ADP GlobalView®

Workday Enhanced Integration

Consultant Guide

Commercial in Confidence

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Authorizations and Amendments History

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V 1.0	Jyothi Pujari	1st Sep 2016	As required
V 1.1	Jyothi Pujari	10th Feb 2017	Included Default Values in Design Decisions Audit Trail Report in GlobalView Configuration Notes on Japan IT0171in Special Infotypes Re-arranged Prerequisites from Configuration to Design Decisions section DEVKEY reference in portal setup in ITS Setup Tasks Moved Subtype Configuration from Design Decisions to Out of Scope
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			Updated the Record Overview Screen shot in Appendix-B

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Glossary

Workday: HR system of record and client manages the HR master data in Workday

ADP GV: ADP GlobalView: Payroll system of record

REST: Representational State Transfer

API: Application Program Interface

JSON: JAVA Script Object Notation

JWT: JSON Web Token

PECI: Payroll Effective Change Interface

PICOF: Payroll Interface Common Output File

Overview

The purpose behind the Workday Integration is to allow clients using the Workday HR and Talent Management suite along with the ADP GlobalView payroll solution to interface relevant payroll data between the two systems. Workday being a HR system consists of only master data and that is interfaced through Workday Standard Connectors to our GlobalView system. Workday Enhanced integration addresses the missing country specific data which is also essential for payroll processing.

As part of this Enhanced Integration, user interface screens for country specific data are built and rendered on Workday system. The data for these infotypes can be captured and maintained via these screens but data would reside only on GlobalView system. This data will not be saved in Workday system.

GlobalView has developed several REST API web services each dedicated to a specific purpose, using which Workday can host the user interface screens on their system and facilitate the data capture and maintenance. All the data communication happens between Workday and GlobalView real time, so in a way Workday acts as a user interface medium like SAPGUI using which an authorized user can view, update, create and delete infotype records in our GlobalView system. All these operations are facilitated by API web services.

The Workday Enhanced Integration uses JWT standard to authenticate users who operate these screens on Workday system, which uses a public and private key certificate pair to digitally validate the signature and authenticate the incoming tokens.

Along with all the benefits that Workday Standard Integration offers, the additional benefits of Workday Enhanced Integrations are as follows:

- **Data Entry**: Local payroll data (which is approximately 40% of payroll data) can be captured and maintained on Workday UI. This completes the majority of the data scope for a country.
- **Single System**: Master data and local payroll data can all be now maintained through Workday which avoids issues arising out of disparate systems.
- **Real Time Validations**: All the local payroll data is validated real time which prevents any issues in payroll processing.
- **Real Time Updates**: All the local payroll data is updated in GlobalView system real time which prevents any delays.
- **Payroll Compliance:** This offers complete support for evolving legislation and statutory changes.

Scope

The integration between the two systems will focus on data that is required by payroll. There will be some local country variations of data that will be included in the interface (e.g. Country Name Formats and Address Data) in Standard Connector. It was expected that for the majority of the country specific Infotypes, data will be directly maintained in the GlobalView system (via a client-specific combination of SSL, G2, SAP GUI and the GV Portal) as this will not be stored or sent in the interface from Workday. This will change with Workday Enhanced Integration. For the countries in which Workday Enhanced Integration is implemented, the majority of the country specific infotypes data will be maintained in the GlobalView system via Workday screens.

The country specific infotypes, aka local payroll data varies from country to country as per legislative and payroll needs. This Enhanced integration addresses all those infotypes that are payroll relevant for a particular country. This is in addition to the master data scope that is handled by Standard Workday Connector. So in combination (Workday Standard Connector and Workday Enhanced integration) addresses the majority of the complete payroll data needs of a country. If any additional infotypes are required which are not interfaced via Enhanced Integration, then it is expected that the clients send them through separate channels like SSL or G2 etc.

Also, where an Infotype utilizes a 'view' or 'secondary' Infotype to provide for the storage of local data, that Infotype will also be included in the integration.

Technical Architecture

The basic technical architecture and different components involved in this Workday integration are outlined as below.

- Workday provides a tab 'ADP Local Payroll Data' under the main tab 'Pay' on their Worker profile to host the country specific data. This tab has to be enabled using tenant level configuration on Workday.

- GlobalView exposes rest end points for all the required API Web services. There are total 7 API Web Services:

  - Landing Page Service

  - Subtype Service

  - Overview Service

  - Metadata Service

  - Masterdata Service

  - Dropdown value Service

  - Callback Service

Data Flow

The data communication through API Web Services happens in the below sequence.

Step#1 - Landing Page Service

- An user clicks the tab 'ADP Local Payroll Data' on the worker profile of an employee

- Workday initiates Landing Page Service with the key information:

  - Employee's Workday Employee id, Country, Company & Paygroup

- ADP GlobalView, authorizes the user in our system, provides a list of country specific Infotypes which are scoped for Enhanced Integration

- Workday displays the list of the provided Infotypes on the Landing page along with options to:

  - Update –if data already exists for that infotype in our system, or

  - Start - if data doesn't exist for that infotype in our system

Step#2 – Subtype Service (Optional)

- User clicks on Update or Start button of one of the Infotypes on Landing Page
- If the Infotype has subtypes,
    - Workday initiates the Subtype Service with the key information:
        - Employee's Workday Employee id, Country, Company & Paygroup
        - Infotype Number
    - ADP GlobalView, provides a list of valid subtypes
    - Workday displays the list on their Subtype page

Step#3 – Overview Service (Optional)

- User Clicks on Update button of an Infotype on Landing Page, and if the infotype has a subtype, selects the appropriate subtype on Subtype page
- Workday initiates the Record Overview service with the key information:
    - Employee's Workday Employee id, Country, Company & Paygroup
    - Infotype Number
    - Subtype Number (if exists)
- ADP GlobalView provides the details of the records of that Infotype/Subtype for that Employee in our system
    - Start Date
    - End Date
    - Any Key fields of that Infotype/Subtype
- Workday displays the details of the records on the Overview page along with options to update/delete each record or create a new record

Step#4 – Metadata and Masterdata Services

- User, clicks on Start on Landing page or Copy/Edit/Remove/Add New buttons on Overview page
- Workday initiates Metadata and/or Masterdata Services appropriately with the key information:
    - Employee's Workday Employee id, Country, Company & Paygroup
    - Infotype Number
    - Subtype Number (if exists)
- ADP GlobalView provides the metadata and data of the required fields of that Infotype/Subtype
- Workday displays the Infotype page for maintenance to the user.
- The user can modify the contents of any of the fields that are displayed and click on 'Ok'

- Workday initiates the Masterdata Service again passing the updated data on the page

- ADP GlobalView validates the updates made by the User on the Workday Infotype page

    o If the changes pass all the validations,

        ▪ updates are made in ADP GlobalView and success message is displayed on Workday

    o If any of the validations fail,

        ▪ An error message is generated by ADP GlobalView and displayed on Workday

Step#5 – Dropdown Service (Optional)

- Workday initiates the drop down service with the key information:

    o Employee's Workday Employee id, Country, Company & Paygroup

    o Infotype Number

    o Subtype Number (if exists)

    o Value of any dependent field(s), if any

- ADP GlobalView provides the list of drop down values for that field

- Workday displays the list of these values, when an User clicks on that drop down field

Step#6 – Callback Service (Optional)

- The Callback Service is initiated by Workday only for those fields, whose value changes result in dynamic screen alterations affecting editability and invisibility of few other fields on the screen.

    o Workday initiates the call back service with the key information:

    o Employee's Workday Employee id, Country, Company & Paygroup

    o Infotype Number

    o Subtype Number (if exists)

    o Trigger field, along with the effective dates

- ADP GlobalView provides the updated metadata (editability and visibility properties) of all the required fields.

- Workday alters the screen depending on the latest metadata.

Design Decisions

- Workday Enhanced Integration is applicable for both GlobalView and GlobalView Select payroll solutions.

- Data is scoped from Workday to GlobalView based on each country's local payroll requirements. Infotypes / subtypes not required by the country payroll are therefore not included.

- Where an Infotype makes use of subtypes, it may happen that not all subtypes can be included in the integration. Additional subtypes may therefore have to be completed via one of the other accepted GlobalView input methods (G2, SSL, GUI or Portal).

- Clients who wish to use Enhanced Workday Integration must be in the same tenant in GlobalView landscape. If they aren't, it is suggested to migrate them to the same tenant before proceeding to implement Enhanced Workday Integration. Also, there must be a 1-1 mapping between Workday tenant and GlobalView tenant.

- All the Users of this application on Workday have to exist in ADP GlobalView system as well. In case the user on Workday is associated with multiple Positions, then the primary position of the user which belongs to a paygroup interfaced with ADP GlobalView must be used while setting up that user in our system.

- The Enhanced Integration will not be available for New Hires on Workday until the hiring of the employee is interfaced and successful in ADP GlobalView system.

Prerequisites

- The Workday Enhanced Integration is an add-on product to the Standard Workday Integration. The Enhanced Workday Integration needs at least PECI connector or V 03 of the PICOF connector as baseline configuration. A stand-alone use of the Enhanced Workday Integration is not recommended.

Out of Scope

The following are out of scope in this Integration.

- Rescinds – 'New Hire' Rescinds and 'Assign Paygroup' Rescinds on Workday system are not supported on PICOF standard connector. Hence, such operations have to be manually reapplied in GlobalView system by the Clients. Clients would have to be appropriately guided, as if this is not done, would raise inconsistencies. If the standard integration is done via PECI connector, then these rescinds are supported on Enhanced Integration.

- Screen Modifications – It is strongly advised not to accommodate for any client specific screen modifications on PA30. Such changes will be out of scope of Enhanced Integration.

- Any approvals what so ever needed for the updates made on the Enhanced Integration pages are out of scope of this integration. It is assumed that all such approvals would be taken offline.

- Currently Employee self-service on the Enhanced Integration pages is not supported on Workday.

- Also, the view-only of these pages is also not in scope. These pages can be accessed only if the user has update access.

- Subtype Configuration – Additional Client specific custom subtypes will not be in scope of Enhanced Integration.

Special Infotypes

Infotypes included in both Standard and Enhanced Integrations

- All Countries: IT0009 - Bank Details

  The Bank Details infotype is included both in Standard and Enhanced Integrations for all the countries and during the implementation; Clients have to choose one of these ways to bring their bank data.

  - Clients who wish to bring in Bank Details via Enhanced Integration should exclude IT0009 infotype from the PICOF transformation by using the Standard Integration's Infotype exclusion configuration for the respective countries.

  - Clients who wish to bring the Bank via Standard Connectors should exclude IT0009 infotype from Enhanced Integration using Infotype/Subtype exclusion feature described in a later section described in this document.

> Bank Details cannot be included in both the channels (Standard and Enhanced) and hence during implementation, IT0009 should be excluded in one of the Integrations, without fail, allowing the bank data to come to GlobalView in only one channel.
>
> It is strongly recommended to ensure that there is no Datascope overlap between Standard Connectors and Enhanced Integrations to avoid corruption of data.

- Japan: IT0171 – General Benefits Info

  The General Benefits Infotype is included in both Standard and Enhanced Integration for Japan country.

  Same as explained for Bank Details above, this infotype must also be excluded in either Standard or Enhanced Integrations depending on Client's choice, to avoid corruption of the data.

User Authorization and Setup

All users of the Enhanced Integration on Workday must be setup on GlobalView system, without which the users cannot access the Enhanced Integration pages on Workday system. The users who are part of Standard Workday Integration would be setup in GlobalView system.

However if clients wish to have any users who are not part of Standard Workday Integration to use the Enhanced Integration, then those set of users must be setup as Mini Master records in our GlobalView system.

Irrespective of this, however, all the users must be setup with proper authorizations in GlobalView to gain access to these pages on Workday system.

Refer to Cloud User Load Program (CULP) for complete details of this setup in our system:

> In addition to the authorized user setup in our GlobalView system, appropriate security profiles also have to setup for that user in Workday system so as to be able to access the Enhanced Integration pages of an employee. Clients can contact their Workday Implementation Partners or Workday team for more details on this.

> In case of a user associated with multiple positions in Workday, it is advised to use the primary position details (belonging to the paygroup which is interfaced with ADP GlobalView) of the user on Workday while setting up that user in ADP GlobalView.

Language Preference

The default language in which all these pages are displayed on Workday is English. However, there is a provision where Workday can send preferred language of the operating user along with API Web Service request. If ADP GlobalView receives a language preference other than English, then the pages will be displayed in that local language, provided that specific language is supported by SAP.

If the received preferred language is not supported by SAP then the page will be displayed in the default language, i.e. English. The local data pages will be displayed in the default language, English even in the situations when we do not receive any specific preferred language from Workday via API Web Services.

Default Values

Currently default values (if any) will be displayed for the fields, wherever possible, on the master data page.

GlobalView Configuration

The following section contains details on the Client level configuration. It is the responsibility of the implementation consultants to collect the necessary details from Clients and configure them in the corresponding tables.

Currently, it is expected to repeat these configurations in every environment (PD*, PQ*, PP*):

Client Dependent Configuration

The client dependent table can be accessed from the Area menu **ZCON**.
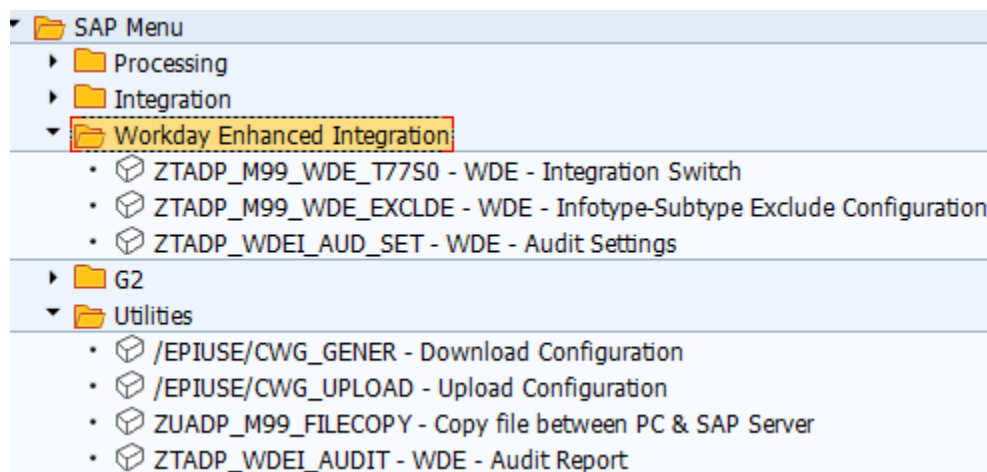
1. **Workday Enhanced Integration Switch**

   Table: T77S0

   Workday Enhanced Integration Switch must be enabled as below.
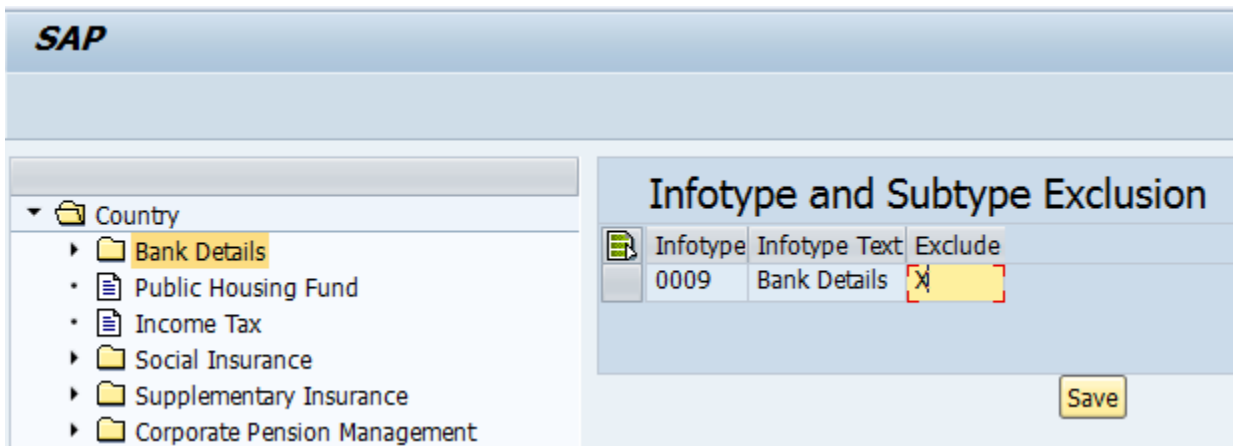
2. **Infotype and Subtype Exclusion**

This feature enables Clients to exclude any Infotype/Subtype(s) scoped under Enhanced Integration.

As described earlier, certain Infotypes like Bank Details (IT0009) are part of both Standard and Enhanced Integrations. Clients have to exclude this Infotype in one of these integrations to maintain the sanity of bank details data.

In addition to this, if Clients wish to exclude any other infotypes/subtypes that are scoped under Enhanced Integration they may choose to do so. However it is not advised to do this as these are critical payroll infotypes; excluding these infotypes/subtypes would mandate clients to send that data via G2 or SSL

An infotype along with all subtypes (if exist) can be excluded:

Or only a single subtype or set of subtypes of an Infotype can be excluded:

SAP

Infotype and Subtype Exclusion

- ▼ 📁 Country
  - ▼ 📁 Bank Details
    - • 📄 VEPH
    - • 📄 HR02
    - • 📄 9Z01
    - • 📄 1
    - • 📄 CZ02
    - • 📄 BR03
    - • 📄 HR01
    - • 📄 F2
    - • 📄 BR01
    - • 📄 6
    - • 📄 9Z02
    - • 📄 5
    - • 📄 2
    - • 📄 9045
    - • 📄 0
    - • 📄 9T02
    - • 📄 IN01
    - • 📄 BR02
    - • 📄 CZ01
    - • 📄 F1
    - • 📄 BE01
  - • 📄 Public Housing Fund
  - • 📄 Income Tax
  - ▶ 📁 Social Insurance
  - ▶ 📁 Supplementary Insurance
  - ▶ 📁 Corporate Pension Management

Infotype	Infotype Text	Subtype	Subtype Text	Exclude
0009	Bank Details	HR02	Protects Account	X

Save

3. Audit Trail Mode

All the API transactions are logged in underlying Audit Trail table. The detail of the information logged depends on the mode of the Audit Trail flag for that country/infotype. There are three modes of this audit trail.

- o ERR-ONLY

    This is the default mode of the audit flag. In this mode, the audit entries are maintained in the log only in case of errors.

- o INFO

    In this mode only entry and exits of each successful transaction are logged. In case of errors, information on error is also logged.

- o DEBUG

    This mode when activated will log verbose information for trouble shooting purposes. Advised to activate this only when necessary

The option in Area Menu to alter the Audit Trail Mode is highlighted in the below screen shot.

```
▼ 📂 SAP Menu
    ▶ 📁 Processing
    ▶ 📁 Integration
    ▼ 📂 Workday Enhanced Integration
        • 📦 ZTADP_M99_WDE_T77S0 - WDE - Integration Switch
        • 📦 ZTADP_M99_WDE_EXCLDE - WDE - Infotype-Subtype Exclude Configuration
        • 📦 ZTADP_WDEI_AUD_SET - WDE - Audit Settings
    ▶ 📁 G2
```
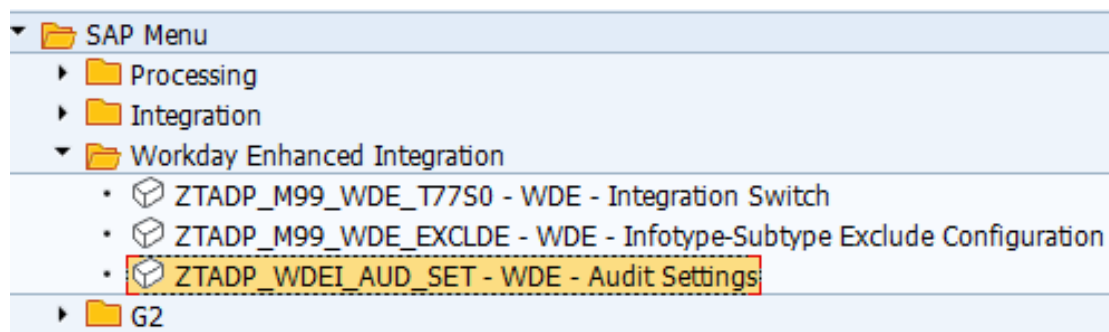
> 📝 **Note** **The Audit Trail flag must be always set to default mode 'ERR-ONLY' in production regions (PP*), so as to not to impact the performance and response times of the API Web Services.**

4. Audit Trail Report

The contents of Audit Trail table can be viewed using the below option in the Area Menu.
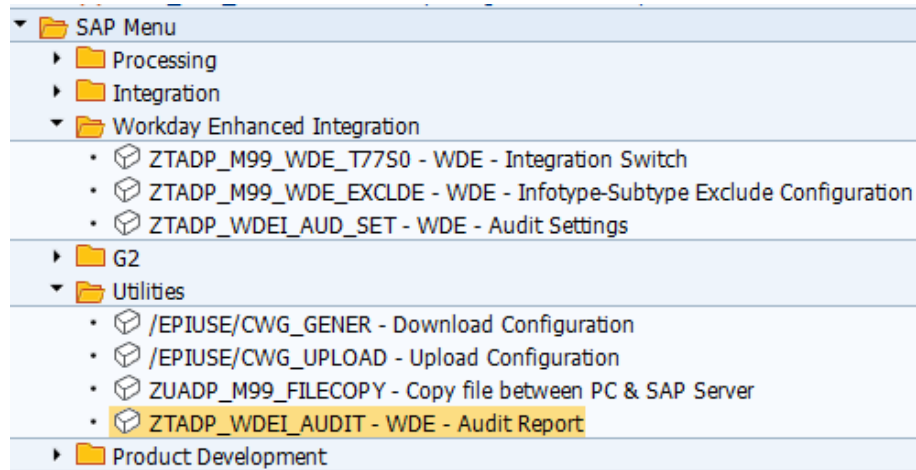
Workday Configuration

Clients have to perform necessary tenant level configurations on Workday system. To our best of the knowledge they constitute below steps. It is recommended to advise the clients to contact Workday team to know the complete details of all the required configuration steps.

- Paygroup configuration to map the required paygroups to be included in the Enhanced Integrations.

- Configure ADP GlobalView Tenant and environment details

> Provide the Tenant number (Ex: 954, 403 etc.) of the client in our landscape to the Client/Workday Implementation partner to configure in Workday system.

- Generate public certificate and share it with ADP. This is to enable the JWT authentication that is necessary for the APIs to function.

> Advise Clients to create two certificates and share it with ADP GlobalView team. In an unfortunate event of one certificate being compromised, the services can still run with the other certificate, till a new certificate is created and shared with ADP GlobalView team. This is to ensure business continuity in such events.
>
> Also, the certificate becomes invalid after their expiry date. Clients would receive a prior notification before their certificate expires and they are expected to create a new certificate and share it with ADP GlobalView team.

- Create/assign appropriate security profiles to the users of the VPS pages so that they have required authorizations on Workday system.

Clients can find more information on this configuration in our Implementation Guide.

ITS Set-Up Tasks

As described earlier, the data exchange happens between Workday and GlobalView systems via REST API Web services. These API Web Services are authenticated using JSON Web Token (JWT) standard.

The very important phase during the Workday Enhanced Integration Implementation is to upload the public certificates generated in Workday into our trust store. So it is recommended to engage in this process of setting up the public certificates in our system, prior to or along with the implementation of the first country to go live.

Some of the key notes or prerequisites in this integration setup are mentioned below.

- This Workday Enhanced integration supports only one-to-one relationship between the GV and Workday system tenants. That means each Workday tenant uses a public certificate. It is recommended to set up two public certificates for each tenant to ensure business continuity. In an unfortunate event of a public certificate being compromised, the API services can still continue to run on the second public certificate which would still be secure. Meanwhile Clients can create a fresh certificate on Workday and share with ADP.

- The Client's Tenant has to be configured in our router initialization file, without which the routing of the APIs will not function.

- As per the GV methodology, each client should have dual path to support UAT and then real production environment with corresponding interface channels replicated with Workday system and these two should be independent of each other.

- Note that DEVKEY setup of portal tenant is mandatory for functioning of Enhanced Integration APIs.

- Also ensure that SAP_ALL role is assigned to 'XSSADMIN' user- id for establishing proper jco connectivity which is essential for invoking and functioning of relevant RFCs from APIs.

For each new client implementation, ITS operations' team is responsible to complete this setup in consultation with Implementation team and client side administrators.

> **Note** It is the responsibility of the implementation lead consultant to request these tasks to be completed by raising a CRM ticket to the ITS operations team and helping ITS in coordination with client. Refer Appendix-A for the exact verbiage to be included in the CRM ticket.

Appendix – A

Please use these guidelines while raising a CRM ticket for performing ITS tasks.

Ticket title:

[Workday routing] Implement <SID>/<Tenant> workday API routing

Ticket body:

We need to implement the API routing for client Px1/xxx on Workday API integration and also upload the attached public certificate(s) to our Trust store.

Ticket Attachment:

Attach public certificate(s) generated on Workday tenant.

> **Note** In case, we haven't received the public certificate generated on Workday, then ITS team would complete the rest of the process and revert the ticket for providing the certificate when it is available. It is important to follow up with Client and Workday Implementation Partners to provide this certificate and complete this CRM process for the successful upload of it into our Trust store.

Ticket audience:

Team #9

Ticket SLA to deliver the setup:

Request to be submitted at least 3 days in advance of the required date of the setup for QA and 1 week for production.

Appendix - B

Sample screen shots of ADP GlobalView provisioned User Interface screens hosted on Workday.

Note: The actual look and feel of the pages on Workday might be different. These screen shots are provided here only for a reference.

1. Landing Page

2. Subtype Page

3. Record Overview Page

4. Masterdata Page