

## Wanda WorkSmart – ESS & MSS FAQ's Video Transcript

### **Title Slide [cartoon animation of Wanda waving with two coworkers thinking]:**

**Hi there! Welcome to the Wanda WorkSmart series** designed to inform you of what's new, what's changing, and what benefits you can expect in Workday. I'll also be addressing several key questions asked by State of Iowa employees.

In this session, we'll be talking about Employee and Manager Self Service. Let's dive in!

### **Scene 1 [animation of Wanda pointing]:**

This September, the State of Iowa will transform the way we conduct business when Workday goes live. One of Workday's key benefits is its self-service functionality.

Employee Self-Service (ESS) and Manager Self-Service (MSS) will provide greater convenience and efficiency for State employees and managers.

### **Scene 2 [animation of Wanda sitting in chair with laptop]:**

What does Self-Service mean for you?

- Employee Self-Service (ESS) will enable State employees to view and update their personal information and easily initiate some simple HR requests.
- Manager Self-Service (MSS) will allow managers to perform management activities for team members, including view information, act on to do lists, and approve employee requests.

### **Scene 3 [animation of Wanda pointing]:**

Let's take a look at some of the most common Employee Self-Service processes in Workday. Employees will be able to:

- Complete Onboarding Activities
- Enter/Edit Time Worked
- Request Work Schedule
- Request Time Off and Leave of Absence
- Create Spend Authorization for Out-of-State Travel
- Create Travel Expense Report
- Change Benefits and Open Enrollment
- Complete Payment Elections
- Complete Federal and State Withholding
- View Payslips

#### **Scene 4 [animation of Wanda pointing]:**

Now let's look at some of the most common Manager Self-Service processes in Workday. With MSS, managers are able to:

- View Job Requisitions
- Setup Onboarding for New Hires
- Review and Approve Time worked
- View, Assign, and Edit Employee Work Schedules and Calendars
- Review, Correct, and Approve Time Off Requests
- Approve Spend Authorization Requests
- Review and Approve In-State and Out-of-State Business Travel Expenses

#### **Scene 5 [animation of Wanda cheering and graphic of tablet with Workday logo showing]:**

Best of all, many Employee Self-Service capabilities will also be available on the Workday mobile app. The Workday app provides secure, mobile access to select Workday applications on-the-go!

#### **Scene 6 [animation of Wanda sitting in chair with laptop]:**

Now, we'll look at the Top 5 ESS and MSS questions asked by State of Iowa employees!

#### **Scene 7 [animation of man standing by computer thinking with Workday logo displayed on computer and Wanda pointing and talking]:**

**Question 1:** How does Workday notify employees and managers of actions that they need to take?

Notifications will appear in your Workday inbox. You may also change your account preferences to have notifications sent to your work email address.

#### **Scene 8 [animation of two people sitting at table with laptops and Wanda talking]:**

**Question 2:** What if an employee makes a mistake when performing a self-service task?

Don't worry! Workday guides you through each process to ensure tasks are completed with the information needed. Workday also allows you to make corrections. For example, changes to time worked or time off.

#### **Scene 9 [animation of man sitting at desk typing on computer and Wanda cheering]:**

**Question 3:** Are managers able to delegate tasks, such as reviewing and approving timesheets?

Yes, managers have the ability to temporarily delegate tasks to a peer of the same or higher level. Delegations must be set for a specific time period and are not meant to be a permanent assignment.

**Scene 10 [animation of two people sitting at airport on laptops and Wanda cheering]:**

**Question 4:** How are Travel Expenses submitted in Workday?

Travel expenses will be entered and approved in Workday. Photos of receipts can be uploaded into Workday, replacing the need to submit the physical copy. A Smart Guide will be available to help you through the process.

**Scene 11 [animation of two people sitting at airport on laptops and Wanda cheering]:**

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**Scene 12 [animation of man standing and Wanda talking]:**

**Question 5:** What is a security role?

Workday security roles determine an employee's ability to initiate or approve certain business processes in the system. All employees will be able to perform ESS activities. Managers identified in an Agency's Supervisory Organization will be assigned a manager role for MSS. HR and Financial staff will have additional roles assigned to perform specific business processes.

**Scene 13 [animation of Wanda typing on laptop]:**

This wraps up our session about ESS and MSS! Stay tuned for more topics to come. Until then, visit our website at [WorkSmart.iowa.gov](http://WorkSmart.iowa.gov) for more information.

Thanks for watching! This is Wanda WorkSmart, signing off, and remember, work SMARTER, not HARDER...with Workday!