



Workday Touchpoints Kit for the Workday Ecosystem

Workday Financial Management unified with Workday Human Capital Management helps you make strategic decisions better, faster, and with more-predictable outcomes. And now there's a way to understand how these different Workday products interact with each other. The Workday Touchpoints Kit helps you identify cross-functional impacts across the full suite. By providing a macro view of the Workday components and the relationships among them, it ensures higher-quality and smarter implementations.

Reliable and Relevant Expertise

As more customers deploy and go live on Workday, their experiences are shared with others, resulting in collaboration and knowledge transfer that's only possible through the Workday Power of One approach. With every customer on the same version of Workday, the ability for implementation teams to learn from one another is incorporated into the Touchpoints Kit.

The Touchpoints Kit includes the latest product information and deployment tips from our product experts. Taking advantage of this knowledge before you begin your next project helps to ensure that you avoid costly design and implementation issues.

Comprehensive Content

The Touchpoints Kit covers the full product suite: Workday Human Capital Management, Financial Management, Payroll, Student, and Education and Government. It includes diagrams that help you see the connection points between Workday products.

Touchpoint Design Heat Maps are also included, which provide a consolidated view of the important design attributes that you need to consider, and help you determine where the focus should be when designing and configuring Workday. They also identify the upstream, downstream, and cross-functional impacts of key configurations and the consequences of making changes at a later date. In short, the Touchpoint Design Heat Maps minimize rework when you deploy additional products.

Other information in the Touchpoints Kit includes how each product suite uses each organization type and the importance of each organization type to each product suite. The kit in its entirety provides you with advice that is valuable to you during design and testing phases.

Key Benefits

- Accelerate and deploy higher-quality implementations.
- Configure for today knowing that your customer can extend their Workday footprint in the future.
- Identify downstream, upstream, and cross-functional impacts within the Workday suite of applications.
- Rely on heat maps for the most important design attributes that need to be considered during an implementation.
- Examine how Workday functional areas work together.
- Reduce rework down the road.

Regular Updates

With each new release of Workday, we improve and extend the Touchpoints Kit content. You can rest assured that the information you are relying on has been vetted and is ready to use.

Easy to Consume

Since Workday is a unified solution, we have designed the Touchpoints Kit to help you see how all the products interact with each other. We recognize that people vary in their ability to comprehend information, and for that reason we strive to accommodate all learning styles. We provide several options for you and your team to discern the content.

Wide Range of Options

We want to help you and your team visualize what you are recommending and why, so we have built the following into the Touchpoints Kit for you to share with them:

- A visual display of the Workday product touchpoints
- A visual display of key design attributes
- A visual display of common business solutions
- Videos and documentation from product experts highlighting product touchpoints and key cross-functional impacts

Easy Access and Availability

The Touchpoints Kit is available online to all Workday employees and ecosystem members. Even though it is chock-full of comprehensive content, the kit is easy to use and you don't need to be an expert in all areas of the product to understand its impact to the area you are working on.

Recommended Instructions and Training

If you are new to the Touchpoints Kit, or if you have a new team member using it, we have recorded a *How to Use the Touchpoints Kit* video that you can access in the Workday Community as well as instructions on how to best use the content.

Developed with the Future in Mind

As a consultant, you fully understand your area of expertise. But you may not know how the product that you are working on today will impact products downstream tomorrow.

You may also like to have insight into how decisions made upstream will impact your product design and implementation. The Touchpoints Kit provides this intelligence to you and your team. The content has been developed with the future in mind, so you can deploy successfully today knowing that you have prepared the foundation for additional products in the future.

The Touchpoints Kit can be used during the entire deployment lifecycle—from design through testing. We strongly suggest that you use the Touchpoints Kit during your design and testing phases. The content provides guidance on different deployment approaches, whether a phased or full platform deployment.

Framework to Evolve







As your customer evolves, the Touchpoints Kit can help you see which decisions are most critical and will cause the most pain if changed in the future. By utilizing the Touchpoints Kit framework, you can make sure that you have the right customer team members in your design workshops to make key decisions. With everyone on the team understanding the intricacies and talking about them up front, you can help reduce rework in the future.

Learn more about the Workday Touchpoints Kit:

- Access the [Touchpoints Kit](#) on the Workday Community.
- Watch the Workday Touchpoints Kit training videos:
 - > [Workday Touchpoints Kit – Part 1](#)
 - > [How to Use the Workday Touchpoints Kit – Part 2](#)

Full Spectrum of Learning Delivery Options

We offer a variety of learning delivery options ranging from instructor certification programs and independent, self-paced offerings to high-end, hands-on activities in the tenant. Learn more about the Workday Education offerings at workday.com/services/training_and_education.php.

Workday Education Offerings	Description
 <p data-bbox="354 369 548 396">Learn In-Person</p>	<p data-bbox="831 233 1446 354">This instructor-led, in-classroom training prepares students to meet their job requirements. It combines lectures, social learning, product demonstrations, and hands-on activities.</p>
 <p data-bbox="370 575 532 602">Learn Virtual</p>	<p data-bbox="831 438 1495 590">Our virtual classroom offers the advantages of live instructors without the expense and time associated with travel. Students connect to our training environment and participate remotely, complete hands-on activities, and interact with instructors and other students.</p>
 <p data-bbox="342 779 566 806">Learn On-Demand</p>	<p data-bbox="831 644 1487 766">Learn On-Demand is our cost-effective option to supplement instructor-led offerings. It provides immediate access to specific training, and includes short, topic-specific videos and job aids.</p>
 <p data-bbox="337 984 571 1012">Learn Independent</p>	<p data-bbox="831 850 1490 972">This learning experience combines videos, interactive exercises, quizzes, and tests into a comprehensive online learning curriculum that students can complete at their own pace.</p>
 <p data-bbox="375 1190 532 1218">Adoption Kit</p>	<p data-bbox="831 1056 1495 1207">This collection of templates and resources is designed to accelerate customer training and your Workday rollout. It includes a combination of videos and job aids, as well as facilitation and marketing materials. All content can be tailored to your needs, or used as is.</p>
 <p data-bbox="371 1396 537 1423">Workday Pro</p>	<p data-bbox="831 1262 1487 1350">This customer-focused accreditation program helps drive greater Workday competency and self-sufficiency for your organization.</p>



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