

AMP: Moving forward with Workday

The Administrative Modernization Program (AMP) is an ambitious initiative that ignites digital and organizational transformation at OSU through integrating and simplifying business processes, technology systems, data practices and policies, and replacing the university's 34-year-old core administrative systems for human resources and finance. The new systems will form the foundation for subsequent upgrades that significantly improve processes and overall experience, enabling the university to deliver its mission with a greater impact while minimizing administrative burden and cost.

This summer, the AMP team conducted 25 focus groups with over 300 stakeholders representing all administrative sectors including: Human Resources, Finance, Grant Management, administrative and office managers, student focused units, college administrators, extension professionals, and the OSU-Cascades and Newport campuses. They shared key insights into what is important to them to meet their business needs, including:

- The need for efficiency and user-friendly processes through automation
- Improved data access and security
- Inclusivity in decision making and clear governance
- Genuine buy-in from leadership to successfully manage change
- The need for robust communication and role-based training opportunities

The compiled feedback report for our summer 2023 focus groups can be found [here](#).

In full consideration of the feedback of our community, a careful review of the industry leading products with help from an independent national advisory firm, and an OSU technology/enterprise architecture assessment, the university will be moving forward with an enterprise resource planning solution called Workday. Workday provides cloud-based software specifically addressing not only the evolving needs of higher education institutions, but the needs and aspirations brought forward by our OSU community.

Workday's modern and user-friendly interface, cloud-native architecture, robust analytics foundation and strong human capital management capabilities have contributed to its success in higher education. It is becoming a standard solution for many research and peer universities, including Washington State University, Ohio State University, Iowa State University, Arizona State University, University of Washington, Texas A&M, and University of Texas, Austin, providing us with the opportunity to study and learn from our peers' challenges and successes. Because it has been adopted by the State of Oregon, Southern Oregon University is currently in implementation, and there is wide interest from other higher education institutions across the state to take a similar path, it has the likelihood of becoming a statewide standard, allowing us to continue sharing knowledge and experience across the Oregon higher education community.

Workday will enable OSU to adapt quickly to changes; better attract and retain faculty, staff and student employees; and share OSU'S data more easily and safely. Workday's innovative application design will help us incorporate formerly disparate functions like employee recruitment and retention, grants and financial reconciliations; financial and budgetary planning, modeling, reporting and analytics; employee performance and development; time and expense tracking; and much more. We will not be doing this effort alone. Many of our national higher education peers have gone before us in implementing Workday and are ready and willing to share their experiences and lessons learned. In addition, we will hire external partners that have vast experience in ERP implementations to assist us in our journey. This approach along with the abilities and functionality will enable OSU to better support core administration underpinning teaching, research, and Extension and engagement activities.