Workday Employee Hub

A Master Data Approach to Workday Integration

Whys, Tips and Case Studies from the Integration Experts at Kitepipe

By: Larry Cone, Boomi Integration Architect and Founder of Kitepipe

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Contents: Workday
Employee Hub Overview

The HRIS Setting: Managing Workers on Multiple Platforms

Number of Platforms – the average enterprise has 50+ approved cloud platforms – HRIS has recruiting, onboarding, benefits, payroll, etc.

Man hours to administer – Users x platforms x hours = $$$

Delays – what is the cost of several days delays for each onboarding?

Exception handling – People get married, relocate, get promoted, leave…

Security - protect critical data critical from unauthorized access

Auditability – Can you prove only approved users have access?

Regulatory – Are there regulatory mandates (HIPAA, GXP, SOX, etc.)?

The Problem: Integrating Information from Workday

Source of Truth – Workday is the source of truth for most employee information, so must feed all other applications

Many Point to Point Connections – with Integration Studio or other tools, logic is duplicated across many connections, a maintenance nightmare

Detecting the Deltas – Due to Workday's complex data model, it is a challenge to know which worker records have changed and why

Conversions – Workday handles the contractor to employee conversion as two different records, but you want the same identity thru the conversion

Multiple Sources – Some worker data is sourced in other systems

Auditability and Regulatory – Need comprehensive change reporting across all platforms

The Solution: Boomi, Employee Hub and Kitepipe

Boomi – the leading cloud integration middleware platform, with over eight thousand customers and the only full functionality cloud platform

Runs anywhere – Boomi runs on-premise, hybrid cloud, or in Boomi

No Code – Boomi integrations are configured in a hyper-productive environment

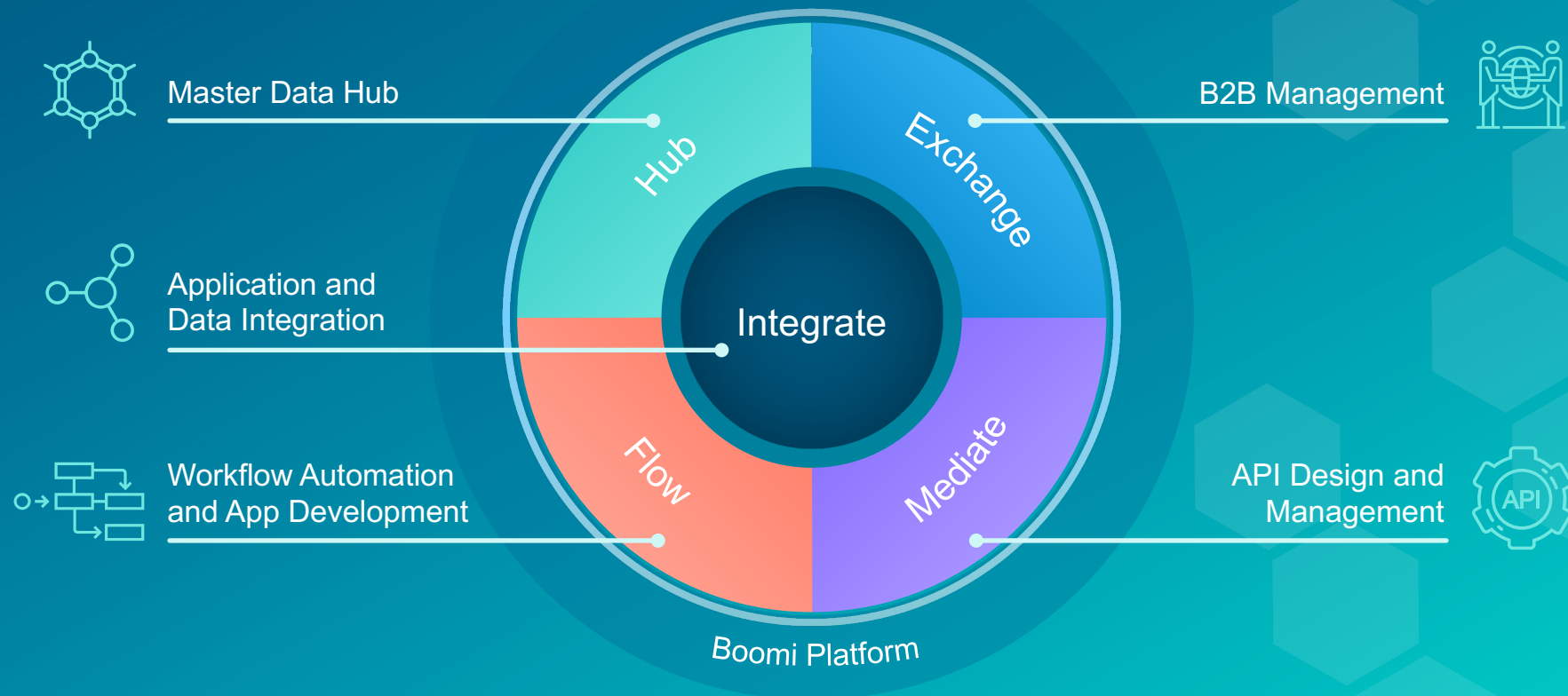**Employee Hub –** Boomi's data mastering module enables efficient hub and spoke integration architecture

Workflow / Dashboards – onboarding, approvals, change reporting

Kitepipe – The leading builder of high function employee integration hubs for Workday

The Solution:
Boomi Integration Suite

Master Data Hub

B2B Management

Application and Data Integration

Integrate

Hub

Exchange

Flow

Mediate

Boomi Platform

Workflow Automation and App Development

API Design and Management
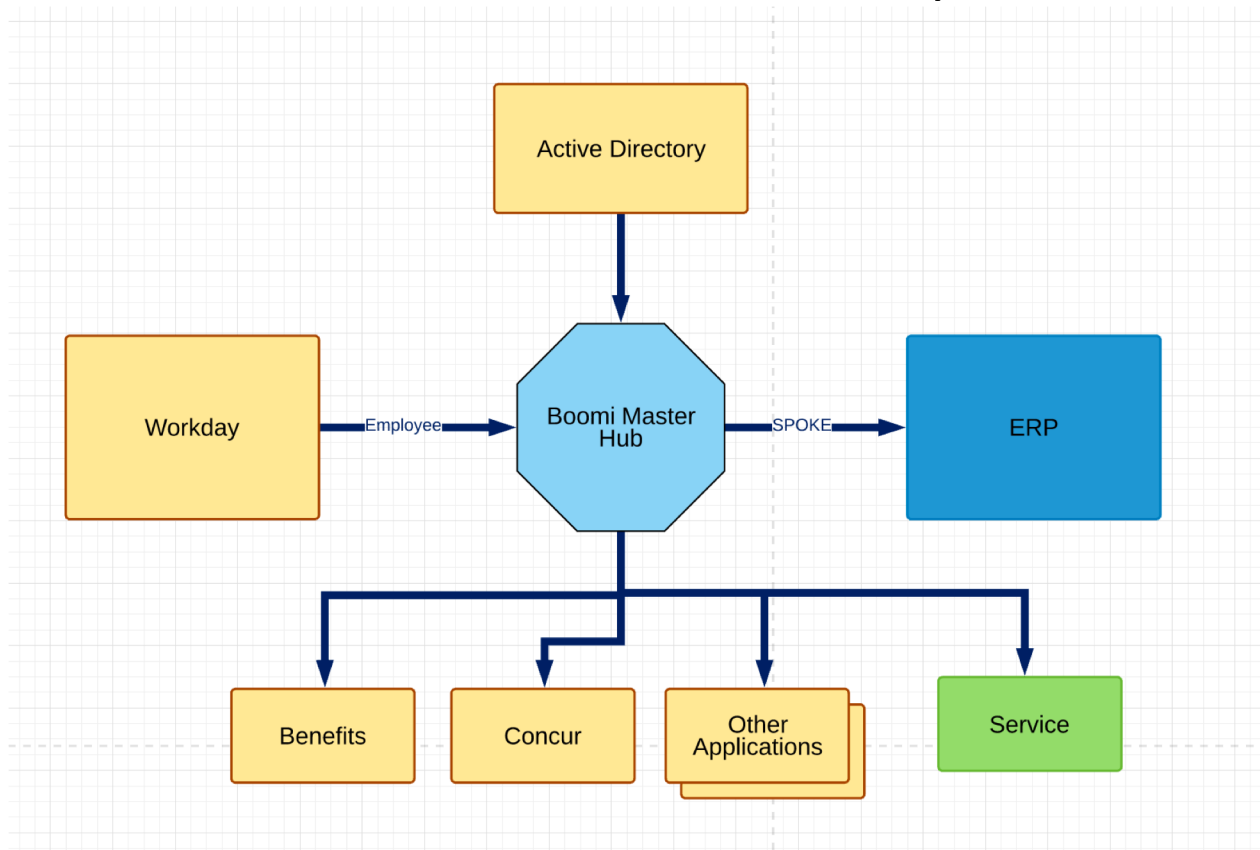
Boomi World **18**

The Solution: Workday Hub in the Enterprise

The Solution: Kitepipe Hub Integration Services

Deep Experience – 25+ Boomi Workday integration projects, including highly complex multi-site, multi-language, multi-ERP projects

All Endpoints – All major ERPs, including SAP, Oracle and Netsuite, and many HR and benefits applications

Dedicated Team – Kitepipe is a dedicated on-site Boomi integration team that does only Boomi services work

Proven Process – We have refined our project approach and workplans to handle complex HR integration projects

Workday Learnings – Benefit from our experience in accessing and synchronizing Workday data

Employee Hub: Employee Hub for Workday

Any Application – Boomi processes update any accessible system – Use library of 200+ connectors, or craft custom connectors

Quick Setup – Connectors and process templates speed the project

Rich Data Model – Model Employees, Positions, Locations, Departments, Cost Centers, and More

Workflow – Support multi-step user access and approval cycles

Stewardship – Monitor and resolve exceptions

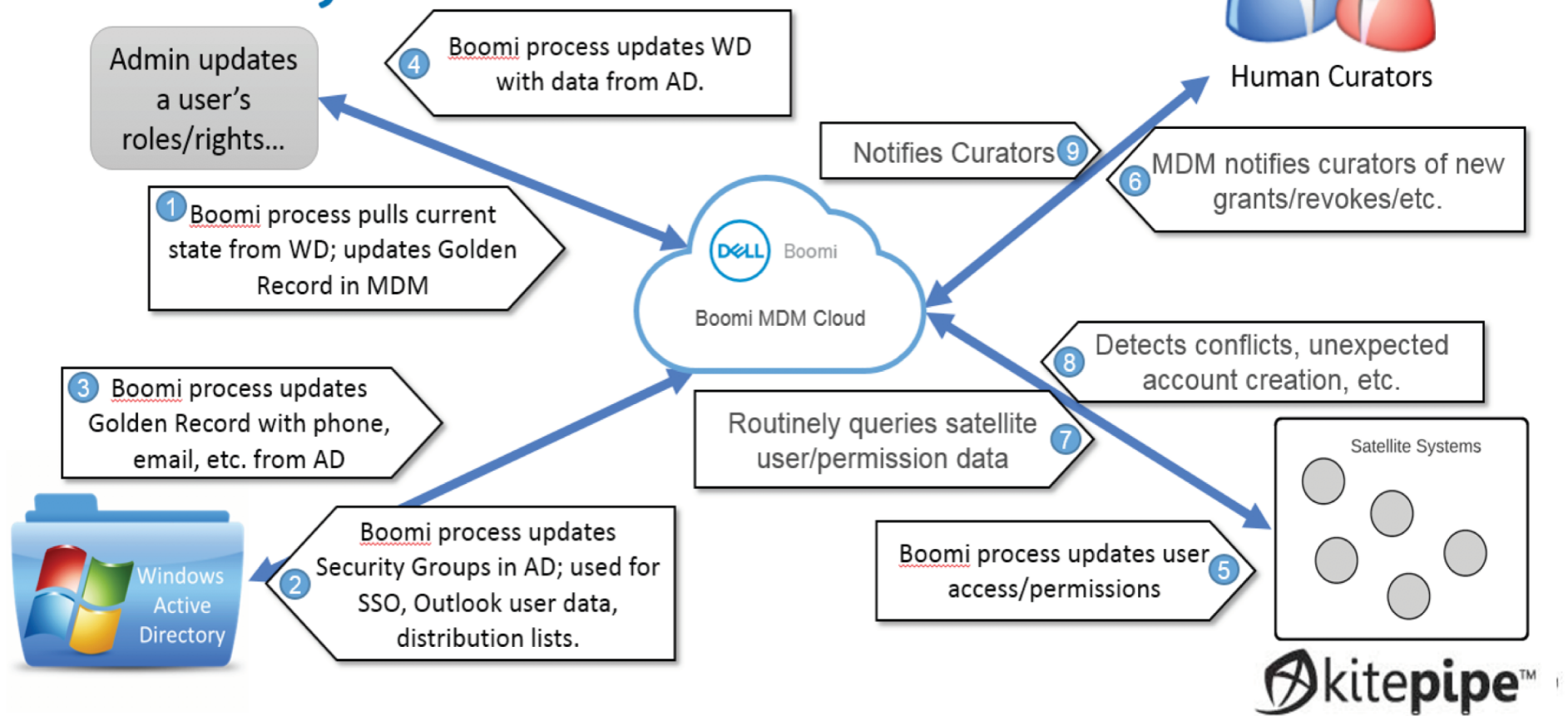**Auditability –** Full audit logs by user and field

ARCHITECTURE
End-to-End Flow

workday

Admin updates a user's roles/rights…

Human Curators

4 — Boomi process updates WD with data from AD.

1 — Boomi process pulls current state from WD; updates Golden Record in MDM

DELL Boomi

Boomi MDM Cloud

Notifies Curators 9

6 — MDM notifies curators of new grants/revokes/etc.

3 — Boomi process updates Golden Record with phone, email, etc. from AD

8 — Detects conflicts, unexpected account creation, etc.

Routinely queries satellite user/permission data 7

Windows Active Directory

Boomi process updates Security Groups in AD; used for SSO, Outlook user data, distribution lists. — 2

Boomi process updates user access/permissions — 5

Satellite Systems

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boomi How Tos: Implementing the Hub: Project Phases

Engage HR and IT Leadership – We say that only the VP of HR and the Director of IT care about employee data – so make sure they are engaged

Hub Workshop – Kitepipe uses a workshop approach to engage stakeholders, define scope, design Hub, and develop phases

Build Hub and Spokes – Create hub model, develop spoke processes

Data Stewardship – Develop Data quality roles and processes

Initial Load – Initial loads to refine model and address data quality issues

Update and UAT – End to end testing of use cases

Go Live – Workday Employee Hub keeps worker data synchronized across applications

How Tos: Implementing the Hub: Data Quality

Kitepipe finds that 5 to 10% of workers have inconsistent, duplicated or missing data

Why do you care? – Audits: HIPAA, SOX, GXP, and internal audits – do you have time to pull together excel spreadsheets on worker data?

Plan for Data Quality Issues – Correcting worker data can be a large effort

Risk Mitigation – Detect unauthorized accounts, access, permissions, and data differences

Proactive Detection – Know when worker data is out of alignment across systems

Logs – Access change logs that track every mastered field level change in every system

Approvals – Workflow and approvals mean no surprises

How Tos: Implementing the Hub: Define the Events

Employee Hub Use Cases

Startup/Update/Terminate

#	Scenario	Contribution System Action	Distribution System Action
1	New Pre-hire FT Employee enters Workday	Picked up by Future Starts source - Created in MDM	Create Internal User In AD; Assign to Security Groups; Assign License; Upload Photo; Send iPhone email; Send new user ticket to helpdesk; Create user in ERP on Hire Date
2	New Pre-Hire Contingent Worked Enters Workday	Picked up by Future Starts source - Created in MDM	Create Internal User In AD; Assign to Security Groups; Assign License; Upload Photo; Send new user ticket to helpdesk; Create user in ERP if Purchasing flag is set
3	New Immediate FT Employee enters Workday	Picked up by WD Employee source - looks for match to Golden record - goes to Stewardship if none found;	None until Cleared by Steward; Assumes that User is fully provisioned already
4	New Pre-Hire Contingent Worker Enters Workday	Picked up by WD Employee source - looks for match to Golden record - goes to Stewardship if none found;	None until Cleared by Steward; Assumes that User is fully provisioned already
5	New Vendor created in AD manually	Picked up by AD source - Quarantined in MDM	None until Cleared by Steward; Assumes that User Record is complete
6	New Internal or Service Account created in AD manually	Picked up by AD source - Quarantined in MDM	None until Cleared by Steward; Assumes that User Record is complete
	New Vendor or internal account created in AD manually with		None until Cleared by Steward; Assumes that User Record is

Sample Workday Onboarding Events

Tips: Project Do's and Don'ts

Do define the Domain/Models – Employee data is key, but you can also master cost centers, departments, roles, and other HR reference data

Do Phase the Project – We recommend an initial focus on the onboarding event, with 2 or 3 application endpoints (Workday, AD/Okta, another)

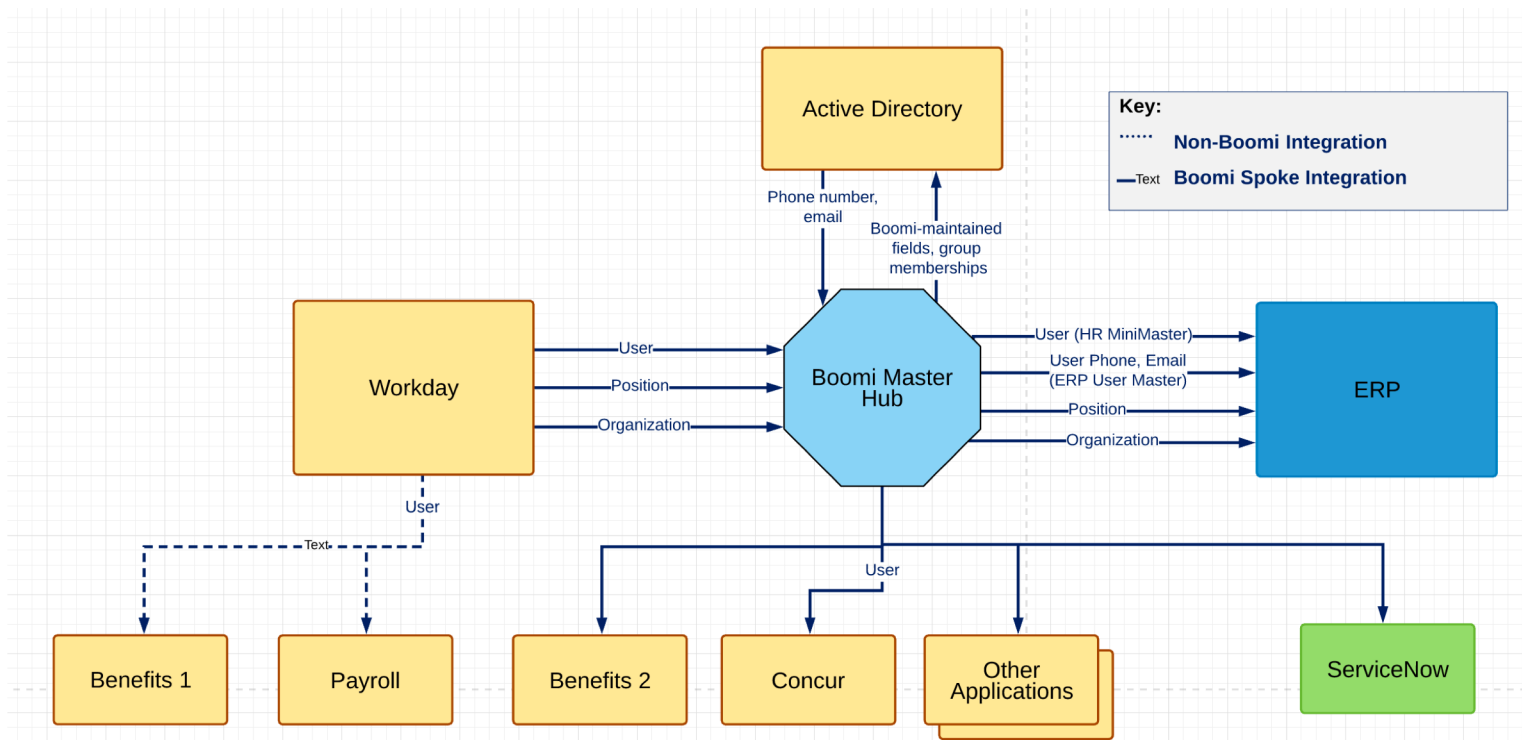**Do define the Events –** Identify the employee/worker events and the desired outcomes

Don't overestimate Data Quality – Often the largest effort in Employee Hub is cleanup of employee data

Do Engage a Partner – Access the skilled services team at Kitepipe to get your project off to a great start

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Results: Workday Employee Hub

Sample Architecture: Workday, Hub, AD, ERP and Applications

Active Directory

Key:
······ **Non-Boomi Integration**
—Text **Boomi Spoke Integration**

Phone number, email

Boomi-maintained fields, group memberships

Workday

User

Position

Organization

Boomi Master Hub

User (HR MiniMaster)

User Phone, Email (ERP User Master)

Position

Organization

ERP

User

Text

User

Benefits 1

Payroll

Benefits 2

Concur

Other Applications

ServiceNow

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Conclusion: Benefits

Comprehensive – Boomi processes access any accessible system

Affordable – Much less than specialized Identity Management Platforms or Workday integration studio

Quick to Implement – Pre-built model and integrations

Low Impact/Low Footprint – All cloud based - no provisioning

Flexible/Extensible – Extend model and number of applications managed

Low Cost of Ownership – Hub and spoke model much easier to maintain

Proven Solution – Boomi and Kitepipe deliver a proven solution

Next Steps: Contact Kitepipe

Schedule a Workday Employee Hub Discovery Session – Learn how quickly a Data Mastering Solution from Kitepipe and Boomi can help you get control of your worker data and permissions.

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Kitepipe – Leader in Boomi Integration Services

Or Call: 844-232-2227 in the USA for contact information

About: Larry Cone and Kitepipe

About the eBook – In this eBook we have distilled many thousands of hours of Workday integration experience. The intent is not to enable you to implement this model, but to communicate what is possible with the Boomi Hub and Workday. If you are interested in learning more - give us a call.

About Kitepipe – Elite level Boomi implementation partner with hundreds of Boomi projects in our resume. We do the most, and the most complex Boomi Hub projects across all industries and functional areas.

About Larry Cone – Kitepipe founder and CEO, Boomi developer, architect and instructor; author of the Boomi architect training curriculum; speaker and thought leader on cloud integration architectures.

Links: More Information

Hub Product information: https://boomi.com/platform/master-data-hub/

Design Tips: https://www.kitepipe.com/blog/seven-boomi-mdh-tips

Integration Guide - Complexities of Workday Integration: https://community.boomi.com/s/article/workdayintegrationguide

General Boomi Platform: https://boomi.com/platform/

Employee Hub Video: https://www.kitepipe.com/video/employee-integration-hub

About Kitepipe: https://www.kitepipe.com/

Appendix:

Glencore Workday Case Study From Boomi World 2019

Project Summary
Glencore Workday Integrations

- Glencore Zinc decided to implement Workday as the HCM system of record for their Canadian operations.

- Timely and accurate integration was a key criteria to success. Their various sites are running different instances of an on-site ERP system.

- Glencore partnered with Kitepipe, who recommended using Boomi MDH as an employee master data hub in a hub-and-spoke architecture between Workday and the sites ERPs.

- This approach dramatically reduced integration effort, improved data quality, and helped meet project success criterias.
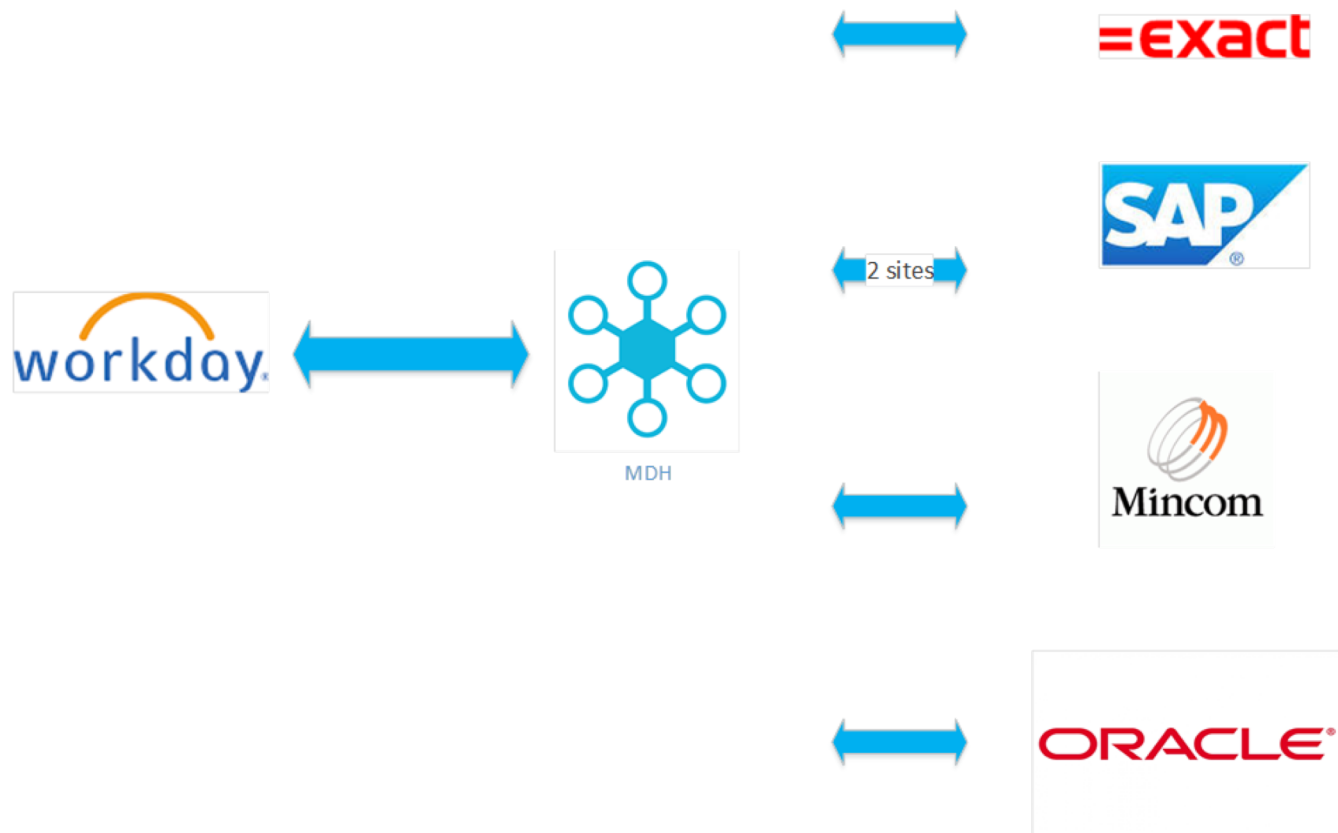
Workday - Glencore Zinc Canada
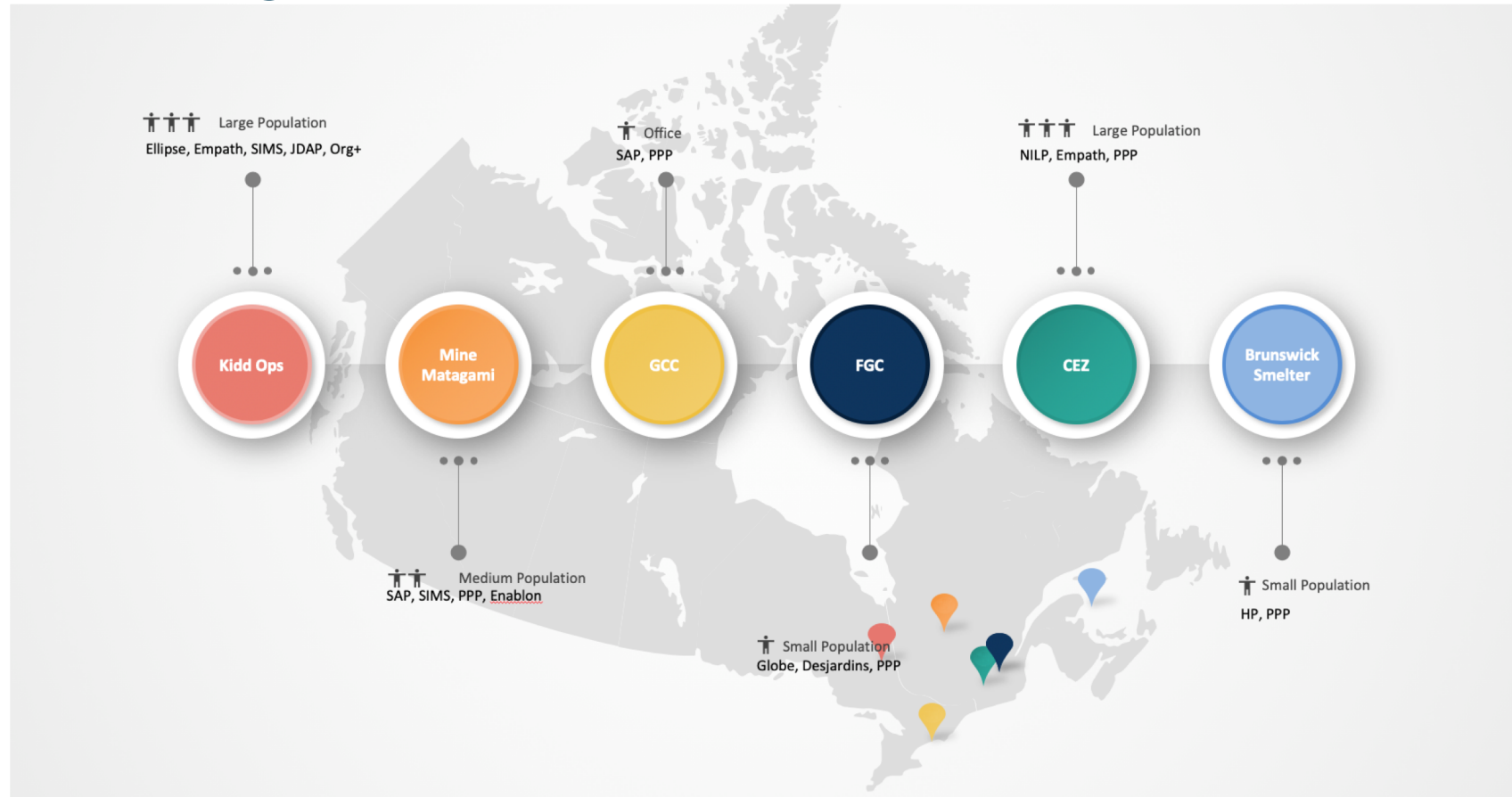
Integration Project Scope

✓Multiple ERPs (SAP, Empath, Ellipse, Exact Globe, In-house…)

✓55 Integrations
  - Two-way integrations
  - Master data

✓Large number of objects

✓Multi-Language
  - French
  - English

✓Synchronization – how will all ERPs and Workday use a common set of employee, accounting, and HR data?

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Workday Employee Hub Architecture

Scope of Integration - Objects

Domain Areas	Attributes
Employee	Employee Demographics
Positions, Job Profiles, Pay Groups	Job categorizations
Organization Hierarchies	Supervisor/site/cost center/location
Sites, Locations, ERPs	Work site information
Cost Centers	GL mapping across ERPs
Reference Codes	Many Reference codes mapped across platforms: Absence Codes, Employee type, pay rates, time off reason, etc.

Boomi MDH Domain Design - Summary
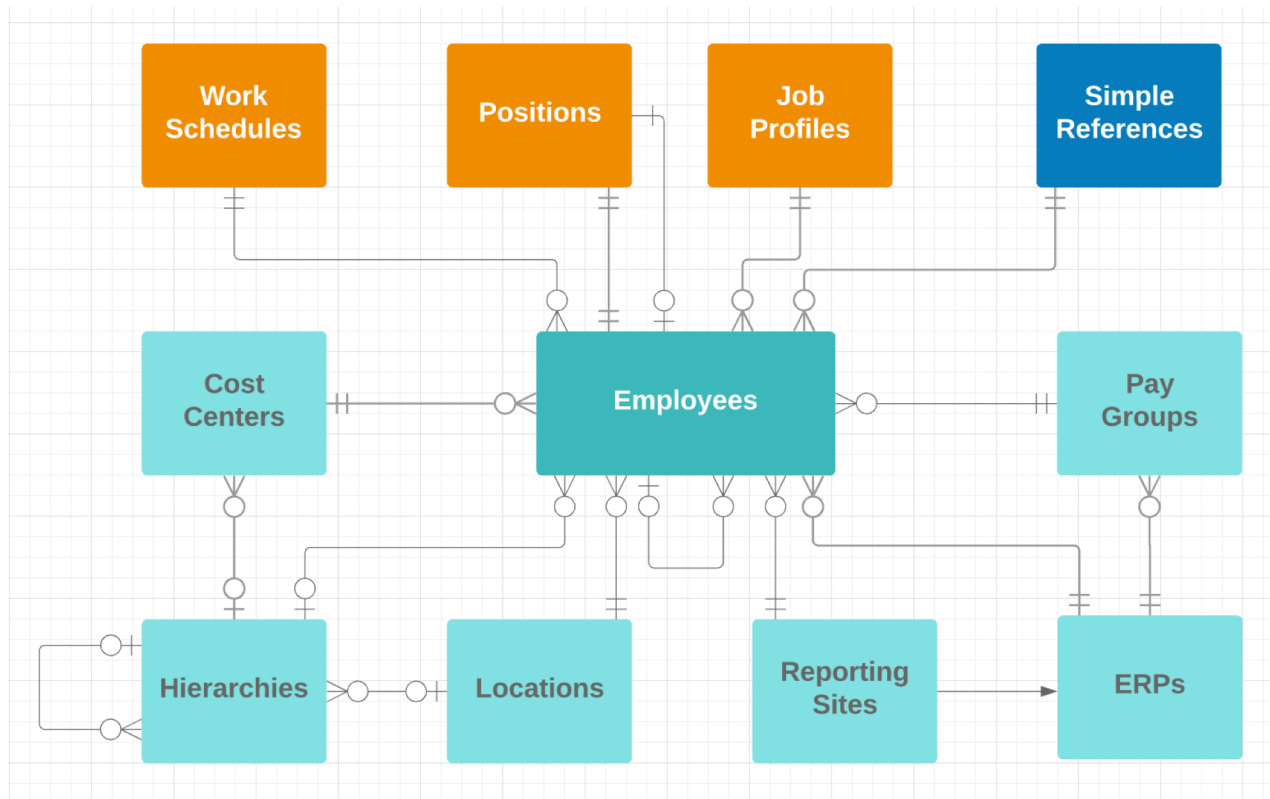
Boomi MDH Domain Design - Employee

Model ❓ **Model Name** `Employees` **Record Title** EMPLOYEE_ID ⊗ - FIRST_NAME ⊗ LAST_NAME ⊗ Format Title **Root Element Name:** employees

| Fields | Match Rules | Data Quality | Tags |

Fields ❓ | [Add a Field or Field Group] [Import Fields] [Suggest Fields]

Name	Unique ID	Repeatable	Type	Required	Title Field
id			Text	Yes	
Employee ID	EMPLOYEE_ID		Text		☑
Type	TYPE		Enumeration	Yes	☐
⊟ Field Group: Employee Data	EMPLOYEE_DATA				
Status	STATUS		Reference		
Employee Type	EMPLOYEE_TYPE		Reference		
Time Type	TIME_TYPE		Reference		
Pay Rate	PAY_RATE		Reference		
Pay Group	PAY_GROUP		Reference		
Reporting Site	REPORTING_SITE		Reference	Yes	
Region	REGION		Reference		

Boomi Integration Architecture Alerts, Logging and Validation

- Invested up front in common process architecture
- Every Process Does:
  - Availability check
  - Log Header
  - Log activity or errors
  - Log Footer
- Use Queues to record then consume in common
- Log to DB then distribute as reports thru email
- Both Business level logs and IT level logs
- Benefits – consistent tracking, auditable, leverage common processes

Implementation Challenges

- Working with Workday – Know the right Query (API/RAS/Batch)
- Multiple Sites/ERPs – Design, Loads, Keys
- Its an iterative Process – Expect changes
- Rebuilding the repository – have a process (its complicated)
- Business Process Change Management is the Driver
- Many different technologies - API/Batch/File Drop
- Complex team structure – Sites, functional areas, consultants

Benefits/Lessons Learned Complex HR Hub

- Connectivity - Get data moving end-to-end
- Shoot for shorter phases – get benefits early
- Don't master everything! – only fields in common across sites
- Hub has great value as quality/enrichment source for point-to-point integrations
- Pay attention to spokes – use templates
- Logging is Key – create common logging and processes
- Availability Check – each process checks uptime of endpoints
- Simple reference – Masters picklist values across sites