# Hypercare & Support Model

\*PeopleSoft to Workday Recruitment Module Migration\*

---

## Phase 1: Immediate Hypercare (Days 0-30)

### Objectives

- Stabilize the system immediately after migration.

- Provide continuous real-time support to address post-migration issues.

- Ensure minimal disruption to daily operations.

### Key Activities

- \*\*Command Center Activation:\*\*

Establish a dedicated cross-functional team (Operations, IT, Recruitment, and Workday experts) available 24/7.

- \*\*Monitoring & Issue Resolution:\*\*

- Utilize real-time dashboards to monitor system performance, integrations, and data accuracy.

- Hold daily stand-up meetings to review issues and assign resolution tasks.

- \*\*Communication:\*\*

- Provide daily status updates to stakeholders.

- Use designated communication channels (e.g., email, Microsoft Teams, Slack) for incident notifications.

- \*\*User Support:\*\*

- Set up a live support hotline and dedicated email inbox for urgent queries.

- Offer on-site or remote troubleshooting and training sessions.

### Roles & Responsibilities

- \*\*Hypercare Lead:\*\*

Oversees the hypercare period, manages cross-department communication, and directs resource allocation.

- \*\*Technical Support Specialists:\*\*

Provide technical troubleshooting support and liaise with Workday/integration partners.

- \*\*Business Analysts/Process Owners:\*\*

Validate system performance against business requirements, document issues, and prioritize remediation.

- \*\*Training & Change Management Team:\*\*

Facilitate refresher training sessions, create quick guides, and develop FAQs for end-users.

---

## Phase 2: Transition Phase (Days 30-90)

### Objectives

- Gradually shift support responsibilities from the Hypercare team to standard support.

- Enhance user training and address recurring issues.

- Refine processes based on feedback and system performance trends.

### Key Activities

- \*\*Issue Trending & Knowledge Sharing:\*\*

- Continue monitoring the system with reduced frequency.

- Organize weekly review sessions to analyze issue trends and initiate corrective actions.

- \*\*Enhanced Training Programs:\*\*

- Host workshops to address recurring challenges.

- Conduct webinars to introduce new features and share best practices.

- \*\*Process Refinement:\*\*

- Gather user feedback to drive system optimizations.

- Update documentation, training materials, and support guides accordingly.

- \*\*Transition Planning:\*\*

- Develop a clear roadmap for handover to the standard support model.

- Identify