

PROJECT CHARTER

PAYROLL INCIDENT ANALYSIS



WHO	Sponsor	Elana Mignosa
	Project Owner	Dawn Irmscher
	Steering Group Chair	Janice Weigel
	Process Owner	Dawn Irmscher
	Project Manager	David Pepin/Debbie Howorko
	CI Coach	David Pepin
	CI Initiative Network	See project governance

WHEN	Milestone	Estimated Tollgate	HOW	Cost	TBC
	Initiate	April 2021		FTE	TBC
	Analyze	May 2021		Other Projects Impacted	UBC IT and WD Payroll
	Design	TBC			
	Plan	TBC			
	Develop	TBC			
	Implement	TBC			

WHERE	Receiving Organisations	VPFO
	Processes	Workday Payroll

WHAT	Objectives, Scope and Key Deliverables
	<p>Objective: Following the launch of Workday in November 2020, an important amount of incidents (tickets) were generated by users related to payroll. The opportunity of this analysis is to identify the source of the problems related to payroll by identifying the data, categorizing it and identify the vital few vs the trivial many. Our strategy will be to focus on causes that have the highest impact by using a Pareto Analysis</p> <p>In scope: only incidents related to WD payroll. Due to the important amount of ticket we have opted to analyze a statistically representative sample that represents 28% of the population of tickets</p> <p>Key Deliverables: in a 1st part to Identify data to quantify the problems, Categorize data and identify the vital few vs the trivial many. Then proceed with a root cause analysis of key offenders and to provide solutions for resolution</p>

WHY	Strategic Fit and Business Case
	<p>Strategic Fit: Aligned to VPFO's Strategic Priorities to Deliver on Systems Renewal and Lead Operational Excellence, this project will help us enhance the performance of WD, reduce/eliminate potential errors and increase customer satisfaction</p> <p>Business Case: The goal of the analysis is to identify the source of the cause of the tickets and identify actions that will reduce substantially the amount of incidents being called in to ISC/IT. The secondary goal is to identify actions to be taken either thru communications, training or other means to address redundant requests</p> <p>Status: This project has been handed over to the director of Payroll for completion.</p>

