

Issues/Outages & Communication



Specialized Role

How Issues/Outages in Workday will be Communicated

On the rare occasion Workday experiences an issue or unplanned service interruption, we will do our best to help resolve the situation as quickly as possible. Our communication will primarily be through announcements and webpage postings as appropriate. Please encourage your staff to communicate with your Agency Readiness Contact (ARC) before contacting the Workday Help Desk, to help mitigate the large influx of cases. The Workday Support Team will focus on the following tasks:

1. Triage the issue for quick resolution
2. Assess the audience impacted
3. Submit a case to the audience responsible for remedying the situation (if it is not an outage that can be remedied by the Workday Oregon Support Team)
4. Communicate the issue as effectively and efficiently as possible at the most applicable level. Depending on the issue, the general path of communication will be:
 - Announcement within Workday to the roles impacted (if available)
 - Announcement on the login page (if available)
 - Announcement on the external website and, if applicable, the external jobs page
 - As soon as the outage is remedied, we will either remove the message that was posted, or post a follow up message on the status. If the issue goes unresolved for a period of time, we will post a follow up message as frequently as is appropriate for the situation.

We appreciate everyone's patience while we work to resolve service issues.