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**

84%

* 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**

85%

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