Integrated Renewal Program – Student

Workday Student Hypercare Retrospective Weekly Report

November 20, 2023
WORKDAY STUDENT HYPERCARE SUMMARY: NOV 13 – 17

HIGHLIGHTS (Cumulative since Oct 4)
- 7277 undergrad applications successfully received
- 4868 Grad applications successfully received from XAMS (non-ADMS/EDUC process areas)

COMMUNITY FEEDBACK
- 108 unique views to IRP Student L1 website Nov 13-17
- Create a call to action for the community on how to get support for how-to questions i.e., preferred approach is via a dedicated training support path, not Hypercare

UPCOMING BUSINESS EVENTS
- Part 2 of Advanced User Training for Scheduling Services with UBCO and UBCV will occur week of Nov 20th.
- Scheduling rollout to production complete. Scheduling business users will also start using the Scientia Web Data Collector tool for scheduling week of Nov 20th.

LAUNCH 1 SUPPORT ISSUES/UPDATES
- High priority issues were raised this week for data differences between the Admissions system and SIS, an incorrect language requirement for Aboriginal applicants, issues in processing a subset of applications, and a small number of Sauder students unable to accept offers.
- The volume of resolved issues exceeded those newly opened in the past 7 days.

SERVICENOW METRICS

| Incident Count: Currently Open | 275 |
| Incident Count: Count to Date | 712 |
| Incidents Open: Last 7 days | 69 |
| Incidents Resolved: Last 7 days | 77 |