

Workday HRIS Mini-Implementation – People Systems Case Study

1. Introduction

This case study presents a simulated Workday HCM implementation for a fast-growing, Canada-based technology organization. The purpose of this sample is to demonstrate my approach to People Systems from an end-to-end perspective, including system design, data integrity, testing, documentation, and ongoing optimization. The focus is on how People processes translate into scalable, system-enabled workflows rather than on technical configuration.

2. Business Context

The organization employs approximately 400 employees across multiple departments in Canada and is experiencing rapid growth. Prior to Workday, People data was managed through spreadsheets and disconnected tools, resulting in inconsistent data, limited reporting visibility, and manual effort. Workday was selected to centralize employee data, standardize People processes, and enable reliable reporting to support organizational decision-making.

3. Workday Modules in Scope

Core HCM was implemented as the system of record for employee data, reporting relationships, and organizational structure. Job Profiles were established to standardize roles and job families, supporting consistency in hiring, internal mobility, and analytics. Compensation was included at a high level to support base salary tracking and future scalability without introducing unnecessary complexity.

4. Configuration & Process Design Considerations

Configuration decisions prioritized simplicity, data consistency, and long-term scalability. Supervisory organizations were aligned to people-management structures, while departments and cost centers reflected how the business operates and reports. Job families and levels were standardized to enable meaningful workforce analytics. Core People processes such as hiring

and job changes were designed with clear ownership, balancing operational efficiency with appropriate governance.

5. Data Integrity & Security

Data integrity was supported through standardized data fields, defined ownership, and validation controls for critical employee information. Role-based security ensured employees could access only their own data, managers could view information related to their teams, and the People team retained broader administrative access. Periodic data audits and access reviews helped maintain accuracy, privacy, and trust in People data.

6. Testing & Quality Assurance (UAT)

User Acceptance Testing focused on validating real employee lifecycle scenarios such as new hires, job changes, compensation updates, and terminations. Testing ensured workflows routed correctly, required fields were captured, and reports reflected changes accurately. Cross-functional participation from People, Finance, and IT helped identify downstream impacts. Regression testing was also performed during system updates to ensure continued stability.

7. Documentation & Change Management

Clear documentation was maintained for key People processes, outlining system steps, roles, and responsibilities. Change management emphasized user readiness through concise guides, manager enablement, and proactive communication around system changes. Feedback from users was reviewed to refine documentation and improve system adoption over time.

8. System Maintenance & Upgrades

Workday was treated as a continuously evolving system rather than a one-time implementation. Ongoing maintenance included monitoring data quality, addressing user questions, and resolving minor issues. Biannual Workday updates were reviewed to assess potential impacts, followed by targeted testing. Enhancements were adopted selectively to support process improvement while maintaining system stability.