

Cross-Functionality Webinar: Questions & Answers



The following questions and answers were captured during the April 27th *Cross-Functionality Webinar* for the LMS Replacement Project.

Questions are grouped into like-minded categories and when appropriate, the answers contain links to additional resources.

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General

1. **When is the Workday Learning go-live date?**

June 16, 2021.

Workday Drive

2. **What's the size of the Workday Drive? Does each agency have a set size?**

All Workday users have access to Drive but may not have the ability to post items. If someone shares a document with you, you have access to it. With respect to size restrictions, it depends on the file type. The *Workday Drive User Guide* provide details regarding this and other important Drive-related features.

Contingent Workers & Extended Enterprise Learners

3. **Please provide written definitions or *Extended Enterprise Learner* and *Contingent Worker*.**

Extended Enterprise Learner Definition: A person who only completes training through our Learning Management System, because their sole interaction with Workday is to complete training offered by the state.

Contingent Worker Definition: Any person, either paid or unpaid through a contract, who is conducting business on behalf of the state that requires insurance coverage, system access, and/or access to sensitive data (level 2 or higher) to complete their tasks for the state.

Additional definitions to Workday Learning terminology can be found in the [Workday Learning Vocabulary](#) document as seen from the [LMS Replacement Project webpage](#).

4. **Can Extended Enterprise Learners only access training assigned to them or can they access a "training catalog" and sign themselves up?**

Both. Extended Enterprise Learners can be assigned training and they can browse available learning within Workday Learning, enrolling as needed.

5. Can an Extended Enterprise Learner have their account changed to a Contingent Worker, or vice-versa? If not, how does their learning history follow them?

No, it is not possible to change an account from an Extended Enterprise Learner to a Contingent Worker, or vice versa. The Extended Enterprise is an add-on to Learning *only* – it does not have any interaction with any other Workday functional area. Since Contingent Worker accounts reside within the HCM Core of Workday Oregon, there is not a way to transfer accounts between these spaces.

If a person changes their relationship with the state (e.g. Extended Enterprise Learner to a Contingent Worker) a process will be identified for how to address learning that was completed in their previous role.

6. When will Extended Enterprise Learners start creating their accounts? On June 16th?

Although June 16th is the first day these Learners can start creating their accounts, as the intent is to allow them to create their accounts when and where they need it, June 16th may not be the best date.

Since their sole interaction with Workday is to complete training offered by the state, they will create their accounts using the self-serve account creation app. Rather than having all Extended Enterprise Learners create their account on June 16th, they can create it when it makes sense for them. So, if your agency does not have a need to provide training to your Extended Enterprise Learners until (for example) October 2021, it may make sense for them to wait to create their account until they are ready to take training.

7. Our agency has board members, contractors, and volunteers who must complete both the annual *DAS CHRO Preventing Discrimination, Harassment, and Sexual Harassment in the Workplace*, and the annual *OSCIO Security Awareness* training. How will this training be handled?

RE: DAS CHRO Preventing Discrimination, Harassment, and Sexual Harassment in the Workplace

This course will be made available to all employees, Contingent Workers, and Extended Enterprise Learners.

RE: OSCIO Security Awareness

This course will *only* be made available to employees and Contingent Workers, it will *not* be made available to Extended Enterprise Learners.

Individuals who are required to take this training (per the [Statewide Training Policy](#)) must be a [Worker](#) within Workday Oregon.

8. Can any of the Workday roles create an Extended Enterprise Learner account?

Extended Enterprise Learners will create their own accounts using the external self-serve portal. Additional information regarding this can be found on page 11 of the [Frequently Asked Questions](#) document, as seen from the [LMS Replacement Project webpage](#).

To watch a demonstration of the Extended Enterprise Learners account creation process, please watch the Series 2 recording of the LMSRP Open House. This information is accessible from the [LMS Replacement Project webpage](#).

9. Can reporting on Extended Enterprise Learner training achievement be shared/forwarded to their local manager?

Yes. A person with the Affiliation Manager role can pull reports on their Extended Enterprise Learners and will be able to send the downloaded copy of that report to their local manager.

Workday Support/Helpdesk

10. Can Security Partners reset passwords for Extended Enterprise Learners or is this only done by Affiliation Managers?

The Affiliation Manager role is the only role who will have the ability to reset passwords for Extended Enterprise Learners. If another employee, such as a Security Partner, is tasked with this work, they will also need to be assigned the Affiliation Manager role.

11. Will Workday Learning password resets be automated?

If a [Worker](#) forgets their password and needs assistance, they will follow the current Workday protocols. This includes a self-serve feature and if needed, helpdesk support (agency and/or DAS Workday Support Team).

For Extended Enterprise Learners, they too will utilize the same self-serve password reset feature. If they need additional support, they will work with an Affiliation Manager.

12. Are Learning Partners able to send temporary passwords and unlock accounts in Workday Learning if the Learner gets locked out?

No. The Learning Partner role does not include these functions. A couple of things to note:

- Single System: Workday Learning is part of the Workday Oregon suite. If a Learner forgets their password or is locked out of their account, they will follow Workday protocols to correct the issue.
- Password Reset: The only Learning-related role that will have this function is Affiliation Manager – this role can only execute that function when supporting an Extended Enterprise Learner.
- Learning Partner/Affiliation Manager Relationship: Although all Learning Partners will also be assigned the Affiliation Manager role, not all Affiliation Managers will also have the Learning Partner role. This distinction is important because in discussing which roles does what, we're reminded to not collapse roles into one another.

13. Will the Workday Helpdesk support Workday Learning, as well as everything they are doing now, or will it be a separate team?

The DAS Workday Support Team will support Workday Learning with two Learning Administrators. Although Workday Learning is supported in this manner, agencies should also address to how to best support their customers, both [Workers](#) and Extended Enterprise Learners. For example, for agencies that have a centralized helpdesk, it is recommended to hold conversations with their Learning Partners to identify a plan of action.

Role Assignment

14. Is the Learning Partner a new role? How do we know who the Learning Partner is?

Yes, it is a new role with Workday Learning. Information regarding this role was shared during Series 2 and Series 5 of the LMSRP Open House (recordings are accessible from the [LMS Replacement Project webpage](#)).

15. Is it correct that Volunteers Coordinators* can enter Contingent Workers profiles into Workday Oregon, like that of HR Business Partners?

Yes.

**There is a title change pending for the Volunteer Coordinator role to Contingent Worker Coordinator.*

16. Can an agency have multiple Volunteer Coordinators* to help with entering Contingent Workers?

Yes. An agency can have multiple people with the same role. It is an agency decision.

**There is a title change pending for the Volunteer Coordinator role to Contingent Worker Coordinator.*

17. Does the HR Business Partner and Learning Partner perform the same tasks, with the HR Business Partner having extra tasks or are there tasks that the Learning Partner has that the HR Business Partner does not have?

The HR Business Partner and Learning Partner roles are different and therefore, contain different permissions. An individual may have both roles and can therefore perform the duties of each.

18. Who can be assigned the Affiliation Manager role? Can this include an agency partner?

To receive the Affiliation Manager role, the person's Workday profile must reside within Workday HCM. As Extended Enterprise Learners will not reside within the HCM, they will not be assigned this role.

Learning Partners, due to their support of their agency's training program, will be assigned the Affiliation Manager role. Additionally, this role can be assigned to individuals at a Division or Program level, who provide direct support to their Extended Enterprise Learners.

Workday Learning Training

19. The learning plan, which was provided to Learning Partners, states that registration for Workday Learning training opens today. Does that mean registration will be open for all classes listed in the plan? How will we be notified about where to go to register?

Here's a brief overview of the LMSRP Training Plan:

- *April 27th Registration Date:* This date only applies to webinars and virtual instructor led events where the intended audience includes individuals with elevated Learning Roles.
- *eLearning:* These courses can be consumed as soon as they are launched. They are on a rolling launch schedule from now through the week of June 7th.

- *Communication:* The LMSRP Team will utilize a variety of communication channels to announce when learning is available. For example:
 - Learning Partners: They will receive information regarding launch schedules, updates and/or modifications. As needed, they will then disperse this information throughout their organizations. This model supports those organizations who choose to create and launch their own Workday Learning training.
 - The LMSRP Bi-weekly Bulletin: Training, in addition to other project-related topics, will be addressed within each of the upcoming Bulletins. Click [here](#) to self-subscribe to this resource.
 - The LMS Replacement Project Webpage: Information regarding upcoming training will be announced [here](#). Some of the resources found on this page include the LMSRP Calendar, and a Training Catalog.

20. Will the Workday Learning training timeline and calendar be shared?

Yes. This information was shared with the Learning Partners on April 21st and they were asked to share it within their agency. Information will also be posted to the [LMS Replacement Project webpage](#), as well as included within upcoming LMSRP Bi-weekly Bulletins.

21. Just because a person is an iLearnOregon Administrator today does not mean they will be a Learning Partner for Workday Learning, correct?

Correct. Many individuals were given the iLearnOregon Administrator role because they needed to perform a specific task that could only be performed by that role. They were not overseeing, supporting, and/or coordinating their agency's learning program, nor did they represent their agency when working with DAS. Overall, this situation has created a disconnect in many ways. For example, the person was provided more system access than what business need dictates. Rather than continuing this model, Workday Learning was configured to allow us to 'right size' each Learning role so individuals can be appropriately assigned.

Campaigns

22. Will the LMSRP team make a statewide campaign for trainings that are required across all agencies?

DAS CHRO is looking at a possible statewide campaign.

23. Can you provide additional information on Campaigns?

Additional information about Campaigns will be made available through training resources, Learning Partners will be notified when they are available.