SUBJECT	Integrated Service Centre Update
SUBMITTED TO	Finance Committee
MEETING DATE	November 19, 2021
SESSION CLASSIFICATION	Recommended session criteria from Board Meetings Policy: OPEN
REQUEST	For input only - No action requested
LEAD EXECUTIVE	Peter Smailes, Vice-President Finance & Operations
SUPPORTED BY	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
	Cam Gray, Executive Director, HR Operations
	Harjot Guram, Senior Director, Integrated Service Centre
	Laleh Mosadegh, Associate Director, Program Delivery, UBCIT

PRIOR SUBMISSIONS

The subject matter of this submission has been considered by the Finance Committee on many occasions, most recently in September 2021.

EXECUTIVE SUMMARY

The stabilization of Workday Release 1 continues to proceed with the teams responding to critical items as they arise while supporting the broader community. With the start of the academic year and return to campus activities there has been a significant increase to incoming service requests. This has resulted in an increase to our backlog in the short term; this backlog is expected to return to more normalized volumes by mid-October.

In additional to managing the increased volumes associated with academic year start activities, the second of two bi-annual Workday releases was successfully implemented in September 2021. UBC adopted only mandatory features that required immediate uptake to maintain the system and support stabilization of our production tenant and data. The Integrated Service Centre (ISC) has now formalized a process to review optional features from March and September releases 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.

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 complete and this has allowed the team to more efficiently handle the surge in ticket requests that occurred at the start of September.

The ISC and IRP Student team continue to have regular meetings to plan and prepare for Workday Student module. It is expected that Implementation of Workday Student will require changes to both the HCM and Finance modules. Meetings will be expanded in the fall to include business owners from HR and Finance to ensure all stakeholders are involved in the decision-making process. A joint ISC-IRP multiyear road map has been developed to ensure alignment of the different streams of work.

While we continue to be in stabilization, the completion of R1 Project has started, focused on time-sensitive work in both the HR and FIN streams. A key item for the R1 Project is the enhancement to the financial quarter and year-end close processes to support UBC's next fiscal year end deliverables. 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.

- 42,409 tickets submitted since go live with a resolution rate of 94%. Have continued to make progress over the summer to reduce the overall backlog of service tickets.

- Volume of service tickets has increased by 15% to 875 per week from mid-August through to mid-October. This number is expected to normalize as we move through October. The previous five-month average was 750 service tickets received per week.

- Over 282,000 community views of Workday Knowledge base articles, which is our self-service tool.

- Monthly faculty and staff logins averaging 22,500 over past six months; as expected this number has also increased with the start of the Academic year.