Workday Touchpoints Kit

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

Increase Self-Sufficiency

The Workday Touchpoints Kit can help you understand how the pieces in Workday fit together so you can increase self-sufficiency across your organization. Use the Workday Touchpoints Kit during design, configuration, and testing, and benefit from the latest product information and deployment tips from our product experts. Taking advantage of this knowledge helps to ensure that you avoid costly design and deployment issues.

Understand the Impact of Decisions

The Workday Touchpoints Kit can help you understand which decisions are critical and will have the greatest impact. Learn how to recognize the shared configuration attributes and how each product uses them, and understand the consequences of changing these in the future.

Key Benefits

- Optimize design sessions
- Identify upstream and downstream impacts between Workday functional areas
- Improve the quality of testing and reduce rework
- Effectively manage rolling adoption
- Drive decisions that improve people management, technical efficiency, and ultimately the health of the business

Prepare for Essential Discussions

The Workday Touchpoints Kit can also help you and your team visualize what your consultants recommend and why. By utilizing its framework, you can make sure that you have the right 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.

Gain access to the Workday Touchpoints Kit in two ways:

1   Complete our course, "Getting Started with Workday Touchpoints." This online training demonstrates how to use the Workday Touchpoints Kit to identify touchpoints and key design considerations across the entire Workday product suite.

2   Complete a Workday Pro track. Workday Pro is our customer accreditation program for advanced administrators of Workday. Pros receive access to the Workday Touchpoints Kit as a benefit for successfully completing any of our available tracks..

Access will be granted within five business days after completion of either option.

Full Spectrum of Learning Options

We offer a variety of learning delivery options ranging from independent, self-paced offerings to traditional in-class training. Learn more about Workday Education Services.

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> The Touchpoints training provided the best, most complete overview of how Workday works that I've seen and I believe every person involved in a deployment should be required to take it.
>
> **A Workday Customer**
> from an Education TV Station

WORKDAY EDUCATION OFFERINGS	DESCRIPTION
Learn In-Person	This traditional instructor-led in-classroom training prepares students to meet their job requirements. It combines lectures, social learning, product demonstrations, and hands-on activities.
Learn Remote	Learn Remote offers instructor-led training delivered online. In-person and remote students are combined into a single class, providing the same real-time collaboration, instructor interaction, and learning benefits for both groups. There is no travel needed, which saves you time and money.
Learn Virtual	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.
Learn Independent	Workday offers customers training flexibility with Learn Independent. Students can learn online from anywhere, anytime, and at their own pace with a combination of videos, interactive activities, job aids, and quizzes. Start times begin when it is most convenient for students, and they will retain access to course material indefinitely as long as their Learning Center account remains active.
Learn On-Demand	Students complete short, topic-specific videos and job aids at their own pace with Learn On-Demand. This training supplements instructor-led offerings and provides students with immediate access to specific course-content in real time. This content often serves as refresher material on specific topics learned in instructor-led courses.
Workday Pro	Workday Pro is our highest level of customer accreditation. It is designed for individuals who want to acquire deep expertise in Workday. This program trains our Workday Pros to deliver a similar level of value as an external Workday-certified consultant. This accreditation program consists of a number of tracks, each with relevant courses, plus an online test. Accredited Workday Pros receive membership in the private Community group, full access to the Workday Touchpoints Kit, and update training with each new Workday release—all for no additional cost.
Adoption Kit	The Adoption Kit helps accelerate the development of end-user training and use of self-service features and functionality, ultimately contributing to a successful Workday rollout. It includes a combination of videos and job aids for common employee and manager self-service tasks, as well as graphic assets, facilitation guides, and marketing materials. Training teams can use these materials as-is or customize content to meet unique organizational needs.
Workday Touchpoints Kit	The Workday Touchpoints Kit is a collection of diagrams, heat maps, and organizational details that illustrate the connection points across all product areas within the Workday suite. These tools can be used by customers and consultants alike, with the end goal of maximizing the Workday application.

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