



# The Maryland Connector

## Volume 15

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### Navigating Workday: Post Go-Live Support

Transitioning to Workday is a seamless experience with our robust post go-live support system. Whether you need job aids, on-demand or instructor-led online training, or assistance from your campus helpdesk, we've got you covered. Start by visiting the MD Connect Workday Training website to access a wealth of resources, including activity guides and training videos that help you navigate and perform common tasks in Workday. If you encounter any issues or have questions that the training materials don't address, your local campus helpdesk is ready to assist. Our helpdesks at Bowie State University, Coppin State University, Frostburg State University, Salisbury University, and the University of Baltimore are equipped to handle general requests and specific campus-related issues. For more complex problems, they can escalate your requests to the MD Connect Support Center.

- [Bowie State University Helpdesk](#)
- [Coppin State University Helpdesk](#)
- [Frostburg State University Helpdesk](#)
- [Salisbury University Helpdesk](#)
- [University of Baltimore Helpdesk](#)

### Celebrating Training Success and Embracing Future Learning Opportunities

We extend our gratitude to everyone who has participated in our training sessions. So far, 1,630 individuals have attended our training programs, with 476 engaging in instructor-led training (ILTs), achieving 55% of our end user training goal. Furthermore, 1,153 participants have joined our pre-go-live learning labs, also reaching 55% of our target. These sessions have been met with overwhelmingly positive feedback, thanks to the dedication and expertise of our USM Functional Area Leads who have made these learning experiences both engaging and informative. For those who haven't yet joined, it's not too late to register! We invite you to continue your learning journey by participating in our post go-live learning labs. These sessions are designed to provide ongoing support and enhance your skills, ensuring you can make the most of Workday's capabilities. Visit our [training registration website](#) to register for these valuable sessions and stay updated on upcoming opportunities. Thank you once again for your participation, and we look forward to your continued involvement in our training programs.



Sheryl Dove  
CCS Team Member

### Welcome Sheryl Dove, Our Newest CCS Team Memeber!

We are thrilled to welcome Sheryl Dove to the CCS team. Sheryl brings a wealth of expertise in operations and business process management, with nearly four years of experience at Bowie State University as Manager for the Division of Information Technology and Director of COVID Management. Her background also includes a significant tenure as Strategy Director at the DC Sustainable Energy Utility, where she managed fiscal operations and spearheaded process improvements. Sheryl's 21 years in business process and quality assurance management have seen her lead ISO 9001 certification for six organizations, including the prestigious Detroit Water and Sewage Department. Her commitment to excellence and innovation will undoubtedly be a tremendous asset to CCS.