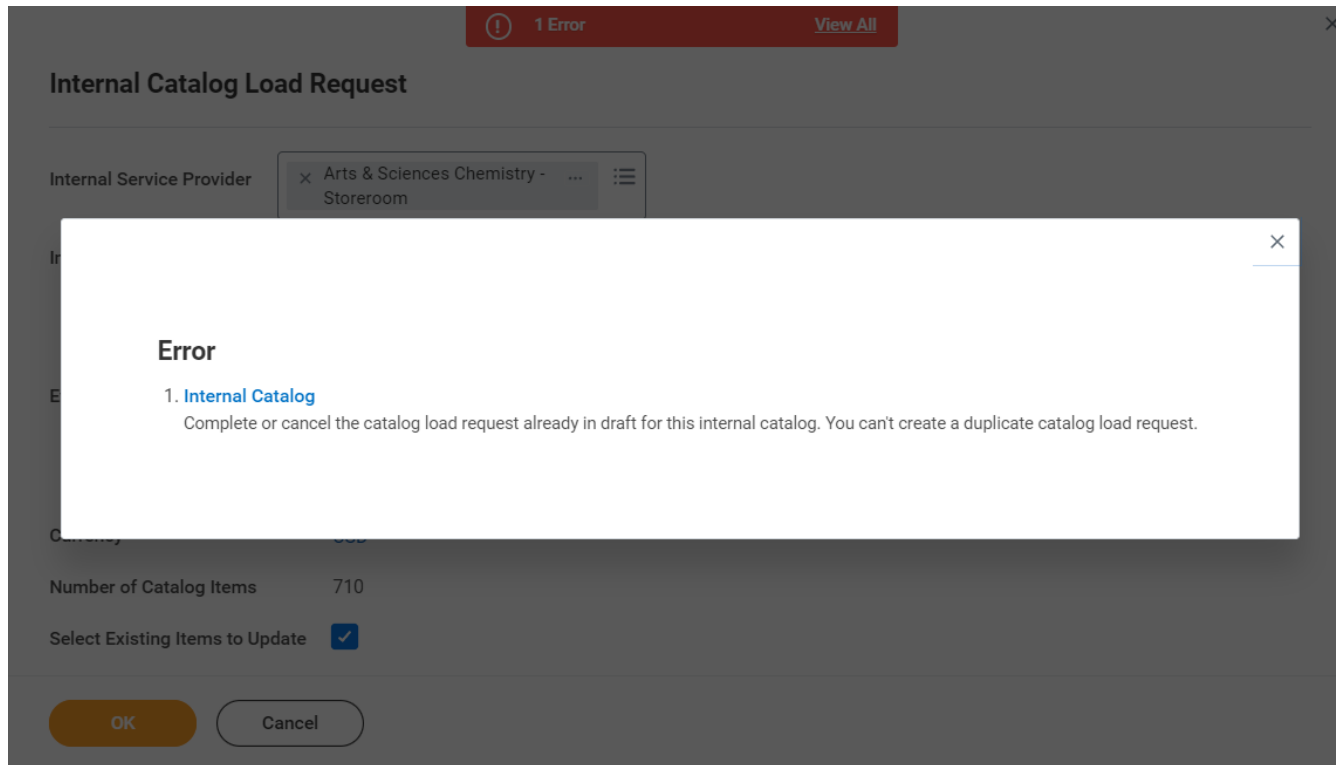
# Update/Edit Existing Catalog Load | Process Flow

Below is the process flow for editing an existing catalog item in Workday:



# Create and Update/Edit Catalog Load | Key Considerations

**Duplicate Catalog Load Request**– If you attempt to create a catalog load or edit an existing catalog load while a catalog load request is **already in draft** for that internal catalog, you will receive an error message. The message will prompt you to complete or cancel the catalog load request already in draft, as you **cannot create a duplicate catalog load request**.



You can run the **Find Internal Catalog Loads** report to find the catalog load that is still in draft.



# ISD Spotlight Reports



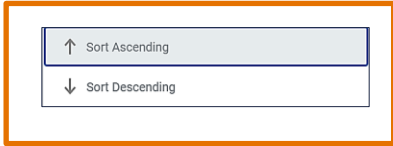
# Reports Overview | ISD Spotlight Reports

Below are a few helpful reports related to ISD:

Report	Description
Find Internal Service Deliveries	This report is used to <b>view Internal Service Deliveries</b> and includes information such as Document Date, Status, ISP, Company, etc.
Find Internal Catalog Load	This report is used to view the catalog load, effective date, catalog, associated companies for ISP, load status, and items for the retrieved internal catalog loads. This report is very helpful to find a load that may still be in draft, which is keeping you from adding or editing another catalog item.
Internal Catalog Work Area	This report is used to view a list of, and load items into, <b>existing internal catalogs.</b>
Internal Service Delivery Information	This report is used to analyze internal service deliveries that have been processed in a given time frame.
Internal Service Provider Information	This report is used to view details of Internal Service Providers including the <b>ISD Data Entry Specialists who are tied to each ISP.</b>
Internal Service Delivery Status	This report can be used to <b>monitor ISD business process status</b> and see who an ISD may be awaiting action from.

# Reports Overview | Report Functionalities

Below are the key report functionalities in Workday:



**Sort** - Sorting is a process of arranging data in a meaningful order (i.e., in Ascending or Descending order) to analyze information more effectively.



**Filter** - Filters can be used to narrow down data and view only required information in the report.



**Prompt** - Prompt is the filter criteria that displays when you run a report. It allows you to choose the filter criteria by which you would like to narrow down the information.



**Charts** - Charts icon can be used to convert a data from a table format to a chart format or vice-versa. You can reset the data displayed as per your requirements.



**Download/Print** - Download a report in a PDF or an Excel format. Once you export a report in a PDF, you can print it easily using the print command.



**Reset** - Use the Reset icon to customize your charts. The options will vary depending on the type of data and the type of chart. You can also use the Reset icon to reset the prompt settings of the report.

# Course Wrap-up | Course Summary

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Now that you have completed this course, you will be able to:

- Explain the Internal Service Provider (ISP) setup process
- Create an Internal Service Delivery (ISD)
- View accounting for an ISD
- Change an existing ISD
- Request to cancel an existing ISD
- Create an Internal Catalog Item
- Update/Edit an Existing Catalog Item
- Explain the reporting capabilities available for ISD functionality



Thank you!

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