INTEGRATED RENEWAL PROGRAM

Hypercare Office Hours, Training and Events Calendar

OCM SUPPORT AFTER GO-LIVE SUMMARY

Support after Go-live (Hypercare Support) refers to support provided by the IRP and ISC teams to the UBC community post go-live (target November 2020 – January 2021).

	Finance Hypercare Support	HCM Hypercare Support	Cross-Functional (FIN & HCM) Hypercare Support	Learning Rover Office Hours
Description	Finance Hypercare support will be offered via training sessions and call-in events	HCM Hypercare support will be offered via HCM Office Hours (for HR Partners/Analysts), Time Tracking Support Sessions and 'other' training sessions	Cross-functional Hypercare support will be offered via training sessions and UBCO Finance Office Hours.	Learning Rover Office Hours will be offered throughout November. Open Office Hours provide a forum for users to come in to ask questions and get guidance on basic Workday tasks
Topics	**Training and call-in event topics include:** • Simple/complex expense reports • Cash sales • Purchasing • Finance reporting • Customer accounts	**HCM Office Hours (for HR Administrators) topics include:** • Workday HCM Tips and Tricks • Create Position, Direct Hire & Add Job • Change Job (all reasons) • Recruitment • End Job & Termination • Open Q&A **Time Tracking Office Hours (For Payroll Stakeholders)** are open Q&A sessions for Time Tracking specific questions. Example topics for Q&A and/or discussion include: • Timekeeper security role overview • Cutoff dates/time for time tracking approvals • Missed time entry / correcting time entry **UBCO HCM Office Hours** are intended to provide support on HCM business processes to the UBCO community to meet the November and December payroll deadlines **'Other' Training Session topics include:** • Time tracking • Dedupe tool usage	**Training and call-in event topics include:** • Workday for Faculty • UBCO Finance Office Hours	**Learning Rover Office Hour topics include:** • Setting up notifications / delegations • Other Workday Basics Topics • HR Basic Topics • Finance Basic Topics *Note: In addition to Office Hours, Rovers will also be supporting faculties/units locally as planned with the Transition Network and Community Engagement Partners (CEPs)*

Note: The IRP and ISC teams will assess the need for additional sessions post go-live.

HYPERCARE SCHEDULE: WEEK OF NOVEMBER 23

See the appendix for more information about each session.

| | Finance | HCM | Cross-Functional | Learning Rover Office Hours |

Support Available	Monday 23	Tuesday 24	Wednesday 25	Thursday 26	Friday 27
Learning Rover Office Hours *(click **here** for additional details)*		**9:30-10:30am Topics: Notifications & Delegations, WD Basics for staff / managers** **1-2pm Topics: Finance Basics**		**9:30-10:30am Topics: Notifications & Delegations, WD Basics for staff / managers** **1-2pm Topics: HR Basics**	
HCM Office Hours | Training Sessions | Time Tracking Support Sessions *(click **here** for additional details)*	**9-11am (HCM Office Hours) Topic: Workday HCM Tips and Tricks** **1-3pm (HCM Office Hours) Topic: HCM Office Hours - Drop In** **10-11am Time Tracking Office Hours (Q&A)**	**9-11am (HCM Office Hours) Topic: Create Position, Direct Hire & Add Job** **1-3pm (HCM Office Hours) Topic: HCM Office Hours - Drop In** **10-11am Time Tracking Office Hours (Q&A)**	**9-11am (HCM Office Hours) Topic: Change Job (All Reasons)** **10-11am Time Tracking Office Hours (Q&A)**	**9-11am (HCM Office Hours) Topic: Recruitment** **1-3pm (HCM Office Hours) Topic: HCM Office Hours - Drop In** **10-11am Time Tracking Office Hours (Q&A)** **1-3pm (UBCO HCM Office Hours) Topic: Open Q&A/Support**	**10-11am Time Tracking Office Hours (Q&A)**
UBCO Finance Office Hours | Training Sessions *(click **here** for additional details)*			**11-12pm (UBCO Finance Office Hours)** **1-1:30pm Training: Workday For Faculty**		
FIN Training/Call-In Event *(click **here** for additional details)*		**11am-12pm Finance Call-In Event: Reporting**			

APPENDIX

HYPERCARE SCHEDULE: DECEMBER

See the appendix for more information about each session.

Legend: Finance, HCM, Cross-Functional, Learning Rover Office Hours

Monday	Tuesday	Wednesday	Thursday	Friday
30 1-2pm Training: Customer Accounts Q&A	**1**	**2** 11-12pm UBCO Workday Wednesdays	**3**	**4**
7 1-2pm Training: Finance 101 Simple & Complex Expense Reports	**8**	**9** 11-12pm UBCO Workday Wednesdays 1-1:30pm Training: Workday For Faculty	**10**	**11**
14 10:30-12pm Training: Finance 301	**15**	**16** 11-12pm UBCO Workday Wednesdays	**17**	**18**
21 "Holiday Shutdown" – no training / events offered at this time	**22**	**23**	**24**	**25**
28	**29**	**30**	**31**	**1**

Integrated Renewal Program

HYPERCARE SCHEDULE: JANUARY

See the appendix for more information about each session.

Monday	Tuesday	Wednesday	Thursday	Friday
4	5	6	7 **1:30-3pm** **UBCO HR Office Hours**	8
11	12	13 **11am-12pm** **UBCO Finance Office Hours**	14	15
18	19	20	21	22
25	26	27	28	29

HYPERCARE SUPPORT DETAILS (LEARNING ROVER OFFICE HOURS)

Session / Event Name	Description	Topics we can support you on	Date	Duration (Hrs)	Intended Audience
Learning Rover Office Hours	Learning Rover Office Hours will be offered throughout November to support the UBC community. These Office Hours will be hosted centrally by the IRP Training Team and will provide a forum for users to come in to ask questions and get guidance on basic Workday tasks such as: setting up notifications/delegations. • Nov 2 – 13th [9:30-10:30am] • Nov 2 – 13th [1-2pm] • Nov 17, 19, 24, and 26th [9:30-10:30am] • Nov 17 and 26th [1-2pm] • Nov 19 and 24th [1-2pm] ***Note**: In addition to Office Hours, Rovers will also be supporting faculties/units locally as planned with the Transition Network and Community Engagement Partners (CEPs)*	Nov 2 – 13th [9:30-10:30am]: Topics include support with delegations and notifications Nov 2 – 13th [1-2pm]: Topics include support with other WD Basics. WD Basics topics include: Inbox filter & sorting, Quick access, Org chart navigation, Related actions, Search function, Approval options & Bulk approval, and Workday Mobile setup Nov 17, 19, 24, and 26th [9:30-10:30am]: Topics include support with delegations, notifications, and Workday Basics Nov 17 and 26th [1-2pm]: Topics include HR Basics. HR Basics include: Personal Information change, View Payslips, Request Time Off, Time Entry, Benefits Enrollment, Team Management, Team Absence navigation, and Team Time navigation Nov 19 and 24th [1-2pm]: Topics include Finance Basics. Finance Basics include: Create Expense Report (out of pocket, visa reconciliation, PD fund), Quick expense with Mobile App, Expense delegation, Submit Purchase Requisition (Catalogue & Non Catalogue, submit change order), and Request Internal Service Provider	Nov 2 – 26 (see description for details on dates/times)	• Nov 2 – 13th: 2 hrs / day (AM & PM option) • Nov 16- 27th: 2 hrs / 2 days a week (Tuesdays and Thursdays)	ALL

HYPERCARE SUPPORT DETAILS <small>(HR/HCM)</small>

Session / Event Name	Description	Topics we can support you on	Date	Duration (Hrs)	Intended Audience
HCM Office Hours (for HR Administrators)	HCM SMEs will hold daily virtual Office Hours to provide support on HCM business processes the HR community is entering to meet the November and December payroll deadlines. The audience for these Office Hours are those who have completed the HR Partner/Analyst End User Training for Initiators. These will not be training sessions, so users should continue working with their department's trainers and CEPs for training support. For November, Office Hours will be held twice daily, from 9:00-11:00 AM and 1:00-3:00 PM. Mornings will focus on specific topics, and afternoons will be open for general questions, with 1:1 support in breakout rooms available at all sessions.	Morning session topics: • Monday: Workday HCM Tips and Tricks • Tuesday: Create Position, Direct Hire & Add Job • Wednesday: Change Job (all reasons) • Thursday: Recruitment • Friday: End Job & Termination Afternoon session: Open Q&A	Nov 2 – 30	• Morning: 2 hrs • Afternoon: 2hrs	HR Administrators (HR Partners, HR Analysts)

HYPERCARE SUPPORT DETAILS (HR/HCM)

Session / Event Name	Description	Agenda	Date	Duration (Hrs)	Intended Audience
UBCO HCM Office Hours	UBCO HCM SMEs will hold once weekly virtual Office Hours to provide support on HCM business processes to the UBCO community to meet the November and December payroll deadlines. The audience for these Office Hours are those who have completed the HR Partner/Analyst End User Training for Initiators. These will not be training sessions, so users should continue working with their department's trainers and CEPs for training support. For November, Office Hours will be Thursdays from 1:00-3:00 PM, open for general questions, with limited capacity for 1:1 support in breakout rooms. Note: Each Thursday session will be open to the audience – for specific topics, users should attend the main HCM sessions.	• Open Q&A • Provide support on HCM business processes to the UBCO community	Nov 5 [1-3pm] Nov 12 [1-3pm] Nov 19 [1-3pm] Nov 26 [1-3pm]	• 2 hrs per Office Hours (every Thursday)	HR Analysts, Managers, and others within the UBCO community with HR-related inquiries
Time Tracking Office Hours	Time Tracking SME will hold daily drop-in Q&A session for the community solve time-tracking related questions.	Open Q&A on Time-tracking related questions. Example topics for Q&A and/or discussion include: • Timekeeper security role overview • Cutoff dates/time for time tracking approvals • Missed time entry / correcting time entry	Nov 2 – 27	• Nov 2, 3, 5, 6, 9,10, 12,13: 2 hrs / day • Nov 16- 27th: 1 hrs / day	Timekeepers, Managers, HR Analysts, Hourly Staff

HYPERCARE SUPPORT DETAILS (HR/HCM)

Session / Event Name	Description	Agenda	Date	Duration (Hrs)	Intended Audience
Time Tracking (HR Training)	This webinar is for hourly staff, managers, timekeepers and HR Analysts to refresh their memory on fundamental knowledge of time tracking, learn about most commonly asked questions and prepare for the first payroll cutoff after go-live.	• Provide an overview Timekeeper Security Role, Time Tracking BP overview • Discuss cutoffs for time tracking approvals and different ways to approve time (e.g., individual approval vs bulk approval) • Different reminder for time entry/approval • What to do if there is missed time entry or missed approval; correcting time entry • Overtime & Flex time • Open Q&A (30min)	Nov 4 [9-10am]	1	Timekeepers, Managers, HR Analysts, Hourly Staff
Dedupe Tool (HR Training)	This webinar is for HR Professionals (HR Partners, HR Analysts, Sr HR Partner, Sr FR Partner, and Managers) who initiate the "Hire" process in Workday. Using the DeDupe Tool is a mandatory step needed to complete hire business processes.	• Dedupe tool concept overview • Dedupe tool usage • Video demo • Q&A	Nov 16 [1-2pm]	1	HR Professionals (HR Partners, HR Analysts, Sr HR Partner, Sr FR Partner, and Managers) who initiate the "Hire" process in Workday

HYPERCARE SUPPORT DETAILS (CROSS-FUNCTIONAL)

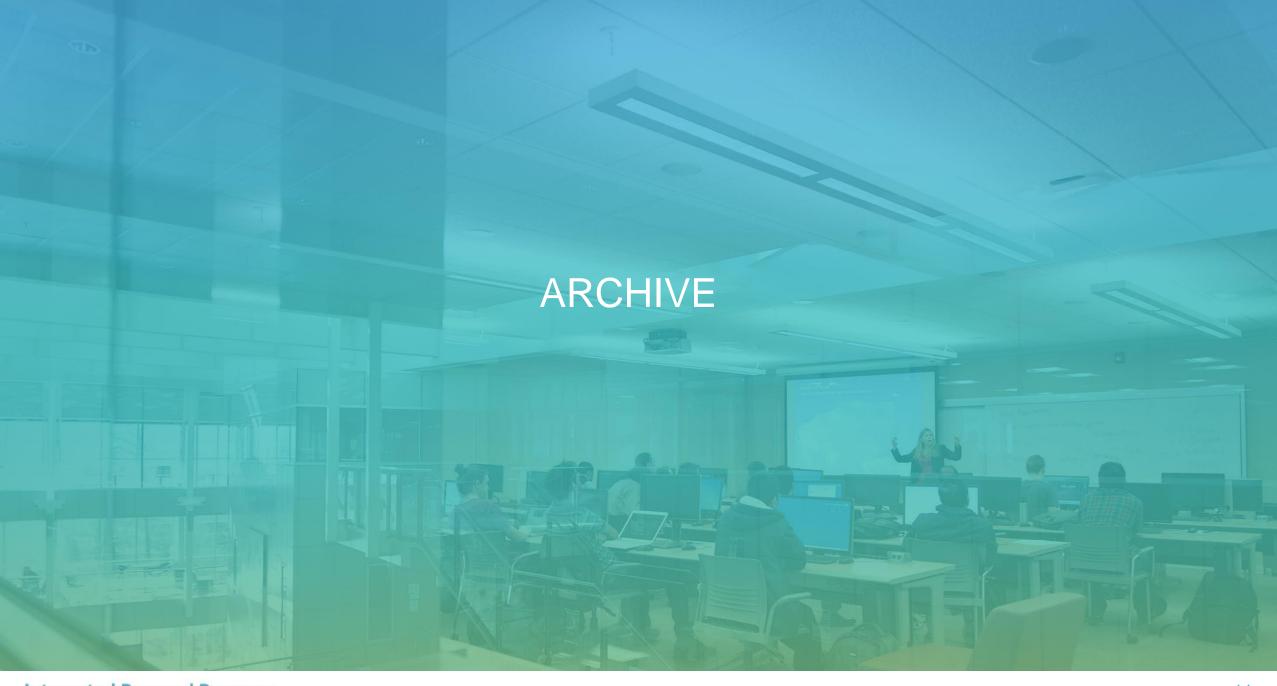| Session / Event Name	Description	Agenda	Date	Duration (Hrs)	Intended Audience
Workday for Faculty Cross-Functional Training	This webinar is for faculty who want to receive a quick overview of relevant actions they can initiate in Workday, including delegations, expensing to a grant, and more	• Basic Navigation • Basic Employee Tasks • Delegation • Quick Expense & Expense Reporting	Nov 25 [1-1:30pm] & Dec 9 [1-1:30pm]	0.5	Faculty
UBCO Finance Office Hours	Weekly session offered for all UBCO employees to help address any Workday questions/requests and provide additional Workday information. ***Please contact Lauren Hatchard if you are interested in attending these sessions: lauren.hatchard@ubc.ca***	Can vary by week	Nov 4 – Jan 27 [11am-12pm] – Weekly	1	ALL UBCO Employees

HYPERCARE SUPPORT DETAILS (FIN)

Session / Event Name	Description	Agenda	Date	Duration (Hrs)	Intended Audience
Finance 101: Simple & Complex Expense Reports	This webinar is for UBC Faculty, Staff and Student Employees who want to learn about Finance key concepts including Workday's Foundation Data Model and terms such as Worktags and Cost Centres. In this course we will cover simple and complex Travel and Expense Management, including how to claim out-of-pocket expenses, Expense to PD Funds, delegating expense reports, credit card reconciliation, foreign currencies, international travel, per diems, and more.	• Creating Expenses • Quick Expenses on Mobile, • Delegating expense reports, • Credit card reconciliation, foreign currencies, international travel, per diems, and more.	Nov 9 [1-2pm] & Dec 7 [1-2pm]	1	ALL
Finance 201: Cash Sale	Webinar targeting faculty and staff who will receive an overview of Internal Service Delivery, Cash Sales, and Deposits.	• Internal Service Providers • Cash Sale • Deposits	Nov 18 [1-2pm]	1	Faculty and Staff
Finance 301	This webinar is for UBC Faculty, Staff and Student Employees who want to learn about advanced Supplier Accounts topics including submitting purchase requisitions, purchase orders, change orders, requesting a supplier setup, invoice coding and reviewing and more.	• Submitting Purchase Requisitions, PO's, Change Orders, Supplier Setup, invoicing and coding, receiving.	Nov 12 [10:30-112pm] & Dec 14 [10:30-12pm]	1.5	ALL

HYPERCARE SUPPORT DETAILS (FIN)

Session / Event Name	Description	Agenda	Date	Duration (Hrs)	Intended Audience
Customer Accounts Q&A	This webinar is for Customer Contract Specialists, Customer Billing Specialists, Customer Payment Specialists, and Customer Deposit Specialists within: FoM, Energy Water Services / Building Operations and Treasury. This Q&A session will be an opportunity for end users to discuss any outstanding questions they have with the Customer Accounts Functional SMEs.	• Open Q&A on Customer Accounts	Nov 30 [1-2pm]	1	Customer Contract Specialists, Customer Billing Specialists, Customer Payment Specialists, and Customer Deposit Specialists within: FoM, Energy Water Services / Building Operations and Treasury
Finance Call-In Event: Finance Reporting	Call-in event intended to showcase finance reports	• Live demo showing finance reports	Nov 24 [11am-12pm]	1	All

ARCHIVE

HYPERCARE SCHEDULE: WEEK OF NOVEMBER 2

See the appendix for more information about each session.

Support Available	Monday 02 – Workday is Live!	Tuesday 03	Wednesday 04	Thursday 05	Friday 06
Learning Rover Office Hours *(click here for additional details)*	**9:30-10:30am** **Topics: Notifications & Delegations** **1-2pm** **Topics: Other WD Basics Topics for staff / managers**	**9:30-10:30am** **Topics: Notifications & Delegations** **1-2pm** **Topics: Other WD Basics Topics for staff / managers**	**9:30-10:30am** **Topics: Notifications & Delegations** **1-2pm** **Topics: Other WD Basics Topics for staff / managers**	**9:30-10:30am** **Topics: Notifications & Delegations** **1-2pm** **Topics: Other WD Basics Topics for staff / managers**	**9:30-10:30am** **Topics: Notifications & Delegations** **1-2pm** **Topics: Other WD Basics Topics for staff / managers**
HCM Office Hours | Training Sessions | Time Tracking Support Sessions *(click here for additional details)*	**9-11am (HCM Office Hours)** **Topic: Workday HCM Tips and Tricks** **1-3pm (HCM Office Hours)** **Topic: HCM Office Hours - Drop In** **10am-12pm** **Time Tracking Office Hours (Q&A)**	**9-11am (HCM Office Hours)** **Topic: Create Position, Direct Hire & Add Job** **1-3pm (HCM Office Hours)** **Topic: HCM Office Hours - Drop In** **10am-12pm** **Time Tracking Office Hours (Q&A)**	**9-11am (HCM Office Hours)** **Topic: Change Job (All Reasons)** **1-3pm (HCM Office Hours)** **Topic: HCM Office Hours - Drop In** **9-10am** **Topic: Time Tracking Webinar**	**9-11am (HCM Office Hours)** **Topic: Recruitment** **1-3pm (HCM Office Hours)** **Topic: HCM Office Hours - Drop In** **10am-12pm** **Time Tracking Office Hours (Q&A)** **1-3pm (UBCO HCM Office Hours)** **Topic: Open Q&A/Support**	**10am-12pm** **Time Tracking Office Hours (Q&A)**
UBCO Finance Office Hours *(click here for additional details)*			**11am-12pm** *(click here for additional details)*		

HYPERCARE SCHEDULE: WEEK OF NOVEMBER 9

See the appendix for more information about each session.

Support Available	Monday 09	Tuesday 10	Wednesday 11	Thursday 12	Friday 13
Learning Rover Office Hours *(click **here** for additional details)*	**9:30-10:30am** **Topics: Notifications & Delegations** **1-2pm** **Topics: Other WD Basics Topics for staff / managers**	**9:30-10:30am** **Topics: Notifications & Delegations** **1-2pm** **Topics: Other WD Basics Topics for staff / managers**	**Stat Holiday: Remembrance Day**	**9:30-10:30am** **Topics: Notifications & Delegations** **1-2pm** **Topics: Other WD Basics Topics for staff / managers**	**9:30-10:30am** **Topics: Notifications & Delegations** **1-2pm** **Topics: Other WD Basics Topics for staff / managers**
HCM Office Hours | Training Sessions | Time Tracking Support Sessions *(click **here** for additional details)*	**9-11am (HCM Office Hours)** **Topic: Workday HCM Tips and Tricks** **1-3pm (HCM Office Hours)** **Topic: HCM Office Hours - Drop In** **10am-12pm** **Time Tracking Office Hours (Q&A)**	**9-11am (HCM Office Hours)** **Topic: Create Position, Direct Hire & Add Job** **1-3pm (HCM Office Hours)** **Topic: HCM Office Hours - Drop In** **10am-12pm** **Time Tracking Office Hours (Q&A)**		**9-11am (HCM Office Hours)** **Topic: Recruitment** **1-3pm (HCM Office Hours)** **Topic: HCM Office Hours - Drop In** **10am-12pm** **Time Tracking Office Hours (Q&A))** **1-3pm (UBCO HCM Office Hours)** **Topic: Open Q&A/Support**	**10am-12pm** **Time Tracking Office Hours (Q&A)**
UBCO Finance Office Hours *(click **here** for additional details)*				**11am-12pm** *(click **here** for additional details)*	
FIN Training/Call-In Event *(click **here** for additional details)*	**1-2pm** **Training: Finance 101 Simple & Complex Expense Reports**			**10:30am-12pm** **Training: Finance 301**	

HYPERCARE SCHEDULE: WEEK OF NOVEMBER 16

See the appendix for more information about each session.

Support Available	Monday 16	Tuesday 17	Wednesday 18	Thursday 19	Friday 20
Learning Rover Office Hours *(click **here** for additional details)*		**9:30-10:30am** **Topics: Notifications & Delegations, WD Basics for staff / managers** **1-2pm** **Topics: HR Basics**		**9:30-10:30am** **Topics: Notifications & Delegations, WD Basics for staff / managers** **1-2pm** **Topics: Finance Basics**	
**HCM Office Hours	Training Sessions	Time Tracking Support Sessions** *(click **here** for additional details)*	**9-11am (HCM Office Hours)** **Topic: Workday HCM Tips and Tricks** **1-3pm (HCM Office Hours)** **Topic: HCM Office Hours - Drop In** **1-2pm** **Training: DeDupe Tool Training** **10-11am** **Time Tracking Office Hours (Q&A)**	**9-11am (HCM Office Hours)** **Topic: Create Position, Direct Hire & Add Job** **1-3pm (HCM Office Hours)** **Topic: HCM Office Hours - Drop In** **10-11am** **Time Tracking Office Hours (Q&A)**	**9-11am (HCM Office Hours)** **Topic: Change Job (All Reasons)** **10-11am** **Absence Call-In**	**9-11am (HCM Office Hours)** **Topic: Recruitment** **1-3pm (HCM Office Hours)** **Topic: HCM Office Hours - Drop In** **10-11am** **Time Tracking Office Hours (Q&A)** **1-3pm (UBCO HCM Office Hours)**	**10-11am** **Time Tracking Office Hours (Q&A)**
UBCO Finance Office Hours *(click **here** for additional details)*			**11am-12pm (UBCO Finance Office Hours)**		
FIN Training/Call-In Event *(click **here** for additional details)*			**1-2pm** **Training: Finance 201 Cash Sale**		