

Workday@OK ALERT



Workday Alert 23-04

Date: Feb. 23, 2023

To: All Appointing Authorities, Agency Finance Officers, Agency Payroll Officers, and subscribers to the OMES CAR Newsletter

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

Re: Aged Payroll Service Tickets

To all interested parties:

To help us better manage service tickets, the Workday@OK Support Team will be resolving all payroll-related tickets that are older than the current payroll. In most cases, these tickets relate to an older payroll cycle and are no longer applicable. However, if a ticket is resolved in error and you still need a resolution, we encourage you to reopen the ticket.

For incidents, you will have three days to reopen the ticket after it has closed, so please watch your notifications carefully. Service requests and closed incidents cannot be re-opened, but you can always request a new ticket.

We will begin with the oldest tickets and close them in batches, giving time for you to review and reopen as needed. It is our hope this will help our teams better focus on current, pressing issues and questions.

Thank you for your cooperation.

Jake Smith
HCM Administrator

Workday@OK Alerts

Workday@OK alerts are intended to serve as a resource for agency leaders with regards to actionable items within the Workday@OK system.
