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<b>SUBJECT</b>	Integrated Service Centre Update
<b>SUBMITTED TO</b>	Finance Committee
<b>MEETING DATE</b>	September 8, 2021
<b>SESSION CLASSIFICATION</b>	Recommended session criteria from Board Meetings Policy: OPEN
<b>REQUEST</b>	For input only - No action requested
<b>LEAD EXECUTIVE</b>	Peter Smailes, Vice-President Finance & Operations
<b>SUPPORTED BY</b>	Marcia Buchholz, Vice-President Human Resources Lesley Cormack, Deputy Vice-Chancellor and Principal, UBC Okanagan Jennifer Burns, Chief Information Officer & AVP Information Technology Rob Einarson, Associate Vice-President Finance & Operations, UBC Okanagan Elana Mignosa, Associate Vice-President Finance & Operational Excellence Karamjeet Heer, Comptroller Adam Charania, Associate Vice-President, Human Resources, Strategic Advisory Partnerships Harjot Guram, Senior Director, Integrated Service Centre Laleh Mosadegh, Associate Director, Program Delivery, UBCIT

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#### PRIOR SUBMISSIONS

The subject matter of this submission has been considered by the Finance Committee on many occasions. The following represents the most recent: [Integrated Service Centre - June 2021](#)

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#### EXECUTIVE SUMMARY

The stabilization of Workday Release 1 continues to proceed with issues being addressed as they arise. There have been issues encountered, but overall, Integrated Service Centre (ISC) teams have been able to respond to critical items as necessary.

As expected, the volume of incoming service requests has decreased during the summer months, enabling the team to continue to address the backlog of service tickets that had accumulated over the first nine months. The team is preparing for an increase in service requests as the academic year begins in September.

Additional permanent resources that were approved in the spring enabled the ISC to provide a more consistent level of support for the community as well as cross-training opportunities for ISC team members, which reduces the risk associated with unplanned absences or turnover.

Preparation for the upcoming release in September 2021 is well underway. In addition to mandatory Workday release features, the ISC has formalized a process to review optional features from the March and September release that will enhance efficiency and improve effectiveness of the system. These items will be added to the enhancement list and taken through governance for prioritization and implementation. (For the first Workday release in March 2021, UBC adopted only mandatory features that required immediate uptake to maintain the system and support stabilization of our production tenant and data.)

The ISC has made changes to the organization structure to increase overall effectiveness and support career and growth development opportunities within the ISC. The hiring process for these new permanent positions is nearly complete and is expected to be fully complete by the end of September.

The ISC and IRP Student team have started meeting regularly to begin planning for Workday Student module. It is expected that Implementation of Workday Student will require changes to both the HCM and Finance modules. A joint ISC/IRP multiyear road map is being developed to ensure alignment of the different streams of work.

While we continue to be in stabilization, there remains significant amount of outstanding work to finalize the Workday Release 1 HR/Finance IRP implementation. A separate project team has been established to focus on time-sensitive work in both the HR and FIN streams that was deferred to after Workday Release 1 go live. There is a significant amount of work required to meet financial reporting requirements and KPMG is assisting with the planning phase. The dedicated resources are critical to the completion of this work and hiring of these resources is underway. This stream of work is very closely aligned with the ISC to ensure the overall effectiveness of resources and to ensure that the integrity of the live Workday tenant is maintained by following the approved system change processes.

The following are some of the key performance indicators that the ISC is monitoring closely to measure community support and user adoption levels.

- 36,792 tickets submitted since go live with a resolution rate of 94%. This represents a 8% improvement since March
- Average of 750 service tickets received per week over the past five months, as expected this number has leveled off in comparison to our first 5 months, when average service tickets per week was over 1000.
- Over 250,000 community views of Workday Knowledge Base articles, which is our self-service tool.
- Monthly Faculty and Staff logins averaging 21,000 over the past six months, this number continues to increase on a month over month basis.