

November 14, 2023

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Notice of Association Grievance: Systemic shortcomings in the implementation process of
Workday and multiple failures of the application (A-23-07)

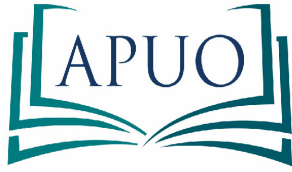
Dear Prof. Carrière:

The APUO hereby files an Association Grievance, in accordance with article 13.4.1 of the Collective Agreement, against numerous Employer decisions regarding the planning, implementation and configuration of the electronic management system Workday.

The APUO has been informed by its membership about multiple problems regarding the Workday system. For example, during the planning stage, the Employer failed to consult the APUO on the implementation plan, the many configuration options, and the operation of the new software. This failure has led to a failed implementation plan, a failed initial (and continuing) configuration of the system and continuing problems with the software. These failures have been, and are still having extremely negative impacts on the working conditions of APUO Members.

Apart from the failed planning process and the chaotic implementation process, members are very concerned with the systemic shortcomings of Workday. The most common problems Members have encountered and are still encountering are:

- Grant management: Workday interferes with Members' ability to manage their grants and contract funds. For example, they are not able to pay and hire research assistants (RA) or reimburse RA travel expenses.
- Payroll: Workday is failing with simple payroll functions. For example, it is incorrectly calculating salaries for Members on academic leave and incorrectly calculating PTR increases.
- Reimbursements: Member's are not able to send payments to external researchers out of their research funds.



- Privacy and Confidentiality: Workday has multiple serious privacy and confidentiality issues. For example, Workday is allowing Members to draw funds from grants/funds that are not their own and to access information about funds that did not belong to them.
- Vacation: Workday is requiring Members to ask permission for vacation days or to “apply” for vacation.
- Bilingualism: Workday is not fully bilingual, which is unacceptable at a bilingual university.

Without admitting the necessity to list specific articles, but for the purposes of greater clarity, the Employer is in violation of articles 5.1, 5.3, 5.4, 28, 34, 36, and 41.2 of the Collective Agreement, amongst others, and the principles of natural justice.

The APUO requests that the Employer remedy the grievance as follows:

1. Acknowledge that their decision is in violation of the Collective Agreement.
2. Immediately stop using ALL non-essential Workday functions apart from basic payroll and human resources functions.
3. Immediately rectify all salary issues caused by Workday.
4. Inform the Deans that Workday cannot be used to force Members to “request” vacation days.
5. Consult with the APUO on all Workday configuration options.
6. Consult with the APUO and develop a stepped implementation plan where one new Workday function is launched, tested, optimized before launching a new Workday function.
7. If requested by APUO Members, provide access to support service to either train Members or to perform Workday tasks and functions for Member.
8. Damages.
9. Any other remedies as deemed appropriate.

Sincerely,

Dimitri Karmis
President, APUO

c.c.: T. Foth, Grievance Officer, APUO