



# Definitions - Adoption

Term	Description	Characteristics	Business impact
Adoption Level 1: Basic access	<ul style="list-style-type: none"> <li>Users (employees/managers) can log in to Workday and reach the homepage.</li> <li>They can see their profile and basic menus but may not perform any tasks yet.</li> </ul>	Logging in, viewing the homepage, basic navigation.	All employees & managers
Adoption Level 2: Operational adoption	<ul style="list-style-type: none"> <li>This level reflects realistic operational adoption. Users are leveraging Workday to perform their daily work, increasing efficiency, data quality, and self-service</li> <li>Users can perform all tasks relevant to their role such as submitting leave or expenses, accessing documents, or approving requests.</li> </ul>	Employees: submit leave, expenses, update info. Managers: approve requests, view team data, run reports.	Employees & managers (role-dependent)



# Definitions – Issues & queries categories

Category	Description	Business impact
<b>Access issues</b>	Problems where users cannot log in to Workday or reach the homepage, often due to login, device, or network barriers	Adoption L1: blocks access for any usage Adoption L2: prerequisite for all tasks
<b>Authorisation issues</b>	Users can access Workday but lack the correct permissions or roles to see data or perform actions needed for their job.	Adoption L1: may limit what users see but not access Adoption L2: blocks users from doing job-specific tasks
<b>Data entry &amp; process flow issues</b>	Difficulties entering data or completing standard processes, such as onboarding, leave requests, or submitting expenses.	Adoption L1: not usually relevant Adoption L2: directly blocks users from completing tasks
<b>Reporting &amp; data extraction</b>	Challenges generating, accessing, or distributing reports and data extracts, like payroll reports or team lists.	Adoption L1: not required Adoption L2: important for users who need reports or data
<b>Configuration &amp; localisation</b>	Problems with system setup, translations, or country-specific settings, such as untranslated dropdowns or incorrect addresses.	Adoption L1: may cause confusion but does not block access Adoption L2: can block or confuse users trying to complete tasks
<b>Technical errors &amp; system behaviour</b>	Unexpected system errors, bugs, or inconsistent behaviour, including session timeouts or branding issues.	Adoption L1: can block access if severe Adoption L2: can disrupt or slow down task completion
<b>Integration &amp; data transfer</b>	Issues with data moving between Workday and other systems, such as payroll or external onboarding tools.	Adoption L1: rarely relevant Adoption L2: important for tasks needing data from other systems
<b>User experience &amp; usability</b>	Frustrations or inefficiencies in the interface, navigation, or help resources, making tasks harder or slower to complete.	Adoption L1: may discourage use but not block access Adoption L2: can reduce efficiency or satisfaction with tasks