

# CONTROLLER'S UNIT BUSINESS PROCESS FORUM

AMP

AMP Team  
February 12, 2025  
1:30 PM  
Zoom



**Oregon State**  
University

# ADMINISTRATIVE MODERNIZATION PROGRAM

BUSINESS PROCESS FORUM // FEBRUARY 2025

PRESENTERS:

- SUZANNE GREY
- LESLIE ROE
- SHAIN PANZERI
- LESLIE WOLGAMOTT



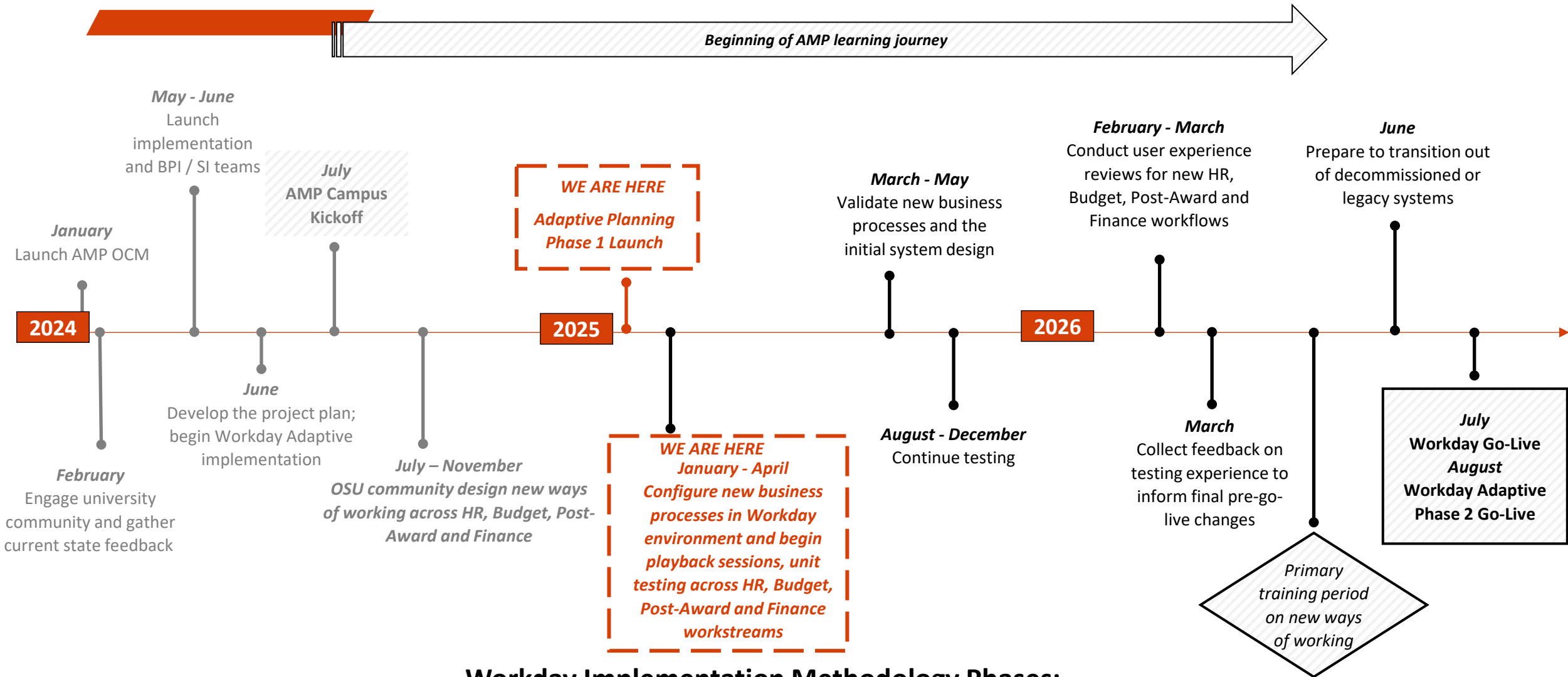


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# AMP Timeline at a Glance



## Workday Implementation Methodology Phases:



# WHERE WE'VE BEEN



MAY – JUN 2024

- Launch System Implementation (SI) and Business Process Improvement (BPI) partnerships
- Develop project plan and timeline
- Begin planning for new budgeting tool, Workday Adaptive Planning
- Foundational "training"



JUL 2024

- AMP campus kickoff event
- Project team foundational "training"
- Build project plans and RAID logs in Asana
- Discovery sessions



AUG – NOV 2024

- Change Readiness Assessment 2
- Business process design sessions
- Populate business process and configuration workbooks
- Data mapping
- Integration design
- Workday Adaptive configuration and testing



DEC 2024

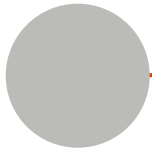
- BPI partner handoff workbooks to SI partner
- SI partner begin configuration of new business processes in Workday
- Workday Adaptive testing
- Community check-ins



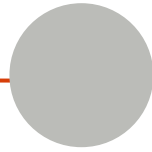
JAN 2025

# Design to Configuration

September



December



January



July



**HURON**

**DESIGN  
ACTIVITIES**

**CONFIGURATION  
WORKBOOKS**

**DELOITTE**

**TENANT BUILD**

**TENANT  
CONFIGURATION**

**PLAYBACK SESSIONS**

**UNIT TESTING**

# Playback Sessions

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A Playback session is a review of what has been configured in a Workday tenant for OSU.

Two rounds of playback sessions will take place:

- **Playback 1** – First look at what has been configured for OSU in a Workday tenant (March 3 – March 13, 2025)
- **Playback 2** – Updated Workday tenant after modifications from Playback 1 feedback and unit testing (June 2 – June 12, 2025)

1

## Introduce

Provide a first look of a  
Workday tenant  
configured with some OSU  
data

2

## Demonstrate

Walk through select  
Workday tasks and  
business processes

3

## Listen

Collect initial feedback on  
Workday configuration  
related to future state  
processes

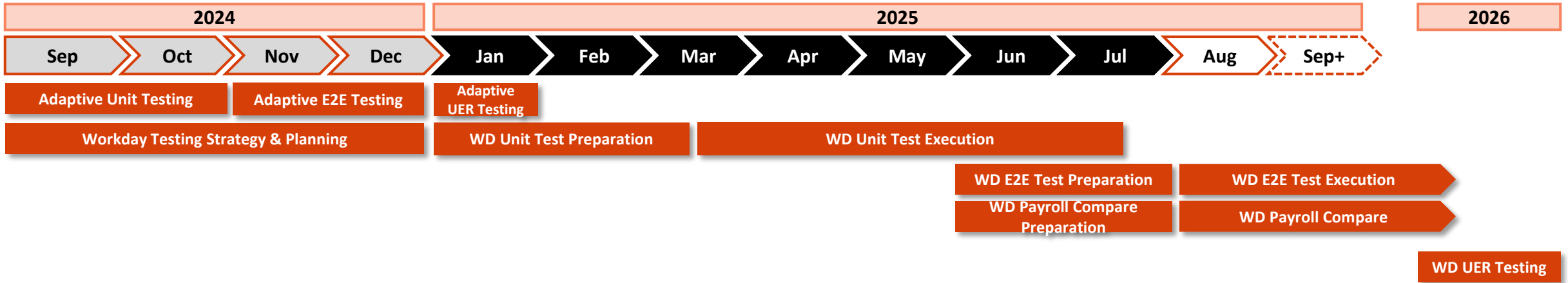
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## Review

Review collected change  
impacts including process,  
policy and skills sets

# AMP Testing Overview

Testing is critical to ensuring the designed processes and configurations function as expected, and any critical issues are identified and resolved early. Testing also provides an opportunity for hand-on experience and practical learning of Workday.



## Key Roles

- Test Coordinator
- SI Functional Team
- Workstream Leads
- Project Managers
- Functional Project Teams

## Types of Testing

### Unit Testing

Individual units of functionality, typically smallest testable parts of the application

### End-to-End Testing

Mimics real-world use testing all components of Workday cross-functionally including integrations, reports, security

### User Experience Reviews

Offers opportunity for community members to experience and pilot new ways of working in advance and provide feedback.

### Payroll Compare

Targeted testing for payroll using legacy payroll-related actions and results and comparing to results from Workday

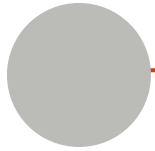
### Regression

Selective retesting of system and system components (Workday releases)

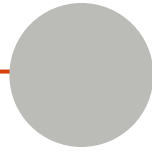


# Technical Activities

September



December



January



July



**Integrations:** Discovery, Strategy, Prioritization

**Data Conversion:** Strategy, Mapping, Extracts

**Reporting:** Discovery, Adaptive Phase 1

**Security:** Strategy, Role Identification, Role Mapping Planning

**Legacy System Remediation:** Limited Discovery

**Integrations:** Design, Build, Test

**Data Conversion:** Loads, Validation, Mapping, Extracts

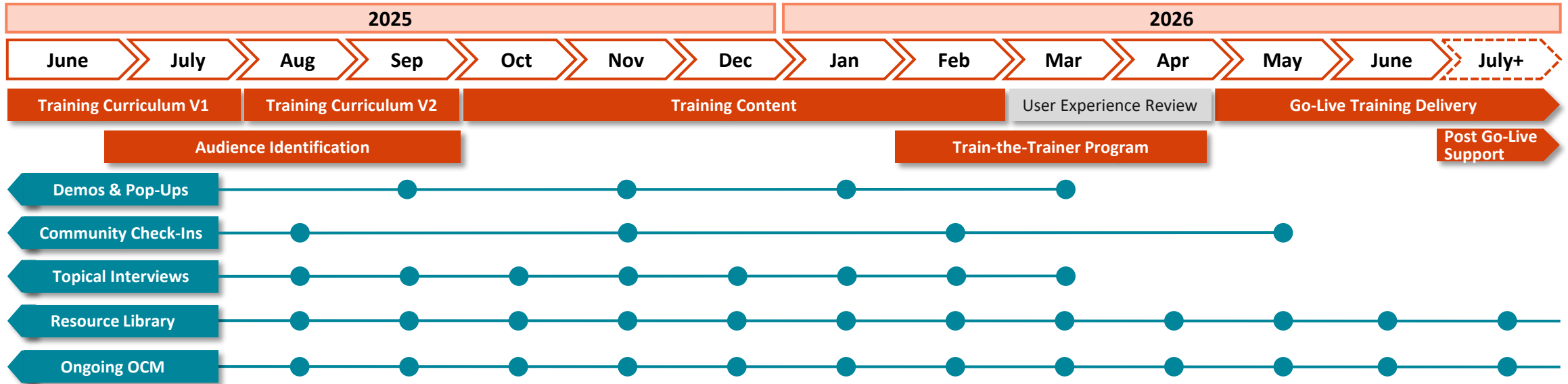
**Reporting:** Strategy, Prioritization, Design, Build, Test

**Security:** Role Mapping

**Legacy System Remediation:** Discovery, Prioritization, Design, Build, Test

# AMP Learning as a Journey

AMP will train and prepare community members for change over time. While this deliverable focuses on training during the launch window, OCM will also prepare and facilitate “micro-learning” opportunities to understand and experience aspects of change throughout implementation.



## Additional Elements of Learning Over Time:

### Demo Days & Pop-Ups

Host interactive experiences for community members to see, feel, touch new ways of working.

### Community Check-Ins

Introduce preliminary changes that will broadly affect the colleges and units and provide a forum for feedback.

### Topical Interviews

Recorded conversations with subject matter experts to answer real-time questions from the community.

### Resource Library

Central repository of information and resources on the AMP SharePoint site, including a Glossary of New Terms and FAQs.

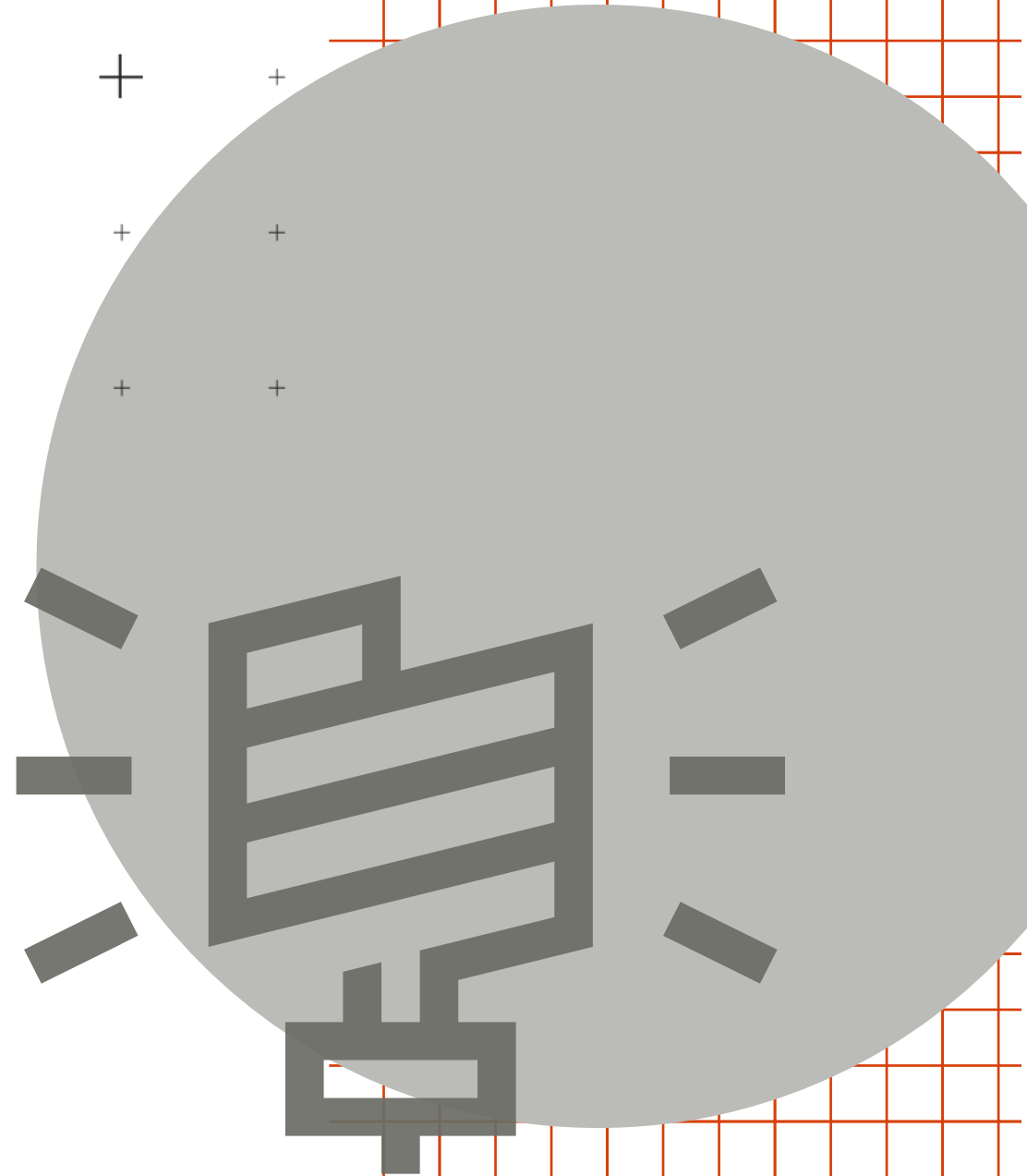
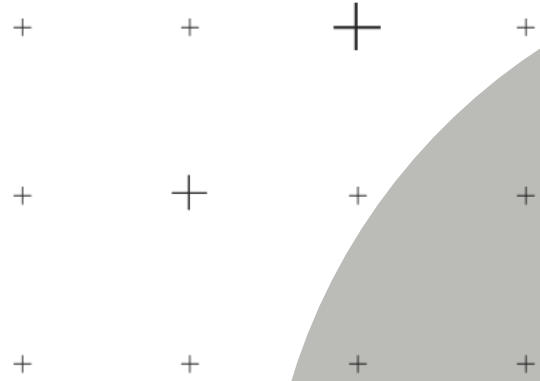
### Ongoing OCM

Activity such as Change Champion-led engagements, newsletters, surveys and feedback reports, and office hours will support readiness over time.

### User Experience Review

User experience testing will offer an opportunity for community members to experience and pilot new ways of working in advance and provide feedback.

# Change Readiness Assessment



# Change Readiness Assessment Results

AMP facilitated the 2<sup>nd</sup> bi-annual Change Readiness Assessment December 2024. Collective results show campus growth in the areas for preparedness and readiness, with opportunities for intervention. OCM will provide tailored interventions to support units to improve their overall readiness.

*Summary CRA 2 results across all units and colleges:*

**Awareness**



**Ownership**



**Support**



**Understanding**



**Immediate Intervention: 5**

*Units that disagree/strongly disagree at large, with average scores less than 2.67.*

**Monitor and Support: 28**

*Units that are neutral at large, with average scores between 2.67 and 3.67.*

**Continue to Support: 8**

*Units that agree/strongly agree at large, with average scores greater than 3.67.*

# Change Readiness Change Interventions

## Support

*Leadership has communicated to the right people at the right time with relevant information.*

### Interventions

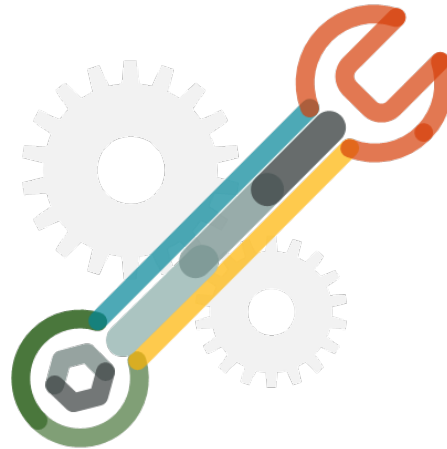
- Meeting in a box; ready to use materials
- Monthly talking points specific to a function or area of change

## Ownership

*Individuals understand how their actions impact the success of AMP and are empowered to act.*

### Interventions

- AMP interviews and real-talk convos around change
- Global messaging to university



## Awareness

*The AMP team has provided information so that individuals are aware of the purpose and outcomes of AMP.*

### Interventions

- Global messaging to university
- AMP SharePoint site
- Always On Survey
- Meeting in a box; ready to use materials

## Understanding

*Individuals understand how they will be personally impacted by AMP.*

### Interventions

- Demos + Microlearning library
- Monthly talking points specific to a function or area of change
- AMP interviews and real-talk convos around change



## Key Takeaways:

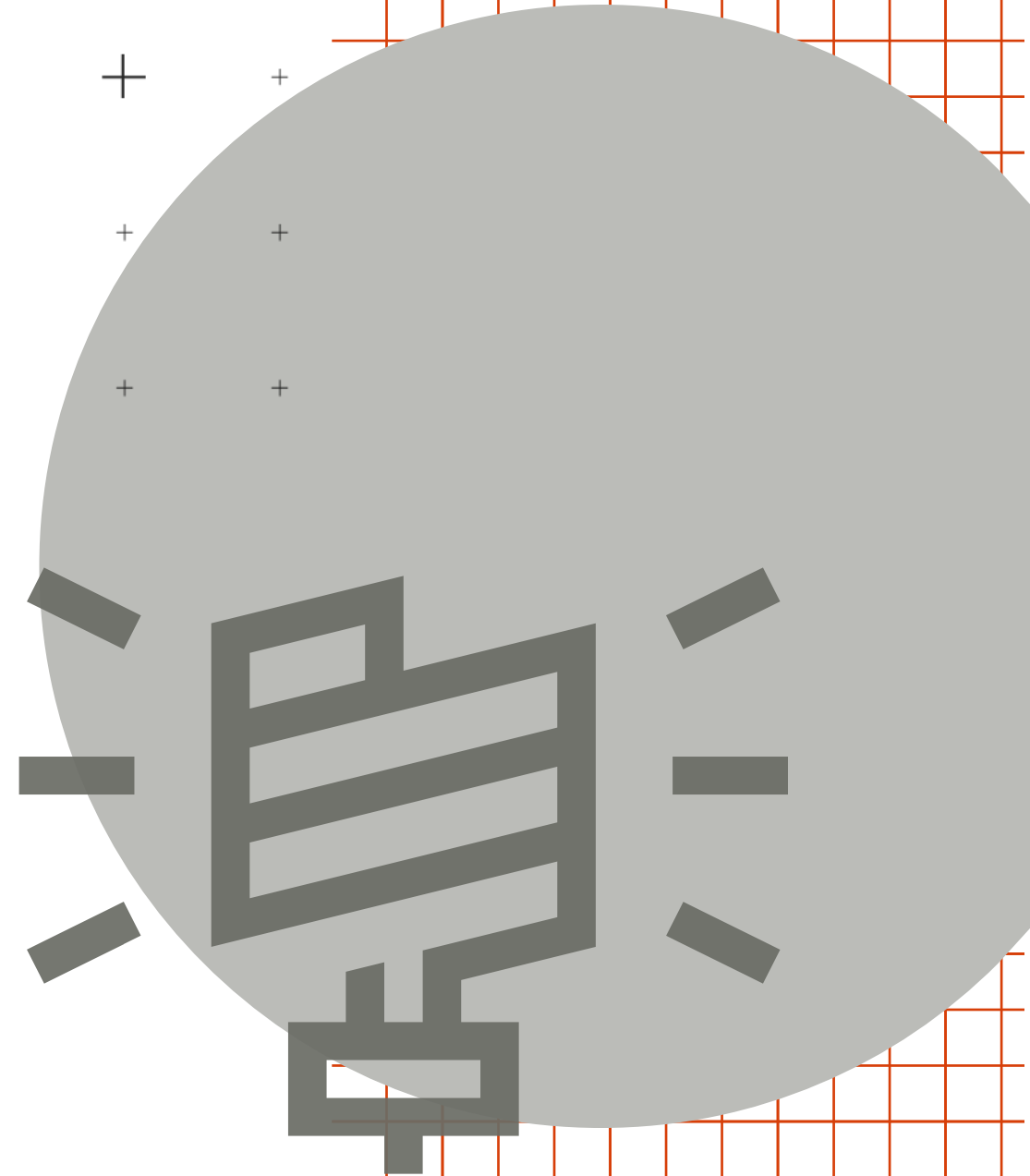
- Partner and Functional project team roles and responsibilities are changing to meet AMP needs going forward
- Technical workstream areas will be a driver for AMP activities in next 6 months
- Playback sessions and unit testing will be opportunity for functional project teams to see their design live in Workday

# Feedback or Questions



Scan the QR code above or use the link:

<https://beav.es/AMP-feedback>



# AMP Resources

AMP SharePoint – [Home](#) (Welcome to the AMP Intranet!)

AMP Inbox– [amp@oregonstate.edu](mailto:amp@oregonstate.edu)

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