UKG

Creating your project team for a successful deployment

A successful deployment starts with a strong partnership — a partnership that inspires the project team's full engagement and 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 is critical to achieving a successful deployment.

On the UKG side, our services team is designed to understand your goals, provide guidance and support, and share best practices throughout every phase of your deployment.

The UKG Services team comprises the following members:

- Project manager
- Payroll application consultant
- Timekeeping application consultant
- HR application consultant
- Integration consultant*

*Do you have data from another system that you need to track in your solution or data that needs to be reported out? If so, our integration consultant will partner with you on configuring the desired setup.

Key players to identify when developing your team:

Project manager

The pillar of your internal team

Executive sponsor

Your internal project champion

Training lead

Your system supervisor

Technical lead

The lead IT representative

Additional team members:

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.

- **Timekeeping subject matter expert (SME)**

    Has a firm understanding of your operational costs and scheduling and managing your employees, which will help drive informed decisions when planning, assessing, and building out your UKG solution

- **Payroll SME**

    Provides the implementation team guidance on payroll and timekeeping processes and procedures

- **HR SME**

    Like your payroll and timekeeping SMEs, has a solid understanding of your business's HR policies and procedures

Project manager: Supports UKG Ready™ for your organization post-deployment

- Assembles and manages internal project team
- Completes all discovery documents in collaboration with SMEs
- Assists in the development and monitoring of a detailed project schedule
- Partners with the UKG project manager, working through project status meetings and identifying risks or concerns as needed
- Ensures internal business procedures are documented and users are trained

- Secures access to additional internal team members as needed to support specific areas of expertise not represented by the project team
- Effectively communicates risks or concerns to internal management as in order to partner in finding a resolution
- Updates project team about any additional organizational initiatives that could impact or delay the UKG deployment

Executive sponsor: Supports your internal team throughout deployment

- Commits time to be engaged prior to starting the project and remains committed during the full lifecycle of the deployment, including phase reviews and milestone signoffs
- Supports the standardization of policies and ensures all sites are taken into consideration

- 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
- Attends all scheduled status meetings

Training lead: Facilitates user adoption throughout your organization

- 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 documentation to support end-users as they begin to use the new system

- Attends all the relevant training and achieves fluency with the system
- Attends all regularly scheduled status meetings as well as critical milestone and phase review meetings

Technical lead: Contributes valuable technical insight during every phase of the deployment

- Responsible for extracting historical paycheck information from legacy systems for upload to the UKG solution
- Partners with the UKG project team to provide a holistic view of your organization's technical environment
- Participates in system and unit testing
- Defines and sets up applications relating to system administration

- Works with the UKG integration consultant through development of interfaces and reporting needs involving other systems
- Monitors and reports on project technical status; resolves and/or escalates technical project issues
- Attends all regularly scheduled status meetings as well as critical milestone and phase review meetings

Plan for success

Refer to this sample table as a guide for constructing your internal team. Bear in mind that one person might occupy multiple roles. For example, Manny Martin (below) is the project manager *and* the training lead for his business.

Internal Team Player Responsibilities						
Champion	Project Manager	Training Lead	Technical Lead	HR SME	Payroll SME	Timekeeping SME
Bradley Johnson	Manny Martin	Manny Martin	Judy Edwards	Linda Hudson	Alisha Parker	Alisha Parker

Once your internal team is in place, it's time to set expectations for success. Start by reviewing roles and responsibilities with your team. Next, make sure your SMEs, project manager, training lead, and technical lead have a shared understanding of how your UKG solution is being built out. To achieve consensus, hold regular check-ins with your internal team, require team attendance at status meetings with the UKG team, and confirm that training is being reviewed.

The information you need to feel confident about your deployment

Visit UKG Ready Deployment Services

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Our purpose is people

Building on 70 years of experience from two leaders in HR solutions, UKG™ combines the strength and innovation of Ultimate Software and Kronos®. Individually, we've always put people at the center of everything we do. Together, we're committed to inspiring workforces and businesses around the world, helping to pave the way forward for our people, customers, and industry.