

Workday Alert 23-01: Workday@OK integrations, interruptions and best practices



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Date: Jan. 19, 2023

To: All Appointing Authorities

From: Jake Smith, HCM Administrator and Liz Brandon, Director of Workday Operations

Re: Workday@OK integrations, interruptions and best practices

Dear agency directors and HR personnel,

As we continue to maximize Workday@OK efficiencies, we are aware of the challenges and are diligently updating and correcting the integrations that flow information from Workday@OK to our third-party vendors. In the meantime, we would like to share some information, best practices and ideas to help minimize the issues.

Workday@OK Benefits Integrations

When an employee selects benefits in Workday@OK, we communicate this information to our retirement entities monthly and to most insurance entities every Wednesday for processing.

If an employee doesn't receive their expected benefits, it's because they were not carried over in, or were rejected from, the integration. Therefore, the vendor is unaware of their election, and the employee won't receive the benefit. Many scenarios can cause this to happen, the most common being when an employee or administrator doesn't complete the existing business processes or a business process is canceled or rescinded in Workday@OK.

OMES HCM is tirelessly working to make the necessary coding and configuration changes to capture as many scenarios in Workday@OK as possible. However, we cannot code for every single variable; this is where we need your help!

Avoid Business Process Interruptions

Interruptions in the Hire, Change Job or Onboarding processes that prompt new employees to change or select their benefits affect the integration. When a process is canceled or rescinded, even if restarted, the integration will not pick up the elections. It is imperative that these processes are not canceled or rescinded for any reason unless as directed by the Employee Benefits team.

Agency and Employee Best Practices

The most common cause for these interruptions is pushing benefit elections through on the current payroll cycle to avoid double deductions on employee paychecks.

To limit these interruptions, we recommend these best practices:

- Inform new employees that, while they have 30 days to elect their benefits, it's in their best interest to complete their elections by the next payroll deadline to avoid a double deduction.
- Agencies should conduct onboarding activities as close to the employee hire date as possible.
- Larger agencies may consider setting standard hire dates that align with payroll deadlines to give employees and staff as much time as possible to process benefit elections on the current payroll cycle.
- Communicate with new hires to bring all necessary documentation on their first day to complete onboarding tasks as quickly as possible.
 - OMES HCM is making changes to the onboarding business process to add employee prompts and notifications and to reprioritize the order of onboarding tasks to work better for both the employee and the agency.
- Consider asking employees to focus on electing their four core benefits prior to the next payroll deadline. Additional, less expensive elections can be pushed to the next payroll cycle.

Timing of new-hire onboarding, benefit elections and payroll deadlines has always been challenging. With system modernization, we must innovate new ways of tackling these challenges. OMES is committed to continuous improvement to make all HR processes as efficient as possible, and we ask that you partner with us to review and update your processes and procedures to accommodate Workday@OK.

Please email hcmbenefitsflexreps@omes.ok.gov or call 405-522-5528 if you have questions about any of this information.

Thank you,

Jake Smith
HCM Administrator