

Review and Recommend Service Offering

Whether one functional area, or a review of all existing areas, Kognitiv can tailor a review and recommend to your needs. We have seen hundreds of Workday tenants at all stages of deployment, and we understand what configuration works and what features are the best to implement for your unique instance. With constant releases and patches, many different hands in the system, and years of maintaining Workday, it always pays off to have an architect conduct a review and advise a plan for improvements.

Our proven approach when conducting a review and recommend:

- 1 Meeting to Gather Pain Points:** Every Workday user in the ecosystem has something they wish they could change. Whether it fell down the priority list or is a system limitation, there are some pain points. That is where we start, and use this list to start our audit off in the right direction.
- 2 First Audit:** We will complete a first pass through the configuration of the tenant, focusing on configuration that may not be leading practice, scalable, or may have negative, downstream impacts on other areas of the system. We also consider past releases and what new functionality may have been missed that could improve the module overall. Lastly, we focus on reporting and analytics and if you're truly seeing an ROI on Workday's analytic abilities.
- 3 Review and Questions:** We then meet to discuss any outstanding questions from the first review - was there a reason x,y,z was set up in a particular way, was something else considered?
- 4 Final pass:** With the initial review completed and questions answered, we will complete a final pass through the tenant to wrap up all review items and organize our recommendations.
- 5 Deliverable:** We produce a physical deliverable, and review with the client, that outlines:
 - a.** What we noticed that needs updating or new features that we suggest uptaking. If it is an issue, we will outline why it is an issue and the possible problems it could cause
 - b.** The correct way to make the fix, level of effort, and skill set required
 - c.** The priority in which updates should be made and why it makes sense to tackle some items before others

