



Workday

# Super User Onboarding

July 2025

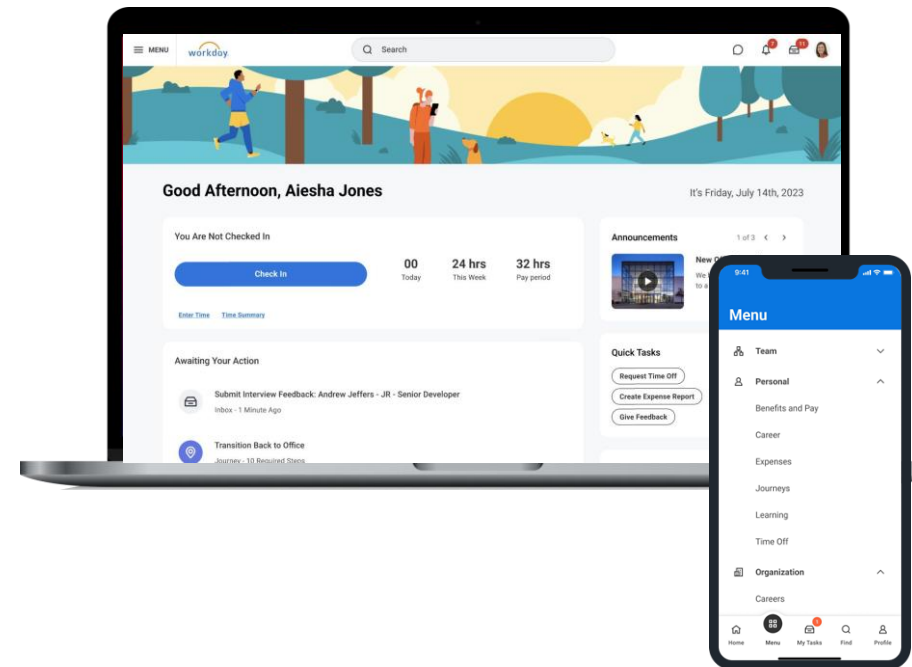


# Content

1. What is Workday
2. How we implement it
3. Role of the super user
4. Time commitment
5. Super user journey
6. Support available in your role
7. 90-day plan ahead
8. Contacts

Appendix

Role cards





What is Workday?  
How do we implement it?



# The purpose of Workday @ Landal



“ At Landal, our *future success* depends on how well we *align our people strategy with our business ambitions*.

With *Workday*, we’re not just upgrading a system—we’re *activating a unified, intelligent platform that connects every part of our employee journey to our strategic goals*.

From talent and performance to scheduling and workforce planning, *Workday* becomes our engine for *smarter decisions, faster collaboration, and a consistent, future-proof employee experience powered by an intelligent data core*.

This is how we *unlock capacity, accelerate growth, and become the employer of choice across every park and every region - every day*. ”

# What will be included?



## Workday modules along the Landal employee journey

- HR Core: Centralizes employee data and streamlines HR processes
- Recruiting: Enhances hiring with tools for job postings, candidate tracking, and interview scheduling
- Onboarding: Facilitates smooth transitions for new hires with structured plans
- Time & Absence: Manages employee time tracking, attendance, and absence
- Scheduling: Will align with Time & Absence and other HR functions (e.g. payroll) to manage employee schedules
- Expenses: Simplifies expense reporting and reimbursement
- Benefits: Direct access to employee benefits programs via Workday
- Core Compensation: Direct access to employee compensation plans and salary structures
- Learning: Provides online access to training and development resources
- Talent & Performance: Supports performance management, goal setting, and career development
- Workday Help: Centralized platform for employee support and inquiries





# Understanding the HR system landscape as of 2/6

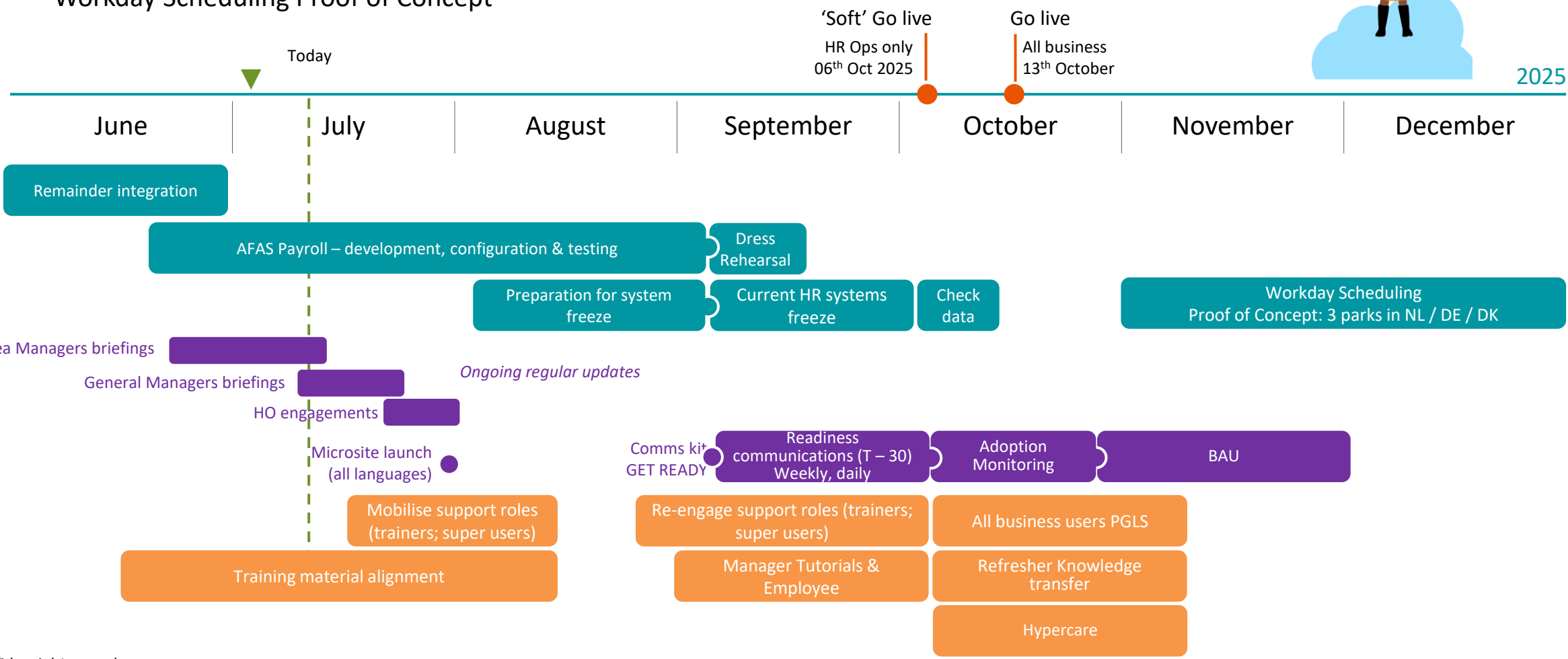
	HQ NL	NL (Parks)	DE	DK	BE	UK
<b>Core HCM</b>	✓	✓	✓	✓	✓	✓
<b>Recruiting</b>	✓	✓	✓	✓	✓	✓
<b>Compensation</b>	✓	✓	✓	✓	✓	✓
<b>Benefits</b>	✓	✓	✓	✓	✓	✓
<b>Expenses</b>	✓	✓*	✓	✓	✓	✓
<b>Absence – Sickness</b>	✓	✓**	Initially via Atoss, phased rollout of Workday later	Initially via Planday, phased rollout of Workday later	N/A – via Strobbo	✓
<b>Absence – Leave</b>	✓	Initially via Nostradamus and Manus Plus, phased rollout of Workday later				✓
<b>Time Tracking</b>	✓					✓
<b>Scheduling</b>	N/A – Not needed					Initially manual, rollout of Workday later
<b>Learning</b>	✓	✓	✓	✓	✓	✓
<b>Talent &amp; Performance</b>	✓	✓	✓	✓	✓	✓
<b>WD Help</b>	✓	✓	✓	✓	✓	✓

# Revised plan to deliver 6/10 go live

Subject to validation during rolling detailed planning



- AFAS Payroll e2e solution build underway
- Ongoing Ops & HO briefings
- Workday Scheduling Proof of Concept





# How we manage the user transition to Workday

Integrated comms, readiness, and training activities support the user journey – management cascade

Help users quickly set up, navigate, and complete tasks in Workday (Managers will attend tutorials)

Equip managers and super users to guide colleagues and direct reports in getting started

## Workday resources & material – by role and need

- ‘Getting started’ starts here: quick reference guides, by role
- Only link or QR code required to access the microsite
- From quick reference guides / getting started to job aids by Workday module
- Tutorials’ presentations and recordings will be made available
- Available in local languages

## Super Users and other support roles

- Super Users - Basic understanding of Workday & support material; provide ‘in the field’ support and guidance to users
- Trainers – provide training in local language; Testers - Payroll
- Some trainers assume role of super user; self help first

## Central team coordinates & supports

- Manages communications, change and training
- Coordinates escalations and specialist interventions
- Supports park leadership and super users
- Manages communications via Managers and the other channels (AFAS, SWAY, Landal Teams, etc.)
- Manages training and training logistics



## Workday Tutorials for Managers

- Workday Foundation and task walkthrough sessions
- Instructor-led delivery
- Conducted in local languages

## Workday @ Landal microsite for barrier-free access

- Separate website set up by Landal IT dedicated to Workday resources
- Accessible using Landal domain emails, personal email and Franchise Parks
- All training and support material will be accessible here



Role of the super user

Time commitment

Super user journey



# Nominate super users to support your parks

Principle: Every Workday users has access to at least one super user

Super Users are the first point of contact if Microsite does not resolve the issue (knowledge)

Super Users have the 'right' to ask users with issues to consult the Microsite first



## The role

First point of contact only after Microsite does not resolve the issue (knowledge; raise ticket\*)

Have the 'right' to ask users with issues to consult the Microsite first

Basic understanding of Workday // Microsite resources // Raise a ticket (if user has no access to Fresh Service)

Be available to assist users if called for during and after go live



## The commitment

Attend Super User weekly calls (schedule once go live official) (45 min)

Attend Workday Foundation tutorial (60 min)

Familiarises with Microsite (once launched) and material

Reaches out to the central project team via Super User Teams channel for issues

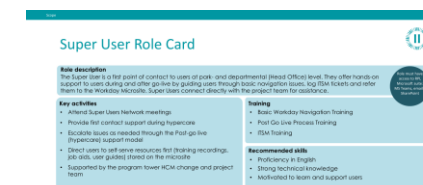
Available for up to 4 hours per week (first two weeks after go live)



## The ask (to you)

Super User(s) nominated by Park Managers / Head of Department (ongoing)

Depending on park size, 1:40 Super Users / # of Workday Users



Role card – see next slide



# Super Users – role card

## Role description

The Super User is a first point of contact to users at park- and departmental (Head Office) level. They offer hands-on support to users during and after go-live by guiding users through basic navigation issues, log ITSM tickets and refer them to the Workday Microsite. Super Users connect directly with the project team for assistance.

Role must have access to RPL  
Microsoft suite:  
MS Teams, emails,  
SharePoint

## Key activities

- Attend Super Users Network meetings
- Provide first contact support during hypercare
- Escalate issues as needed through the Post-go live (hypercare) support model
- Direct users to self-serve resources first (training recordings, job aids, user guides) stored on the microsite
- Supported by the program tower HCM change and project team

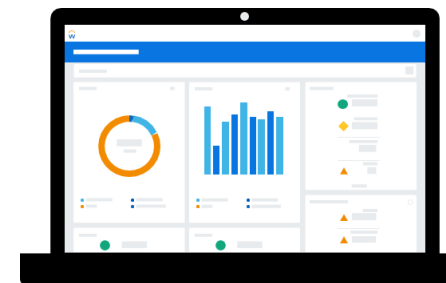
## Training

- Basic Workday Navigation Training
- Post Go Live Process Training
- ITSM Training (Fresh Service)

## Recommended skills

- Proficiency in English
- Strong technical knowledge
- Motivated to learn and support users

# Super user journey



## July / ongoing

- Nominations
- Initial onboarding to the role
- Confirm nominations
- Challenges (size of park staff, availability, etc)

## Mid-August

- Deep dive : Microsite
  - Navigation
  - New to Workday: Getting started
  - Workday for Managers, Employees
  - FAQs (updated reg.)
  - Glossary of Terms

## September

- Workday Tutorials
- Refinement of role
- Country-focussed support structure
- Fresh Service Training
- Familiarisation with Microsite / support network

## October

- Reinforce role and learning
- View all communications
- Regular calls to prepare
- Go live
- Support & Be supported
- Post your name
- Post-go live process Training

We will continue the nomination and onboarding throughout the next 90 days



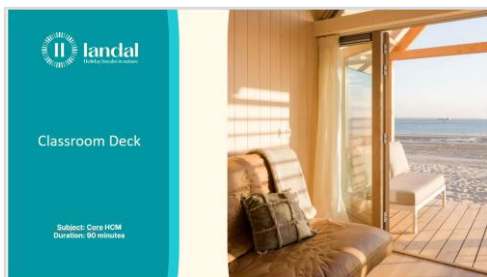
What support is available to you?



# Workday tutorials for managers

Instructor-led Workday tutorials covering Foundation (Core HCM) and manager-specific tasks in each module  
 Recordings available for flexible, on-demand access – via Workday @ Landal microsite

## Example – Core HCM



*Instructor-led with live demo in Workday (selected tasks)*

Agenda	
1. Introduction to Core HCM	7. Changing Jobs (Job Promotion)
2. Introduction to Hiring and Onboarding	8. Reviewing and Approving Job Promotions
3. Initiating Hiring and Onboarding process in Workday	9. Introduction to Task Delegation
4. Introduction to Job Change	10. Initiating Task Delegation Process in Workday
5. Changing Jobs (Create Position)	11. Introduction to Termination
6. Approving the Job Positions (New Position)	12. Initiating Termination Process in Workday

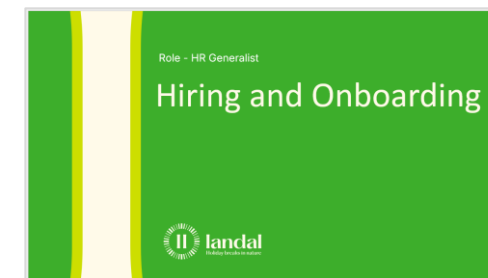
*Agenda, housekeeping, learning objectives*



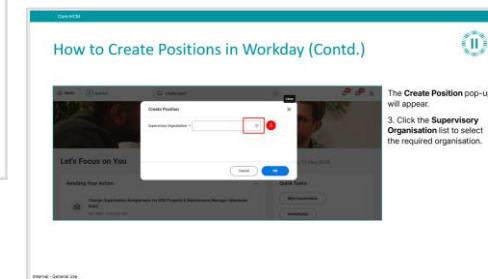
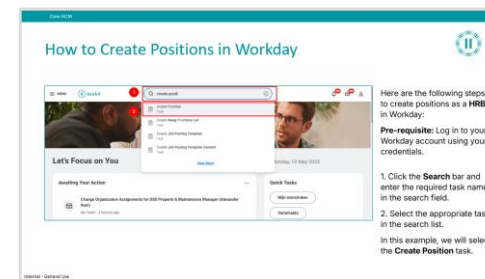
*Introduction to each module*

## Example – Core HCM > Hiring and Onboarding

*Chapter for each task within the Workday Module*



*Step-by-step instructions supported by a screenshot and marked fields*



...



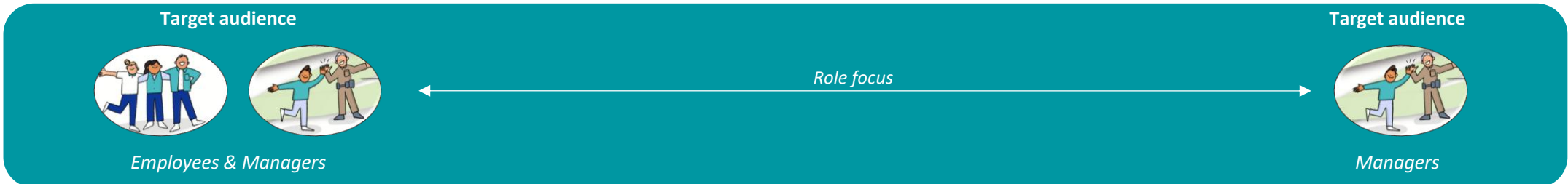
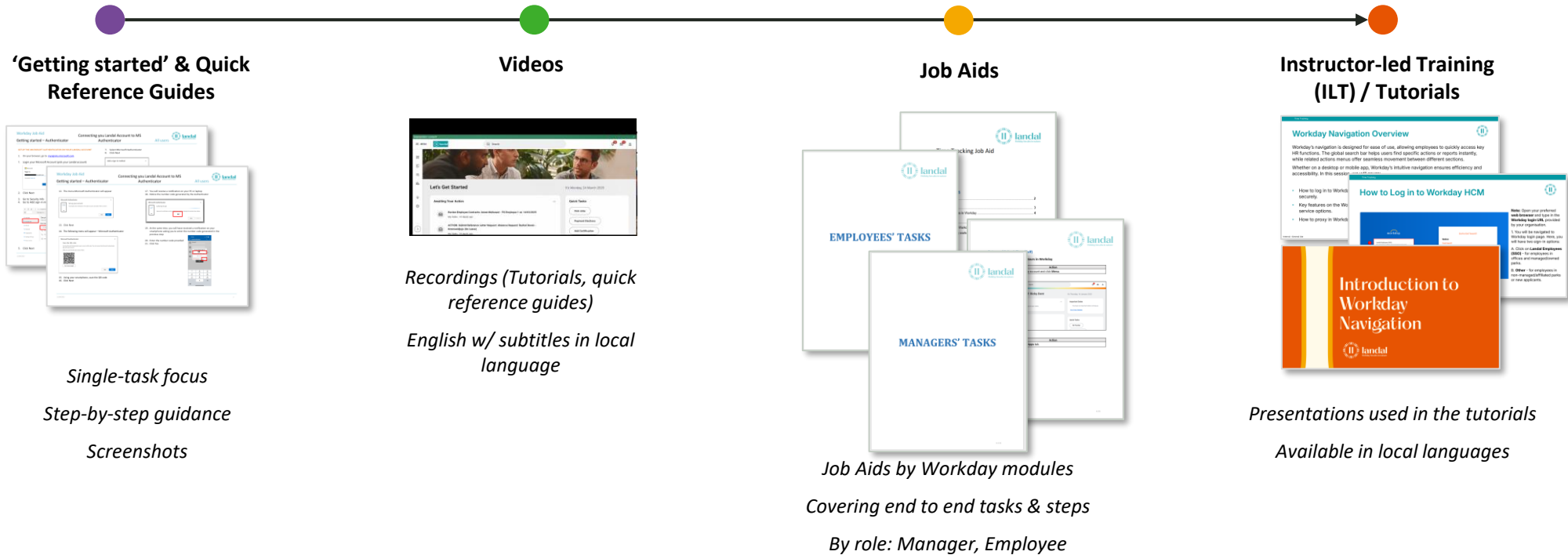
*English by default and translated into Dutch, German, French (Belgium) and Danish*



# Workday resources & material – by role and need

Role-based and use case-specific Workday resources developed (e.g., quick references, tutorials)

Available via the Workday microsite, used in tutorials and for guidance





# Barrier-free access to Workday support material

We have built a microsite allowing 6,000 users to access Workday resources from a desktop, laptop or their smartphone  
 Accessible via links in communications, posters with QR codes on park teams' whiteboards – centrally maintained

*One stop to access quick reference guides how to log into Workday, download the App, find your Super User ...*

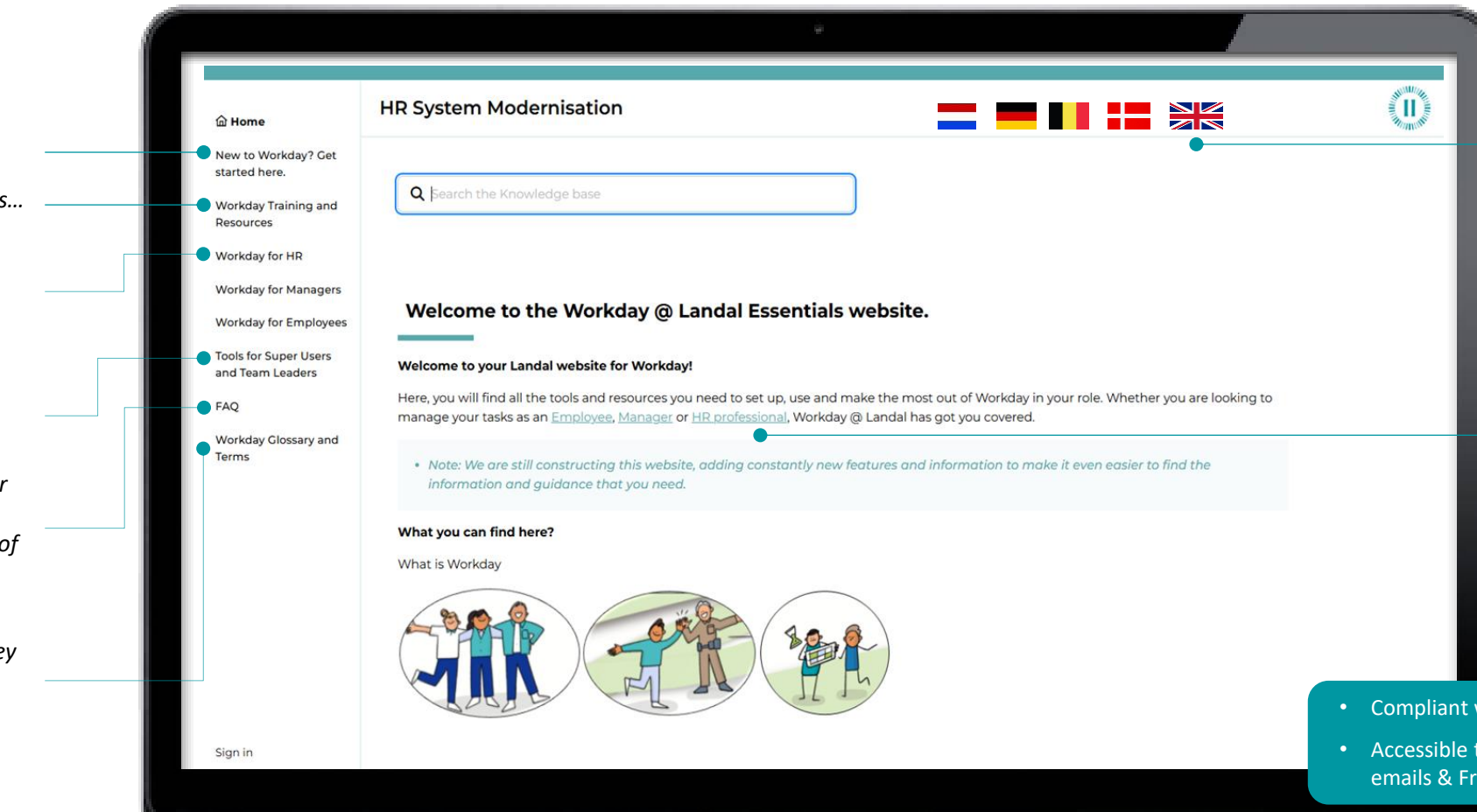
*Job aids, videos, presentations...*

*Guidance and links to quick reference guides by role: Manager, Employee*

*Quick guides to help change roles onboard & help users, escalate*

*Frequently asked questions for fast orientation about the purpose, impact and benefits of Workday to Landal*

*Basic functional and task-related Workday glossary - key for effective search and understanding the new terminology*



*For go live, the microsite and material will be available in all five languages*

*Currently we are finalising the version in English*

*Content is hyperlinked for easy access to resources from bite size quick reference guides to job aids and tutorials' presentations & recordings*

- Compliant with Landal ICT policy
- Accessible to all users: Landal domain, personal emails & Franchise Parks



Over to you

# Your questions



# Thank you

