



Smart Talk

April 2022

Need Help? Contact the WorkSmart Support Team!

Since Workday went live last fall, the WorkSmart Support Team has been here to assist. Employees working through business processes in the system are encouraged to reach out as questions arise. To contact the **WorkSmart Help Desk** you can:

- Submit a ticket: WorkSmartSupport.iowa.gov
- Email WorkSmartSupport@iowa.gov
- Call 833-WRK-SMRT (833-975-7678)

Once a question is received, one of three things will happen. Help Desk staff will:

- Resolve the issue
- Refer the question to the appropriate Functional or Technical subject matter expert for assistance, or
- Route it to the Change Control Committee (CCC) if a change is required. The CCC will review the request and determine next steps.

New Bulletin for Human Resources Professionals

Human Resources professionals will soon see a new resource in their email - the **HR Pro Recap**. This new bulletin will feature recent enhancements and reminders regarding Human Resources business processes and features in Workday. It will be distributed on a regular basis to HR professionals.

Updated Human Capital Management (HCM) Resources

- The [Employee FAQs](#) for Workday HCM have recently been updated. New information and updates for self service and human resources processes are indicated in red.

Phase 2: Workday Financial (FIN) Update

- WorkSmart Integration Network (WIN): The March 22 meeting was attended by 160 employees from agencies throughout State government. These meetings offer integrating agencies an opportunity to discuss key upcoming FIN tasks, consider integration approaches and layouts, and to address any questions.
- Workday FIN Knowledge Transfer (KT) Plan: Coming soon, the KT Plan will be presented soon to workstream leads, backups, and consultants. This plan will document the transfer of skills and knowledge necessary for State employees to successfully administer Workday FIN after Go Live.

Updated Workday Financial (FIN) Resources

- Check out the latest updates to the [Workday FIN FAQs](#) and [Workday FIN Glossary](#). New or updated information is indicated in red.

More Information

For Workday assistance, refer to the [Workday Support Chart](#).
For WorkSmart Project information and Workday resources, visit WorkSmart.iowa.gov
or contact the WorkSmart Team at WorkSmart@iowa.gov.

