



Welcome to our 5th annual  
**UW TechConnect Conference**

Key points to remember:

- ❖ Networking event starts at 3:45 in the HUB Ballroom
- ❖ Use #uwtechconnect to connect on social
- ❖ Be sure to check-in with your Husky Card



# Benchmarking and Analytics:

*New Frontiers for Using HR and Payroll Data at the UW*

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*March 13, 2018*

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# **What We're Talking About**

- > Introductions**
- > Workday, the ISC and reporting**
- > Reporting hierarchy of needs**
- > Sample Analytics Reports**
- > Workday Reporting Tips/Tricks**



# Who am I?

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## Applications

12 items



Inbox



Personal Information



Benefits



Absence



Pay



My Team



Team Time



Hiring



Manage My Work



Academic Dashboard



System Health Dashboard



Report Administrator



# Who am I?

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## Change

Contact Information

Personal Information

Emergency Contacts

Legal Name

Business Title

## View

About Me

Addresses

Email Addresses

Address Changes

Name

[More \(2\)](#)

## External Links

Legacy Employee Self-Service

Identity.UW



# **Workday, the ISC and reporting**

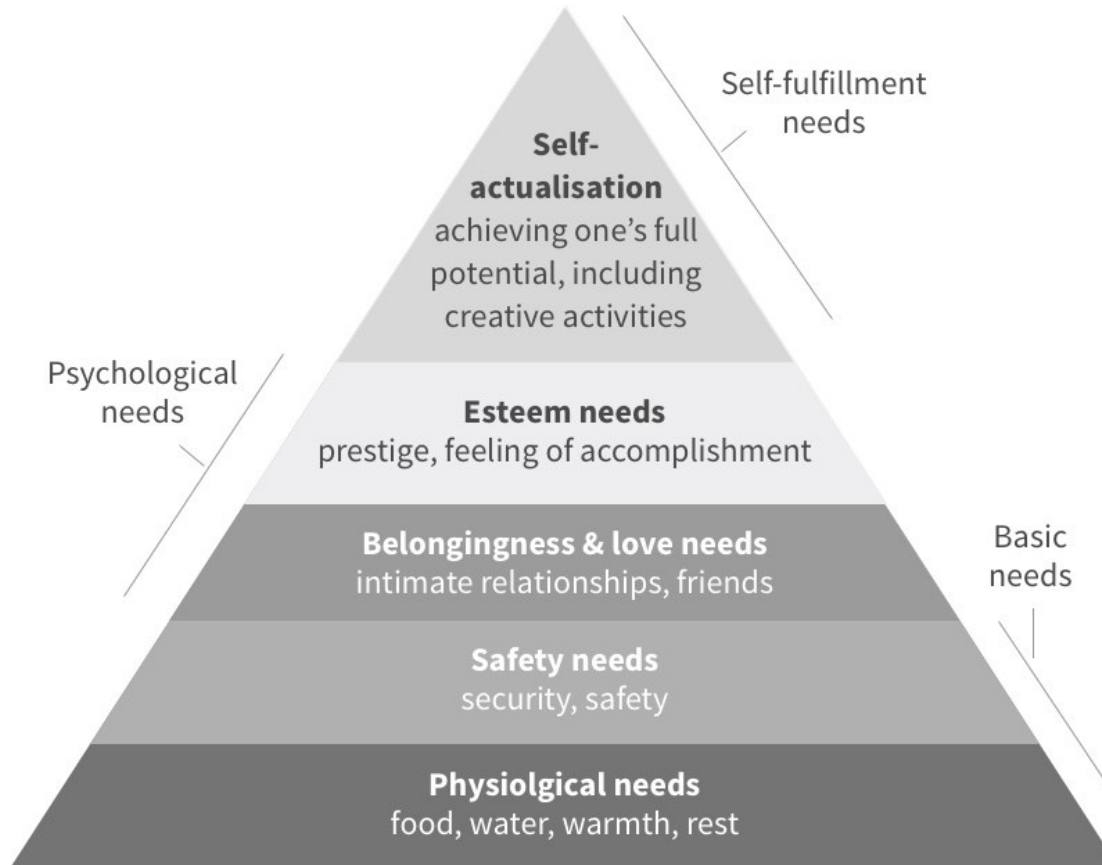
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- > Workday replaced a 34 year old legacy system**
  - Fully-integrated**
  - HR/Payroll Information**
- > Integrated Service Center (ISC) was established**
- > Workday reporting team as part of Applications Management in the ISC**
- > Reporting from Workday is just one part of the puzzle**



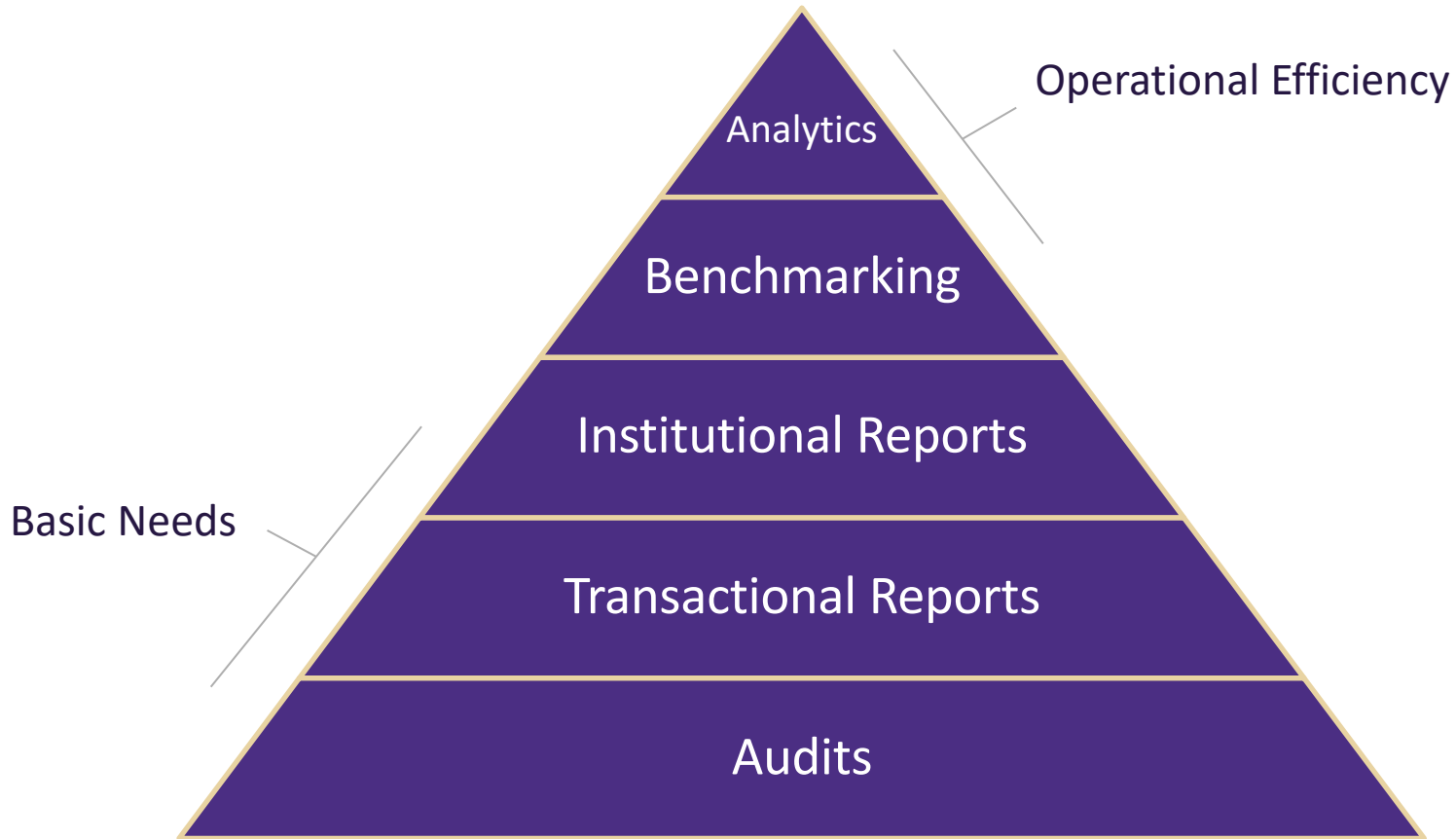
# Maslow's hierarchy of needs

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# ISC's reporting hierarchy of needs

*(non-empirically based observations from a sample size of two individuals with questionable generalizability)*



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# Sample Reports – Audits

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- > Time Off Correction Audit R0496
- > LOA Tracking Audit Report R0490
- > Earnings and Actuals R0430/R0431



# Sample Reports – Transactional

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- > **Business Processes Initiated by Me R0552**
- > **General Employee Roster R0115**



# **Sample Reports – Institutional**

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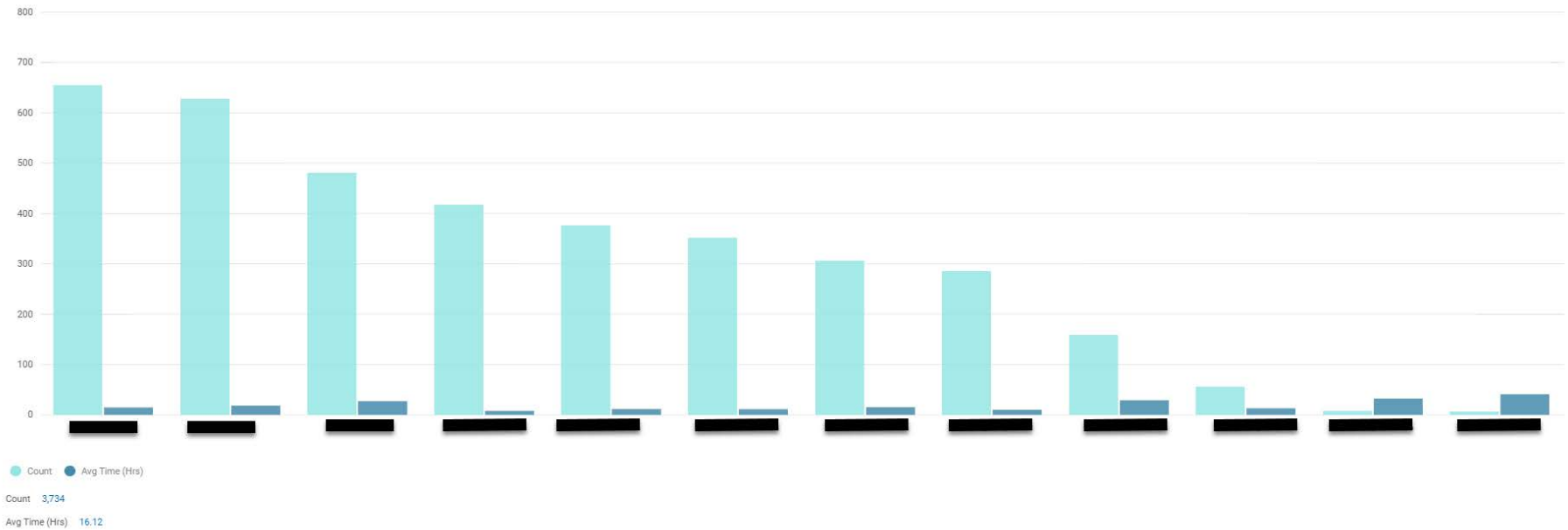


- > **U.S. Census of Higher Ed Public Employment & Payroll**
- > **IPEDS Roster Report**



# Sample Reports – ISC Benchmarking

> Tier 2 support team business process step completion and timing by worker and month



13 Items

Completed By	01/2018		02/2018		03/2018		Total	
	Count	Avg Time (Hrs)	Count	Avg Time (Hrs)	Count	Avg Time (Hrs)	Count	Avg Time (Hrs)
██████████	355	14.02	300	15.66	0	0.00	655	14.77
██████████	362	18.64	250	18.71	16	9.55	628	18.43
██████████	307	18.23	168	42.04	6	136.75	481	28.02
██████████	418	7.97	0	0.00	0	0.00	418	7.97
██████████	241	13.04	120	8.90	16	10.94	377	11.63
██████████	202	7.28	144	17.20	6	3.16	352	11.27
██████████	145	9.95	152	21.06	10	6.73	307	15.35

# Unit/Departmental Benchmarking

## > R9000: YOUR routine BP Counts and Time Avg by Month

348 items

Action Event has Target Organization	Business Process Type	09/2017				10/2017			
		Count	Average Time (Days)	Min Day(s)	Max Day(s)	Count	Average Time (Days)	Min Day(s)	Max Day(s)
[REDACTED]	Hire	48	1.44	0.00	11.34	7	0.24	0.00	0.46
[REDACTED]	Hire	40	0.79	0.00	11.78	0	0.00	0.00	0.00
[REDACTED] (Inherited)	Hire	6	14.33	3.23	24.05	1	0.28	0.28	0.28
[REDACTED]	Hire	28	1.16	0.00	3.02	1	0.02	0.02	0.02
[REDACTED]	Hire	30	0.85	0.00	5.00	0	0.00	0.00	0.00
[REDACTED]	Hire	26	1.99	0.92	2.20	1	0.07	0.07	0.07
[REDACTED]	Hire	28	0.41	0.00	0.87	0	0.00	0.00	0.00
[REDACTED]	Hire	20	0.27	0.00	1.66	3	0.26	0.00	0.76



# **Workday Industry Benchmarking Tools**

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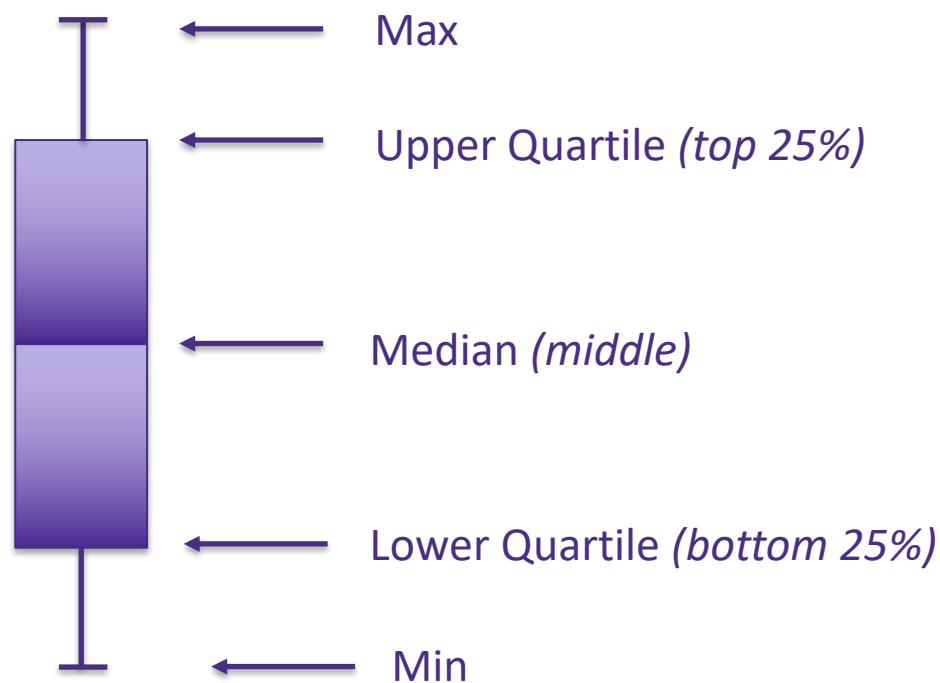
- > Comparison to other Workday clients**
  - Education, nonprofit, public sector
  - Healthcare sector
  - Technology, communications, media
- > Higher level broad metrics**
  - Workforce Composition
  - Turnover
  - Business process steps/timing



# High Level Analytics – Fun with Box Plots!

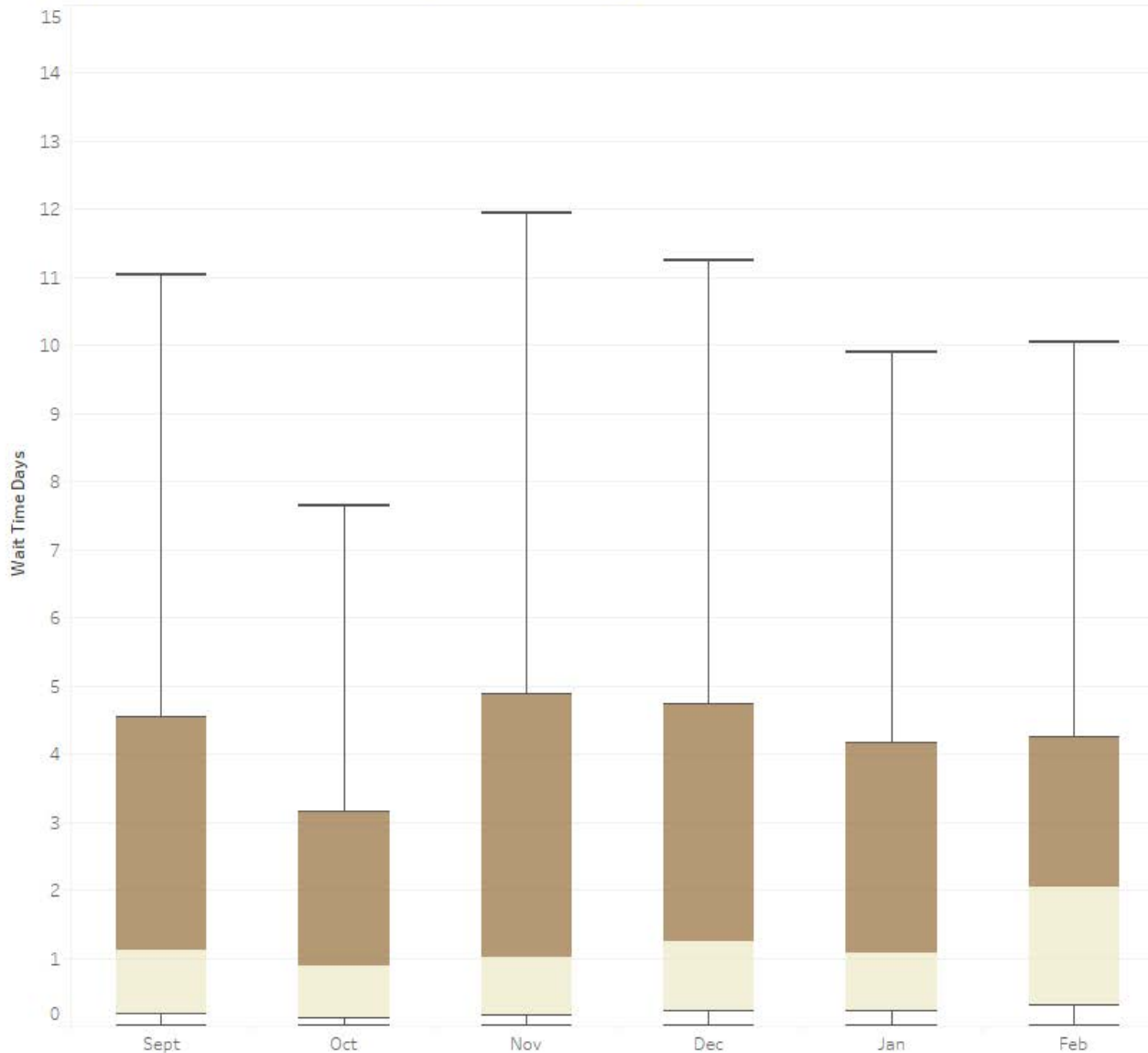
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## > Box and Whisker brief recap



# Business Process Analytics

Top HR/P Business Process Completion Time by Month



Business Process Types

- (All)
- Add Additional Job
- Change Job
- Create Position
- Hire
- Request Compensati...
- Request Leave of Ab...
- Termination

BP Counts

Sept	7,943
Oct	4,700
Nov	2,684
Dec	3,691
Jan	3,449
Feb	2,155

Sup Org

- (All)
- CAS: College of Ar...
- CBE: Deans Office
- College of Educat...
- College of Engine...
- College of the En...
- CoMotion
- Continuum College
- CRS: CRS
- ED: College of Ed...
- EVANS: Daniel J. ...
- Graduate School
- Health Sciences A...
- Information School
- Michael G. Foster...
- Office of Vice Pro...
- PROV: Academic ...
- PROV: Academic ...
- PROV: Academic ...
- PROV: Academic ...
- PROV: AVP Facult...





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> **Questions?**

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