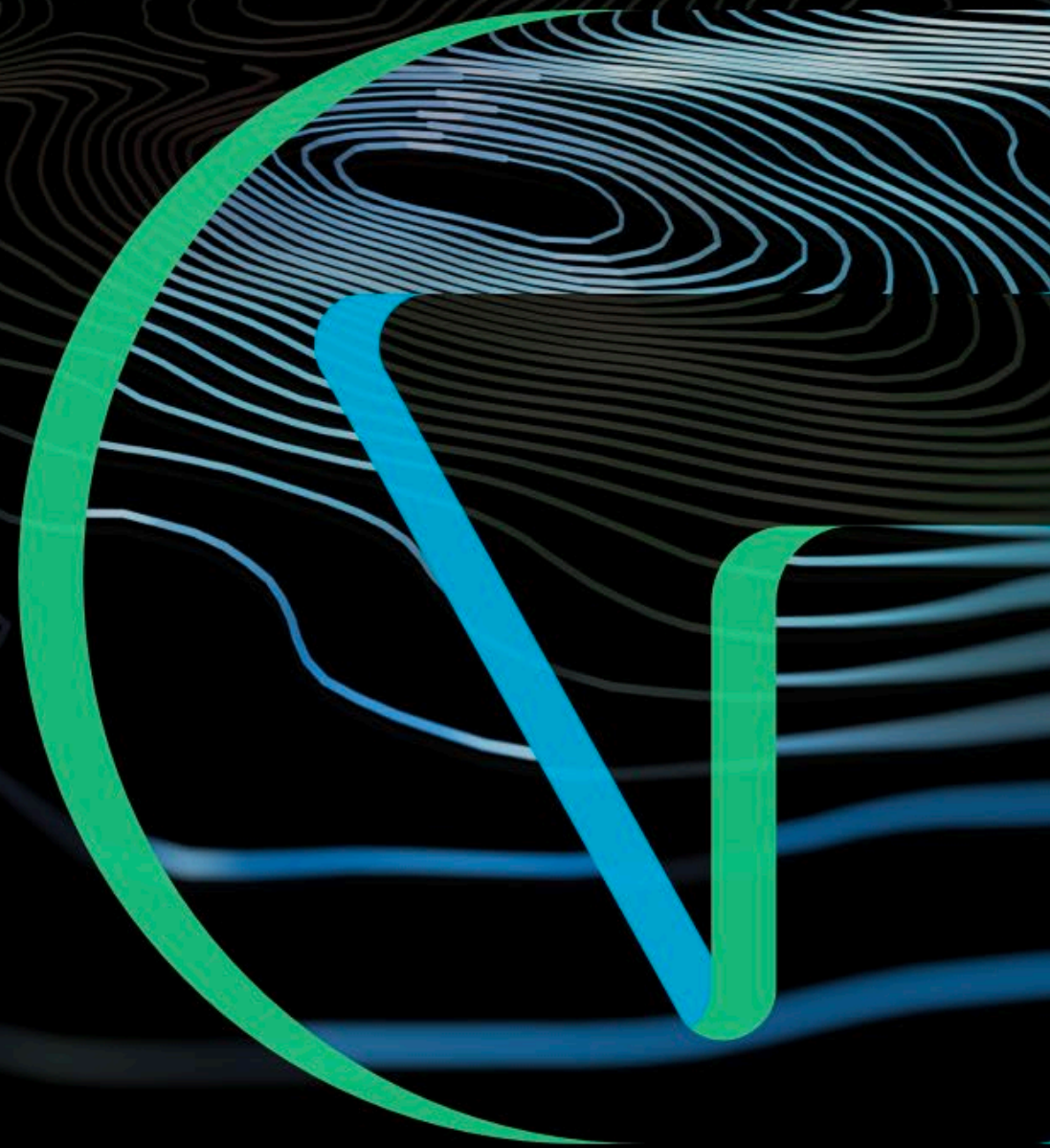




DISA HR Modernization with Workday

Your Partner for Federal
Excellence

June 13, 2024
Lakshmi Meyyappan



BRINGING BEST-OF-BREED TO FEDERAL HR

Groundswell is among the few Workday implementors for US Federal agencies and stands out as the only one with multiple implementations.

- **Best of Breed Mid Tier Approach vs Large Integrator Approach**

- First Federal OPM-based Workday Award, Implementation, and Go Live
- Boutique Federal-focused Workday partner with 20+ years Federal experience
- 250+ US-based, cleared or clearable resources
- Among those, the first cleared Workday certified resources in the market
- Scored five out of five in federal customer satisfaction on platform implementations
- One of only twelve Workday partners worldwide authorized to build and deploy Workday Extend low-code solutions

- **We do the hard stuff**

- Actively innovating on the Workday platform with accelerators and re-usable integrations right now



HOW WORKDAY SUPPORTS FEDERAL NEEDS



True Cloud Scale • Elasticity • Performance • Availability • Continuous Delivery of Innovation • Single Version

Project Spotlight

Hands-on Business Transformation Experience with Workday

- ▶ **Relevancy:** Federal agency with international mission and global workforce in over 60 countries.
- ▶ **Approach:** Adapted Workday and Groundswell transformation approach to support agency in aligning vision and modernization objectives with phased implementation product roadmap.
- ▶ **Results Achieved:** First Federal HCM implementation compliant with OPM Human Capital Business Reference Model (HCBRM), with Phase 1 delivered within 1 year from start of work. Phase 1 provides end-users' access to their HR information in a single system. Standardized US Direct Hire and Overseas hiring processes in one system. Currently implementing Phase 2.

▶ **Go Live:** May 28, 2024

▶ **Lessons Learned:**

- ▶ Ensure sufficient staff is available for each phase of the project. For example, Unit Testing and End-to-End testing require a surge of resources across business units.
- ▶ Front-load training and “translation sessions” so that HR team speaks the same language as Workday modules.
- ▶ Plan early for ongoing agency support model so that those resources can be involved in configuration and testing.

Project Spotlight - DIA

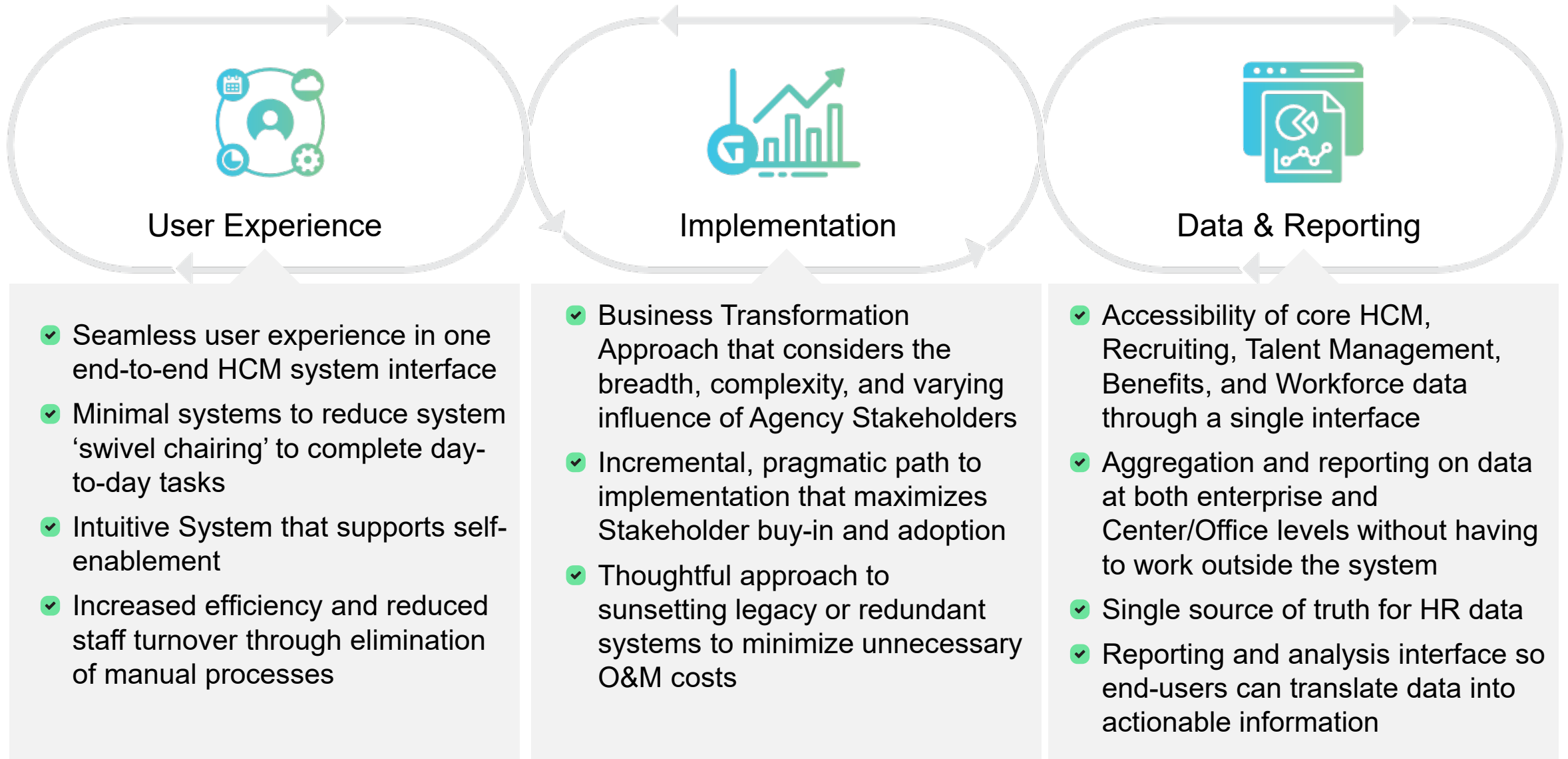
Bringing Workday to the Intelligence Community and Department of Defense

- ▶ **Relevancy:** IC and Defense Agency implementing [Workday in secure environments](#).
- ▶ **Problem:** DIA implemented Oracle PeopleSoft over 20 years ago and has not been able to update it in almost 10 years because of heavy customization in order to meet Agency needs. The resulting software is difficult to use and nearly impossible to change to accommodate new processes and evolving requirements.
- ▶ **Solution:** The Agency needs a modern, cloud-based HCM platform that uses 100% configuration to provide employees and HR administrators an excellent user experience.

▶ Approach:

- ▶ Groundswell as Value Added Reseller (VAR) brought Workday to the DIA.
- ▶ We are working with Workday and AWS to move the Workday Government Cloud to NIPR (IL5) and JWICS (TS//SCI) via AWS' C2E environments that are already authorized within the IC.
- ▶ Once in secure environments, we will configure Workday business processes to match Agency processes and migrate employee data into Workday.

Why Workday HCM



SecureChat AI

Groundswell's AI Tool Embedded Natively in Workday

SecureChat AI provides an interface inside Workday for employees to ask questions about Federal benefits and programs and receive answers from a secure OpenAI environment in a federated Azure environment.

- Improve customer service provided by an agency's HR team.
- Enhance employee experience, especially around HR self-service.
- Keep employees updated on Federal benefits and programs as congress creates and updates programs.

Ask a Question

Submit Question

Your Answers

My plan denied my claim and I think they should have covered the services; what can I do?

If your plan has denied your claim and you believe that the services should have been covered, you can take the following steps:

1. Review your plan documents: Carefully review your plan documents, including the coverage details, exclusions, and any applicable guidelines or requirements.
2. Contact your plan: Reach out to your plan's customer service or claims department to inquire about the denial and seek clarification on the reasons for the denial. They may be able to provide additional information or resolve any misunderstandings.
3. File an appeal: If you disagree with the denial and believe that the services should be covered, you can file an appeal with your plan. Follow the instructions provided by your plan for the appeals process, including any required forms or documentation.
4. Seek assistance: If you need assistance navigating the appeals process or understanding your rights, you can consider reaching out to a healthcare advocate or consulting with a legal professional specializing in healthcare law.

Remember to keep records of all communication, including dates, names of representatives spoken to, and any relevant documentation.

Source:
<https://www.opm.gov/healthcare-insurance/dental-vision/>



The background of the slide is a dark gray to black topographic map. It features numerous white contour lines of varying thickness and spacing, creating a complex, wavy pattern that suggests a rugged terrain. The lines are more densely packed in some areas, indicating steeper slopes, and more spread out in others, indicating flatter areas. The overall effect is a textured, abstract background.

Questions?

Thank you!

