Agenda

- Multi-Institution Approach for OCM
- Workday SIS Project Update
  - Student Deployment Timeline
  - Project Summary Status
- Organizational Change Management Update
- Next Meeting
Multi-Institution Considerations

• OCM Lead at LSU A&M provides regular updates to LSU Eunice, LSU of Alexandria, LSU Shreveport project leadership

• Training Plan designed based on LSU A&M focus group feedback and shared with institutions in fall 2023

• As training and change collateral is created, it is made available to all institutions in a document repository

• Based on the project charter, Deloitte is in scope for training material creation for LSU A&M; all documents will be shared with LSUE, LSU of A, LSUS for their use
  • Content may have to be edited where design or configuration differ by institution
  • Content shared is in editable format, except for demo videos

• Some Recruiting and Admissions workstream items were moved in scope for LSUE due to their utilization of functionality LSU A&M was not implementing. The training team is working directly with Workday and LSUE leads on those deliverables.
Workday SIS Deployment Update
Student Program Update
## Student Program Summary
### as of 5/1/2024

<table>
<thead>
<tr>
<th>Project</th>
<th>Due Date</th>
<th>Institution</th>
<th>Owner</th>
<th>Update</th>
<th>% Complete</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Warehouse</td>
<td>Dec 2026</td>
<td>All</td>
<td>Data Governance</td>
<td>46%</td>
<td>In Progress</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cashiering</td>
<td>Jun 2025 Cohort 1 Aug 2025 Cohort 2</td>
<td>All</td>
<td>Accounting Services</td>
<td>49%</td>
<td>In Progress</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
### Student Program Summary

**as of 5/1/2024**

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<tr>
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<th>Due Date</th>
<th>Institution</th>
<th>Owner</th>
<th>Update</th>
<th>% Complete</th>
<th>Status</th>
<th>Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identity &amp; Access Management</td>
<td>TBD</td>
<td>LSUAM</td>
<td>IT Security &amp; Policy</td>
<td>The project’s Phase 1 encountered unforeseeable challenges that impacted its timeline. The project team is now looking to go live with the IAM solution as a single go-live event instead of multiple to avoid challenges with user adoption as well as impacts on other projects. We are looking for implementation partners that will assist with completing the remaining activities with the target go-live date of Spring 2025</td>
<td>25</td>
<td>In Progress</td>
<td></td>
</tr>
<tr>
<td>StarRez Cloud Migration</td>
<td>April 2024</td>
<td>LSUAM</td>
<td>Residential Life</td>
<td>Testing and adjustments to some processes are in progress ahead of final migration</td>
<td>100</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>Form 1042-S Reporting</td>
<td>TBD</td>
<td>LSUAM</td>
<td>Accounting Services</td>
<td>No new updates</td>
<td>0</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>Identity &amp; Access Management</td>
<td>TBD</td>
<td>LSUS</td>
<td>ITS</td>
<td>No new updates</td>
<td>0</td>
<td>Not Started</td>
<td></td>
</tr>
</tbody>
</table>

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## Projects with Resource Cross-over
### as of 5/1/2024

<table>
<thead>
<tr>
<th>Project</th>
<th>Due Date</th>
<th>Institution</th>
<th>Owner</th>
<th>Update</th>
<th>% Complete</th>
<th>Status</th>
<th>Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legacy System Decommissioning</td>
<td>Dec 2025</td>
<td>LSUAM</td>
<td>ITS</td>
<td>Replace and decommission legacy SIS</td>
<td>0%</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>Legacy System Decommissioning</td>
<td>TBD</td>
<td>LSUA</td>
<td>ITS</td>
<td>Replace and decommission legacy SIS</td>
<td>0%</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>Legacy System Decommissioning</td>
<td>TBD</td>
<td>LSUE</td>
<td>ITS</td>
<td>Replace and decommission legacy SIS</td>
<td>0%</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>Legacy System Decommissioning</td>
<td>TBD</td>
<td>LSUS</td>
<td>ITS</td>
<td>Replace and decommission legacy SIS</td>
<td>0%</td>
<td>Not Started</td>
<td></td>
</tr>
</tbody>
</table>
OCM Updates – June 2024

• Responsive planning process for OCM
• Change & Support Network Formation
• Website & Material development underway
• Training updates
Responsive Planning for Training
Overarching Themes to Inform Training Approach

Many users will be “new” to Workday, meaning users will likely have limited basic navigation understanding.

Users are best supported by a network of Super Users from across the institution.

Training resources and communications should use “LSU vocabulary” and include a glossary of terms.

LSU users learn best through job-aids.

Training opportunities should include demo videos and office hours with functional SMEs.
Response to Key Findings

Many users will be “new” to Workday, meaning users will likely have limited basic navigation understanding.

Training resources and communications should use “LSU vocabulary” and include a glossary of terms.

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Training opportunities should include demo videos and office hours with functional SMEs.

**Workday Basics** introductory training module. Content includes basic navigation and orientation to Workday.

**Crosswalk Glossary** being developed and will be included on the Workday Student website and in training document repository.

**Change Network and Support Network** groups have been identified and have begun meeting cadence, to continue through AY 2025. (LSU A&M)

**Ninety-six job aids** have been identified for development for LSU A&M. Many job aids include multiple tasks or actions articulated in a step-by-step instructions.

**Seventeen demo videos** have been identified for development for LSU A&M. Videos will offer users the opportunity to pause, rewind and watch on demand as needed.
Change Network
LSU A&M Example
Change Network Overview – LSU A&M

The Change Network will establish a team of members across the University who can help engage employees at all levels and facilitate change adoption. The team will be composed of Change Liaisons, Change Communicators and the Support Network.

What is it?

What is its purpose?
LSU A&M Support Network

College of Agriculture
Amanda Ferguson – Advising
Michael Kaller – Renewable Natural Resources

E.J. Ourso College of Business
Chais Michael – Advising
Leah Whitmire – Advising
Laurene Hutchinson – Rector
Ashley Thibodeaux – Economics

College of Engineering
Robert Dinh – Advising
Franklin Blystad – Chemical Engineering

College of Human Sciences & Education
Danielle Sule – Education

College of Humanities & Social Sciences
Tanya Crochet – Advising
Amy McDonald – English
Morgan Stelly - Psychology

Manship School of Mass Communications
Mackenzie McCarty Nelson - Advising

College of Music & Dramatic Arts
Drew Alvarez - Theatre

College of Science
Erin Peck – Advising
Danielle Taylor – Introductory Biology

Rodger Hadfield
Ogden Honors College
Samantha Fagan – Advising

University College
Jennifer Picard – Advising
Kelly Hinote – Advising
Madeline Sessions – Advising

Pinkie Gordon Lane Graduate School
Alexis Malbroux - Advising
Website & Resources
LSU A&M Example
Resources Website – www.lsu.edu/workdaystudent

Overview

Upon full implementation (by August 2025) the following key items will be included in the Workday experience at LSU A&M:

**Faculty** will use Workday Student to enter and change final grades, find your course teaching schedule, check enrollments, view class rosters, review advisees (Faculty Advisors), find your classroom, and more.

**Students** will use Workday Student to view schedules and grades, access schedule planning tools, register for classes, add, drop, or swap classes, see a campus housing assignment, view financial aid, view a bill, or update personal contact information.

**Staff** who work with students, course management and student financials will use Workday Student to complete tasks previously found in the LSU legacy mainframe system. Staff who are already using Workday for HCM & Finance transactions will continue using Workday in the same way.

**Family Members**, or designee of an LSU student, can be granted permission by the student to view the student's account, grades, or to view and pay a bill. More information on 3rd Party Proxy access can be found in the Parents & Proxy guide link below.

Step by Step Guides

Get help with key tasks:

- **Faculty**
- **Students**
- **Staff**
- **Parents & Proxy**

The “Guides & Resources” box/button for each is clickable, which opens a new page.
Resources Website

Resources for Faculty

LSU A&M and AgCenter faculty will use Workday for a variety of tasks. Several step-by-step guides and videos will be produced to assist faculty in learning how to use Workday for student and instructional functions.

The collection of resources is currently being built. Faculty can expect a full library of help resources to be located on this site by January 2025.

An active LSU account will be required to access all resources.

Step by Step Guides

Content coming soon!

Videos

Content coming soon!

All links within these pages will be a link to a static document (in Teams) or a video (in Moodle) that will require SSO to access.
Reference Guide (Job Aid) Creation

- 2 developers; contracted with Deloitte
- 3 student workers (LSU A&M)
- Workstream review process
- Final Project Lead approval

- All materials follow standardized style guide and naming conventions
- PII protected using fictitious characters with staged data and/or redaction
Updating Personal Contact Information

Students can update their own personal contact information in Workday.

1. On the Workday home page, click the Profile icon.
2. Click View Profile.
3. Navigate to the purple column on the left-hand side of the screen and click Contact.
4. Once in the Contact section, click Contact to view Institutional Contact Information, Home Contact Information, Work Contact Information (Student Workers only), Email Address, Phone, etc.
5. Click Edit to update, add, or delete Home Contact Information.
Training Timeline
LSU A&M Example
2025

July
August
September
October
November
December
January
February
March
April

Event

August 26
Classes Begin

MTP 1

October 20
Course scheduling for spring and summer begins

BM 2

Mock Semester Activity

January 13
Classes Begin

MTP 2 and BM 3*

TBD
Course scheduling for Fall begins

Students

Basic Navigation

Academic Planning (preview)

Course Registration (preview)

Bill Payment (preview)

New Student Fin Aid

Academic Planning

Course Registration

Bill Payment

Supported heavily with communications

Faculty

All Fac & Staff 1.A

All Advisors 1.B

Academic Advisors Retreat 2.A

Faculty advisors 2.A

Advisors

Admissions 1.A/1.B/2.A

Financial Aid 1.A/1.B/2.A

Finances Staff 1.B

Department Admins 1.B

ITS Help Desk Staff

Department Admins 2.A

Administrative Staff

WD Basics Trainings

Advanced Training

On Demand Training

Additional details are provided on slide 2

*Materials for BM 3-5 will be developed by January 2025
Workday Student Timeline – Faculty Example

2024
- September: "Workday Basics" Asynchronous Introduction Available
- October: "Beyond the Basics" Asynchronous Training Available

2025
- January: Faculty Advisors Asynchronous Training Items Available
- February: Advising & Course Planning tools in Workday
- March: Continuing Students Schedule in Workday (Student scheduling according to registration appointment begins in March and continues into April)

- April: Interim and Final Grades for Summer courses and beyond in Workday

- May: Application for Program Completion (Graduation) in Workday

- June: Summer Class Rosters, Grading, Student-Instructor Communications available in Workday. (Moodle remains available as a course teaching & grade submission tool.)

- July: Interim and Final Grades for Summer courses and beyond in Workday
- August: Application for Program Completion (Graduation) in Workday

Fall 2025
- Student Bill in Workday

Most Student functions in Workday

On-Demand Training Resources (reference guides and help videos) available to faculty via the Training Resource site.

www.lsu.edu/workdaystudent