Integrated Renewal Program – Student

Workday Student Hypercare Retrospective Weekly Report

October 30, 2023
## HIGHLIGHTS (Cumulative since Oct 4)
- 3114 undergrad applications successfully ingested
- 1967 Grad applications successfully ingested from XAMS (non-ADMS/EDUC process areas)

## UPCOMING BUSINESS EVENTS
- Re-admissions/change of program applications opened
- Admissions staff begin acknowledging applications
- Scheduling – Scientia/BPMS/WD - rollout to production Oct 27 – Nov 1st

## COMMUNITY FEEDBACK
- Access issues – # of requests and length of time to provision (see update on next page)
- 249 visits to IRP Student Launch 1 website since Oct. 4
- New training materials released based on feedback
- Bi-weekly meetings with Grad and Undergrad stakeholders to discuss any L1 training gaps

## LAUNCH 1 SUPPORT ISSUES/UPDATES
- Website being updated to include ‘known issues’
- Hypercare Code-C (Critical) Protocol established
- Critical issues identified in Admissions; Code-C protocol applied.
  - Bulk communications could not be sent to undergrad students. **Status:** Resolved.
  - Sauder grad students experiencing issues with payment / offer acceptance. **Status:** Syncing issue resolved; one outstanding

## SERVICENOW METRICS

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Count: Currently Open</td>
<td>214</td>
</tr>
<tr>
<td>Incident Count: Count to Date</td>
<td>491</td>
</tr>
<tr>
<td>Incidents Open: Last 7 days</td>
<td>191</td>
</tr>
<tr>
<td>Incidents Resolved: Last 7 days</td>
<td>91</td>
</tr>
</tbody>
</table>
ISSUES - REQUESTS FOR ACCESS

PROBLEM

Largest ticket volume is ‘Requests for Access’ and changes to security roles. Community reporting delays. Breakdown of tickets include:

- Users missed in initial provisioning (Scheduling – T-Reps)
- Requests for view only access (some from individuals with no clear business roles)
- Users with clear role who need access and or with existing access who want additional

BUSINESS IMPACT

- Limited number of users in Admissions, Scheduling
- Taking time to validate to ensure clear business role, approvals, then provisioning
- New information required – position ID and academic unit

UPDATE

1. Access Request Form updated with additional information required - COMPLETE
2. Process review for validation of Launch 2 users underway - IN-PROGRESS
3. Communication plan/messaging – reinforcing who is eligible for access, approval process - IN-PROGRESS