



NextGen & Workday at SCSU

Minnesota State NextGen Project & Workday Implementation

August 19, 2022

Agenda

- Welcome & Introductions
- NextGen Overview & Supporting Student Success
- Workday Selection
- NextGen vs. Workday
- Change Management & Communications
- Training
- Resources
- Questions & Feedback



NextGen | The Case for Change

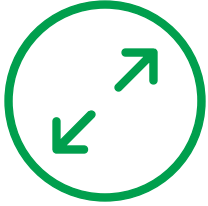
A new technology landscape is important to the success of students, faculty, staff and communities across Minnesota.

- ISRS is reaching the end of its technological life.
- Our colleges and universities cannot remain on ISRS and expect to be competitive in a constantly changing technology landscape.
- Technology is a critical component of closing the equity gap as it provides students, faculty, and staff key resources and access to systems so they can seamlessly navigate their educational and professional careers.

Minnesota State needs a technology platform that enhances the educational experience of our students in ways ISRS was never designed to provide.

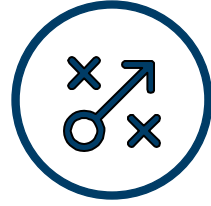
NextGen at Minnesota State

NextGen is the large-scale technology modernization project at Minnesota State.



Time for a change

The NextGen Project will replace the **Integrated Statewide Record System (ISRS)**, the cornerstone data system of Minnesota State for more than 20 years, with a modern technology solution.



Moving on from ISRS

ISRS was originally developed by **in-house** information technology professionals to meet the needs of the institutions after merging as a single system.



New cloud-based system with a modern feel

Minnesota State identified the need for a native cloud-based (SaaS) solution that provides **long term sustainability and adaptability.**



A new technology experience at Minnesota State

Pursuing a native cloud-based (SaaS) solution in a single instance will provide the best return on its technology investment and demonstrate that Minnesota State is **committed to deploying and maintaining the technology necessary to support its vision.**

NextGen Project Guiding Principles



Seamless Experience for Students

Enhancing the student experience is foundational to providing extraordinary education in Minnesota. This includes a seamless experience for students across the system, regardless of the institution attended.



Student Outreach

Deliver targeted outreach and engagement throughout the student lifecycle. Enable interactions across channels and devices (including mobile devices).



Data and Analytics

Create an integrated environment for data sharing. Improve the flow of information and access to business operations system-wide.. Provide a mechanism for capturing data Reduce the amount of redundant data.



Full Integration of "Non-Core" and Third-Party Solutions

All enterprise resource planning and ancillary technology solutions must be fully integrated and adequately supported.



Maintain Competitiveness

To provide the state with the highest value and most affordable higher education option, Minnesota State must remain competitive with other educational entities within and outside the state, including private and primarily online institutions.



System-wide Processes and Procedures

Future-state processes will need to be defined or redefined consistently across the system. This may also include the definition or refinement of policies and practices that assure efficient and consistent process are adopted system-wide.



System-wide Software Consistency

The number and type of technology solutions must be streamlined; duplicative solutions must be minimized or eliminated; and clear, effective governance must be established.



Security

Implement a stable, maintainable, secure, and intuitive suite of applications.

NextGen and Workday

While NextGen and Workday often get mentioned together, it is important for the Minnesota State community to understand how they relate and the differences between the two.

What is NextGen?

NextGen is Minnesota State's technology modernization project dedicated to creating a new technology landscape to support students, faculty, and staff at state colleges and universities across Minnesota

What is the goal of NextGen?

NextGen represents a new chapter for Minnesota State, one in which technology is used as a vehicle to achieve Minnesota's overarching goal: make key educational experiences more accessible to all students throughout their educational journey and beyond

What is Workday?

Workday is a modern, integrated, cloud-based commercial administrative system that personalizes a student's engagement on and off-campus to support them in their educational journey

What are the benefits of moving to Workday?

The transition to Workday from ISRS will advance efforts to make key educational experiences more accessible to all students by working with faculty and staff to transform business processes, enhance analytical capabilities, and provide an integrated environment for data sharing

How do NextGen and Workday work together?

NextGen can be viewed as a toolkit, with Workday being one of the technological tools within that toolkit that is used to accomplish Minnesota State's goals. Workday enhances the user experience through modern and streamlined business processes.

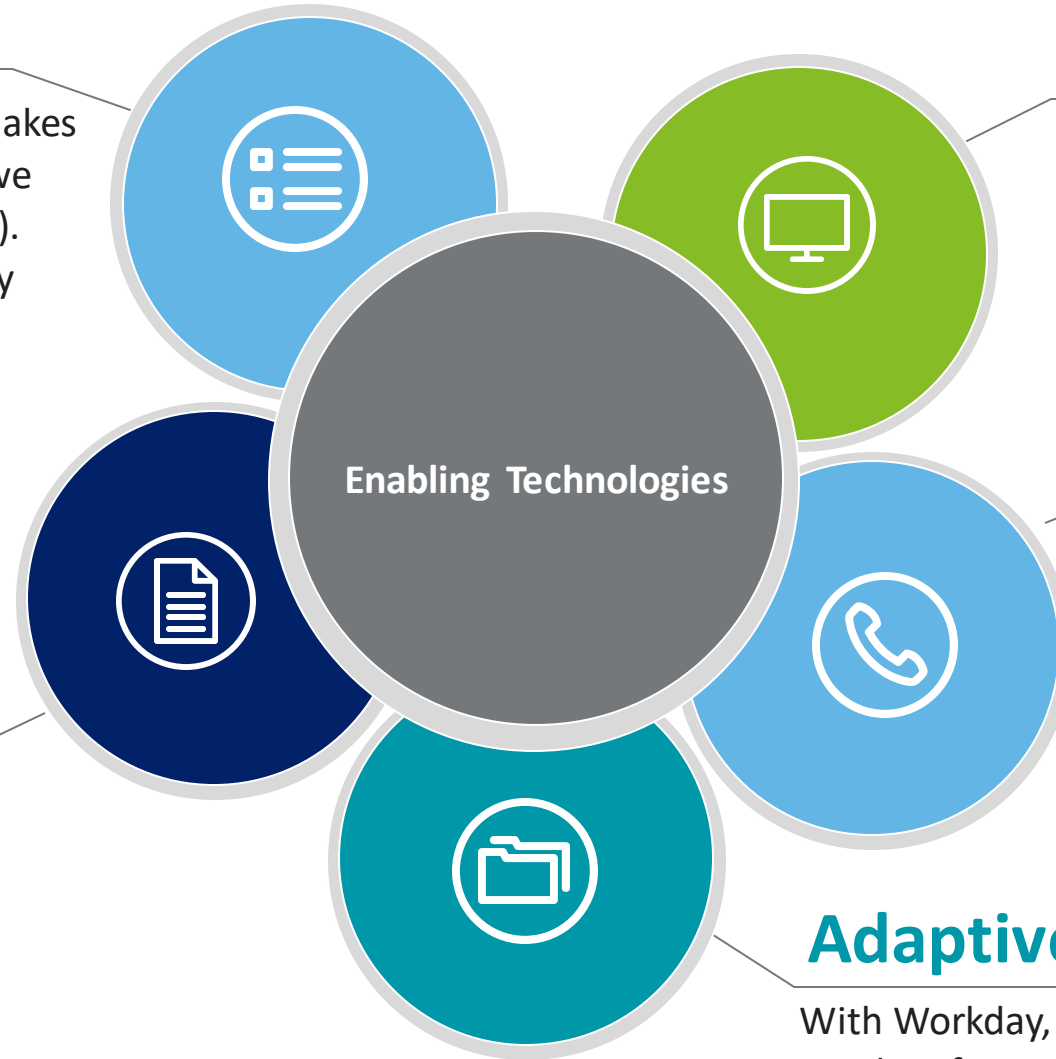
Workday at a Glance

Intuitive

Workday's user-friendly design makes it feel like many of the websites we use today (Facebook, Netflix, etc.). Users can easily navigate Workday from the moment they log in.

Flexible

Workday is flexible enough to manage non-traditional academic periods, different teaching models, and various course formats.



Configurable

Workday applications can be configured to meet the diverse and unique needs across the entire Minnesota State system – now and in the future.

Integrated

The “Power of One” platform integrates core software (HCM, FIN, Student), bringing information together in one application.

Adaptive

With Workday, it is easy to communicate where to get data from, improving data-driven decision making.

Types of Workday Users – Not Just One Size Fits

Just like ISRS, there are many different categories of Workday users – ranging from casual users to those who use Workday extensively. Training and communication needs may vary depending on the type of user.



Self-Service and Mobile

Enable leadership, faculty, and staff to use Workday in a seamless experience **to perform self-service and mobile** processes



Casual User of Finance and HR

Provide leadership, faculty, and staff **access to view** information to perform processes or to run reports for review and follow up



Technologists/System Administrators

Access to provide data requests, desktop support, or software support to the institution



Subject Matter Experts (SME)/Power User

Access to update business processes in Workday such as Finance and HR functions, problem-solving assistance, and foundational execution



Leadership

Limited access to Workday depending on the roles defined to lead the strategic vision of the institution and support the campus community

Access can cross over into other categories depending on the function required.

Transaction Support

Process various business functions to remain in compliance and support the institution

Problem-Solving Effectiveness

Provide data and analytics to support strategic development at the institution

Exceptional Service Experience

Focus on standardizing processes and support the unique business of the institution

Project Partnership for Successful Implementation

Deloitte is an industry-leader as a Workday implementation consulting firm. Together, Workday and Deloitte have significant experience collaborating on many similar implementations for other higher education system clients.



Team Workday

Deloitte and Workday have collaborated on more than 200 implementations in multiple industries across the globe including some of the largest multi-national organizations.



Higher Education

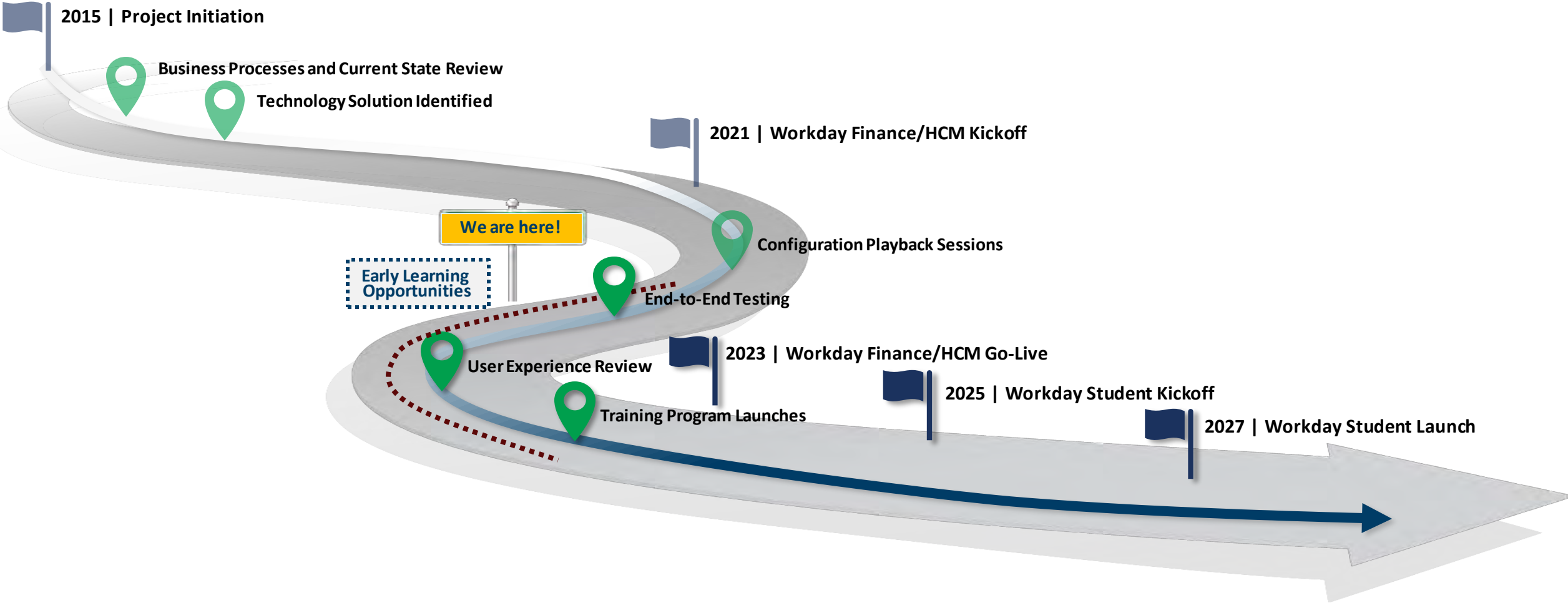
The Deloitte Workday practice has led some of the largest and most complex HCM, Finance, and Student implementations in higher education.



Expertise

Partnering with Deloitte provides Minnesota State with the expert knowledge and broad insights on how to successfully implement a system-wide solution, including how to effectively manage the complex change that comes with a large-scale technology implementation.

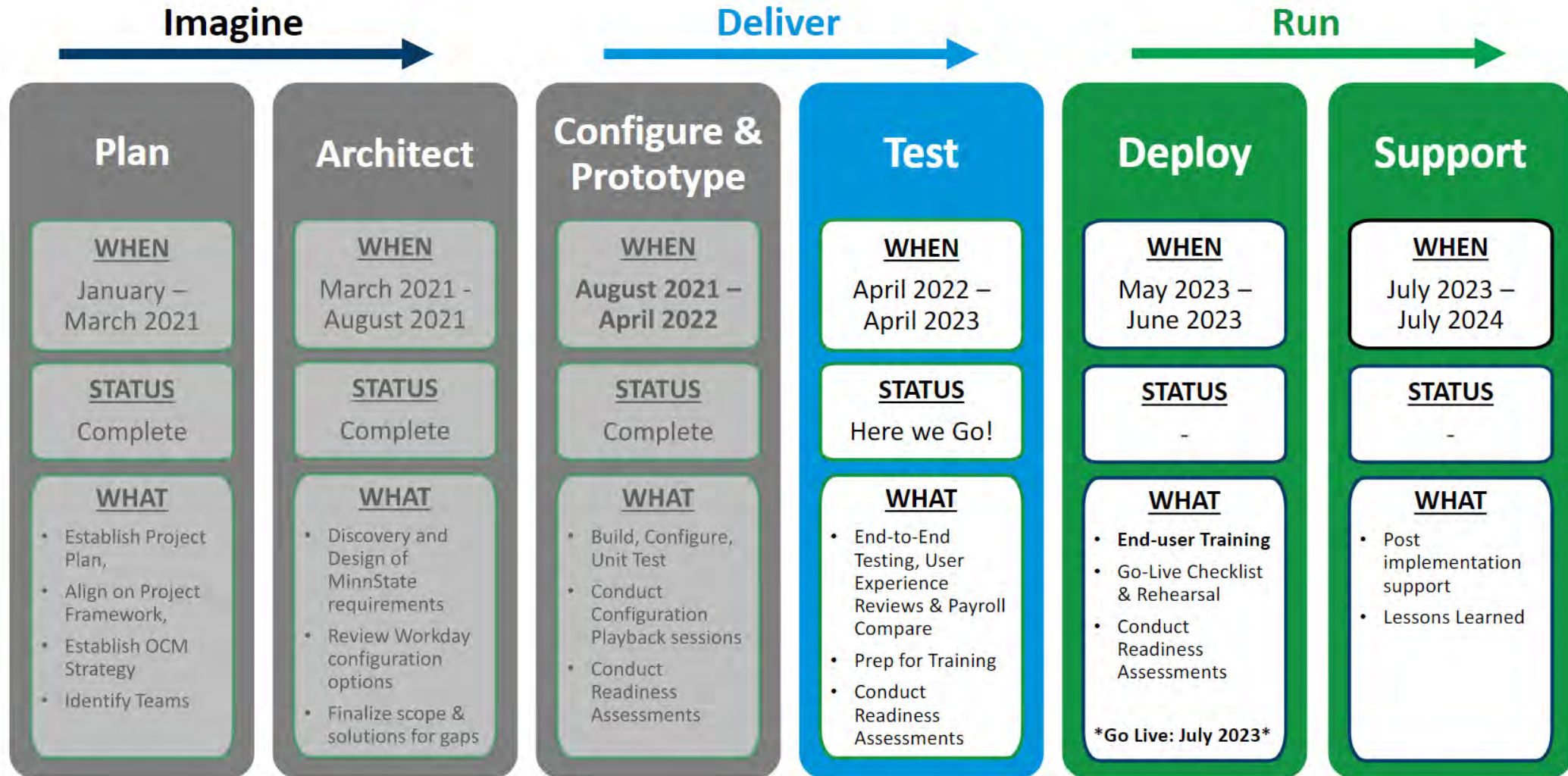
Mapping the Journey to Workday



Workday Implementation Phases

| Phase 1 (7/2023) | | Phase 2 (7/2025 Tentative) |
|---|---|--|
| HR/Payroll (HCM) | Finance | Student |
| Position Management | General Ledger/Chart | Recruiting and Admissions |
| Separation | Accrual Accounting | Advising |
| Credentialing | Budget Development | Recruiting and Admissions |
| Hiring and Onboarding | Cost and Funds Allocation and Interfund Transactions | Academic Records |
| Managing Data and Personnel Actions | Managing Data and Personnel Actions | Registration |
| Benefit Management | Contracts | Financial Aid |
| Payroll | Accounts Payable | Academic Curriculum and Scheduling |
| Performance Management | Fixed Assets and Inventory | Student Success |
| Separation | Accrual Accounting | Reporting for Academic and Student Services |
| Reporting for Human Resources/Payroll Services | Grants Management | Self-Service for Academic and Student Services |
| Self-service for Human Resources/Payroll Services | Auxiliary Services | Workflow for Academic and Student Services |
| Workflow for Human Resources/Payroll Services | Tax Reporting | Student Payroll |
| | Reporting for Financial Services Self-Service for Financial Services | |
| | Workflow for Financial Services | |

Workday Phase 1 (Finance/HCM) Timeline

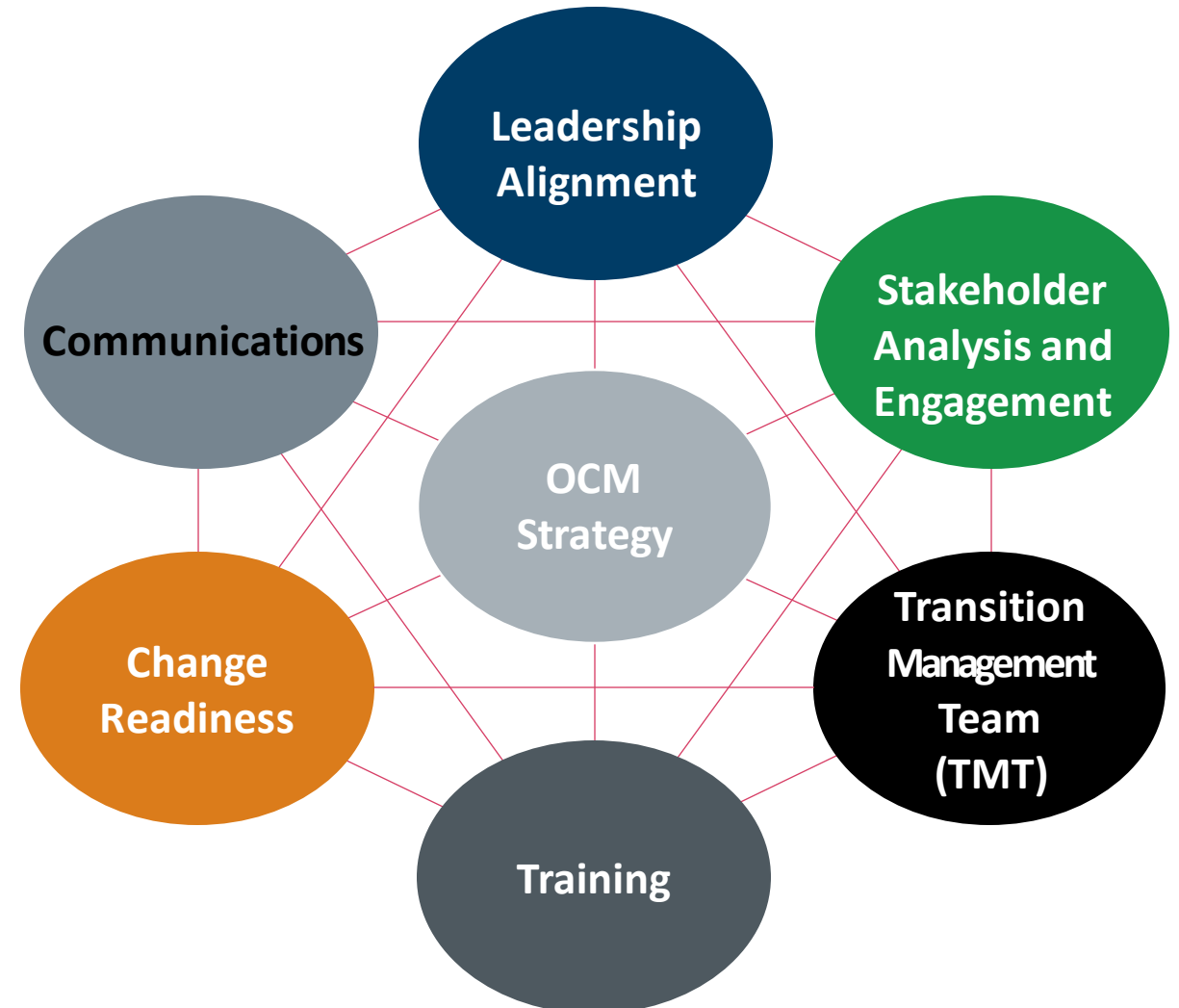


Organizational Change Management (OCM)

Organizational Change Management (OCM) is the process, tools, and techniques that help Stakeholders understand, prepare for, and successfully adopt changes to achieve a desired organizational transformation.

Change Management Strategy Goals

- **Increase** community commitment during the transformation from current to future state
- **Lessen** resistance through proactive engagement
- **Build momentum** for the implementation across the enterprise
- **Gain alignment** from leadership to present a unified front
- **Engage employees** to fully embrace and adopt new ways of conducting business



Organizational Change Management Team Overview

Change Management Scope

The primary role of Organizational Change Management (OCM) in the Workday Implementation is to ensure that faculty, students, and staff are ready for and successfully complete the transition from ISRS to Workday and the agreed upon business processes.

Minnesota State has a secondary goal for change management's role in NextGen – namely to establish, by including OCM in the project, a solid change culture across the system to support not only the NextGen Project but also future systemwide initiatives.



Change Preparation



Communications



End User Training



Impacts and Measurements

OCM Team Leadership

John Kearns, Minnesota State
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Blythe Kladney, Team Workday
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Change Readiness Liaisons

Denice Skelton, Minnesota State
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Jill Snippen, Minnesota State
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Transition Management Team Approach

The TMTs have an exciting opportunity to be the forefront of the Workday implementation. As members of the NextGen OCM team, the TMTs play a critical role inspiring, guiding, and working with stakeholders to help drive adoption; ultimately creating an exceptional student, staff, and faculty experience. To do this, TMTs can expect to do the following amongst other activities:

COMMITTED



Engage with Minnesota State stakeholders at all levels to help further understand and support the Workday implementation goals and objectives.

CAPABLE



Provide Minnesota State stakeholders with the knowledge required to successfully adopt Workday.

ENGAGED



Communicate with all members of the Minnesota State community and provide updates throughout the Workday Implementation Journey.

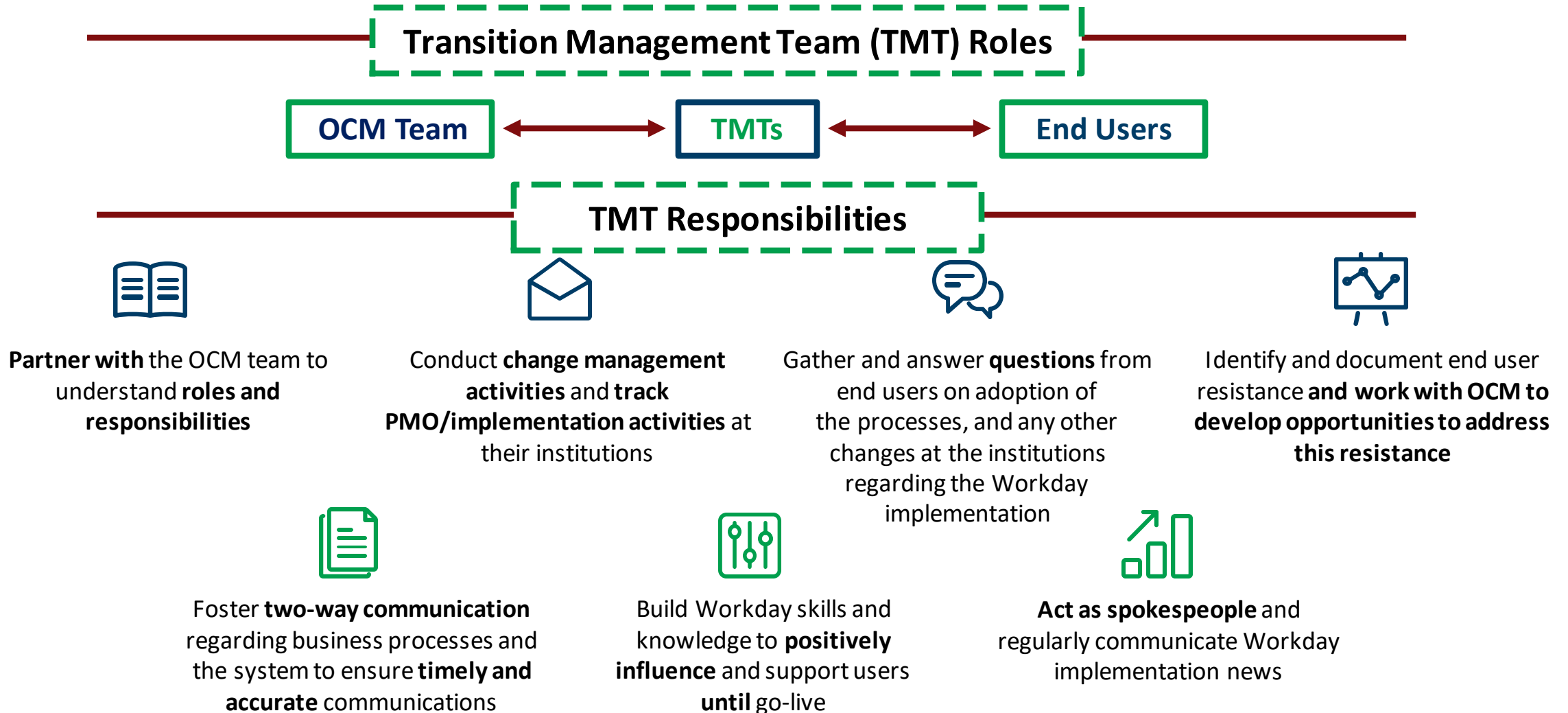
TRACK



Observe at the institutional level to drive and track PMO/implementation activities.

Role of TMTs as the Connection to Workday Users

Transition Management Team (TMT) members are the Minnesota State change agent network. They help to champion the project, share key messages with end users, and foster campuses engagement.



SCSU Local Transition Management Team

| Role/Representation | Name |
|--|--|
| SCSU Project Sponsor & Co-Chair (Finance & Administration) | Larry Lee |
| SCSU Project Sponsor & Co-Chair (IT) | Phil Thorson |
| SCSU Project Manager | Kristi Felland |
| Academic Affairs | Brandon Johnson |
| Communications | Anna Kurth, Kathryn Kloby & Karin Duncan |
| Faculty | Brian Volkmuth and Mark Petzold |
| Finance | Dan Golombiecki & Jeff Wagner |
| HR | Angie Notch & Kristin Schneider |
| Institutional Equity and Access | Chocoletta Simpson |
| IT | Amy Simon & Tony Kunkel |
| Strategic Enrollment Management | Mike Uran and Lori Lemm |
| Student | Student Government Representative (TBD for 2022/2023 year) |
| Student Affairs | Missy Dobmeier |
| Training | Renee Bertram |
| Minnesota State Change Readiness Liaison | Denice Skelton |

Team roster is subject to change. Current rosters will be available on the [St. Cloud State website](#).

NextGen-Workday Communications Strategy

Goals

- Educate end users about NextGen, the journey from ISRS to Workday, and what these changes mean for the day-to-day activities of end-users
- Introduce end users and subject matter experts to Workday processes and begin to introduce new terminology that differs from ISRS
- Develop awareness about Workday, the features the system offers, and how it will transform business processes in the years to come

Audience

End-Users
Subject Matter Experts
Minnesota State Leadership

Key Distribution Channels

Change Readiness Liaisons
Transition Management
Teams
Newsletter Subscribers
NextGen Connect Site

Primary Deliverables

UpNext Newsletter
Friends of NextGen Site
Updates
Workday Wednesday Series
Word on Workday Series
Workday Journey Videos

SCSU Communications Plan for Fall 2022

- Monthly informational emails to faculty/staff
- SCSU TODAY newsletter for events/updates
- SCSU Announce for event notices
- ITS social media and newsletter
- SCSU webpage
- Presentations: Convocation, Meet and Confers, and more
- Local Transition Management Team member sharing
- Digital signage across campus
- Planning for Spring 2022 communications, including training



Workday End-User Training Program at Minnesota State

Training is an essential aspect of a large-scale transformation like the one to Workday for Minnesota State. Because of this, the Workday End-User Training Program involves multiple activities that allow for a robust training approach inclusive of all impacted stakeholders. The training activities build on and inform each other.

| END-USER TRAINING PROGRAM | | | | | | |
|--|---|--|--|--|---|---|
| TRAINING STRATEGY | TRAINING CURRICULUM | TRAINING PLAN | TRAINING SCHEDULE | TRAINING MATERIALS | TRAIN-THE-TRAINER | TRAINING DELIVERY |
| <p>The End-User Training Strategy documents the approach to planning, developing, and delivering end user training at Minnesota State. This includes the strategy, requirements for tools and processes, and how blended learning models will be utilized in the training program.</p> <p>Inputs: Stakeholder Analysis</p> <p>Delivery Date: August 2021</p> | <p>The End-User Training Curriculum is a catalog of Workday training within HCM and Finance including course names, delivery method, and more. The curriculum serves as the foundation for all future end-user training activities for Minnesota State.</p> <p>Inputs: Security Role Mapping, End-User Training Strategy, Change Impact Assessment</p> <p>Delivery Date: May 2022</p> | <p>The End-User Training Plan maps the End-User Curriculum to the delivery methods, resources, times, and places for each delivery and map out development requirements for each course or activity. The End-User Training Plan will allow individual training activities to be entered into ELM.</p> <p>Inputs: Training Curriculum and Strategy, Stakeholder Analysis</p> <p>Delivery Date: July 2022</p> | <p>The End-User Training Schedule defines each learning pathway for each Security Role. Learning pathways describe the roadmap that will guide end users through their training journey to adopt Workday. The schedule will also determine the schedule for training for each security role.</p> <p>Inputs: Training Strategy, Curriculum, and Plan, Stakeholder Analysis</p> <p>Delivery Date: September 2022</p> | <p>The End-User Training Material Development activities include the development of the training materials required to deliver as determined in the strategy, curriculum, and plan. These materials include videos, job aids, quick reference guides and any other product necessary as determined by the curriculum.</p> <p>Inputs: Training Strategy, Curriculum, and Plan.</p> <p>Delivery Date: April 2023</p> | <p>Train-the-Trainer is a series of sessions that introduce Workday and prepare trainers from Minnesota State to train stakeholders. At these sessions, Team Workday will present topics to the trainers and help guide them through delivering Workday training, assign training topics, allow them time to practice and present teachbacks.</p> <p>Inputs: Training Strategy, Curriculum, Plan and Materials</p> <p>Delivery Date: April 2023</p> | <p>As determined by the Training Curriculum, Plan, and Schedule, Training Delivery is the actual delivery of all the training that will prepare end users for Go-Live. Training deliver will include feedback mechanisms that will allow for adjustments to the training as needed.</p> <p>Inputs: Training Strategy, Curriculum, Plan and Materials</p> <p>Delivery Date: July 2023</p> |

End-User Training Approach

The End-User Training will be assigned by Workday security role and be differentiated by the impact of the change on the stakeholder groups. The End-User Training Approach employs a blended learning model where different learning methods will be applied across the entire curricula.



Role-Based

- In Workday, users are assigned **security role** which determines what the end user can **see and do** in the system. It provides individuals **access to business processes and the appropriate data** within the assigned supervisory organizational structure. Therefore, training must be **specific to Workday security roles** rather than individual positions at institutions and the system office.
- Training will be **consistent for security roles** across all institutions. This will foster consistency in business practices throughout Minnesota State and lay the foundation for a **network of colleagues with the same security role** across the system who utilize the same business processes and tasks to conduct their work.



Differentiated by Impact

- Given the differing levels of impact, **the level of training will match the level of impact by Workday security role.** The levels of impact are low, medium, or high, as jointly determined by Team Workday and Minnesota State through the Change Impact Assessment.
- End users in security roles that will experience a **high level of impact will receive more intensive training** (such as live, hands-on classes) while end users whose work is less impacted will be more likely to be trained through self-service access to video demos and job aids.
- This approach is designed to **balance resource constraints with the need for robust**, just-in-time training for all end users across Minnesota State.



Blended Learning Model

- As Minnesota State transitions to Workday, end users will experience the **impact of the change** on their work differently. The OCM Team will employ a **blended learning model** to meet the variety of learner needs and learning styles.
- Using a blended learning model means that training will be **delivered via a variety of methods**, including interactive live classes to brief video demos, micro-learnings, and job aids that walk end users through a task in Workday.

Ongoing cross-functional collaboration between Team Workday and Minnesota State is critical to designing, developing, and delivering end-user training that supports end users to successfully adopt Workday.



Project Resources

Friends of NextGen Connect site

- Serves as a one-stop-shop for NextGen news, project information, FAQs, and reference materials

UpNext Newsletter

- Distributed monthly to all subscribers featuring project news, updates, and highlights of new materials and upcoming events

Workday Wednesdays

- Provides Users with a glimpse of what using Workday will look like

Workday Journey Early Learning Video series

- Visit the NextGen playlist on the Minnesota State YouTube channel to view videos designed to develop end users' awareness and baseline knowledge of Workday principles, vocabulary, and topics.



Project Resources

Word on Workday Series

- Helps end users build their foundational Workday vocabulary in preparation for formalized Workday training opportunities.
- Features new and existing Workday Glossary terms, providing an explanation and ISRS crossover terminology

NextGen at Minnesota State Fact Sheet

- A one-page factsheet that provides a high-level overview of NextGen and Workday.

NextGen vs. Workday Infographic

- This infographic explains the differences between NextGen and Workday and how they work together.

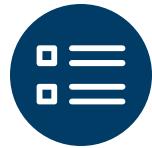
Workday Wednesdays

Workday Wednesdays is a webinar series designed to provide users with a glimpse into what using Workday will look like. Workday Wednesdays have a different topic each month, providing users with a comprehensive overview of different Workday features prior to go-live.



FAMILIARIZE

The series gives end users an opportunity to become familiar with the look and feel of the Workday system prior to formal training and gaining system access.



PREPARE

Early socialization of core functionalities will enable the training team to focus on more advanced content that will better prepare end users to use Workday at go live.



ENGAGE

Sessions are interactive and give end users a two-way engagement opportunity where they can learn and ask questions of functional experts.



RESOURCES

All sessions are recorded and posted on the Connect site to view later, creating a helpful resource library of demo sessions and Q+A.



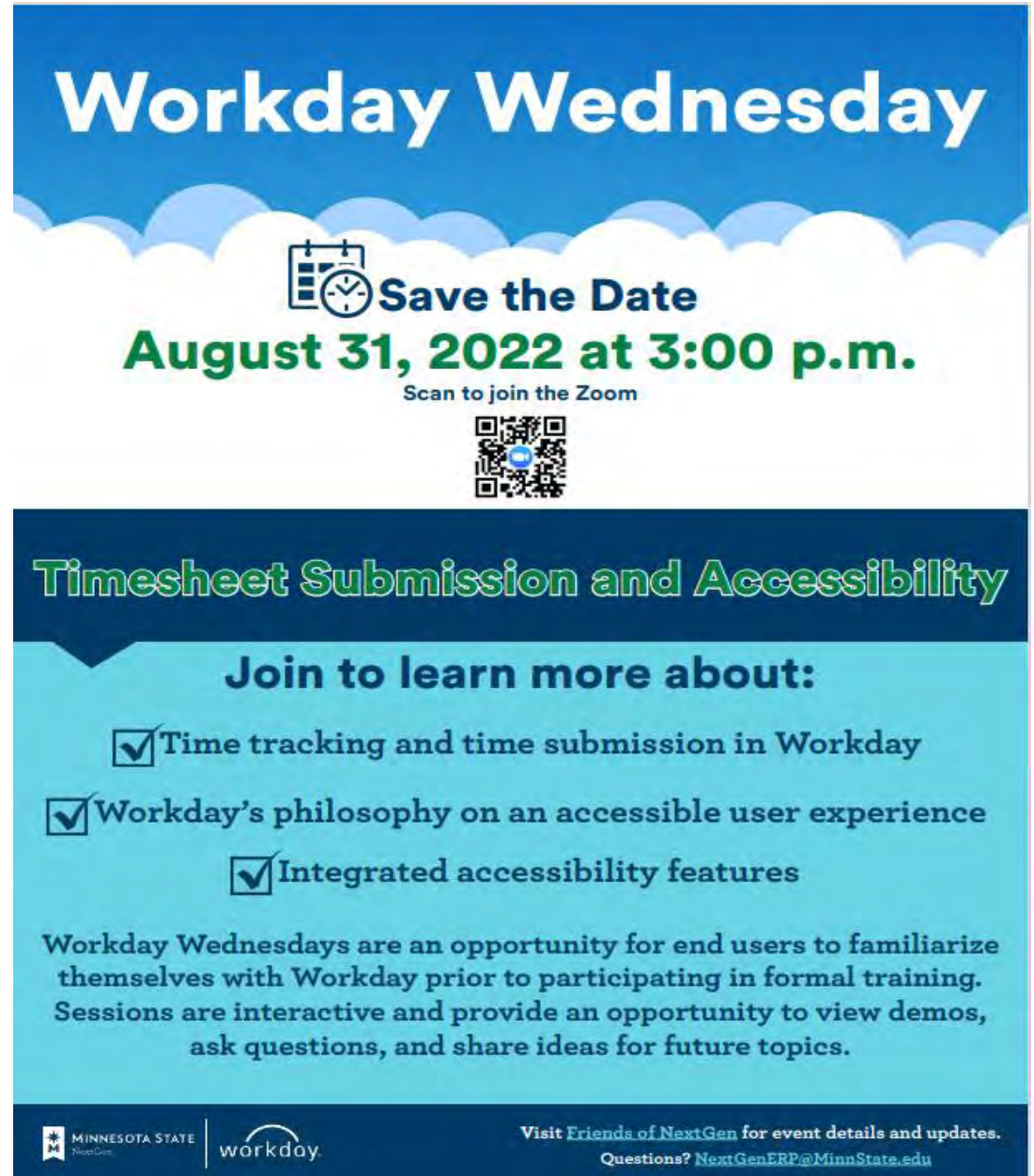
AUDIENCE

The Workday Wednesday series is designed to be consumable by anyone at Minnesota State who is interested in learning more about NextGen and Workday.


Workday Wednesdays


Workday Wednesday Goals

- The series gives end users an opportunity to become **familiar with Workday** prior to participating in formal training.
- Early socialization of core Workday functionalities will enable the training team to focus on more advanced content that will **better prepare and further develop Workday end users.**
- Sessions are **interactive in nature** – they show end users a live demo of Workday features and include time for attendees to ask questions of panelists.
- Recordings and questions/responses are **posted to the Friends of NextGen Connect site** after each event.



Workday Wednesday

 **Save the Date**
August 31, 2022 at 3:00 p.m.
Scan to join the Zoom





Timesheet Submission and Accessibility

Join to learn more about:

- Time tracking and time submission in Workday
- Workday's philosophy on an accessible user experience
- Integrated accessibility features

Workday Wednesdays are an opportunity for end users to familiarize themselves with Workday prior to participating in formal training. Sessions are interactive and provide an opportunity to view demos, ask questions, and share ideas for future topics.

 MINNESOTA STATE |  workday

Visit [Friends of NextGen](#) for event details and updates.
Questions? NextGenERP@MinnState.edu

NextGen Resources Quick Reference Guide

[Workday and NextGen at Minnesota State Factsheet](#)

[Workday Journey Early Learning Videos on YouTube](#)

[Frequently Asked Questions](#)

[Infographics and Flyers](#)

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[Word on Workday Series](#)

[Workday Wednesday Session Information](#)

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Questions?

Thank you for attending!

Would you rather email your question or feedback?

- NextGenERP@minnstate.edu (Minnesota State team)
- NextGenSCSU@stcloudstate.edu (SCSU team)