ADVICE TO HIGHER EDUCATION CIOS FROM WORCESTER POLYTECHNIC INSTITUTE

VIDEO TRANSCRIPT

The advice I would give other higher ed CIOs is sort of multi-pronged. First piece of advice is make sure you understand all of your existing business processes before going into an ERP transformation, whether it's HCM, Finance, or Student. You really need to understand what the current processes are and then you need to build the roadmap of what you want your new processes to look like. And if your current processes are very manual, it's going to be really important to capture those so that you can figure out how to build new automated processes and then explain those to the community.

Change Management is also extremely important because you will have to continually work with your faculty and your staff and students on the changing business processes that you're going to see.

And then I think the third is really the people. You need to make sure you've got talented people who understand Workday on your team. And then you really need good backfill resources in your functional departments because as your head of HR or finance or your controller or your registrar or your bursar start to implement these things, they're going to be full-time involved in Workday so they're going to need resources that can do their regular jobs while they're building

out your new system. So make sure you plan adequate resources and budget around everything as well.