



## Workday End User Support Process Model



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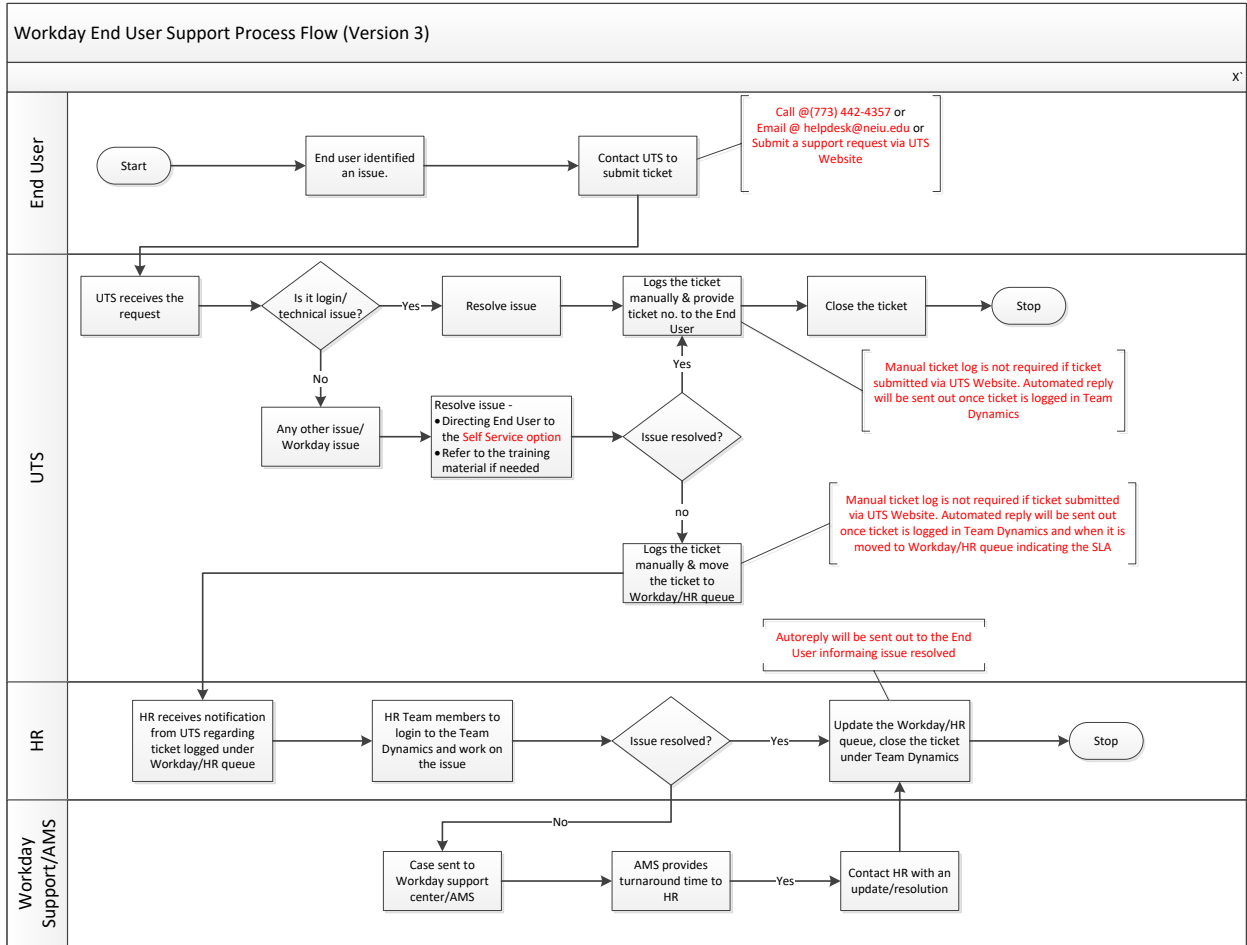
## **PURPOSE OF THIS DOCUMENT**

- Step by step guide to carry out a task correctly every time
- Sharing best practices
- To help business maintain consistency and quality
- This can help a business maintain standards and minimize mistakes as employees switch positions or begin new roles
- Identifying risks that can disrupt the business and preparing strategies to control the impact of negative events and mitigate significant risks
- To help business plan and prepare to deal with unexpected difficult situations and to continue to function as usual

# CONTACT US

Department	Email Address	Phone number
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# WORKDAY END USER PROCESS FLOW



# SERVICE LEVEL AGREEMENT

<b>UTS</b>	<b>Turnaround Time</b>	<b>Automated Response</b>
UTS issue	24 Business Hours	Team Dynamics
HR issue	48 Business Hours	Team Dynamics