MONTHLY SNAPSHOT
SEPTEMBER 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**

87%

Completion time (in business days):
- 1-3: 78%
- 4-5: 13%
- 6+: 9%

* 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%

Resolution time (in business days):
- 1-3: 78%
- 4-5: 15%
- 6+: 7%

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