Andy Davis, Oct 2022 Session

Challenges to Implementing Workday

Because Workday is so expansive and benefits different departments, there will be more involvement from users than a more specific system. The main issue will be documentation, or providing a good resource for first time users (aka new employees) to learn how to use the system. With different departments having different experience levels of not only the job but also technology literacy, there has to be a central location for feedback that makes it easy to use and to invite involvement. Granted, most people do not like to give feedback (myself being one of those people) and will ignore surveys or emails asking for emails, thus there should be a dedicated person who will be in charge of collecting/providing the feedback.

Having a lead in the respective departments taking charge is the most efficient way to get what is required, since they can dictate what their team needs to do and when. For example, a Finance lead can put someone in charge of looking at how Workday will handle the Pay section and tell them to report their findings monthly or weekly depending on the timeline. An HR lead can then put a person in charge of the Benefits section and another in charge of the Careers section, etc. This will make sure all sections are covered and reported on by their respective departments and then when it is time to report back to the Project lead, only the department leads need to meet with the feedback from their team. Since we have determined that the Scrum method is the one most viable for our application, we can consider what I had just discussed as individual Sprints. Each Sprint will deal with the specific section needing to be analyzed with the task of getting feedback for how that section works.

With the choice of following the SCRUM framework, all of the roles will be clearly defined along with the frequency of the meetings for each sprint. But even with everything clearly defined, the need for feedback has to be required for the team members. Luckily, with the new implementation being a new requirement for work, the incentive to make sure it works properly and provides what is needed to get the job done should be seamless integrated in the day-to-day work already performed. On the other hand, what is not part of the day-to-day, is the documentation and/or videos that will be needed to help new employees navigate the site.

Another issue with documentation is the later it happens, the harder it is to get started. As time goes on, it takes more of an effort to sit down and write everything down, especially if it is a task that has not been performed in some time. Best course of action is to record what you are doing as you are doing it. On top of that, screen recording applications have become popular in recent years, reducing the workload even further from the start. Documentation does not need to be super technical if it is for internal use, even more so if it is for use within the same department. Since Workday already has everything broken down into sections, the documentation could be as simple as “Go to the Apps dashboard > Pay > Pay slips”.

In summary, implementation and documentation is always a tough subject to get right. When there are no clear directions on how and when to do documentation, then it will just be pushed to the wayside. Part of the sprints should include documentation so that the leads can gather it all together with the feedback from the implementation to bring to the customer and/or project lead. That will help in making sure everything is clear and concise, as well as robust enough to be understood by new users or employees. (635 words)

GE’s Obligations Regarding Employee’s Data

With the growth of social media companies and essentially all other companies leaning towards an online presence and using the cloud, personal data protection has become more of an issue and talking point. Not just as a way for the company to handle it, but also the politicians and how to protect it and what laws to create for it. At the moment, GE would need to focus on and comply to the European Union’s laws, but if they were to ever expand to other countries then those laws need to come into consideration as well. For now, let us look at what the EU data protection laws entail and what GE’s obligations are in regards to their employees.

First, why is data protection such a big discussion? What is the rationale behind the laws? In most, if not all countries, privacy is a fundamental right for humans. From the European Convention on Human Rights: “Everyone has the right to respect for his private and family life, his home and his correspondence.” (Gannon, 2022). The United States also has the Fourth Amendment in the Constitution stating: “The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated...” (Congress.gov, n.d.). Since both of these documents were written well before the age of the internet, several different laws have been written since then that are amendments, or add-ons, to these original statements to extend the right not just in the home, but to wherever a person’s privacy may be violated (e.g. General Data Protection Regulation, UK Data Protection Act 2018).

The internet provided an easily accessible location for a person’s data but it also opened it up to the public and to other companies such as social media sites, since they request certain information upon signing up. Employers, such as GE, whom use online databases or third-party tools are also accountable to protect their employee’s data since it would be the who is at fault if that private information is violated. At a minimum, GE needs to abide by the EU’s General Data Protection Regulation (GDPR), which has an aim to simplify the regulatory environment for business by unifying the regulation (GDPR, 2018). The GDPR, and other such laws the protect data, use the term personal data that can refer to information about the individual. Such identifiers that are included in this term are: biographical information (age, email, phone number, address), looks and appearance (eye color, weight, traits), religious beliefs, political opinions, race, sexual orientation, medical history, salary, employee number, or anything that can be traced back to the person such as IP address or a familiar pseudonym (e.g. username on social media) (Gannon, 2022).

One of the important things that companies seem to overlook may be the rights of the data subject, which in GE’s case would be their employees. That is why the GDPR has an entire chapter dedicated to the topic. When looking into the chapter, the key points that GE will have to consider, more so to make sure that Workday is following along with these laws as well, are the following, amongst others (GDPR, 2018):

* + The right to be informed – the right to know who is processing their data
  + The right of access – the right to access any data that has been collected about them
  + The right of erasure – the right to have their data deleted and to prevent further collection
  + The right to restriction – the right to restrict specific categories of data
  + The right to object – the right to consent, or withdraw consent, to the processing of data

These rights, combined with the Freedom of Information Act 2000, safeguards the individual from any misuse a company will have with their personal data within the UK.

There are plenty of stories on the internet that discusses how big companies sell their users’ data to advertisement agencies as a way to get revenue, in turn giving those agencies leverage to target the users and to send unsolicited mail or phone calls. The reason these stories are so prevalent is because the users normally are not consenting to allow companies to do so (I say normally because the users may not want it to happen, but when signing up for social media sites or others a user may not fully read the Terms and Services in which there is a clause about providing their personal data to third-party companies. To get around the user wanting to disagree with this, a requirement to sign up for such sites is to agree to those Terms, otherwise the site does not go ahead with the registration process). I would like to say that this has been an issue for decades, but with the advent of the internet and the world being connected more than ever, data protection topics have higher priorities, especially if you want to prevent cybercrime against employees and the company. (825 words)

(Total Words: 1,460)

Resources

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