



**Finance  
Strategic  
Transformation**

# Workday Financials Support Recruiting Townhall

January 12, 2022



**UNIVERSITY  
of  
VIRGINIA**



# AGENDA

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|---|---------------|
| <b>1. Opening Remarks</b>                       | <b>5 min</b>  |
| <b>2. Workday Finance Support Vision</b>        | <b>5 min</b>  |
| <b>3. Guiding Principles</b>                    | <b>5 min</b>  |
| <b>4. Team Structure</b>                        | <b>10 min</b> |
| ◦ Workday Systems Support Team – Augie Maurelli |               |
| ◦ Workday Stakeholder Support Team – Bill Ashby |               |
| <b>5. Open Roles Overview</b>                   | <b>10 min</b> |
| <b>6. Next Steps</b>                            | <b>5 min</b>  |
| <b>7. Q&amp;A</b>                               | <b>20 min</b> |

# Open Remarks

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**Bill Ashby**



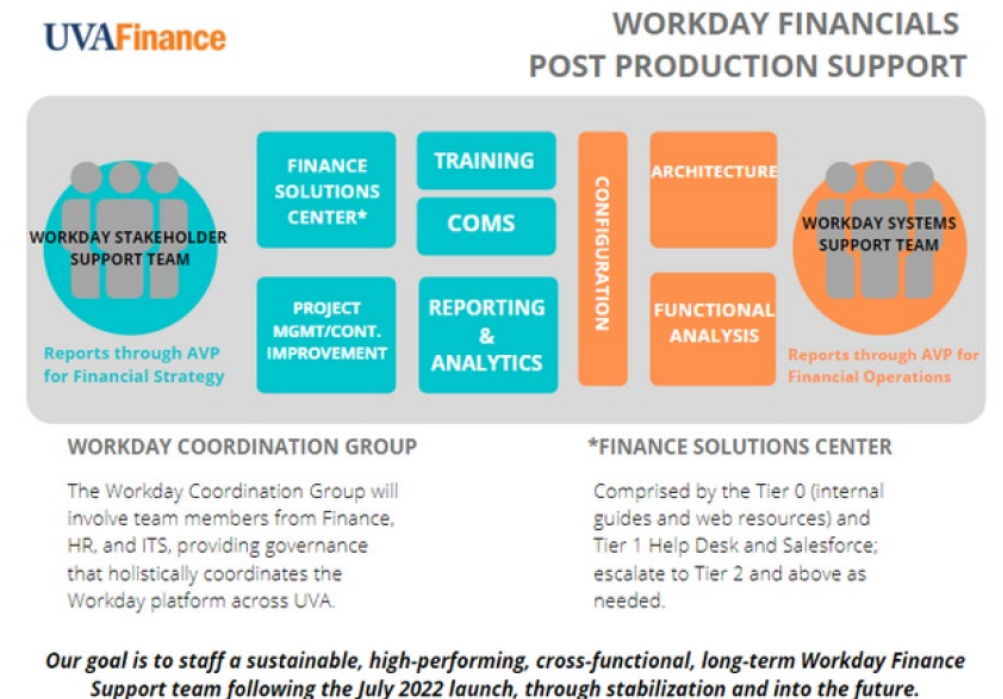
**Augie Maurelli**

# WFS Vision

We are working to build a **sustainable, high-performing, cross-functional, long-term Workday Finance Support team** to live within UVA Finance that includes ongoing support of the Workday Financials system, as well as stakeholder support, including a help desk, training, and finance reporting.

## How did we get here?

- **Incorporating lessons learned** from HR's support organization, as well as best practices and lessons learned from our peer institutions.
- **Collaborating with ITS and HR** to ensure comprehensive Workday support across the University.
- **Developing an overarching Workday Coordination Group** that will provide platform governance across Finance, HR, and ITS, and will holistically coordinate Workday platform support across UVA.



**Our goal is to help build a sustainable career pathway structure and support to move up in the organization structure.**

# Workday Finance Support (WFS) Guiding Principles

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✓ *We will build the capacity required to deliver high quality, responsive service, aligned with the vision articulated in the 2030 Plan.*



✓ *We will value our people, who are the backbone of the organization; we will be fair and recognize and reward high performance.*



✓ *Diversity, equity, inclusivity and respect are critical to building a high functioning team. We will strive to include different backgrounds, perspectives, and ideas.*



✓ *We will be good stewards of University funds. We will seek efficiencies and identify opportunities for strategic realignment.*



✓ *We will embrace a culture of continuous improvement, seeking to understand the changing needs of our stakeholders and adapt our capabilities to serve them.*

**Consistent to our guiding principles, we are committed to providing internal team members with the first opportunity to apply and be considered for the roles.**



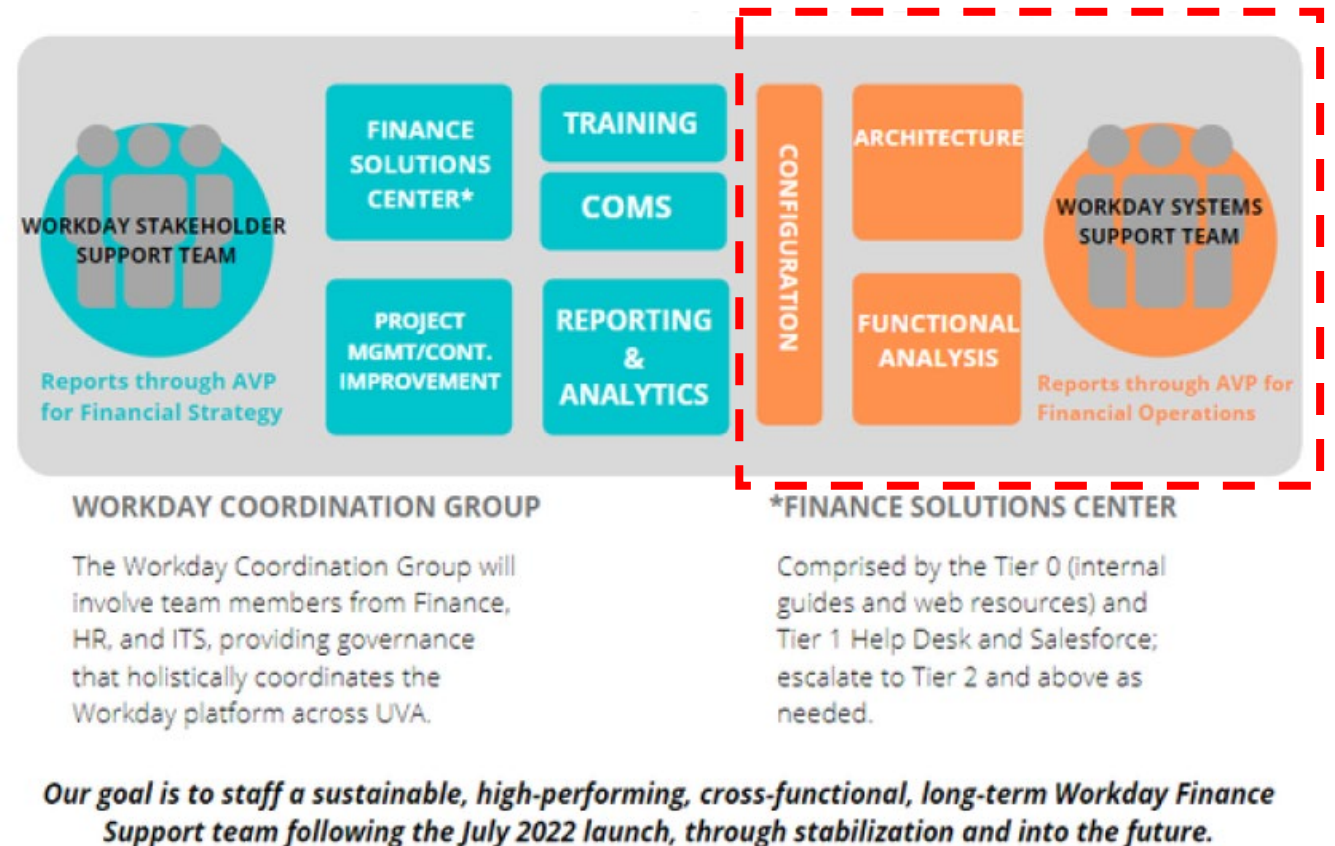
# Workday Systems Support Team

The **Workday Systems Support team** will report to Augie Maurelli (Associate Vice President for Financial Operations).

The **Workday Systems Support team** will include the core Workday systems support, including:

- Architecture support
- Configuration
- Functional Analysis

Our vision for this group is that it will be fully cross-functional across accounting, financial management, procurement, and payroll, creating a highly collaborative work team that is technically strong, with excellent analytical and problem-solving skills.



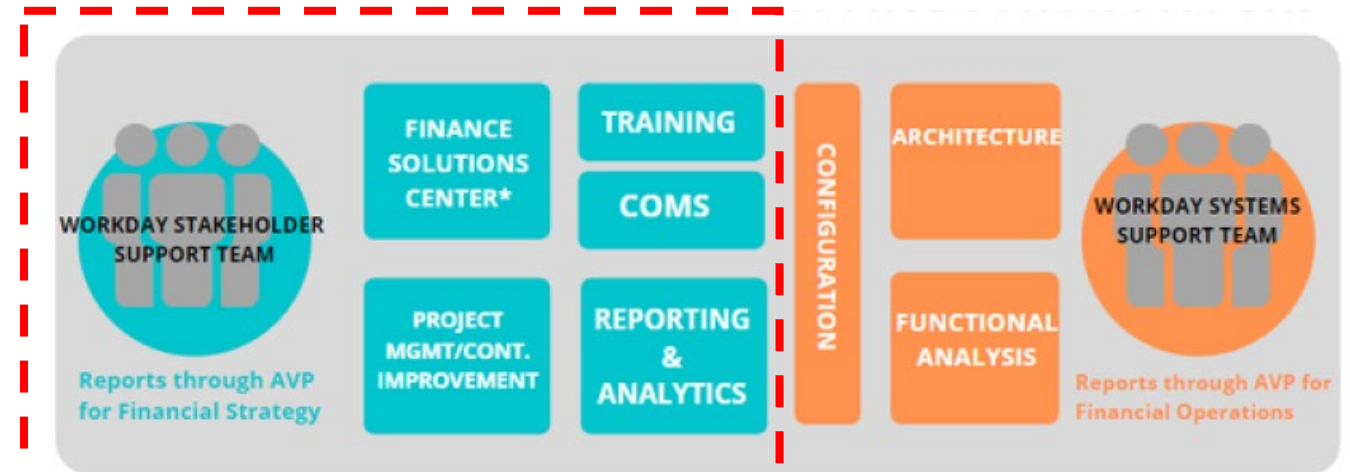
# Workday Stakeholder Support Team

The **Workday Stakeholder Support team** will report to Bill Ashby (Associate Vice President for Financial Strategy).

The **Workday Stakeholder Support team** will include the following functions:

- Solutions Center (Tier 1 Help Desk + Salesforce)
- Reporting & Analytics
- Training
- Communications
- Project Management / Continuous Improvement

Our vision for this group is that it will be end-user focused and that the above functions will largely be folded into the Finance Strategy group, established around two years ago in anticipation of these needs.



## WORKDAY COORDINATION GROUP

The Workday Coordination Group will involve team members from Finance, HR, and ITS, providing governance that holistically coordinates the Workday platform across UVA.

## \*FINANCE SOLUTIONS CENTER

Comprised by the Tier 0 (internal guides and web resources) and Tier 1 Help Desk and Salesforce; escalate to Tier 2 and above as needed.

***Our goal is to staff a sustainable, high-performing, cross-functional, long-term Workday Finance Support team following the July 2022 launch, through stabilization and into the future.***

# Open Roles | Overview

To fulfill our vision, the future state of UVA Finance will require several new positions. Some positions will require open searches due to the skills required.

- ✓ **We are committed** to finding **optimal roles** for our finance and project employees.
- ✓ **We will utilize a full search process** in order to identify and place people in the best role for the University and the individual going forward, recognizing that diversity, equity, and inclusion are important to building a great team.
- ✓ Some Workday Finance Support positions will be **new, highly skilled, post-Workday launch positions** for which we will hold open and transparent searches to fill.

## Find your place in the Future State

We will be recruiting for the following roles:

- *Workday Finance Sr. Architect and Configurations Lead\**
  - *Workday Finance Architect(s)\**
  - *Senior Workday Finance Analyst(s) and Workday Finance Analysts\**
  - *Workday Finance Architect and Workday Finance Analyst for Reporting*
  - *User Success Agents*
- Roles that will report to the **Director of Finance Systems**
- Phase 2 of recruiting effort

\* Role will be based on applicable experience and skills



# Next Steps

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- ❑ 1:1 informational interviews with Augie Maurelli, Bill Ashby, or a UVA HR Recruiter will be conducted today from 12-1pm and 2-3:30pm.
  
- ❑ Review and apply to the open roles. The process for Internal UVA Applicants:
  - ❑ Apply through your **Workday Home page**, search “**Find Jobs,**” and search for ‘**R0031960**’ or ‘**R0031962**’.
  - ❑ Complete an application online and attach a cover letter, CV/resume, and contact information for three references (name, email address, telephone number, and address).
    - R0031960 – Architect
    - R0031962 – Analyst



# Q&A

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## Submitted Questions:

- Will the new positions be able to sit remotely?
- Will UVA employees currently working on the FST project be required to interview for positions within the post-production support groups?
- Will there be any part-time positions for User-Success Agents?
- How should contractors apply for job postings? Do we apply via Workday with our UVA login and select that we are a current employee, or should we apply with an outside personal workday login/email and specify that we are not a current employee?
- What will happen to the finance employees who do not apply for a group position?
- Will there be positions within the schools that are not group positions?
- Where will admin staff for systems that integrate with Workday be (i.e., Jaggaer, Tealbook, etc.)? How will auxiliary systems be managed, and will that be part of the WD Support teams?
- When will we be able to get training in the new system? Can we see it in action? Are we able to be part of a group of early users?

# Appendix

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# Open Roles | Workday Systems Support

## Workday Finance Sr. Architect and Configurations Lead

Reporting to the Director of Finance Systems, this role will have responsibility for the successful implementation, integration, and customization of Workday Finance applications from initiation to production.

Successful candidates will have business process architect experience gathering requirements, designing, delivering, and supporting business transformation using Workday in areas and modules in Workday Finance, including but not limited to Core Financials and Accounting, Gifts and Endowments, Fixed Assets, Sourcing and Spend, Internal Service Providers, Banking and Settlement.

## Workday Finance Architect(s)

Reporting to the Director of Finance Systems, this role will have the responsibility for directly supporting the Workday Sr. Architect and Configurations Lead for the successful implementation, integration, and customization of Workday Finance applications from initiation to production.

The successful candidate will have business process architect experience gathering requirements, designing, delivering, and supporting business transformation using Workday in areas and modules in Workday Finance.

# Open Roles | Workday Systems Support

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## Senior Workday Finance Analyst(s) and Workday Finance Analysts

Reporting to the Sr. Architect & Configuration Lead or a Workday Finance Architect, this role will be responsible for providing best in class service to an assigned Workday functional module(s) with a high level of technical skill, functional business process knowledge, and overall business acumen.

In this role, the Senior Finance Analyst will support our Accounting & Finance, HR, and Technology stakeholders in the optimization, ongoing maintenance, and operational and technical support of all aspects of the Workday Financials ecosystem



# Open Roles | Workday Stakeholder Support

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## Workday Finance Architect and Workday Finance Analyst for Reporting

Roles will provide support for the Reporting function post-implementation. The roles will report up through Mark Anderson and falls under the Workday Stakeholder Support branch, reporting to Bill Ashby.

## User Success Agents

Roles will report to the User Success Manager and will make up the Tier 1 team and serve as the primary entry point to UVA Finance human support (after Tier 0 website resources + WalkMe guides in Workday). This will involve answering basic questions across all areas of UVA Finance based on documentation, guiding users to resources, and escalating questions to Tier 2+ specialists as needed.