



**MINNESOTA STATE**  
Board of Trustees

**AGENDA ITEM SUMMARY**

**NAME:** Committee of the Whole

**DATE:** June 17, 2024

**TITLE:** NextGen Project Update

Action

Review and Discussion

*This item is required by policy*

**PRESENTERS**

Jacquelyn Bailey, Vice Chancellor for Information Technology

Eric Davis, Vice Chancellor for Human Resources

Bill Maki, Vice Chancellor for Finance and Facilities

Ken Janz, President, Winona State University

Clint Davies, BerryDunn, Third-Party Owner's Representatives

**PURPOSE**

This is the regular quarterly presentation to update the Committee of the Whole on the NextGen project.

**BACKGROUND INFORMATION**

Overall, there are no major blockers preventing the July 1 go-live. We are on time and within budget. Workstreams continue to move into green as the July 1 date moves closer. The focus until go-live is on cutover planning/deployment (project and readiness activities); preparing for catch up transactions; conducting end user training; identifying supplemental end user support and training for all campus IT and functional support staff (Tier 1) resources; working on finalizing communication flow/escalation document for key stakeholders; preparing for hypercare; and putting the final touches on ticketing support. Due to the system office space redesign project, the project team is co-locating at St. Paul College last week of June – July 19<sup>th</sup>.

**OVERALL PROJECT STATUS**

Overall, there are no major blockers preventing the July 1 go-live. We are on time and within budget. Workstreams continue to move into green as the July 1 date moves closer. The focus until go-live is on cutover planning/deployment (project and readiness activities); preparing for catch up transactions; conducting end user training; identifying supplemental end user support and training for all campus IT and functional support staff (Tier 1) resources; working on finalizing

communication flow/escalation document for key stakeholders; preparing for hypercare; and putting the final touches on ticketing support. Due to the System Office space redesign project, the project team is co-locating at Saint Paul College last week of June – July 19<sup>th</sup>.

### **Freeze Dates**

A series of freeze dates were implemented beginning Memorial Day 2024 to assist the project team in preparing for go-live. Freeze dates impact HR personnel actions, financial fiscal year transactions including procurement, cash, and suppliers, etc.

Looking forward, upcoming significant dates are identified as follows:

#### Tentative Dates

June 23: Move to production

June 24 – July 2: Catchup transactions

July 1: System Go-live

July 3: First pay period in Workday begins with employees entering time in Workday

July 5: Finance transactions begin

July 26: First paychecks from Workday are issued

### **PRE-GO-LIVE READINESS ACTIVITIES**

#### **Tabletop Exercises**

Team members from Minnesota State, BerryDunn, and Team Workday have collaborated to design, plan, and oversee execution of a series of tabletop exercise sessions in the months of May and June. The goal of these exercises is to help people:

- Prepare for the types of management, communications, and service challenges likely to arise during and in the months after HCM & Finance go-live
- Understand resources, processes, and techniques to draw upon
- Identify questions and potential unknowns across the institutions and system office
- Capture topics that will help to build the NextGen knowledge base through real scenarios in a team environment and operationalize the communities of practice

#### **End User Training**

We know that providing our stakeholders with a robust training program is essential to a successful transition to Workday.

We have been hard at work deploying and refining a training program that fits the needs of our faculty and staff. In partnership with campus representatives, the Workday Training Program provides a comprehensive learning experience that centers on the needs of campuses, regardless of geographical location or campus size.

In conjunction to computer-based training and virtually led training, there are specific Workday Job Aids and Quick Reference Guides on topics related to HR (HCM), Finance, and security roles

for our stakeholders. To date, over 60% of our stakeholders have completed their computer-based training.

Several pre-go-live readiness surveys have been conducted through the Minnesota State Audit office along with our internal audit partner Baker Tilly, the Minnesota State Organizational Change Management Change Workday Implementation Readiness Survey; Team Workday's Quality Assurance Readout, and our Third Party Owner's Representative Readiness Survey. All outcomes from those assessments noted no major blockers to go live

## **POST GO-LIVE ACTIVITIES**

### **What is Hypercare and Extended Care?**

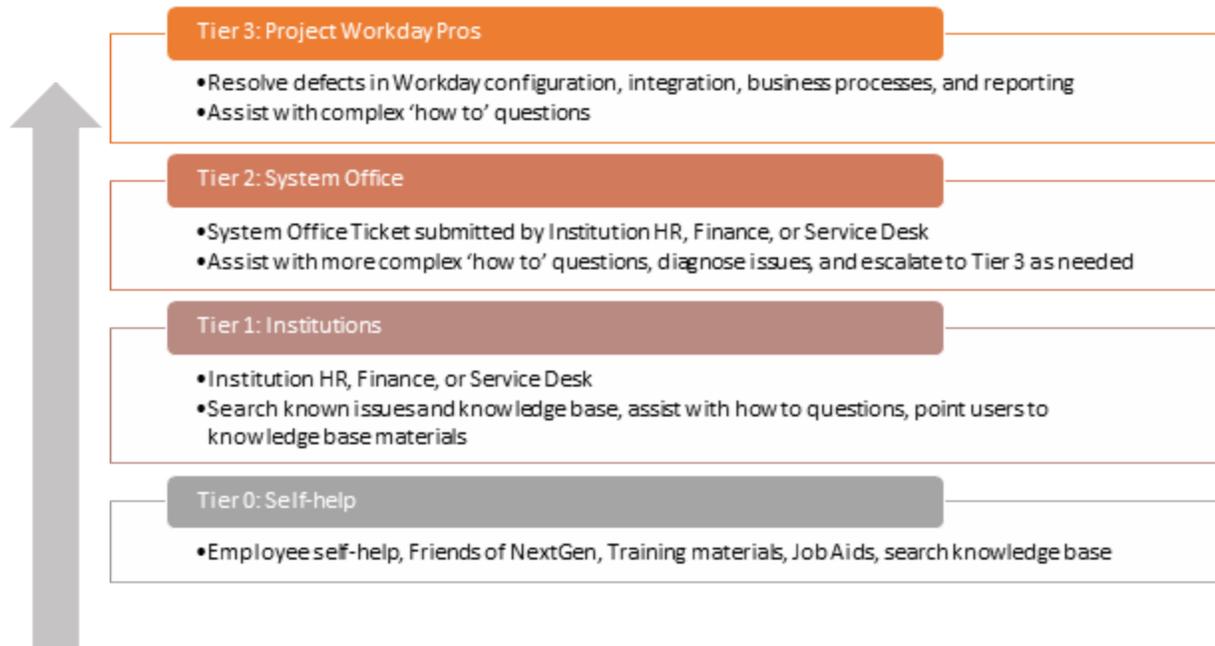
Hypercare is the 90-day support period immediately following the deployment (HCM and FIN go live 7/1/23- 9/30/23). During this stage, Team Workday and Deloitte will support Minnesota State in the following areas:

- Support for incidents prioritized and assigned to the Workday Team related to the Professional Services
- Maintain current status on incidents or activities assigned to the Workday Team
- Document and resolve all Defects found through the end of Hypercare (whether existing prior to Go Live or found during Hypercare) or during Extended Care unless Customer agrees to take over the resolution of some Defects to enable long-term sustainment
- Participate in the prioritization and change process meetings as mutually agreed upon
- Review and adjudication of Workday releases

After Hypercare, Team Workday will provide Extended Care 10/1/24-10/1/25. Extended Care supports Minnesota State during the first-time running of business processes, including budget cycle and quarter-end and year-end close.

### **Tiered End User Support**

After go-live we are anticipating an increased level of ticketing the week of July 8<sup>th</sup> due to employees coming back from the July 4<sup>th</sup> vacation. We also anticipate a potential additional increase when faculty come back on contract mid-August. Support staff at the campus and System office level will follow a tiered approach (see below) to answering and triaging tickets.



## PROJECT BUDGET

The project budget has remained on-track throughout the HCM/Finance implementation. To date, HCM/Finance has encumbered 83% of its overall budget of \$100,400,000. Student has encumbered 0.7% of its overall budget of \$101,100,000. Project support is sitting at 51.8% of its overall budget of 41,200,000. Overall project expenditures is 43.7% of the overall \$242,700,000 project-wide budget.

## WORKDAY STUDENT

The team continues engagement with our existing functional area communities of practice, e.g., financial aid, registrars, admissions. Readiness criteria work is underway where we are planning for standardization of functional area business policies and processes and Companion projects inventory. We have spent considerable time basing our decision making thus far, in part, on lessons learned from HCM/FIN. We are currently in the process of finalizing governance and staffing models and Statement of Work (SOW) conversations underway.

Many thanks for the hard work that has been done and that will continue to be done by our teams! Those both working on the project and those who are keeping the lights on within our entire technology ecosystem. We could not have gotten to this point without them! Thank you to the board and Chancellor for your continued support.