



# December BrightPath Leadership Update

Jake Smith, OMES Human Capital Management Administrator



**OKLAHOMA**

# Agenda

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- Project Update
- Pulse Assessment
- Website
- Leadership Personas & Journey Maps
  - Liz Brandon
- Q&A

# BrightPath Project Timeline

Implementing Workday at the State of Oklahoma follows five stages, outlined below, and each involves dozens of BrightPath team members and Workday consultants to complete each stage in preparation for go-live in May 2022.

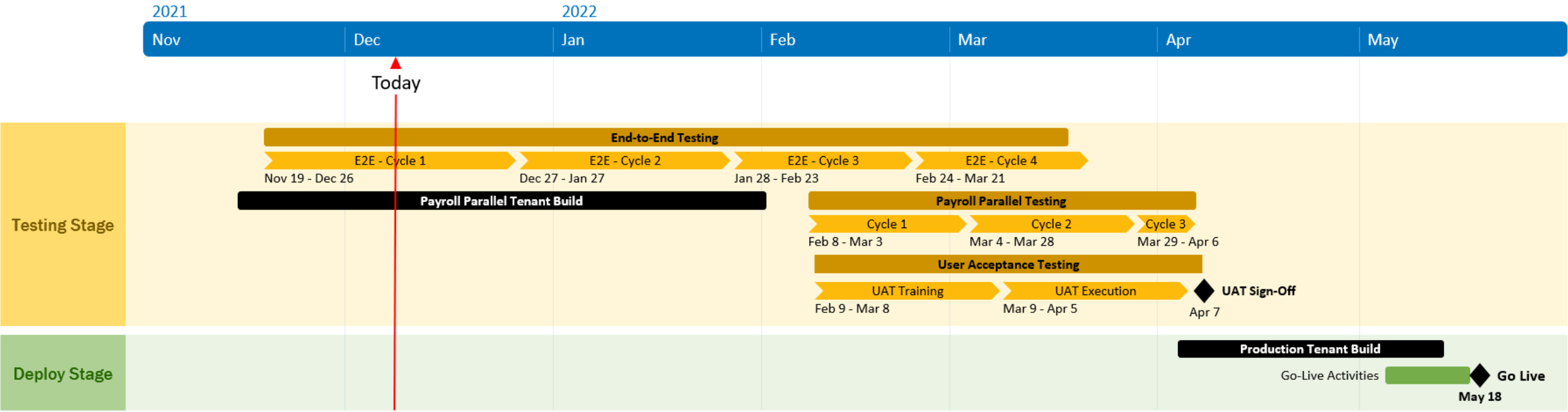


# Testing Objectives and Scope

	End-to-End Testing	Parallel Payroll Testing	User Acceptance Testing
WHAT	Entire applications and their related processes are tested in terms of data, functionality, usability and security.	Validate accuracy of Workday by comparing results from processing same pay period in both systems for a minimum of two pay periods.	Run common user transactions by end user representatives.
WHEN	Occurs early in the <b>Test Phase</b> ; prepares us for User Acceptance Testing and eventually Deployment.  <b>Four cycles, four weeks each</b> <b>11/17/21 – 3/18/22</b>	Begins during End-to-End Cycle 3, so goal is to identify any payroll-related defects during E2E Cycles 1 and 2.  <b>Four cycles, four weeks each</b> <b>11/17/21 – 3/18/22</b>	Occurs late in the <b>Test Phase</b> ; prepares us for Deployment. Overlaps with End to End, so goal is to identify and resolve most defects in E2E Cycles 1 and 2  <b>UAT: 2/8/22 – 4/6/22</b>
WHO	Project team + additional agency payroll testers	Project Team – Payroll Agency Payroll Operations Project Team – other areas (supporting)	Representative End Users
Example	<i>Test from creating job requisition through hiring, onboarding, payroll and cost allocations.</i>	<i>Run payroll for September monthly in Workday; compare to legacy results for each worker and each pay component; classify expected differences versus defects.</i>	<i>End users testing their respective responsibilities that are part of an end-to-end process.</i>

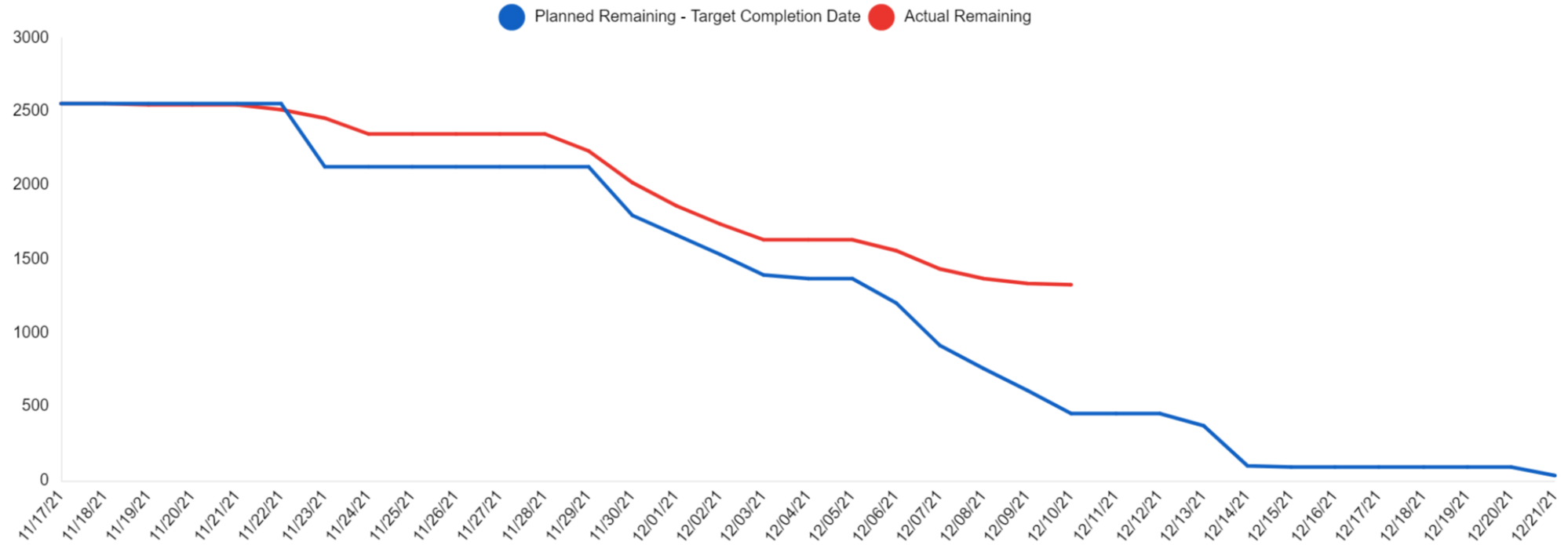
# BrightPath Project Testing Timeline

The full business process is being tested during End-to-End testing to identify, and remove all bugs from the system, before providing broader access outside the core testing team.



# Current E2E Cycle 1 Results

Burn Down Tracker: Cycle 1



All Cycle 1 End to End Tests

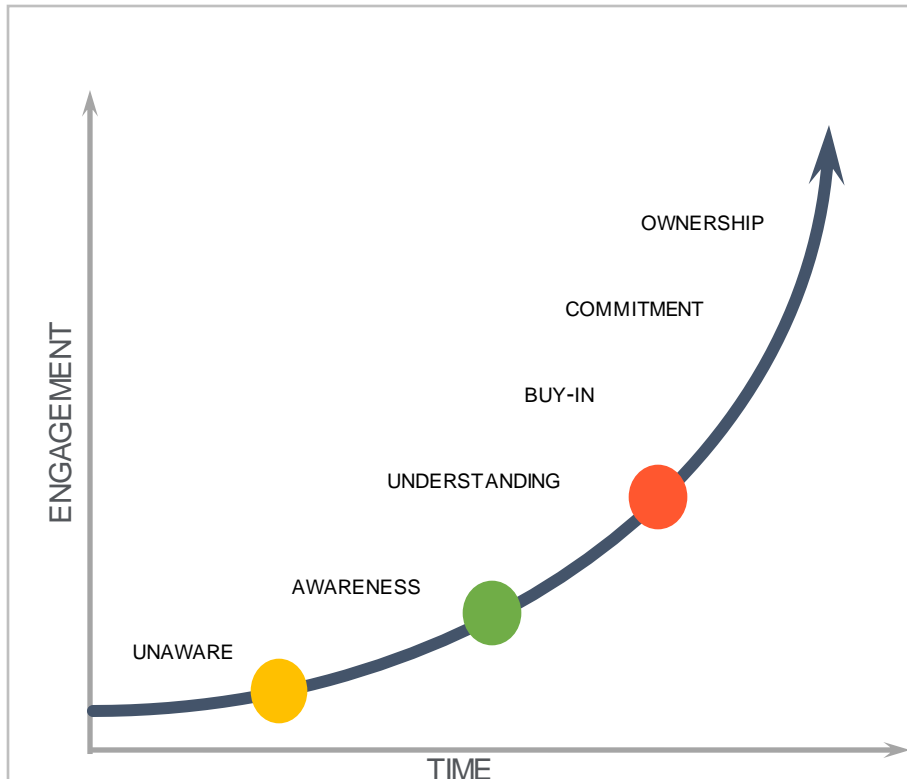
Not Started	Configuration in Progress	Ready to Test	In Progress	Failed	Retest	On Hold	Passed	Canceled
794	2	222	18	32	5	20	1091	51
36%	0%	10%	1%	1%	0%	1%	49%	2%





# Pulse Assessment #2

The BrightPath Agency Pulse Assessment will track the movement of workforce sentiment along the adoption curve over the course of the BrightPath project.



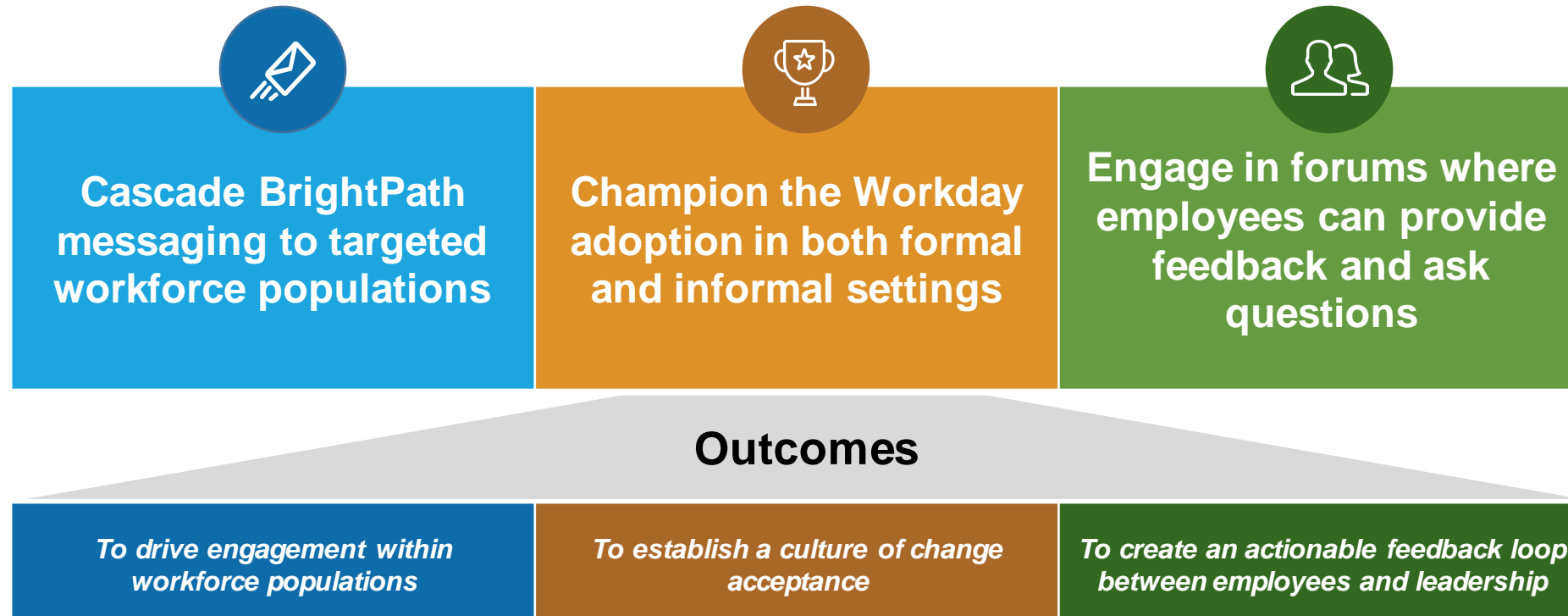
**Strengthen change management efforts** by leveraging stakeholder feedback and data to modify materials

**Measure employee sentiment, awareness, attitudes and level of engagement** as stakeholder groups prepare to adopt Workday

**Measure progress** of employee's progress on the **Engagement Curve**

# Agency Leadership Activities

*As agency leaders, you have a unique perspective on the current and future needs of your agency. Your engagement and advocacy for the project will also have a **direct effect on employee engagement** when adopting Workday.*



*As agency leadership sends important BrightPath project communications to the agency workforce, you validate the need for the changes resulting from this project and drive support while assuaging fears.*



# Employee Resources

The BrightPath website has [multiple resources](#) for change agents to reference and share with agency colleagues in informal conversations, office hours, etc. Access the BrightPath website at: [www.brightpath.ok.gov](http://www.brightpath.ok.gov).

**BrightPath Testing Stage**

As we enter the Testing Stage, the State of Oklahoma is one step closer to successfully implementing Workday, our new human resources information system! During Testing, state representatives validate system configuration for usability and accuracy in various activities. Below the upcoming Testing activities:

## POSTERS



## VIDEOS



## WEBINARS





# Leadership Personas & Journey Maps

Liz Brandon, Director of Workday Operations



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# Statewide Change Management Activities

The organizational change management team is managing the following activities to prepare, engage and support the state workforce to successfully adopt Workday in May 2022.



## Training

Provide tools and resources to support the groups navigating change prior to the Workday implementation, and to reference afterward.

### **Key Activities:**

- Train the Trainer Sessions: 2/1 – 3/4
- Employees Receive Training: 4/1 – 6/1
- Employees Receive On-demand Workday Training Materials: 5/16

Employee training topics can be found [here](#).



## Communications

Develop messaging to inform and engage stakeholders throughout the implementation based on strategic communications principles.

### **Key Activities:**

- Communications Strategy / Plan
- Monthly Update for Agencies
- Marketing Material
- Website Updates



## Organizational Readiness

Monitor the workforce's readiness for change by leveraging comprehensive strategies to increase employee engagement and buy-in.

### **Key Activities:**

- Change Agent Network
- Change Impact Assessment
- Agency Pulse Assessments



Agency-specific preparations fall under the purview of agency leadership. Please use the subsequent slides to guide in planning for these preparations.





# Agency Director Persona



### NAME

Luis David

### TITLE

Agency Director

### MY AGENCY RESPONSIBILITIES

Working with my talented employees to serve the community and accomplish the mission of my agency. Serving as liaison with the governor's office and legislators. Meeting frequently with frontline employees from my agency.

### PREFERRED COMMUNICATION CHANNELS

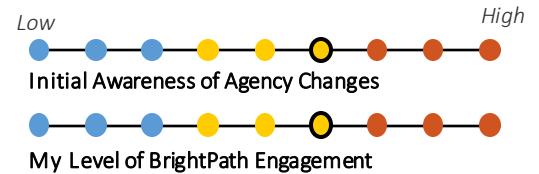
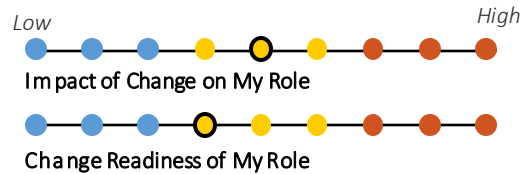
Email

Phone calls

Teams meetings

Agency intranet site

### CHANGE SCALES



### ANTICIPATED AGENCYWIDE CHANGE IMPACT CATEGORIES

- Harmonization across agencies
- Enhanced employee self-service capabilities
- Streamlined processes
- Systems consolidation
- Mobile app functionality
- Time entry system
- Processing transfers and terminations
- Managers assuming select HR responsibilities

### ANTICIPATED CHALLENGES WHEN NAVIGATING CHANGE IMPACTS\*

- Reaching employees who don't have consistent access to a computer or internet
- Employees are tired of change or nervous about navigating change
- Steep learning curve associated with moving from paper processes to digital that may require more time for employees to learn
- Understanding integrations between current systems and Workday
- Making the necessary preparations within my agency for Workday



\* Reflection questions on the next slide enable leadership to mitigate these challenges.



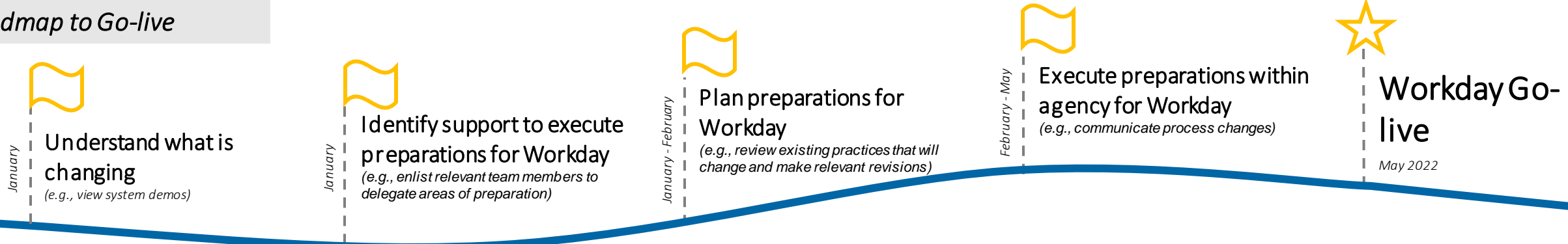
## Agency Director: Workday Preparatory Activities

This roadmap contains recommended actions for agency directors to prepare their workforce to adopt Workday. It is intended to serve as an initial guide for preparing your agency.

Reflection questions at the bottom are intended to promote agency preparation and team collaboration in advance of the Workday implementation in May 2022.



### Roadmap to Go-live



### Reflection Questions

As you follow the roadmap, reach out to your team and others as necessary to answer the following questions.

People	Process	Technology	Communications
<ul style="list-style-type: none"> <li><input type="checkbox"/> Will the agency workforce have agency-specific training material available at go-live?</li> <li><input type="checkbox"/> What positions will be heavily impacted by the adoption of Workday? What can be done to prepare them?</li> <li><input type="checkbox"/> How can current pain points or staff resistance be mitigated?</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> What existing processes or functions will be impacted by adopting Workday?</li> <li><input type="checkbox"/> What current agency policies or practices may need to be updated because of anticipated changes resulting from adopting Workday?</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Does my agency have the necessary hardware/equipment/tools in place to utilize Workday?</li> <li><input type="checkbox"/> How tech-savvy are the employees at my agency overall? Will the move from manual to more automated processes be a substantial hurdle for the majority?</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> What communications channels/methods are most effective for my agency workforce?</li> <li><input type="checkbox"/> How can my agency start socializing the upcoming changes?</li> <li><input type="checkbox"/> What will my staff appreciate (or fear) about the upcoming changes?</li> </ul>



**NAME**

Heidi Roland

**TITLE**

Human Resources Director

**MY HR RESPONSIBILITIES**

Responsible for overseeing all divisions of HR at my agency. I represent the HR department as part of the executive team. I frequently fill in for team members when we have a vacancy or as otherwise needed.

**PREFERRED COMMUNICATION CHANNELS**

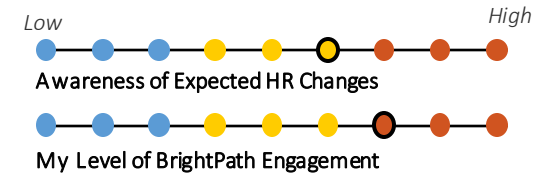
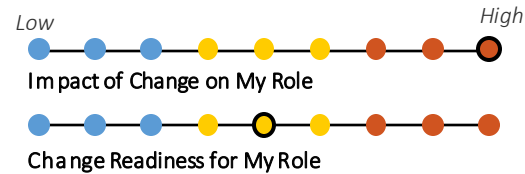
Email

Weekly staff meetings

Teams chat

Monthly agency emails

**CHANGE SCALES**



**CHANGES TO MY HR TEAM'S WORK**

- Processing job transfers
- Processing and communicating terminations
- Creating positions
- Onboarding
- Performance management
- Processing state and federal withholding forms
- Advanced data capabilities
- Increased opportunity for strategic initiatives

**ANTICIPATED CHALLENGES WHEN NAVIGATING HR CHANGES\***

- Performance competencies aligning with agency needs
- Managing resistance to technology
- Maintaining role consistency when processing various transactions in the new system
- HR staff weary of learning another new system
- Adequately preparing to utilize system upon day one of go-live
- Ensuring job descriptions remain specific to agency



\* Reflection questions on the next slide enable leadership to mitigate these challenges.



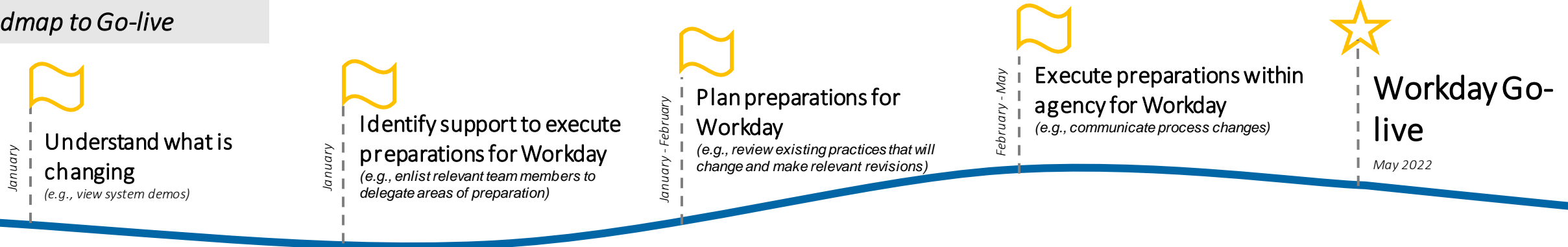
## HR Leaders: Workday Preparatory Activities

This roadmap contains recommended actions for HR leaders to prepare their workforce to adopt Workday. It is intended to serve as an initial guide for preparing your agency.

Reflection questions at the bottom are intended to promote agency preparation and team collaboration in advance of the Workday implementation in May 2022.



### Roadmap to Go-live



### Reflection Questions

As you follow the roadmap, reach out to your team and others as necessary to answer the following questions.

People	Process	Technology	Communications
<ul style="list-style-type: none"> <li><input type="checkbox"/> Will the adoption of Workday allow HR staff to focus on more strategic HR functions? Are they ready to adopt these additional functions?</li> <li><input type="checkbox"/> How can current pain points or staff resistance be mitigated?</li> <li><input type="checkbox"/> Is there a need to evaluate staffing needs/responsibilities?</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> What existing processes or functions will be impacted by adopting Workday?</li> <li><input type="checkbox"/> What current agency policies, or practices may need to be updated because of anticipated changes resulting from adopting Workday?</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Does my agency have the necessary hardware/equipment/tools in place to utilize Workday?</li> <li><input type="checkbox"/> How tech-savvy are the employees at my agency overall? Will the move from manual to more automated processes be a substantial hurdle for the majority?</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> What communications channels/methods are most effective for my agency workforce?</li> <li><input type="checkbox"/> How can my agency start socializing the upcoming changes?</li> <li><input type="checkbox"/> What will my staff appreciate (or fear) about the upcoming changes?</li> </ul>

# Questions & Contact Information

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Jake Smith, HCM Administrator

[Jacob.Smith@omes.ok.gov](mailto:Jacob.Smith@omes.ok.gov)

Cell – 405-213-4276

Office – 405-521-6327

Liz Brandon, Director of Workday Operations

[Liz.Brandon@omes.ok.gov](mailto:Liz.Brandon@omes.ok.gov)

Office – 405-522-0762

