



Change Agent Network Meeting

January 10th, 2017

AGENDA



- 1 | **Survey Results**
- 2 | **Review of Change Agent Network**
- 3 | **WyoCloud Human Capital Management**
- 4 | **WyoCloud and You**
- 5 | **Preparing Campus**
- 6 | **Next Steps**



Survey Results: Understanding of Change Agent Network

Survey Question	Results
I understand the objective of the WyoCloud Change Agent Network.	89% Yes 11% No
I understand my role as a Change Agent is to be the primary communication channel for WyoCloud information to my unit.	94% Yes 6% No
I feel comfortable communicating changes, decisions, and required action about WyoCloud to my unit.	80% Yes 20% No 7 Free Response
I am aware that WyoCloud Human Capital Management will replace UW's current HRMS system in the next year.	100% Yes 0% No
My biggest concerns about the WyoCloud system involve:	5% Security 22% Insufficient Training 20% Insufficient Communications 9% Leadership Transparency 15% Change Saturation 19% Business Processes Changes 10% Other (Free Response)
What can the WyoCloud team do/provide to support you in communicating about WyoCloud?	30 Free Response

As a Change Agent your role will be to serve as your unit's "CLARC."



Communicator

Liaison

Advocate

Resistance Manager

Coach

For WyoCloud to successfully deliver efficient business processes and integrated, quality reporting data, **every individual must adopt and use the new systems** and understand the **impact to their day-to-day jobs**.



WyoCloud Change Agent Network: What will the project team do for you?

To support you as a Change Agent, the WyoCloud team will provide you with the following tools throughout the next year to support you to lead change:



Distribution List of all employees you need to communicate with



Email Communications to send important WyoCloud information to your unit



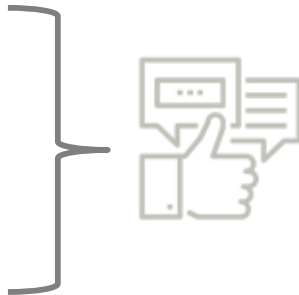
Presentations and talking points to spark discussion at your departmental meetings



Readiness Trackers, coordinated by Business Managers, to keep the project team in sync with your unit, provide a support system, and a channel for ongoing feedback

The Readiness Tracker identifies:

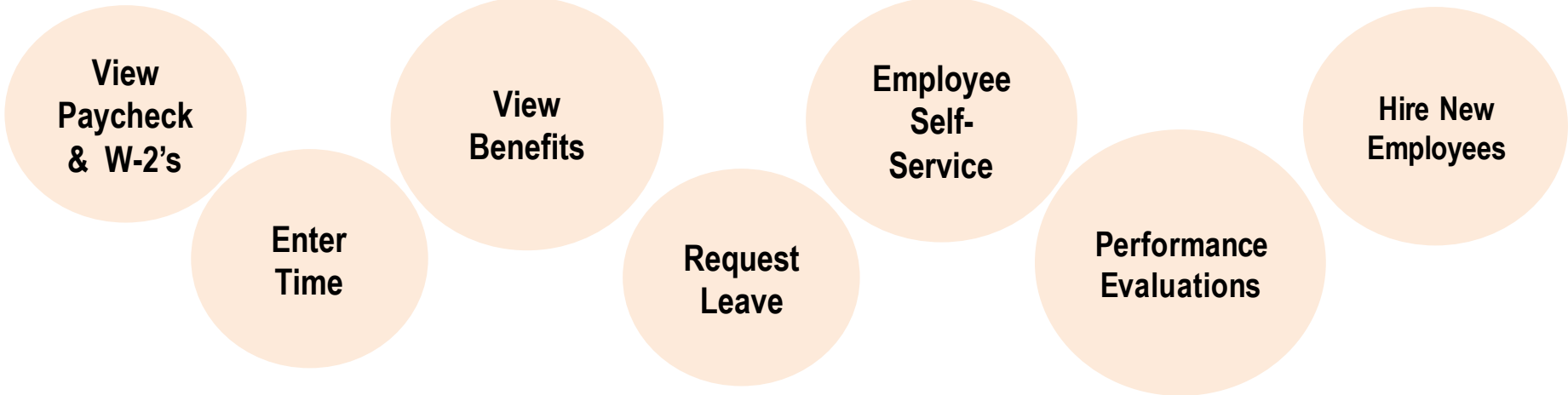
- **WyoCloud meetings to attend**
- **Activities to complete**
- **Communications to send**



Managed by Business Managers by coordinating with Change Agents, Sponsors, and the project team

EXAMPLE READINESS TRACKER	
STEP 1: ESTABLISH OUR NEW FOUNDATION	
Attend Change Agent Network December Refresh Meeting	Complete
Meet with your sponsor/s to discuss roles and setup quarterly checkpoints	In Progress
Send your Change Agent/Sponsor introduction email to departments	Not Started
Request presentation slot on upcoming department agendas (optional)	Not Started
STEP 2: UNDERSTAND THE IMPACTS OF CHANGE	
STEP 3: PLAN FOR CHANGE	
Create and implement a plan to review relevant Business Process Maps with appropriate unit staff	Not Started
Identify, document, and prioritize Change Impacts and submit to WyoCloud Team	Not Started
Attend the WyoCloud Townhall	Not Started
Engage with sponsor to review progress and ensure alignment before February	Not Started
Engage with sponsor to review progress and ensure alignment before April	Not Started

WyoCloud Human Capital Management (HCM) will **replace UW's current Human Resource Management System (HRMS)** on October 8th, 2018 and will affect every UW employee in **different** ways



Employees

Managers

Departments



Managers and Supervisors Key Role

For changes that impact their jobs, **employees want to hear from their immediate supervisor** not the project team.

Using preferred senders ensures that messages are received and that the change is taken seriously.

With WyoCloud HCM, **every employee** needs to know how they **will be impacted**.



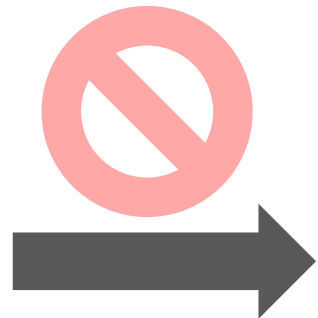
Mangers and Supervisors



Employees



Project Team



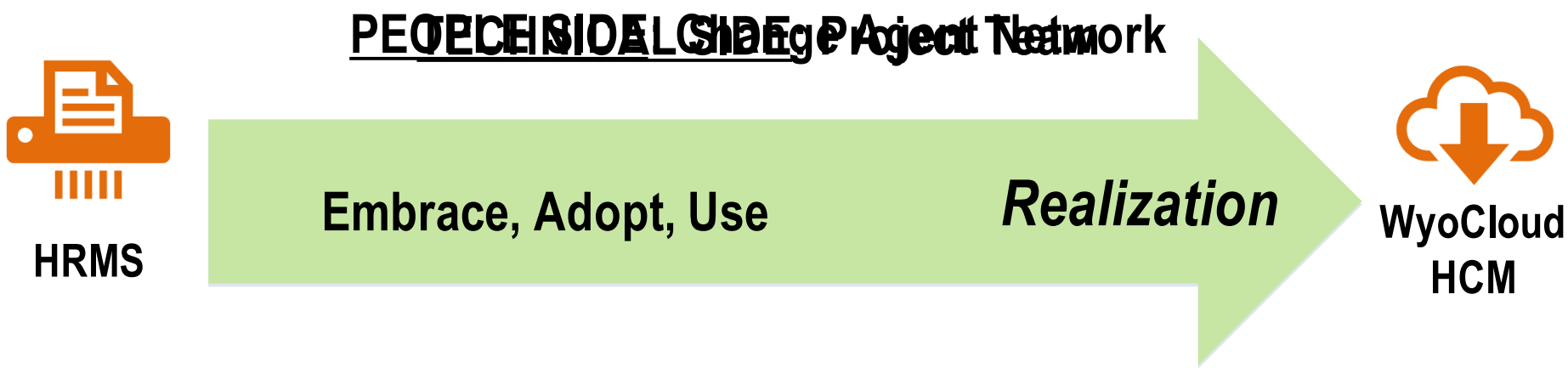
Employees

UW Leadership, the project team, and employees have very **different views** when they think about the WyoCloud project.

	Current State	During the Project	Future State
Executives & Leadership	Systems I need to change for better data about UW	A necessary evil to get me where I want to be	WyoCloud is the goal that I have decided to move towards to improve UW
Project Team	What I'm starting with and must improve with WyoCloud	The focus of my daily work and what I'm charged with solving	Where we ultimately want to end up
Employees	The day-to-day work that I do to deliver value to the organization	A disorganized inconvenience to me doing my job	An unknown that may or may not be good for me

The project team leads the “Technical Side” but we need your help, as a Change Agent, to develop the “People Side” of the project to know what UW needs to adopt and embrace WyoCloud HCM.

Both sides of the project are needed to produce results and **SUCCESS!**



Preparing campus to move from HRMS to WyoCloud HCM will **NOT** happen overnight. It will be an **ongoing process** that will require **consistent communication** and dialogue throughout the year **leading up to go-live on October 8th, 2018.**

M	T	W	R	F
				

An **email** on Monday...

for **training** on Tuesday...

for **go-live** on Wednesday...

will not make employees feel prepared to perform their jobs with a new system.

Frequent and consistent communication is required.

PROJECT TEAM
Ongoing Development

CAMPUS
Available Information

Document system's business processes to capture complexity and illustrate future state

Business Process Mapping
February - March

March
View select WyoCloud HCM high-level business process maps

Develop and design system functionality, including workflow and security. Opportunity to reassess/redesign business processes

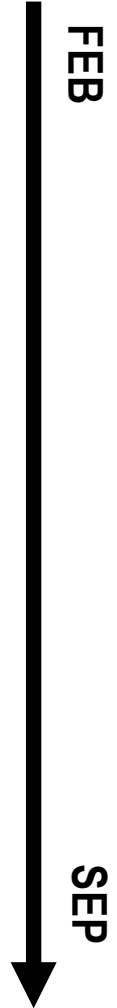
System Configuration
February - June

June
Learn what business processes will be included inside and outside the system

Ensure system functionality is operating as expected

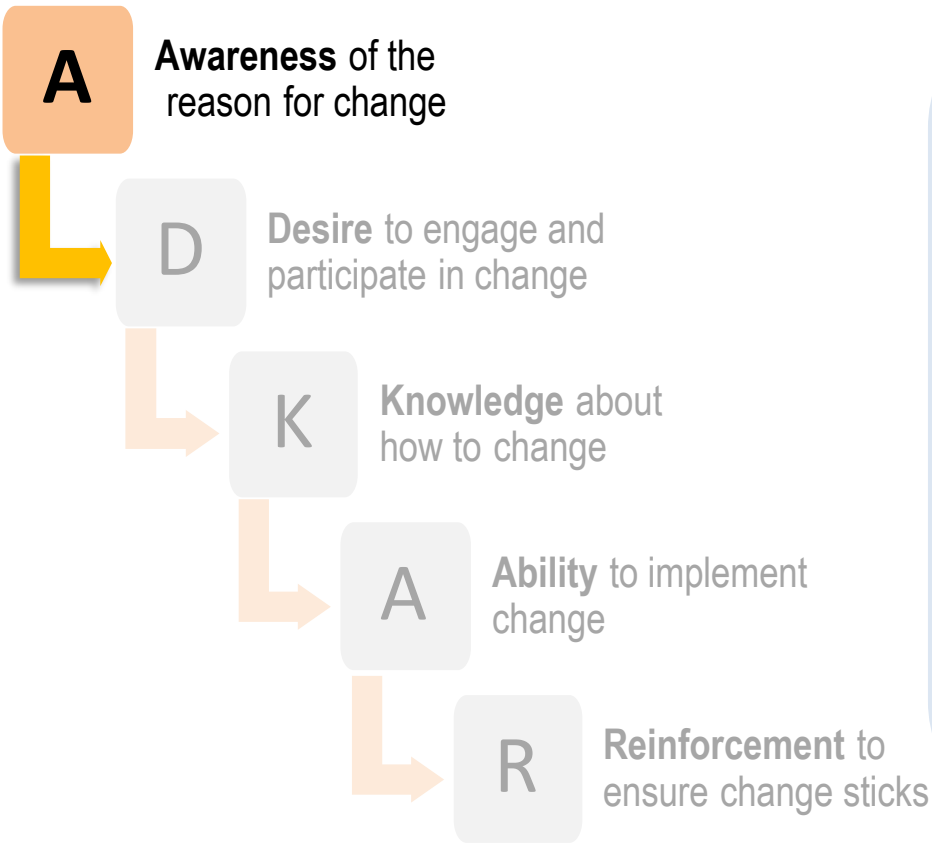
System Testing
February - September

August
View business processes and transactions in WyoCloud HCM system



All WyoCloud HCM detailed information is subject to change until the final round of system testing in September.

We want to prepare you to guide employee's transition to WyoCloud HCM and satisfy their hunger for information by providing a **process for communicating change**. This process guides when communications are shared to address employees **need for information beginning with awareness of WHY the change is happening**.



Change begins with understanding WHY

Why do we need to move our HR data to WyoCloud?

What will be changing by moving to WyoCloud HCM?

What happens if we don't change now?

Awareness <u>IS</u> awareness of the <u>NEED</u> for change
Awareness is <u>NOT</u> awareness that a change is happening

Following this meeting, we ask that you **introduce yourself** as a WyoCloud Change Agent to your assigned units.

Before January 17th, the WyoCloud Team will send you:

- Distribution List of your assigned employees
- Introduction Email for you to send to assigned employees before our next meeting on 1/31



Our focus for the next two months:

- Establishing you as a liaison from employees to the WyoCloud team
- Building awareness about why UW is moving to WyoCloud HCM
- Preparing for the townhall at the end of February to introduce campus to WyoCloud HCM



We hear your concerns and value your feedback regarding **security**, **efficiency**, and **transparency**. The WyoCloud team, including departmental representation, is working diligently to develop a system with you in mind.



The goal of the Change Agent Network is to enable you to be the **communicator, liaison, advocate, resistance manager, and coach** to their employee as UW moves from HRMS to WyoCloud HCM.



We are your **partners** during the WyoCloud implementation and will serve as a your **direct connection** to the WyoCloud project team to share and incorporate **your feedback**.



Wed, Jan 31st from
2:00 – 3:00 PM
(Location TBD –
invitation to be updated)

Open Q&A Session
with Business Analysts
regarding WyoCloud Finance
Management and
Planning and Budgeting

Questions & Discussion