

FIT: Workforce Management: Become the data detective and configuration expert

Module 1: Dive into Dayforce WFM data

Understand the Workforce Management data schema and learn the source of information included on WFM reports. Topics include:

Introduction

- Understanding the WFM data structure, will provide a framework or reference point to help identify troubleshooting starting points if an issue arises.

Understand the WFM Data Schema

- Core WFM data structure
- WFM Data Flow

Generate WFM Reports

- Reporting Basics Review
- Categorize reports
- Interpret report results
- Create and modify WFM reports

Module 2: Troubleshooting WFM issues

This module introduces you to Ceridian's Troubleshooting Methodology, the approach used by the Ceridian Support organization to understand, investigate, and resolve WFM issues. After learning about the four-step process, you'll apply the methodology to a variety of WFM issues. Topics include:

What is Ceridian's Troubleshooting Methodology?

- Understand – Clearly restate and confirm the issue
- Investigate – Categorize the issue
- Resolve – Plan, validate, and execute based on the category of the issue
- Prevent – Perform Root Cause Analysis

Environments

- Test Environment – Used to make and test changes before doing so in Production
- Production Environment – Live environment that is used to process information

Apply Troubleshooting Methodology to different issues

- WFM and Payroll
- WFM and Organizational Structure
- Top WFM Issues

Module 3: Evaluate and modify entitlement configurations

Whether you are a novice or an expert with entitlements, this module will help you conquer entitlement challenges. Topics include:

Refresher on Entitlements

- Balances – types
- Entitlements – rules and qualifiers, entitlement policy, recurrences
- Re-configuration considerations

The Troubleshooting Checklist

- Exploring the checklist
- Using the checklist

Troubleshooting Methodology

- Understand
- Investigate
- Resolve
- Prevent

Common Entitlement Challenges

- Review Balances in both My HR and People
- Pay Adjustments in Timesheets
- Background Jobs
- Recalculating Balances
- Imports

Challenges with Awarding Balances to Employees

Troubleshooting Entitlements

- Why doesn't the entitlement work?
- Pay Adjustments to Timesheets
- Recurrences
- Correcting Employee Data Issues

Modifying Existing Configuration: when nothing else works!

- Reviewing Employee
- Reviewing Entitlements
- Modifying Entitlements - One or many employees?
- Add a Level
- Configure a Rule for a Level
- Add a Qualifier to a Rule
- Awarding Balances
- Verifying Configuration Changes
- Entitlement Conversion Formulas