

Creating Your Project Team for a Successful Deployment

A successful implementation relies on a strong partnership among key stakeholders. The ability of the selected team to plan, communicate, make decisions, and train effectively is crucial for a smooth and effective launch of your UKG® solutions.

This collaboration requires the project team's full engagement; empowers everyone to understand goals, success criteria, and project timelines; and fosters an open line of communication between your internal team and UKG. Staffing your project team properly for each stage of the launch process is crucial for achieving a successful deployment.

First step to success: assembling your project team

The first step in your implementation journey is to identify your project team. Once the contract is signed, UKG matches your needs with the most suitable project team. Both UKG and the customer select their project teams as the initial step.

Designating your team is crucial for getting your project resources provisioned on time. We recommend that your team members attend the project kickoff call to be introduced and learn more about the launch process.

Our experienced UKG project team is designed to understand your unique goals, provide expert guidance and support, and share best practices throughout every implementation phase. We are experts in launching new customers with their new UKG solution. We will transition through five project phases as we work toward your first live product solution.



At the heart of every successful project is a well-assembled team.

Resource planning is key to bringing together the right people with the right skills at the right time. Our launch project plan clearly defines roles and responsibilities, ensuring every team member knows their part and when to execute it. We're here to guide you every step of the way for a smooth and successful project journey.

Introduction to the UKG launch process

The **Launch Methodology** is our framework for describing how your project will progress from start to finish. Each phase has specific tasks and training that the project team will complete as well as key milestones that mark progress toward going live. Each phase represents a different mix of planning, decision making, and buy-in by participants. Not every stakeholder will be required to the same degree at every phase. Together, these phases give you a complete view of how each step unfolds from Welcome to Go Live with continuous support. Our structured approach aims to provide a smooth and efficient implementation of your new system.

UKG Pro® Launch Process Overview

Your UKG Launch project consists of five key phases, offering a structured approach to swiftly and smoothly roll out your solution.







Your team's composition may evolve as each implementation progresses through its five distinct phases. It's important to have ongoing conversations with your UKG project manager to discuss any necessary changes and updates to your team. Below are two examples of when the needs of your project team may evolve.

Project team: This team focuses on the Welcome, Requirements, Build, Test, and Go Live phases of the project. Select teammates with a broad and deep understanding of the business. Do not hesitate to add and remove subject matter experts throughout, especially with a multi-product deployment. These team members should be well-versed in the business's needs, articulate, prompt, and responsible. Additionally, this team should have a strategy for incorporating end-user feedback to ensure successful adoption during Go Live.

Testing team: Testing and feedback responsibilities typically include the project team. Additionally, bringing in additional subject matter experts specifically for testing is often necessary. If possible, select teammates who have experience testing a product or solution. These individuals must articulate step-by-step processes, execute them, and record detailed feedback about the results. They should understand the business needs well and communicate effectively with various departments that may rely on them to test the solution. This is critical to ensure everything in your new solution works as intended.

Important considerations when selecting your team

Teamwork makes the dream work. As early as possible, begin to assemble a project team with the right balance of skills and availability to keep the ball rolling. When considering who to include, consider these four factors as you plan for resources.

 Availability	 Expertise
<ul style="list-style-type: none">• Major software projects require considerable time and effort.• Carefully consider the workloads and availability of your key team members.• If possible, help these individuals cover their day-to-day responsibilities so they can focus on this project when it needs their full attention.	<ul style="list-style-type: none">• Select team members who understand your organization’s goals for the new system and its requirements.• Team members should be able and authorized to make decisions regarding system requirements and internal processes.• If possible, look for experienced individuals who have worked on similar implementations.
 Communication	 Training
<ul style="list-style-type: none">• As with any project, clear and timely communication is key.• UKG will provide regular status updates and facilitate weekly calls.• Create dedicated communication channels that every stakeholder can access.• As changes arise, ensure that all internal and external team members, including vendors, are informed.	<ul style="list-style-type: none">• Prioritize time for training, user adoption, and change management.• UKG will provide role-based training* recommendations that are essential to your go-live success.• Historically, customers who take advantage of these resources are more successful, confident, and comfortable with the new system and can better leverage everything the systems offer.

**Comprehensive training benefits every team member. It is especially crucial for payroll, where precision and compliance are essential. Because of this, we mandate that a payroll subject matter expert complete specific crucial payroll courses before going live.*

Key roles to bring on board when developing your team



Executive Sponsor Your internal project champion

The **executive sponsor** is your internal project champion, supporting your internal team throughout your implementation:

- Commits time to be engaged before starting the project, and remains committed during the full lifecycle of the implementation, including phase reviews and milestone sign-offs
- Assists in forming and mentoring the project team; removes obstacles and generates support among all stakeholders to maintain the timeline and success of the project
- Supports the standardization of policies and ensures that all sites are taken into consideration
- Attends all scheduled status meetings



Project Manager The pillar of your internal team

The **project manager** is the pillar of your internal team and frequently the primary team member supporting your business after implementation:

- Assembles and manages internal project team
- Gathers all discovery documents in collaboration with subject matter experts
- Assists in the development and monitoring of a detailed project schedule
- Partners with the UKG project manager, working through project status meetings and working to identify risks or concerns as needed
- Secures access to additional internal end-users as needed to support specific areas of expertise not represented by the project team
- Effectively communicates risks or concerns to internal managers as collective partners to find a resolution
- Updates the project team about any additional organizational initiatives that could impact or delay the UKG launch
- Ensures that internal business procedures are documented and users are trained



Technical Lead

Contributes technical insight

The technical lead contributes valuable technical insight during every phase of the launch:

- Partners with the UKG project team to ensure a holistic view of your organization's technical environment
- Is responsible for extracting historical paycheck information from legacy systems for upload into the UKG Pro® system
- Works with the UKG integration team throughout the development of interfaces and reporting needs involving other systems
- Monitors and reports on project technical status; resolves and/or escalates technical project issues
- Defines and sets up applications relating to system administration
- Participates in system and unit testing
- Attends all regularly scheduled status meetings as well as critical milestone and phase review meetings



Training Lead

Facilitates user adoption throughout your organization

The training lead is a system super user, facilitating user adoption throughout your organization. The training lead attends all relevant product training that enables them to develop custom procedures that will support your end-users with the rollout of your UKG solution:

- Develops end-user documentation to support end-users as they begin to use the new system
- Attends all training and achieves fluency with the system
- Attends all regularly scheduled status meetings as well as critical milestone and phase review meetings



Subject Matter Experts (SMEs)

Depending on the modules you purchased, you may need to recruit the following team members as well. These members will be critical in your core implementation as well as any additional modules you purchased:

- **The payroll SME** provides the implementation team guidance on payroll and timekeeping processes and procedures. *This person is responsible for completing any required training to prepare for going live for this important function.*

- The **timekeeping SME** understands your operational costs, scheduling, and managing your employees, which will help drive informed decisions when planning, assessing, and building your UKG solution.
- The **HR SME**, like your payroll and timekeeping subject matter experts, has a solid understanding of your business's HR policies and procedures.



System Administrator **Becomes the day-to-day owner after going live**

The **system administrator** plays a crucial role in the success of an implementation project team, ensuring smooth system transitions and evolving into a key post-live position. Planning for this role in advance is essential for seamless operations after launch. The system administrator is your primary resource for system configuration, knowledge, and application security.

Key responsibilities:

- Contributes to requirement creation as a subject matter expert
- Assists in documenting business procedures and training end-users
- Communicates concerns to the project team and UKG
- Develops comprehensive testing plans to meet business requirements
- Attends training and achieves system fluency
- Stays updated on releases, maintenance, configuration changes, and training
- Manages user access rights and system security
- Optimizes operations using system knowledge

While not technically a project team role, the system administrator position is often filled by a former project team member, ensuring continuity and leveraging their system familiarity. Proper planning for this evolving role ensures the system administrator is well prepared to support both implementation and ongoing system maintenance.

Setting everyone's expectations of the level of effort ahead

In this guide, we've covered the implementation phases and team roles. Now, let's discuss estimating the time commitment for your project team and SMEs.

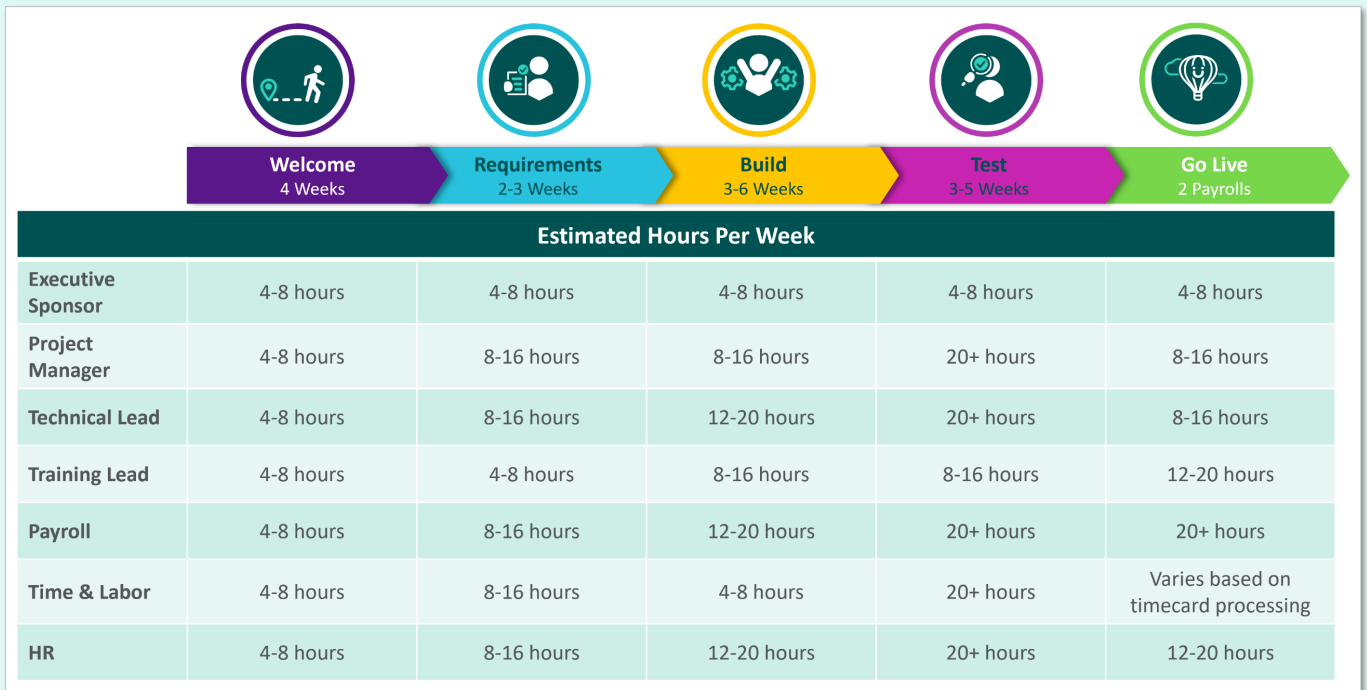
Some roles, like that of the executive sponsor, provide steady support throughout the project, while those in specialized roles may have busier periods. Each launch project is unique, and your UKG project team will tailor a plan to your needs and complexity.

Effective resource planning is crucial. The chart below offers a rough guide, as time and resource needs vary based on factors like the number of solutions, project complexity, and team size. Below is an estimate of the time commitment required for the project team and key SMEs.

Please note:

- You may need multiple SMEs or one expert with diverse experience.
- Adjust resource requirements based on your project’s size and complexity.
- You might need to engage SMEs from specific businesses or locations to supplement your team.

Guide to Estimated Time Commitment for the Project Team by Launch Phase



Plan for success

To ensure a smooth and successful launch of your new UKG solution, prioritize building a cohesive and engaged team. Assemble a group that is committed and capable of quick delivery. Foster clear communication with your internal project team and with your UKG partners. By focusing on teamwork and collaboration, you will drive the success of your project launch!