MONTHLY SNAPSHOT
APRIL 2019

An overview of the UW’s completion times for Workday business processes, as well as the ISC’s efficiency in providing Workday support to campus.

**GOAL**
Complete **80%** of key Workday business processes* within **five business days****

79%

Completion time (in business days):
- 1-3: 70%
- 4-5: 9%
- 6+: 21%

* Change Job, Create Position, Hire, Request Compensation Change, Request Leave of Absence, Termination. Processes are initiated by unit administrators and may route through the ISC and/or several campus partners.

** Mon-Fri, 8AM-5PM, excluding holidays.

**GOAL**
Resolve **80%** of each month’s incoming cases† (“tickets”) within **five business days**

86%

Resolution time (in business days):
- 1-3: 78%
- 4-5: 8%
- 6+: 14%

† Cases created during the specified month and resolved by the ISC.