

About Deloitte

Deloitte is a globally connected network of member firms in more than 150 countries around the globe. Deloitte LLP is the Canadian member firm of Deloitte Touche Tohmatsu Limited. Deloitte performs audit and assurance, consulting, financial advisory, risk advisory, and tax services to clients across a plethora of industries.

About the Project

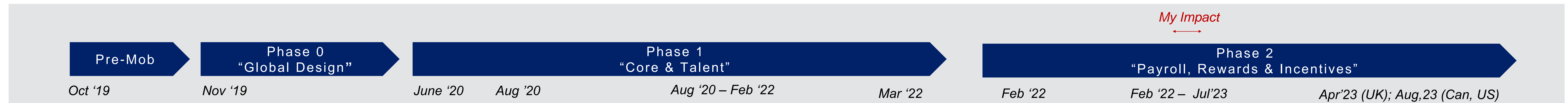
A large financial services organization with ~90,000 employees across 34 countries was operating in a complex system landscape which included over 60 disconnected HR systems and 500 fragmented and manual HR processes. Existing technology and processes were negatively impacting the workforce experience, driving a high amount of HR spend, and limiting HR's ability to focus beyond reactive and transactional activities.

By investing in their people, processes, and platforms, the client's vision was to become a digitally enabled relationship bank, while relentlessly improving the human experience at work through:

- Centralized & instantaneous employee data + insights to reduce risk and complexity across the organization
- Radically simplified people practices to build and attract the skills needed to thrive in the future
- Consumer-grade digital employee experience empowering talent to own their careers
- Financing the future by decommissioning legacy systems embedding consistency and driving faster business outcomes

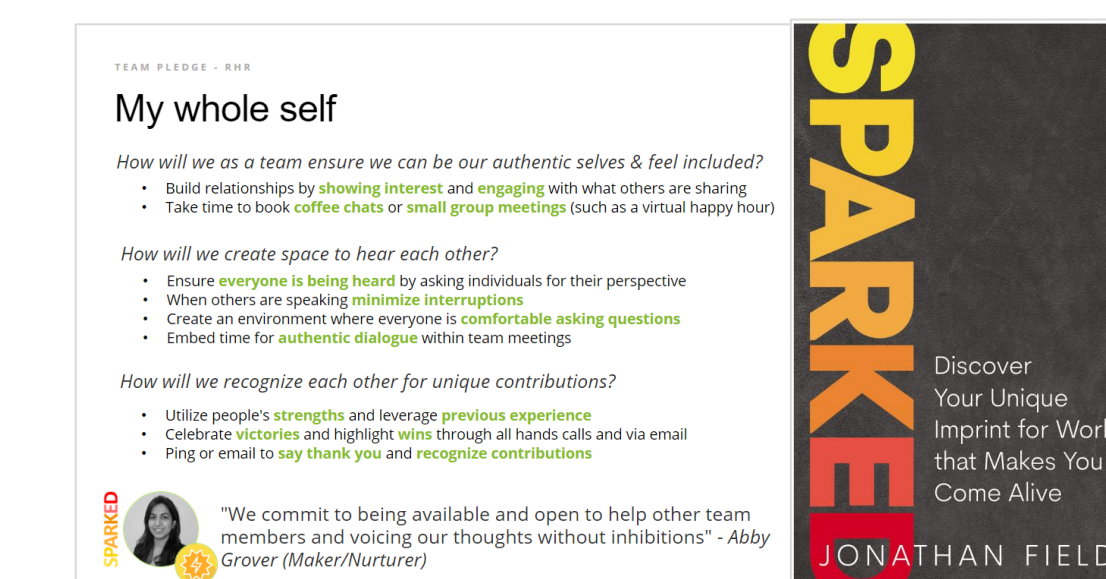
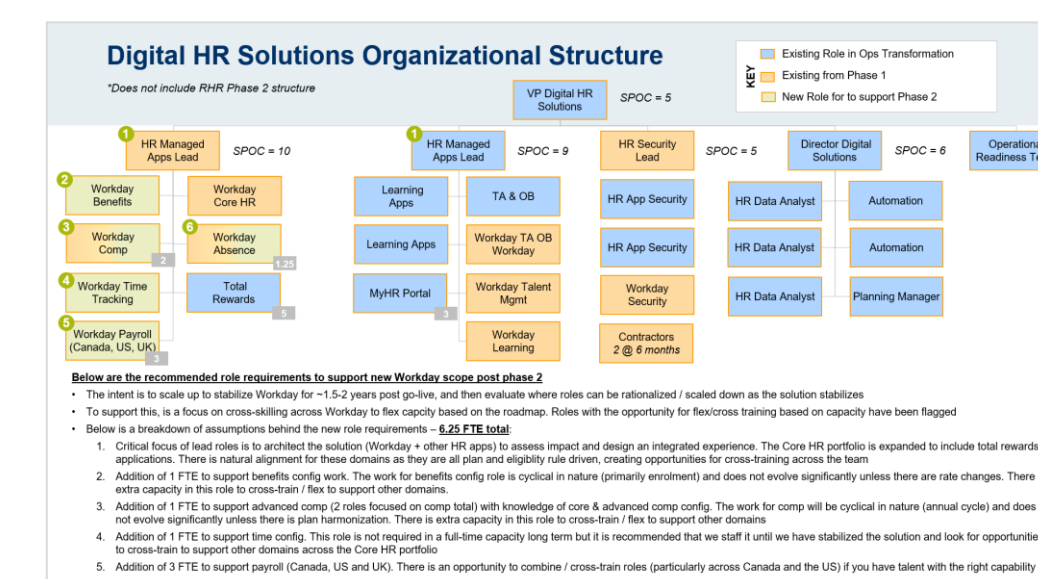
About Human Resource Transformation

The Human Resource Transformation team seeks to redefine HR function by mobilizing paradigm shifts in human capital trends and the future of work. We partner with diverse organizations to solve their complex issues related to the integration of technology and digital solutions to enhance employee experience.



My Key Accomplishments

Benefits & Pension: Current vs. future work allocation



Pod 1 (102) Product-Focused Metrics Detail | Canada - as of July 29

Operating Model

- Assessed the current and future operating model state for Payroll, Benefits and Pensions, Time tracking, and Advanced Compensation through workshops with the client and internal Workday experts
- Documented conversations and outcomes, and supported the presentation deck for the client's executive audience

Org Structure & Sustainment Plan

- Developed a staffing estimation, a new organization structure, and justification for new roles with the goal of setting up the organization for sustainment success post Workday Phase 2

Team Pledge, Sparked Pilot & Team Social

- Created a team pledge using inspiration from a Pilot Project based on the book Sparked by Jonathan Fields to align the team's availability and commitment to the project
- Hosted a virtual team social to boost team morale during a difficult part of the project

Program Management Office

- Tracked and populated metrics across 14 workstreams for weekly program leadership team calls
- Visualized the program's critical path for an executive audience
- Supported the build of the executive steering committee presentation deck
- Drafted the Deliverable Log to ensure client sign-off on the Statement of Work

Connections to Sustainability

E: Implementing a cloud-based system eliminates manual forms lowering dependency on paper.
S: Building efficiencies in HR function frees up resources to focus on strategic HR decisions rather than administrative work. This is a building block for employee-centered organizations.
G: Moving to Workday provides a centralized system for employee data, providing a "single source of truth."

My Key Learnings

1. **Be agile** – at any moment priorities may shift
2. **Use your network** – success in consulting is all about who you know, have coffee chats regularly and maximize the knowledge of others
3. **Be resourceful** – rely on past project work and expertise to help your current client – there is no need to reinvent the wheel every time
4. **Always tell a story** – the listener wants to hear information is an engaging and digestible way

My Big Wins

1. Obtaining **client sign-off** on the operating model deliverable
2. Receiving **positive feedback** from a client executive on a slide I built, "I haven't gone through the deck in detail yet, but I really like the status snapshot you did on slide 5 – nice work!!"
3. Gaining **approval for funding** from the Project Partners to host a Team Social
4. Executing the team social event with great success and seeing the team's **energy boosted** and **morale lifted**
5. **Presenting my internship experience** in the HRT-A SPARK call