

August 1, 2019

Dear Iowa State community,

As we mark one month since the launch of Workday and Improved Service Delivery, I want to say thank you for your continued support and patience with this historic transformation.

This is arguably the largest administrative and technological endeavor ever at Iowa State University. All of us are learning new systems and new ways of doing business. ISD specialists are adjusting to brand new positions within a new and different structure. Many staff who remain in the colleges, departments, and units are taking on new or different responsibilities as well. I know this is not easy. It may even be a bit daunting or frustrating at times. Please know that I deeply appreciate your commitment to learning, asking questions, and providing helpful feedback so that we can continuously improve our new structure and processes.

Here's a snapshot of Workday and ISD in the first month:

- More than 11,400 ISU employees have logged on to Workday.
- The first payroll, paying more than 10,400 employees, was processed with very few issues which are being addressed as quickly as possible.
- Nearly 10,900 [requests](#) for finance or human resources services have been created.
- [Service Teams](#) have successfully resolved 85% of those cases.

This is a remarkable start. Our consultants who have worked with other universities on similar projects tell us that Iowa State's transition is one of the smoothest they have ever seen – especially when you consider we launched both Workday and ISD at the same time.

But we also recognize this is not perfect, and when issues arise they have a very real impact on individuals and units. Workday and ISD teams are committed to working quickly and urgently to identify, respond to, and resolve issues and challenges to minimize disruptions.

This is a major transition for Iowa State, and it will take some time for the university to settle into the new day-to-day operations. There are many resources available to help you. The [WorkCyte website](#) features:

- A list of [Reported Issues in Progress](#) that includes how the issues are being addressed
- [Job Aids](#) that provide step-by-step instructions for completing Workday functions
- [How-to guides for common Finance questions](#) (e.g., How to get [reimbursed](#) for travel)
- [Guide to working with Human Resources ISD specialists](#)
- [Guide to working with Finance ISD specialists](#)

Please continue to work together with patience and understanding. You are all an integral part of this exciting new era to better support and strengthen our mission-focused work in teaching, research, and extension and outreach. Thank you!

Sincerely,

Wendy Wintersteen
President