May 21, 2019

Dear Iowa State community,

With the academic year over and summer upon us, I want to share my deep appreciation to all of you for the unique and valuable contributions you make every day here at Iowa State. I am truly grateful for your dedication to the university, our students, and each other.

Workday and Improved Service Delivery (ISD) training are underway. **Most employees will need less than two hours of computer-based Workday training.** These courses are available on demand and can be completed over multiple sittings. You can find out what training is recommended for you and access the courses through WorkCyte > Ready, Set, Learn! Depending on your role and responsibilities, there are other options available to prepare you to use Workday, including attending user labs, accessing job aids, or consulting with your ISD specialists. If you have any questions about Workday training and preparation, please contact workcyte_train@iastate.edu.

For the 150 staff moving into ISD specialist positions, we recognize that you have extensive training plans and other ISD preparation activities that you are balancing with your current workload. Thank you for your extra effort and dedication to both your current and future role.

Supervisors should be accommodating and flexible in allowing all employees appropriate time to complete training and preparation.

The following links provide information on the functions that will be performed by ISD finance specialists and human resources specialists, as well as the names of the service team members who will support each unit.

We look forward to how Workday and ISD will modernize, streamline, and better support the way we operate. Go-live is on track for July 1; however, a period of transition will continue post go-live. With change of this scale, there will undoubtedly be issues and challenges to work through. **It is important that we all work together with patience and understanding as we become familiar with and continuously improve the new structures, systems, and processes.** Please uphold our reputation for being a caring and kind community as we navigate this change together in support of our core teaching, research, and extension missions.

Thank you again for your exceptional work and commitment to Iowa State University.

Wendy Wintersteen
President