

PAYROLL TRANSITION READINESS ROLES

To ensure employees across the enterprise are prepared for the upcoming structural pay changes, including changing to a biweekly pay frequency, the Workday Oregon team will activate a coalition of readiness roles in each agency that uses Workday Payroll. This change network will support this project by helping to build trust, reduce confusion, and coordinate implementation.

Readiness Role Purpose and Needs

The purpose of these readiness roles is to:

- Identify agency needs and challenges with the payroll transition and communicate these with the Workday Oregon team.
- Support functional areas within the agency impacted by payroll changes.
- Provide readiness resources to the agency.
- Engage in readiness activities and communicate project impact to their agency, as determined by agency leadership and needs.
- With support from the Workday Oregon team, provide training, communication, and change management to the agency.

Individuals identified for readiness roles will need:

- Capacity and time to participate in readiness role project meetings and activities.
- The skill and ability to communicate with employees and leadership.
- Knowledge or experience in their identified readiness role.
- To coordinate regularly with the other agency readiness roles to evaluate agency readiness, ensure consistent messaging, and provide on-going support for staff and managers throughout the payroll transition project.

Agency Head

The agency head will serve as the agency project sponsor and is responsible for ensuring the change within their agency. Successful change adoption relies on their understanding and knowledge of the project. Project activities may include:

- Providing guidance for the project within their agency.

- Monitoring effectiveness of payroll transition readiness activities within the agency and removing system, structural, or resource barriers.
- Ensuring accountability for the outcome of readiness activities within their agency.
- Communicating directly with employees by delivering clear, consistent messages about the reasons and benefits of the change, as well as addressing concerns and answering questions.
- Preparing, equipping, supporting and ensuring appropriate resourcing for readiness roles to support change within their agency.

Other Readiness Roles

Readiness Role	Role Description	Possible Role Activities
Communication Role	Communication professional, or someone positioned to provide agency-wide communication	<ul style="list-style-type: none"> • Amplifying and promoting project messaging to help ensure employees across shifts, locations, and roles are personally and professionally prepared for the change. • Contextualizing messages to specific agency needs. • Identifying bottlenecks or barriers to frequent, open, and timely communication. • Using communication tools and channels to support project activities.
Training Role	Learning and Development professional, or someone experienced in training on the topics of the payroll transition project	<ul style="list-style-type: none"> • Sharing the available project training materials, resources, and support with agency partners and leadership. • Working closely with agency payroll, HR, and supervisors to identify agency specific information, processes, and additional training needed to supplement the payroll transition training and resources. • Providing instructor-led training and drop-in sessions for agency employees and supervisors. • Working with the agency Workday Learning Partner to monitor completion of project-related training.

<p>Payroll Partner Role</p>	<p>Payroll employee who already participates in the Payroll Partner community of practice facilitated by the Workday Oregon team.</p>	<ul style="list-style-type: none"> ● Providing information, resources, and guidance about the payroll changes. ● Collaborating with other payroll professionals to ensure adequate internal agency processes are in place to support any changes to workflows or tasks. ● Communicating regularly with HR, supervisors, and employees to provide support and ensure staff and managers are entering, and approving time consistently and within the correct time frames. ● Continuing to be proactive when issues arise and responsive to requests for help.
<p>HR Role</p>	<p>HR professional familiar with how payroll functions impact HR functions</p>	<ul style="list-style-type: none"> ● Staying informed about the change, available resources, and training offerings. ● Understanding how the change impacts employees and supervisors, their workloads, and providing necessary support and information. ● Understanding labor letters of agreement and collective bargaining contracts related to the change. ● Providing guidance and support to both supervisors and employees as it relates to their responsibilities for time entry and approval. ● Collaborating with other HR and payroll professionals to ensure adequate internal processes are in place to support any changes to workflows or tasks resulting from the change, especially for HR Partners, Absence Partners, and Compensation Partners.

<p>Diversity, Equity, Inclusion, and Belonging (DEIB) Role</p>	<p>DEIB professional, or someone positioned to provide agency DEIB input and support</p>	<ul style="list-style-type: none"> • Ensuring agency-specific project materials are inclusive, diverse, accessible, and equitable to increase learning engagement, knowledge retention, and behavior change. • Confirming all employees have access to resources and training, including those who do not have regular access to computers.
<p>Optional Role – Change Management</p>	<p>Change management professional or practitioner</p>	<ul style="list-style-type: none"> • Developing an agency change management strategy to support the project strategies. • Facilitating agency-specific activities to support readiness like listening sessions, training, etc. • Complete formal assessments to evaluate agency’s readiness for change. • Responding to agency resistance to change.
<p>Optional Role – Process Improvement</p>	<p>Process improvement professional or practitioner</p>	<ul style="list-style-type: none"> • Designing new or updating existing agency processes for updated payroll or time tracking workflows. • Confirming all related processes and workflows meet the needs of business units and teams within the agency.