



## Increase the value of your Workday investment.

Once you are live with Workday, we continue to provide you with ongoing guidance, training, and enablement to ensure you are getting the most out of Workday. Our Education and Enablement Programs and Services help you:

- Stay current on the latest Workday innovations
- Configure and use Workday to support your business
- Learn about new features and adopt them as the needs of your business evolve

	Online
	Live, in-Classroom
	Virtual Appointment
	Kit

	DESCRIPTION	AUDIENCE	FORMAT
Higher Self-Sufficiency	<b>Workday Pro</b> Get deep expertise in Workday in this customer-focused accreditation program: <ul style="list-style-type: none"> <li>• Various tracks deliver relevant courses plus a written test</li> <li>• Membership in the private Workday Pro Community Group</li> <li>• Access to the Workday Touchpoints Kit</li> <li>• Training with each new Workday release at no additional cost</li> </ul>	Workday administrators with exceptional technical and functional expertise who want to engage with the Workday ecosystem to reach similar levels of expertise	
	<b>Workday Touchpoints Kit</b> Understand where product touchpoints exist to aid in design considerations through this collection of diagrams, heat maps, and organizational details. Helps to enable higher-quality deployments.	<ul style="list-style-type: none"> <li>• Consultants</li> <li>• Customers with Workday Pro accreditation</li> <li>• Customers who have reviewed the <a href="#">Getting Started with Workday Touchpoints Kit</a></li> </ul> Customer roles: <ul style="list-style-type: none"> <li>• Integration leads</li> <li>• Project managers</li> <li>• Workday administrators</li> </ul>	
	<b>The Next Level</b> Interact with feature demonstrations for highly self-sufficient customers wanting tips and tricks for self-deployment or fit/gap analysis.	Customer roles: <ul style="list-style-type: none"> <li>• Subject matter experts who support the rollout of a new feature</li> <li>• Workday administrators</li> </ul>	
	<b>Adoption Kit</b> Accelerate your Workday rollout. Train your users with a collection of video, job aid, facilitator, and communication resources. Use as is or tailor to your needs.	Customer roles: <ul style="list-style-type: none"> <li>• Employees</li> <li>• Managers</li> </ul>	
	<b>Enablement Workshops</b> Extend and optimize while learning and collaborating with your peer customers in virtual and classroom environments.	Production customer roles: <ul style="list-style-type: none"> <li>• Workday administrators</li> </ul>	
	<b>Learn In-Person</b> Reinforce your learning and meet Workday training requirements. This instructor-led classroom training combines lectures, social learning, product demonstrations, and hands-on activities.	First-time users of Workday or those looking to get foundational knowledge on specific functional areas.  Customer roles: <ul style="list-style-type: none"> <li>• Functional leads</li> <li>• Workday administrators</li> </ul>	



# Education and Enablement Quick Reference Guide

Higher Ecosystem Reliance

	DESCRIPTION	AUDIENCE	FORMAT
<b>Learn On-Demand</b>	Prepare for your deployment with anytime access to topic-specific courses that you complete at your own pace. A great supplement to instructor-led courses.	Individuals who want to reinforce or expand their knowledge of Workday in a specific functional area.  Customer roles: • Workday administrators	
<b>Learn Virtual</b>	Participate remotely in hands-on activities and interact with other Workday customers in these live, instructor-led virtual classroom sessions.	Customer roles: • Business users • Integration leads • Workday administrators	
<b>Learn Independent</b>	Experience hands-on activities in a Workday training tenant and access a comprehensive online learning curriculum that you complete at your own pace.	Customer roles: • Integration leads • Workday administrators	
<b>Office Hours</b>	Get expert guidance with configuration questions, best practices processes, and tailored demonstrations of subscribed features.	Customer roles: • Transactional leaders • Workday administrators	
<b>Jumpstart</b>	Extend the use of your Workday investment in a specific feature area with the assistance of Workday experts on subsequent deployments.	Customer roles: • Business process owners • Change managers • Subject matter experts • Workday administrators	
<b>Deployment Services</b>	Get guidance from seasoned consultants in this fixed-fee, fixed-scope best practices feature deployment option. Engagement includes 12-16 weeks of project planning, workshops, and prototype creation and testing.	Customer roles: • Business process owners • Subject matter experts • Workday administrators	
<b>Review and Recommend</b>	Identify and execute on opportunities for optimization and feature release uptake due to changing business needs. This deep-dive, feature-focused review includes discovery, working sessions with a consultant, and a summary of recommendations.	Customer roles: • Business process owners • Executive leadership • Subject matter experts • Workday administrators	

