ENTERPRISE PROJECT
GUIDING PRINCIPLES

BE FORWARD THINKING
and adapt to the iterative nature of implementing new technology.

Adopt streamlined, simplified,
INDUSTRY-LEADING BUSINESS PRACTICES.

Foster an environment of
COLLABORATION AND TRANSPARENCY.

Proactively engage the university community through
CHANGE MANAGEMENT AND COMMUNICATION.
The operational design stakeholder experience:

**SIMP stylize AND STREAMLINE SUPPORT**
A simplified process and systems footprint is enabled by using common tools, metrics and services and through collaboration between business units and operations.

**ENGAGE AND INFORM USERS**
Training and organizational change management are woven into daily operations. Transparency with users and supporting groups is ensured through training, job aids, metrics and just-in-time help.

**QUALITY DATA OUTCOMES**
A central data model and reporting governance supports a single source of truth to ensure consistent data and metrics are securely delivered.

**UP-TO-DATE PROCESS AND PRODUCT SUPPORT**
Business units and operations collaborate to evaluate new Workday releases and identify implementation plans.

**SERVICE AVAILABILITY AND QUALITY SUPPORT**
Centralized monitoring, availability and technical support is delivered through use of industry leading practice models.

**PROACTIVE WORKFORCE MANAGEMENT**
Best practice models for staffing, training and support processes are employed and reinforced across the university.

**ALIGNMENT TO UNIVERSITY GOALS**
Business units and operations form a governance model that evaluates and adapts to changing business requirements while ensuring sufficient support resources and staffing.

*The Ohio State University*