

Infor Workforce Management (WFM) Advisory Meeting

Date:	1/15/2025	Next Meeting:	4/16/2025
Time:	09:00	Time:	09:00
Location:	Microsoft Teams	Location:	Microsoft Teams

Time	Item and Outcomes	Goal Alignment
9:00am	Introduction and Welcome	People
9:05am	<p>Known Issue: Leave Request-related bug and plan for fix</p> <ul style="list-style-type: none"> • Fix will be implemented in production on Tuesday 1/21 from 8:00-10:00pm • Please continue to report Leave Requests rejected by the system via email to WFM@vumc.org. The WFM team can correct these for you! <p>Hot Fix 12/16/2024 fixed:</p> <ul style="list-style-type: none"> • Partial leave requests after midnight • Leave requests for dates previously traded • Minutes calculations on Employee Schedule Report <p>2025 WFM Maintenance Downtime Dates *new cadence every 60 days These downtimes are a positive, proactive commitment to keep the system fine tuned, stable, and protected against cybersecurity threats.</p> <ul style="list-style-type: none"> • February 13, 2025 • April 14, 2025 • June 13, 2025 • August 14, 2025 • October 14, 2025 • December 12, 2025 <p>The WFM team will send reminders ahead of scheduled downtimes and be available to assist with adjustments to self-scheduling windows as needed.</p>	Innovation

9:15am	<p>LMS Integration</p> <ul style="list-style-type: none"> • Waitlists – we will be updating the integration so that when an employee is on a ‘waitlist’ status in LMS, they are not booked off to ISV. Then, when they come off the waitlist and are enrolled in a session, they will then be booked off on their schedule • Changing Sessions – we are also updating the integration to ensure schedules reflect session changes. In its current state, the integration does not see the change since there is not an ‘unenrollment’ and then ‘new enrollment’ 	Innovation
9:25am	<p>HR Refresh Integration</p> <ul style="list-style-type: none"> • New or dormant Supervisory Organizations <ul style="list-style-type: none"> ○ If you are creating a new SupOrg in Workday or moving employees into a SupOrg that has been empty, please email WFM ○ If the SupOrg is not added into WFM, employees will go Inactive when they transfer in Workday 	Innovation and Service
9:30am	<p>WFM Training Redesign</p> <ul style="list-style-type: none"> • ALL INFOR WFM INSTRUCTOR-LED CLASSES, except for the Inpatient Shift Leader (RSL) Class, are on hold at this time while the classes are being reformatted to decrease the time needed for instructor-led training. If you have an employee who will have ASV Manager security or is new to this security role, please email our team at wfm@vumc.org or email our educator, at shiel.thompson@vumc.org and we will set up a date and time for the employee's WFM training. • INFOR WFM SCHEDULE ADMIN INPATIENT SHIFT LEADER (RSL) Classes are available through the Learning Exchange with classes scheduled through March 2025. The class is one hour and there are two sessions each month, one in the morning and one in the late afternoon. • In development are interactive, any time modules and short how-to videos – coming soon to our website and The Learning Exchange. More information to come as they are available! 	Innovation and Service
9:40am	<p>Known Issues/Open Infor Support Cases</p> <ul style="list-style-type: none"> • Ghosted shift issue is in final stages of resolution – root cause has been determined via testing • Future Negative Balance report automatic sending is almost ready • Tableau time management reports’ data fix is in final stages, will send email communication when the reports are live again 	Service
9:45am	<p>Clinical Application Support Team Collaboration for WFM Pegasus Tickets</p> <ul style="list-style-type: none"> • CAST is now supporting WFM Pegasus tickets to provide initial triage and direct support to end users • WFM is now aligned with after hours support models from other applications – paged for High and Critical Priority tickets, Low and Medium priority tickets will be addressed during business hours • WFM@vumc.org shared inbox is monitored from 8am-5pm on weekdays, excluding holidays 	Service