Regional petroleum leader maintains and secures Workday tenants with team of one

Name:	**Locations:**	**Size:**	**Full-time Workday team:**	**Activity:**
Whiting Petroleum Corporation	Colorado and North Dakota	900+ employees	1 System Support Staffer	Petroleum and gas

Workday Adoption

- Went live in autumn 2015
- Originally deployed across 35 locations in nine states to 1500 employees
- 12 Workday products, including the Core HCM suite, Succession Planning, Performance & Goal Management, and Payroll

Project Requirements

- Prevent reoccurrence of historic data problems
- Provide at-a-glance verification of anomalies
- Low maintenance

Solution

- Kainos Smart—a cloud-based automated testing tool built exclusively for testing your Workday configurations
- Smart modules—HCM and Security
- Test Coverage—BPs, Integration, Regression, Lifecycle

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Sonia Martinez
Senior Business Analyst

About Whiting Petroleum Corporation

Headquartered in Denver, Colorado, Whiting Petroleum Corporation is an independent oil and gas company that develops, produces, acquires and explores for crude oil, natural gas and natural gas liquids in the Rocky Mountains region of the United States. A member of Forbes' Global 2000, it is the largest producer in the region with record-setting results that are driven by its continuous pursuit of technological and process innovation.

Challenges

In 2015 Whiting began the transition from ADP to Workday. A history of problems with their legacy system and limited internal resources significantly shaped their needs, expectations, and success criteria for their Workday implementation project and its continued use post go-live. Paramount among these were:

- Assurance that tenants used during implementation were in sync
- Renewed harmony between Payroll and HR data
- Eliminate or reduce unintended mistakes introduced by multiple system administrators
- Minimal coordination between teams
- Respond to business needs with more agility

Synchronicity, peace of mind & team harmony

Eliminating anomalies between tenants was a top priority for Whiting. A history of database inconsistencies within their previous ERP system had created several problems for its HR and Payroll teams. "The version of ADP that we were on was an antiquated system with dual databases," says Sonia Martinez, Senior Systems Analyst. "As a result, all worker data had to be maintained in both environments to keep them in sync. The duplication of data entry and human errors introduced caused processing delays and rework on both sides. Countless hours troubleshooting issues and working online or over the phone to resolve errors caused frustration, and our working relationships became strained.

"It was important for Whiting that we deployed a testing solution that helped us to be nimble, where we could visually see the root cause of a problem, apply a solution, test and remedy the issue in production quickly."

Maximum agility with minimal coordination

Whiting was enthusiastic about the advantages that moving to Workday's cloud-based solution would bring. But they were also apprehensive about their ability to satisfactorily manage the bi-annual updates with their small HR and Payroll teams. Teams were already working to capacity on core business operations, so diverting these resources to test and maintain Workday wasn't feasible, nor was expanding the team. "We knew we couldn't afford to organise these massive, coordinated projects every time there was an update or configuration changes. And because we're such a small organisation, it wasn't feasible to staff full-time resources accountable for both systems administrator and QA responsibilities. At Whiting, the Change Manager is the sole resource responsible for the duties of both roles."

Solution & Benefits

Introducing Kainos Smart during implementation of Workday enabled Whiting to quickly intercept tenant versioning problems and keep the project moving on schedule. Since then, it's allowed them to carry out extensive testing with minimal effort.

Whiting deployed Smart as part of their Workday implementation process. By setting up security configuration testing before their business processes and eligibility rules were finalised, they equipped themselves early on with a valuable means to quickly baseline and compare their evolving Workday environments. Using Smart during Workday implementation allowed the project team to effortlessly prep and stage data throughout the various configuration and release cycles that were needed for both integration testing and functional testing of business processes and eligibility rules.

Immediate value

According to Sonia, Smart delivered value from the outset by helping Whiting spot mistakes made mid-project. "Once we set up Smart, we realised the importance of the tool immediately," she says. "While implementing Workday, we ran the Smart test packs against the various tenant copies. During one of the provisioning cycles, the tool identified differences between the environments. We quickly informed our Workday consultants that we hadn't received an exact copy from the previous version. Without Smart, it would have taken us quite some time and additional effort to realise and get to the root cause of any problems that arose."

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An army of testers at the click of a button

Smart has enabled Whiting to implement a highly detailed approach to test execution—covering both isolated business process as well as complete employee lifecycle cases, extensive security testing of field-level permissions and available actions, and regression testing. Each week the Change Manager carries out more than 700 tests of their Workday configuration. Working in their sandbox tenant, she runs Smart test packs at the start of each week to verify an accurate baseline, implements requested changes from Payroll and HR to the sandbox, and then reruns the tests at the end of the week to identify changes in the test results. If issues arise, she works with the business to rework the system changes until the test results come out clean. This process ensures that system changes don't negatively affect business processes or integrations up and down stream. This approach helps to maintain control of system security and significantly reduces errors introduced into Whiting's production tenant.

As Sonia explains, this scale and rigour of testing would be impractical for her team to carry out without the use of Smart, let alone by a single individual. "I have 14 years' experience as an HR systems admin and know what's required to test changes, upgrades and software updates," she says. "Nothing I've experienced matches Smart for time and manpower efficiency."

"I know from my experience with large enterprise Human Resource systems that large upgrades take a minimum of six weeks to test, with additional resources committed to the project full time. Smart has helped make these a non-event at Whiting. Here, the Change Manager manages and maintains our Smart test packs and is responsible for executing those prior to deploying the bi-annual update. The administrators work closely with the Change Manager to review any anomalies that are identified, and together they deploy solutions that address any issues."

Team harmony achieved	700 tests run/week	1 staff handling changes & QA	Minimal errors in production