kainos® WorkSmart

Smart Automated Testing and Supporting Services

Service Description

Smart - Automated Workday Testing and Supporting Services

Kainos Group PLC founded in 1986 has secured an enviable position in the digital technology space, serving over 500 customers globally, across Public Sector, private sector, financial and third sector environments.

Kainos WorkSmart, a business unit within Kainos Group, is one of the largest Workday partners in EMEA and have a strong local presence in the UK Public Sector, with vast experience of delivering local projects with local consultants. Kainos is involved in some of the largest digital transformation programmes across Government with the Driving Licence Registration, MOT, and Passport services, to name a few.

Kainos WorkSmart have led the introduction of Workday within Public Sector – having brought the first Public Sector clients live with Workday in 2017 and building upon this with delivery into all Workday UK Public Sector projects to date including with Crown Commercial Service (CCS) and Department for Education. Further information on Kainos WorkSmart Workday Implementation Services can be found by searching Kainos WorkSmart on G-Cloud 11.

Kainos Smart is a SaaS test automation product for Workday implementations. It has been designed specifically for the business user and is currently used successfully by over 150 Workday customers.

Kainos Smart is a cloud-based automated testing platform built exclusively for testing Workday. This unique product makes it easy for non-technical users to create repeatable automated tests for HCM, Recruitment, Security, Financials, Payroll, and integrations. Once created, your test cases can be re-used time and again.

You'll see the benefits of Smart whether you're implementing Workday or are already post go live. And unlike with manual testing or generic automated testing products, you don't need to create and maintain your own test scripts. We do this for you as part of our service. When Workday pushes changes live so does Smart, so you can be confident that your tests will always run perfectly on the latest version of Workday. No script maintenance saves you time and reduces your test spend.

- Smart makes testing Workday configurations faster, easier and more reliable, saving you thousands of man hours and **reducing your testing time and effort by up to 90%**
- **Smart minimises risk, improves compliance and accelerates delivery**
- Clients **enjoy complete ease of use and rapid deployment.** Can go live in a week
- Smart has been designed to address the testing needs of Workday customers, enabling them to achieve **high levels of quality assurance**

How Smart Works

Kainos Smart works by automating scripts that test key elements of your Workday deployment. Our Workday automation experts have built this product to be easily configured for each customer's specific Workday implementation.

The automation, that has been pre-built and is continuously maintained by Kainos, means customers don't need to write and maintain their own automation scripts.

	Issue	How Kainos Smart Helps	Value
On time delivery	The most common reason for go-live slippage is insufficient time and resources to execute the test event.	Smart is able to perform higher test volumes and in a fraction of the time than can be achieved manually - enabling errors to be identified early.	Ensuring an on-time delivery is very valuable when you consider all of the internal and external project costs associated with delays.
Employee Engagement	Production errors erode confidence & impact the success of the Workday deployment.	By increasing testing throughput, Smart will improve the quality of the deployed application thus increasing user adoption.	Maximising the Workday ROI is underpinned by achieving high levels of employee engagement.
Manual Test Effort	The effort to stand up and train enough resource to complete all the required test activity is huge	Ability to execute 1000s of tests or create test data for integrations & training on demand without any effort.	Reduction in manual testing effort in Implementation phase by 50% and 80% post go-live.
Compliance	GDPR Compliance requires greater control and due diligence on the handling of EU worker data in Workday	Safeguards compliance with support for synthetic data for testing with complete audit trail.	Breaches of GDPR incur heavy fines up to 4% of global revenues

Using Smart test automation saves time on test effort on all key areas across Workday. This includes testing business processes related to Hire, Compensation, Benefits, Absence and Time Tracking. With Smart Financials, you can focus testing on the highest risk areas in Workday Financials, such as Journal Entry, Customer and Supplier Chain, Custom Validation Rules and Account Posting Rules testing. Smart Payroll enables testing of Pay Components, Pay Stubs, Plans, Limits, Taxation, and Effective Dated Changes.

With Smart Security, you can test your Workday Security configuration to ensure workers have the required access to data and actions. Crucially it also checks data and actions that they shouldn't have access to.

Smart helps you safeguard your Workday configuration's functionality and security:

Peace of Mind and Due Diligence

Data protection, segregation of duties, and other security and fraud prevention controls are required by law. Smart compares what should be happening to what is, so you know quickly if something isn't right.

Instant Audit Evidence

Smart archives every test result, so you can quickly show compliance officers how you verify that controls are working, a history of issues, and results that prove that problems were fixed.

Higher Quality Testing

Carry out more rigorous, detailed testing than manual test teams are capable of – ensuring you're testing all that needs to be tested instead of what teams have time for.

Increased Security

Like all SaaS ERPs, your Workday system contains sensitive data, personal information, and business transactions that are vulnerable to risk and need safeguarding.

Faster Feature Adoption

When SMEs aren't tasked with manually testing your Workday system, it gives them more time to explore the valuable new features and functionality in each Workday release.

Increased Productivity

With automation handling the majority of testing, systems staff can dedicate more time to handling tickets, training, and fixes and SMEs can better fulfil the demands of their day job.

Confidence to Expand Workday

Test packs are re-useable, meaning it's easy to run regression tests and verify that configurations changes that are needed as your organisation evolves don't impact existing functionality.

Smart Implementation Services

Alongside the Kainos Smart product is a suite of implementation services delivered by our expert team of Workday certified consultants in line with our industry best-practice methodologies. All Kainos Smart implementations are tailored to suit the specific requirements and timelines of the customer and typically cover the following objectives:

Kick Off
The Kainos team provision your Smart tenant including connectivity to your Workday tenants

Plan Stage
A series of collaborative meetings to agree an implementation plan (timelines), agree and qualify the success objectives, identify test pack requirements and establish governance procedures

Delivery Stage
Kainos build and deliver the Kainos Smart test packs as agreed with customer during plan stage

Knowledge Transfer & Training
On-site knowledge transfer workshop to complete handover of test packs and ensure the customer team are self-sufficient going forward

Support
Allocation of a Customer Success Manager and access to the Kainos Smart Support team throughout the life of the Smart subscription.

Our Service Features

- Test automation is pre-built and continually maintained by Kainos WorkSmart
- A complete set of tools to assist with the creation of accurate test cases
- High volume testing through concurrent execution
- Execute against one or multiple Workday tenants at the same time
- Test Scheduler allows users to conduct testing outside peak times
- Tags allow implementation tests to be grouped together
- Secure storage location to share documents and data
- All executions of a test run can be seen on one results page
- Automatic comparison to previously executed test runs
- Best practice strategies for Workday testing
- Full-service Implementation Partner from design, through data-integration/migration, AMS services, Change Management and Test Advisory/Management

Our Service Benefits

- Reduced testing effort
- Reduced testing timescales
- Increased testing coverage
- Increased testing quality
- Accurate test tracking and reporting
- Increased levels of risk mitigation
- Ability to scale and react to fluid Workday testing requirements
- Improved ability to meet project deadlines

Optional - Application Management Service (AMS)

Kainos provides a full range of Application Management Services for Workday customers to ensure their Workday Production Tenant is well maintained and optimally configured. Our AMS offering has been built with the three specific goals in mind:

- Provide our customers with a service that ensures stability when in production.
- Provide our customers with a service that can be tailored to meet their evolving range of needs
- Become a trusted partner by helping to mature the internal support team within our customers through relationships and knowledge transfer.

To meet those goals, we provide a complete range of Workday services tailored to each customer's specific requirements and delivered from one fully Workday certified, dedicated, consistent and locally based team.

The goal of Kainos WorkSmart AMS is to ensure our customers obtain maximum business benefit from their investment in the Workday platform through the delivery of AMS services.

We share our functional knowledge with our customers to increase their understanding of their Workday configuration and explain how the changes within their business can be optimally configured in their Workday solution. This inside out approach empowers our customers to harness the capability of Workday and maximise their investment —creating longevity and inherent control.

Our aim is to assist our customers to create a Workday Service Model to deliver the desired required service levels to their employees and business functions. We seek to fully understand our customers Service Model and tailor our service to enable our customers to meet their short and long term goals, including full self-sufficiency. Over time, and with our support, our goal is that our customers will become the authority in the management of their own Workday configuration and rely on our expertise only for the larger more complex changes they require.

Kainos AMS encompasses services to enable you to Maintain, Optimise and Growth:

Maintain
- 2nd, 3rd & 4th SLA Request based support
- Service Design and Transition Management
- Management of your Workday Operational Support Service
- Knowledge Transfer / Upskilling
- Staff Augmentation
- Tenant Management
- Workday Platform Systems Operational Management
- Test Management
- Smart Automated Testing
- Smart Fins Compliance
- Integrations Monitoring and Management Service

Optimise
- Workday Usage Metrics Review
- Business / People / Process Change Management
- Dashboards and Scorecards
- Workday Update Management - extending and maximising the value of Workday through adding new modules and ongoing optimisation
- Tenant Health check reviews and Optimisation
- HR Calendar Management and BP Cycle tuning

Grow
- Phase X Implementation
- Acquisition and Divestiture Services

All of these services will be managed by a Workday Engagement Manager dedicated to each customer account ensuring agreed service levels are maintained or surpassed. All services governed by the Kainos AMS Engagement Manager will include:

- Increased frequency of engagement to support key timelines
- Monthly reporting with Weekly or Fortnight Review Meetings as appropriate
- Proactive recommendations and service improvements
- Quarterly reviews to review previous 3 months service and review HR/Finance Calendar and complete roadmap planning

The Kainos AMS service payment model is based on Pre-Paid Days which can be flexibly drawn down against the activities listed above.

Optional - Change Management Services

Our approach to change management in a Workday environment is simple and pragmatic. We work in partnership with you to **ensure the people impacted by the delivery of Workday are provided with the right level of support at the right time.**

Our goal is to support you and your people through the transition to a new way of working and ensure alignment with your Organisational goals. To demonstrate how this is achieved the following sections detail our approach to change and demonstrate how **we put impacted staff at the very centre of your Workday deployment in order to mitigate inertia and resistance to change.**

To achieve this our change approach has 4 core components that underpin all key activities we deliver on a typical Workday deployment as depicted below:

Change Management Support
Helping clients to identify what the change is, who needs to be supported **(persona groups)** and the impact the change will have on your people and your business.

Process & Org Redesign Support
Helping clients get the best from Workday by aligning structures and processes with a new way of delivering HR and Financial Services

Training and Communication Support
Helping clients to translate the changes being driven by Workday into simple, easy to understand and accessible communications and training products

Organisation and User Readiness Support
Preparing clients for Workday by delivering our set of robust readiness tools that integrate local change activities with project timelines

Our standard Change Management approach is fully integrated into the Kainos Workday methodology. The following diagrams detail the key steps we deliver jointly with our Clients to ensure we build **knowledge, understanding and confidence of your people grow as the Project progresses.** Our aim is to leave a legacy of experience in the delivery of Workday and ensure you are prepared for future implementations, upgrades and enhancements.

Diagram: Detailing the focus of activity relevant to each phase of our Workday Implementation approach

STEP 1 **Getting off to the right start**	**STEP 2** **Aligning your business with Workday**	**STEP 3** **Adopting new ways or working**	**Phase X** **Evolving and enhancing Workday**
'Providing clarity on your vision, your outcomes and what needs to be done''	'Providing clarity on what changes you need to make to structures and processes	'Providing clarity on what is changing for your people and providing the tools to work differently?	'Applying our Change methods to your ongoing development of Workday'
Discovery Plan Architecture	Configuration Build Test	Deploy Embed	Enhance Evolve
Mobilisation	Pre-go-live	Go-live	Post go-live

Putting your people at the heart of your Workday experience

Everything we do is viewed through the eyes of the people impacted by the change. At the earliest possible point of the Project we develop persona groups that reflect the groups of people impacted by the changes affected by Workday.

Leadership Population e.g. Project, Senior Mgt

Core User Population e.g HR, FINS, Systems Admin

End User Population e.g. Line Managers and Employees

We provide:

- The vision and outcomes we will create at the outset of the change are defined through the eyes of each persona group.
- The design of all systems, process and structures are developed through the use of personas
- All engagement materials are delivered through the eyes of these defined persona grouping to help identify what is changing and then help communicate the relevant messages
- All persona groups are aligned with your Workday security profiles to ensure we are able to link why and when we are changing with what we are changing at an individual level.

How we structure our offering

The level of consultancy support we provide is dependent on the level of capability and confidence you have to deliver the changes proposed. We will work with you in the early phases of the project and work out the best way to support you.

Platinum	Gold	Silver	Bronze
Embedded Change Support	Advisory Change Support	Advisory Change Support	Strong start and Quality Assurance Support
Joint delivery support across all 4 component areas across all phases of the Project	Joint delivery of Change Management, Engagement, Education and Readiness components	Joint delivery of 2 specific components based on need.	Supporting the discovery and plan phase and then provide QA support.

Optional - Test Advisory and Test Management Services

Workday is a cloud-based product where every customer is on the same version of the software. During the early stage of your deployment project, you'll make decisions on how you want and need Workday to be configured to meet your business (and possibly legislative) requirements. This includes how Workday interacts with your third-party and internal systems.

The reason for testing is not to test the Workday product itself, but to test that your instance of Workday has been configured for your specific requirements. Testing throughout your deployment project will give you the confidence that your configuration is fit-for-purpose and ready for live operation.

Your Workday Testing Strategy outlines the testing approach your organisation will use during deployment, including the scope, timeline, roles and responsibilities, tools, processes and standards you'll use during each test stage. It acts as the reference point for all members of the Project Team and provides information on what will be tested, and how, during your deployment.

Testing is one of the main areas that is often not clearly understood and where clients underestimate the importance of planned and appropriate preparation. Testing is critical for the success of the project delivery itself but also the wider user adoption and acceptance of the Workday system once it is rolled out to the wider employee populations.

Test activities are broken into a number of activities and deliverables:

- Test Strategy
- Test Plan(s)
- Test Execution
- Test Management (and reporting)
- Incident Management
- Test Exit Report

Kainos will conduct unit testing of all Kainos delivered integrations, and a number of other functional elements but ultimately each customer is responsible for ensuring the completeness and quality of their own testing of Workday to ensure that the solution delivered is ultimately fit for purpose.

To assist, Kainos offers optional Test Advisory and Test Management services to all our implementation customers where additional support is required. The level of support can be tailored to reflect your individual requirements but broadly falls within the two models outlined further below – Test Advisory and Test Management.

These models are described in the diagrams below along with some further high-level details.

Manual Testing – Advisory Option

- Test advisory services assume a customer test lead /manager is in place
- Purpose of advisory services is to assist the test manager to deliver a successful round of testing
- Flexible number of days to be agreed based on customer needs
- Help to standardise approaches and templates
- Typically around 25 days of test advisory
  - 15 days for planned activities
  - 10 days for ad hoc support for test lead

Manual Testing – Management Option

- Full client-side test management
- Can include test case generation
- Responsible for managing client-side team and key point of contact to Kainos team
- Will co-ordinate client side activity and plan with Kainos team
- Will report through to client steering boards
- Will be responsible for defect management activity / triage
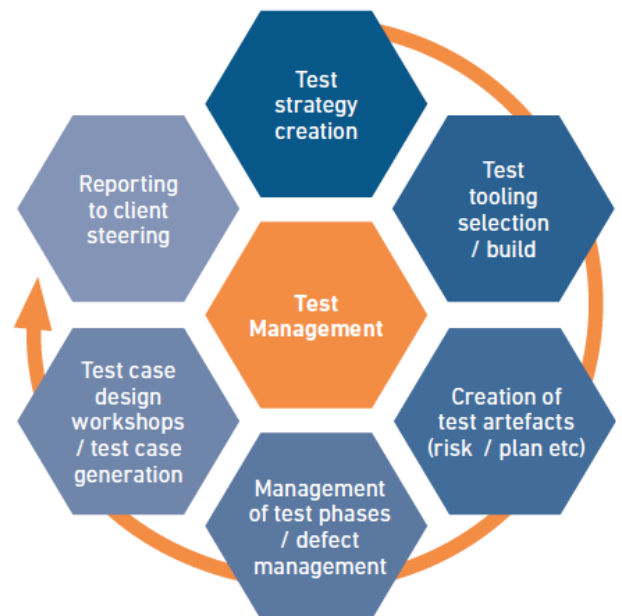
We would be delighted to discuss the options described above in order to tailor a solution to meet our clients exact test requirements.

Optional – Workday Implementation Services

Note: Further information on the Kainos WorkSmart Workday Implementation Services can be found by searching Kainos WorkSmart on G-Cloud 11 under Lot 3 Cloud Support.

We provide a full end-to-end service spanning project readiness, planning, design, implementation, testing, deployment, right through to providing a flexible on-going post-deployment support service for your Workday solution (Application Management Service - AMS). We can also supplement this with additional offerings, such as Phase-X implementation, Change Management and Test Management, where you need additional capacity. These services are described further below.

Kainos WorkSmart has invested heavily in the Public Sector and has developed Public Sector content and configuration expertise through these initial Public Sector Workday deployments. Our unique position, as a Digital Transformation partner to the UK Public Sector and a global Workday partner, ensures our future Public Sector clients benefit from Workday best practice guidance, Public Sector guidance, and our collective experience across multiple Public Sector Workday deployments.

Our experience in Public Sector and our alignment to Cabinet Office Standards (e.g. Civil Service HR Global Design standards, the HR Service and Technology Standards, Leading Practice Features and User Journey's) means that business processes created for other Public Sector departments/agencies represent best practise making deployment faster and adoption more straight-forward based on "industry standard exemplar processes". Any content produced on previous engagements will be made available to our customers as the starting point during design. This will assist you by reducing cost and delivering the benefit from work already completed by Kainos and Workday for the UK Public Sector.

Kainos WorkSmart is also a Workday customer (both HCM and Financials). We are fully invested in the Workday ecosystem, with all of our consultants focused and working with Workday only.

Our Workday implementation practice is complemented by our deep expertise in cloud, mobile and portal platforms. Our focus is on customer collaboration to ensure delivery and positive business outcomes. Kainos is proud of our 100% customer satisfaction; and track record of continuing to deliver on time and on budget. Our staff are predominantly based in the UK, but we also leverage nearshore European locations, with client approval, to provide highly competitive pricing.

Kainos WorkSmart has a solid reputation within the Workday eco-system for reliability, deep product knowledge and technical expertise. We work equally effectively with large global organisations and smaller agile businesses in all industry sectors. We support our customers end to end through their Workday lifecycle. We often manage project readiness programmes ahead of the Workday implementation, the main deployment of Workday within an organisation and then maintain those customer relationships through to post deployment on-going support services. Our relationship with Workday is successful because we share Workday's commitment to quality delivery and to our customer satisfaction.

Kainos WorkSmart implements Workday through a proven methodology that provides both quality and control throughout the implementation project lifecycle.

It is supplemented with proprietary accelerators and tools to expedite the delivery whilst at the same time, reducing project risk through the delivery of a best practice approach. The delivery approach is based on the Workday Accelerated Deployment Methodology that has been specifically developed for SaaS implementations.

The methodology is based on five stages with the following objectives:

Stage	Activity
Plan	Setting the overall project direction, project controls along with roles and responsibilities and customer expectations.
Architect	Analysing client requirements and business processes, while leveraging Workday's optimised configurations as a starting point.
Configure & Prototype	We begin to iteratively configure Workday and load customer data in accordance with the client's needs.
Test	Validating the configuration to confirm design decisions are accurate and ensure system and user readiness.
Deploy	Transitioning the client to live production and into support and optimisation services.

Each stage has its own quality gate and is subject to independent scrutiny and peer review by Workday's Delivery Assurance function.

Commercial Statement

Confidentiality and Copyright

Trademarks

Caveats

Kainos has used all reasonable endeavours to ensure that all statements contained in this document are accurate, but will not be held responsible for any errors or omissions. All information provided prior to execution of a contract is provided "as is" without warranty of any kind.

This response is submitted 'Subject to Contract' and does not constitute an offer from Kainos. Kainos reserves the right to withdraw from the proposal process following due diligence and/or contract negotiations. In the event that Kainos is successful in this bid the parties will negotiate a mutually acceptable document and will be contractually bound to each other only upon execution of the same by their respective authorised signatories.

We consider this response to be commercially sensitive.

Corporate Information

"Kainos" is the trading name of the Kainos group of companies, further information on which can be found here: https://www.kainos.com/corporate-information/

Kainos WorkSmart Limited will be the contracting entity for the provision of the services and may be assisted from time to time by other Kainos group companies.

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