WorkWell

Leader Toolkit

November 27, 2023

About This Toolkit

The toolkit that follows contains the latest updates to key information related to the WorkWell business transformation. Use the Table of Contents below to navigate to the information you need.

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Leader Know Share Do Accompanying Comms

Subtitle: Information on upcoming training, cutover dates, and applications sunsetting and go-live dates

Content:

Wellstar Leaders,

We are excited about the new applications within our WorkWell business transformation that will enhance our day-to-day work processes. This transformation will streamline several of our existing applications. **As we roll out the new applications and begin training, we need your help with spreading information and important dates to team members.**

Important dates are listed below. Please refer to the **Know Share Do** for a compilation of critical information and dates:

- Training for the new platforms has been assigned in SuccessFactors and sent out via push notification.
    - All leaders and team members will have 30-75 minutes of **required training.**
    - **Please keep an eye out for upcoming training details.**
- **December 20, 2023:** Team member Lawson access will become read-only.
- **December 24, 2023:** Planned go-live date for UKG, an upgraded version of Kronos.
- **December 24, 2023:** Leaders gain access to appoint timekeeping delegates in UKG (to be completed by January 4, 2024).
- **December 29, 2023:** Leader Lawson access will become read-only.
- **December 31, 2023:** All WorkWell training must be completed. Most team members will lose access to SuccessFactors.
    - Goals, IDP and Performance modules will be read only as of November 30, 2023. Data will be migrated to Workday on your behalf.
    - If a team member has pending required training, such as American Heart Association, onboarding or inclusion training, they will have until January 31, 2024, to complete it.
- **January 1, 2024:** Planned go-live date for WorkWell, replacing Lawson, iCIMS and SuccessFactors.
- **January 31, 2024:** Calendar year 2023 W2 available through this link

Please download the Know Share Do and share the information with your teams. We know this may raise additional questions on key topics. Please reach out to the WorkWell Command Center at **470-956-6000** or email workwell@wellstar.org.

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WorkWell Know Share Do

January 1, 2024, is the planned go-live date for WorkWell, our systemwide business transformation. WorkWell will enhance team member experience and streamline day-to-day tasks by replacing our current business platforms with more intuitive systems like Workday and UKG. The following resource is intended to provide the key dates and information you and your teams may need.

We know this may raise additional questions on the key topics below. Please reach out to the WorkWell Command Center at **470-956-6000** or email workwell@wellstar.org.

KEY INFORMATION LEADERS NEED TO KNOW SHARE DO

WorkWell Training	**Nov. 21:** Training for Workday has been assigned in SuccessFactors - Team members have received a push notification; training is required and lasts 30-75 minutes **Week of Nov. 27:** Leaders must attend one required UKG/Timekeeping training webinar; leaders will receive a webinar invite **Dec. 31:** WorkWell training must be complete
Timekeeping/ Payroll	[Click here for information about changes to timekeeping](#) **Dec. 24**: Kronos is replaced with upgraded UKG **Dec. 24-Jan. 4**: Managers delegate timekeeper roles to timekeepers in UKG - Please appoint timekeeper by **Jan. 4** to ensure correct payment for team members - Timekeepers can only edit but **not** approve time - Only managers or their delegates can approve time, unless they are serving as a timekeeper, in which case a one-up level will need to approve **Jan. 7:** All timekeeping is complete in UKG for payroll processing on Jan. 8 in Workday **Dec. 25**: Last day to complete and approve time and attendance in Kronos for the pay period ending on Dec. 23 for the Dec. 28 pay date
TADs	**Dec. 15:** Last day TADS will be accepted for Dec.10, 2023 pay period (final pay period in Lawson) **Dec. 24-Jan. 6:** For this pay period only terminations and contractor extensions will be permitted in Lawson. **Dec. 30-31:** Downtime procedure for immediate terminations/extensions **Jan. 1:** TADs will no longer be required; requests previously done through the TAD process will now be available through Workday

Compensation & Benefits	- Key Changes for PTO Cash In 100% for 2024: - It is an irrevocable election - Team members cannot defer more hours than they will accrue for 2024 - The hours that a team member elects will ___not___ be available to use for time off **Dec. 15**: Last day to elect PTO Cash In 100% for 2024 **Dec. 15**: Last day to use Decades of Service (DOS) for 2023 - Note: DOS will be used in whole day increments in 2024 **Prior to Dec. 20**: Encourage team members to download past 6 months of paystubs and confirm personal information in Lawson **Dec. 20**: Team member access will be read only in Lawson - If you have critical changes to make to your personal information between **Dec. 20** and **Jan. 1**, reach out to Human Resources Service Center (HRSC) at (470) 267-1234 **Dec. 26**: HR team receives early access to Workday and UKG **Dec. 29**: Last day for managers to approve PTO Cash In 100% requests **Dec. 29**: Leader access will be read only in Lawson - Access from **Dec. 20-29** is for MSS Employee Terms, Contractor Terms and extensions
Requisitions/ New Hires	- Requisitions aged 6 months will require reapproval from Position Control. There will be no action needed for leaders. - Requisitions aged 12+ months will be cancelled and need to be reopened in Workday. - PRN requisitions will need to be cancelled and reopened in Workday. **December 4**: Hiring Managers cannot request new requisition **December 8**: If the requisition is not approved, it will be cancelled. If a manager has a budgeted position and the requisition is not approved, it does not mean that the position is lost. The requisition can be requested again in Workday. **Dec. 11**: Last 2023 start date (orientation) for new hires / last day for new hires to receive individual Week 1 onboarding schedules **December 14**: Final day to move candidates to "Offer Request". **Dec. 16-31**: No new hires (critical hires* ONLY) **Dec. 18**: No virtual Team Member and Caregiver Orientation (TMCO) session; will be online self-led. **December 21**: Leaders will no longer have access to move candidates through statuses. **December 22**: Leaders will no longer have access to iCIMS. **Dec. 25-31**: No TMCO / Recruiting system freeze, but recruiting activities will not stop - Work with your recruiter to determine interview plans during the system freeze **Dec. 26**: Recruiters receive early access to Workday and UKG

	• **Jan. 1**: Recruiting begins in Workday; managers review open requisitions to ensure accuracy • **Jan 2**: First TMCO of 2024 / Onboarding instructions begin in Workday for new hires, contractors/agency and providers • **Jan. 2**: Discard any onboarding Week 1 pdf schedules you may have saved for new team members, contractor or agency team members, as these will no longer be applicable**
Expense Reports	• **Dec. 19:** Last day to submit expense reports • **Dec. 20-31**: No new expense reports can be submitted • **Dec. 20**: Last day to approve expense reports in Lawson • **Jan. 2**: Team members need to re-enter any unapproved expense reports in Workday
Performance, Development & Learning	• **Nov. 30**: Goals, Development Plans and Performance modules become "read-only" in SuccessFactors ○ Data will be migrated to Workday on your behalf • **Dec. 31**: SuccessFactors restricted for all team members except those who have pending required courses • **Jan. 31**: SuccessFactors access closed for all team members
Finance and Accounting	• **Nov. 15:** Freeze on new cost centers and accounts During the Blackout Period you will not have access to Strata in order to create New Project Requests, Funds Release Requests (FRRs, or Capital Requisitions). • **Dec. 29-Jan. 9**: Freeze on initiating new capital projects in Strata • **Dec. 30**: Strata interface freeze • **Dec. 31**: Supply chain inventory balance conversion • **Jan. 1**: First day to submit requisitions in Workday • **Jan. 31:** Last day to submit invoices dated prior to Dec. 31 to Accounts Payable for processing in Lawson
Supply Chain	• **Dec. 28**: Last day to submit requisitions • **Dec**. 29: Last day to issue a purchase order in Lawson • **Dec**. 29: Last day to approve open requisitions in Lawson • After training, all team members requesting requisitions need to select a default workspace • **Jan. 1**: Create requisitions in Workday

*For the critical onboarding list, see here.

**For additional information re: changes affecting new hires, please visit welcometowellstar.com/leaders.

WorkWell FAQ

TOPICS

TRAINING

Question: **Will training be available so I can learn how to use Workday and other new platforms?**
Answer: Yes! Training will include video modules, in-person instructor-led sessions and self-paced learning, supported by optional training aids and simulations.

Question: **Is training mandatory?**
Answer: Yes. All leaders and team members must complete training prior to the end of the year.

Question: How long is training?
Answer: Training is 30-75 minutes for leaders and team members.

Question: Do I have to complete the training all at once?
Answer: Nope! You can save your progress and come back to the training at any time.

Question: Where do I access training?
Answer: Training will be available on SuccessFactors and will be sent out via push notification.

Question: Can I complete the training on my phone?
Answer: Yes! You can complete training either on your desktop or your phone.

WORKDAY

Question: Are WorkWell and Workday the same thing?

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Answer: No. WorkWell is Wellstar's system-wide business transformation that is improving the team member experience through the replacement or enhancement of major business technology platforms. Workday is a cloud-based software package that includes solutions for finance, HR, planning and spend management and will replace iCIMS, SuccessFactors and Lawson.

Question: **What will I use Workday for?**

Answer: Most team members will use Workday for any day-to-day HR needs. You'll be able to review benefits via a link to MyBenefits, update personal information, manage your absences, view your org charts, submit business expense reimbursement requests, submit PCard expense reports, view your pay, access learnings, manage your career and performance reviews and much more. HR, Finance and Supply Chain team members will also use Workday to streamline key processes and make work easier.

Question: **What is Workday replacing?**

Answer: Workday will be replacing iCIMS, SuccessFactors and Lawson.

Question: **When is Workday go-live?**

Answer: January 1, 2024.

Question: How do I access Workday?

Answer: More information will be provided during training, but Workday can be accessed via an app on your mobile phone or a link on your desktop or mobile phone.

Question: What will Workday link to?

Answer: Workday single-sign on (SSO) will link to MyBenefits, AbsenceSoft ESS and UKG.

UKG

Question: **What is UKG?**

Answer: UKG (stands for Ultimate Kronos Group) is an intuitive timekeeping and scheduling system which will allow team members and managers to manage schedules for non-SmartSquare users and timecards for all team members. This is an upgrade to the current Workforce Central Kronos application used today for basic scheduling, time and attendance.

Question: **If I use SmartSquare for my schedule and time off requests, is anything changing?**

Answer: No, continue to use SmartSquare for all scheduling and time off requests.

Question: **When is UKG go-live?**

Answer: December 24, 2023.

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Question: How do I access UKG?

Answer: UKG can be accessed via a link on your desktop or mobile device. Workday will also have a link to UKG.

TIMEKEEPING

Question: Are time clocks or the process of using a time clock changing?

Answer: Time clocks should continue to be used and are now integrated into UKG.

Question: Is Remote Time Stamp, the web-based method to clock in and clock out, still going to be available for use?

Answer: Yes, Remote Time Stamp will still be available for team members who do not have access to a time clock.

Question: Is Teletime still available to use to clock in and clock out?

Answer: No, Teletime is no longer available. Teletime users will transition to use Remote Time Stamp, the web-based method to clock in and clock out.

Question: If I was a timekeeper in Kronos, will I still be a timekeeper in UKG?

Answer: Beginning December 24, leaders delegate (assign) the timekeeper roles in UKG. Timekeeping will not be able to be performed below the leader level until a leader delegates the authority from within UKG.

Question: Can the help desk assign me access to be a timekeeper?

Answer: No. Leaders are required to delegate/assign timekeeper roles from within the UKG app.

Question: What if, as a manager, I don't delegate or assign the timekeeper role?

Answer: If a timekeeper is not assigned by a leader, then the leader will have to complete the timekeeping for team members in their reporting hierarchy.

Question: What is the difference in access between a timekeeper and manager?

Answer: Timekeepers can make edits and ensure that the correct time is on a team members timecard. Managers may be a timekeeper, or they may delegate their authority to keep time to any team member within or outside their hierarchy. Managers approve timecards of team

members within their hierarchy. Managers may delegate their authority to approve timecards to any team members within or outside their hierarchy reporting structure.

Question: Can timekeepers approve time edits they make on a timecard?
Answer: No, timekeepers will only be able to edit time; they cannot approve time entries they make.

Question: Can managers approve time, change schedules and make edits in the UKG apps?
Answer: Yes, managers will be able to edit and approve time and schedules in UKG. However, if a manager is serving as timekeeper, they cannot also approve time. In that case, a one-up level will have to approve time.

Question: Will team members have to clock out for breaks, or will the system automatically deduct the 30-minute meal break unless they choose not to when clocking out?
Answer: Currently, there is no change to the meal break policy. If a team member takes longer than a 30-minute meal break, they should clock out and back in.

Question: Do exempt team members need to clock-in?
Answer: No, there is no change to this process. Exempt team members do not clock in or out.

Question: Will team members be able to request time to be added through UKG if they forget their badge or are doing a virtual meeting?
Answer: Yes.

COMPENSATION

Question: Where will I go to access my paycheck?
Answer: Wellstar team members will receive their paycheck by direct deposit into the bank accounts identified by each team member. A paper check will be mailed for those who have not elected direct deposit. This question also relates to paystubs which are called pay slips in Workday. These pay slips in Workday explain the calculations for net pay for each team member, similar to Lawson.

Question: Where will I be able to see past W2s? How will I receive my 2023 W2?
Answer: Team members will be able to access both their past and 2023 W2s via this link, which will remain active when we transition to Workday. Team members do NOT need to print past W2s.

Question: Where will I be able to see past paystubs?

Answer: We recommend that team members save to file or print the last 6 months of paystubs from Lawson. After go-live, new pay slips (paystubs) will be available in Workday.

PERFORMANCE, DEVELOPMENT & LEARNING

Question: When is SuccessFactors going away?

Answer: Goals, IDP and Performance modules will be read-only as of November 30, 2023. Data will be migrated to Workday for you. Access to SuccessFactors will be restricted for most team members after December 31, 2023. Those who have required pending courses will have access until January 31, 2024.

NEW HIRES, REQUISITIONS & ONBOARDING

Question: When is the last start date (orientation) in 2023 for new hires?

Answer: Hires scheduled to start on December 11, 2023, will be the last group to receive individual Week 1 schedules and welcome letters. There will be no new hires except for critical hires from December 16-31, 2023.

Question: Can new hires start on December 18?

Answer: The week of December 18, 2023, is a critical onboarding week. There will be no Virtual TMCO Session on Monday. All required learning will be online self-led. A general communication will be sent from Onboarding with instructions for this week. **Team members starting this week must begin their learning *this week* in Success Factors and will have until January 31, 2024, to in SuccessFactors**. For the critical onboarding list, [see here](#).

Question: When is the first TMCO of 2024?

Answer: Tuesday, January 2, 2024, will be the first TMCO of the new year.

Question: How will required learning be tracked in Workday?

Answer: As of January 2, 2024, a new team member's progress with Workday required learning completion can be viewed in Workday, through a learning report or by the individual team member.

Question: Will onboarding surveys be available in Workday?

Answer: As of January 2, 2024, 30-60-90-day onboarding surveys will be accessible to new team members via their Workday Onboarding Journey.

Question: When is the recruiting system freeze?

Answer: The recruiting system freeze will be December 25-31, 2023; there will also be no TMCO during this time.

Question: Will recruiting stop during the recruiting system freeze?

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Answer: No. Recruiting will continue during the system freeze; recruiters will receive early access to Workday and UKG on December 26, 2023, to familiarize themselves and reference candidate information. Recruiting officially begins in Workday January 2, 2024.

SUPPLY CHAIN

Question: How will purchase orders be affected?
Answer: The last day/time to submit purchase orders to vendors in Lawson is December 29, 2023, at 5:00pm ET.

Question: How will requisitions be affected?
Answer: The last day to submit requisitions in Lawson is December 28, 2023, while December 29, 2023, is the last day to approve open requisitions. At that point, requesting supplies will be restricted in Lawson. Starting January 1, 2024, you can begin creating requisitions in Workday.

Question: How will Consolidated Service Center (CSC) items be affected?
Answer: For CSC items, December 27, 2023, is the last day to submit par/department order and inventory orders.

Question: Will supply chain delivery be impacted?
Answer: No. Your supply chain delivery will remain the same.

FINANCE

Question: How will expense reports be affected?
Answer: The last day to create business expense reimbursement requests in Lawson is December 19, 2023. The last day expense requests can be approved in Lawson is December 20, 2023. Starting December 21, 2023, any unapproved expense reports will be denied and will be required to be re-entered in Workday by the team member starting January 2, 2024.

Question: How will PCard expense reports be impacted?
Answer: Team members will complete all December 2023 PCard expense reports using the Works system. All PCard transactions occurring on or after January 1, 2024, will be entered, coded and approved using Workday PCard expense reporting.

Question: How will capital expenses and invoices be affected?
Answer: Beginning end-of-day December 29, 2023, and through January 9, 2024, there will be a blackout period for Strata Capital. The first settlement run in Workday will be January 8, 2024.

Question: What if I have an emergency capital request during the Strata blackout period?

Answer: Notify the Administrator On Call and share the patient or team member safety or risk issue. A purchase through Lawson Requisition will be obtained and reconciliation of capital will be done in arrears.

WorkWell Key Dates Calendar

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	Nov. 26	27	28	29	30	Dec. 1	2
Performance					Goals, IDP & Performance move to read-only in SF		
New Hires & Recruiting		Last day to send critical fill candidates to preboarding for Dec. 18					
	3	4	5	6	7	8	9
New Hires & Recruiting		Hiring Managers cannot request new requisition				Any requisitions not approved will be cancelled Final day to clean up requisitions for migration to Workday	
	10	11	12	13	14	15	16
Compensation & Benefits						Use 2023 DOS Last Day to elect PTO Cash In 100% for 2024	
New Hires & Recruiting		Last 2023 start date/orientation for new hires			Final day to move candidates to "Offer Request"	Final day to send offers for January 2 TMCO	
TADs						Last day TADs will be accepted for 12/10-12/23 pay period	
	17	18	19	20	21	22	23
Compensation & Benefits				Team member Lawson access becomes read-only			
Expense reports			Complete all expense reports	Last day for managers to approve expense reports in Lawson			
Payroll			Last day to print past paystubs				
New Hires & Recruiting		No virtual TMCO (online, self-led required learning for critical hires)			Leaders will no longer have access to move candidates through statuses	Leaders will no longer have access to iCIMS	

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	24	25	26	27	28	29	30
Compensation & Benefits						Last day for managers to approve PTO Cash In 100% Leader Lawson access becomes read-only	
Finance							Strata interface freeze
					Freeze on initiating new capital		
New Hires & Recruiting		NO TMCO					
	Recruiting System Freeze; TA will be extending offers but will need to resend offers in Workday						
Timekeeping	UKG Go-Live						
	Managers delegate time management to timekeepers in UKG; timekeepers and managers enter schedules in UKG						
Payroll		Last day to approve payroll in Kronos					
Supply Chain					Last day to submit requisitions Final PO transmission in Lawson	Last day to issue PO in Lawson Last day to approve open requisitions in Lawson	

	31	Jan. 1	2	3	4	5	6
Expense reports			Team members need to re-enter any unapproved expense reports in Workday				
Supply Chain	Supply chain inventory balance conversion						
Finance		First day to submit requisitions in Workday					
	Freeze on initiating new capital projects						
New Hires & Recruiting	Recruiting System Freeze		First TMCO of 2024				
Performance	SuccessFactors restricted to all team members except those with pending required courses						
WorkWell	Training must be complete by EOD	Careers Site & Workday Go-Live					

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WorkWell Resources

PDFs:
Know Share Do
Overview of WorkWell
What is changing about timekeeping
Key information about WorkWell training
What applications are sunsetting and when
11.27.23 Leader Update Slides

Links:
WorkWell Microsite
WorkWell SharePoint
WorkWell FirstUp Topic

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