Dear Salisbury University Community,

Workday has been a challenge; I know. This implementation has been as much of an issue for HR as it has been for the campus community. The HR team, along with others across campus, is working tirelessly to ensure the system runs smoothly. We recognize the challenges faced by campus since the go-live date. We hear your concerns and want you to know that your frustrations are shared, understood, and deeply valued.

This transition has been a collaborative effort among five University System of Maryland institutions, collectively known as Maryland Connect. Maryland Connect continues to serve as the governing entity for Workday, overseeing broad changes and process improvements. While SU has faced challenges during implementation, Workday is a leading cloud-based enterprise resource planning system (ERP) designed to streamline daily

-directed, virtual learning approach that Workday requires is understandably different and will take time to adapt to.

We kindly ask for your understanding and patience during this period. Unlike PeopleSoft, Workday is not an SU-specific system, and we do not have the same level of control over it where we can manipulate the data and outcomes quickly and easily. As a result, we cannot respond to requests as immediately as before, as they now need to go through a ticketing system, adhere to Workday protocols, and often involve coordination with external consultants. However, we are committed to working diligently with Maryland Connect to address any issues as they arise.

Here are some ways you can help to make this process smoother:

- : Recognize that responses may take longer than usual as we work through the new protocols and procedures.
- : Take advantage of the self-help guides, training sessions, and online resources provided to familiarize yourself with Workday.
 - Detailed guides and labs to help you understand various functionalities in Workday at <u>USMD.edu/mdconnect</u>
 - Comprehensive instructions on dozens of tasks that can be performed in the system at <u>Workday Knowledgebase</u>
 - : Reach out to your functional area Workday Ambassador for