How Leveraging a Skills Intelligence Foundation Propels the Future of Work

Workday Elevate 2023

Safe Harbour Statement

This presentation may contain forward-looking statements for which there are risks, uncertainties, and assumptions. Forward-looking statements may include any statements regarding strategies or plans for future operations; any statements concerning new features, enhancements or upgrades to our existing applications or plans for future applications; any projections of revenues, gross margins, earnings, or other financial items; and any statements of expectation or belief. Forward-looking statements are based only on currently available information and our current beliefs, expectations, and assumptions regarding the future of our business, future plans and strategies, projections, anticipated events and trends, the economy, and other future conditions. Because forward-looking statements relate to the future, they are subject to inherent uncertainties, risks, and changes in circumstances that are difficult to predict and many of which are outside of our control. Our actual results and financial condition may differ materially from those indicated in the forward-looking statements, and therefore you should not rely on any forward-looking statements that we may make. Further information on risks that could affect Workday's results is included in our filings with the Securities and Exchange Commission which are available on the Workday investor relations webpage: www.workday.com/company/investor_relations.php

Workday assumes no obligation for, and does not intend to update, any forward-looking statements. Any unreleased services, features, functionality or enhancements referenced in any Workday document, roadmap, blog, our website, press release or public statement that are not currently available are subject to change at Workday's discretion and may not be delivered as planned or at all.

Customers who purchase Workday services should make their purchase decisions based upon services, features, and functions that are currently available.

Richard Doherty

Senior Director, Product Marketing

Filip Gilbert

Managing Director - HR platform lead
Europe and Global Workday GTM lead

The Future of Talent Is Changing

The Stakes Are High

98%

of companies have significant skills shortages.

56%

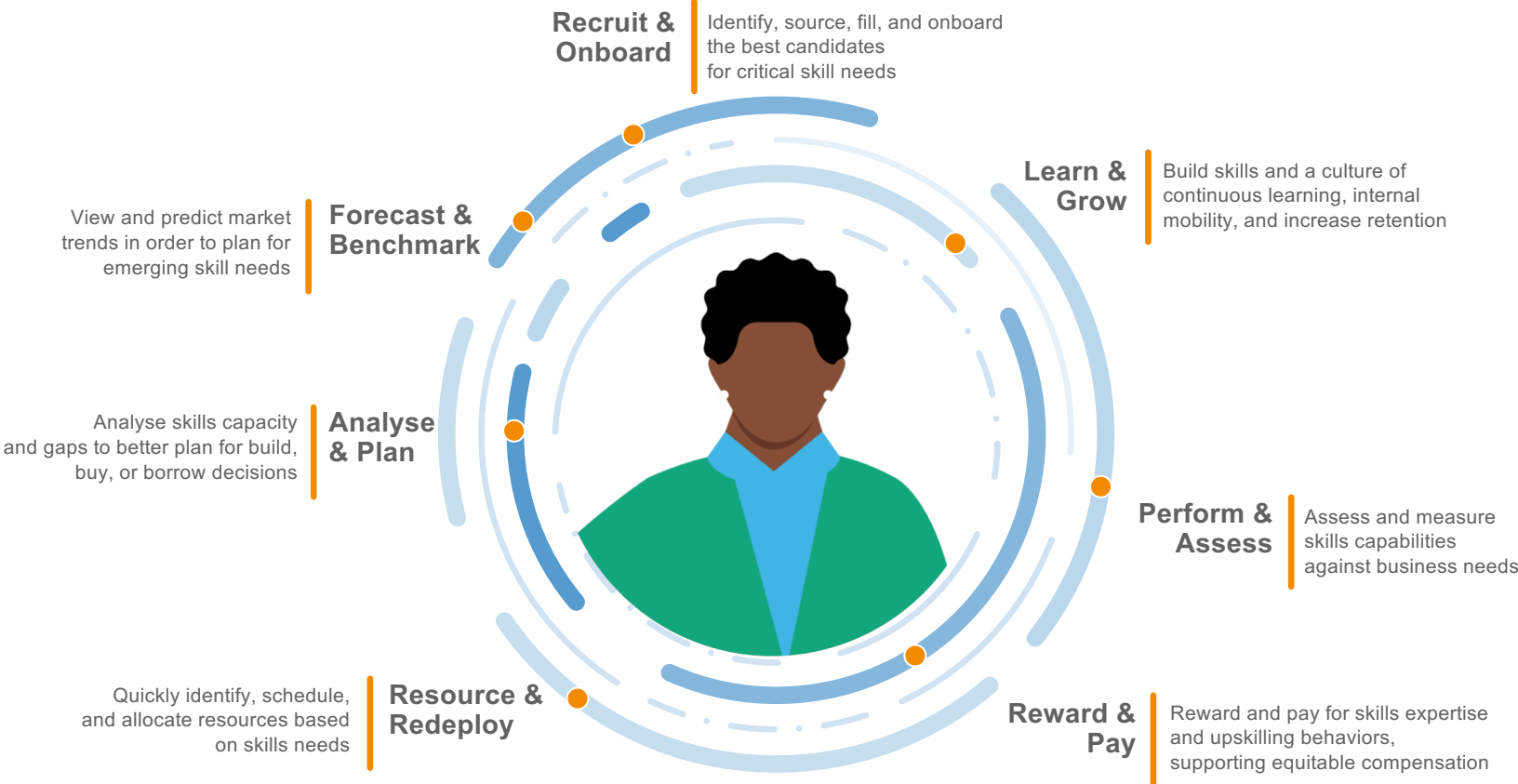of employees said they don't have the skills they need for their current job

5X

Hiring for skills is five times more predictive of job performance than hiring for education

Skills-Based Talent Lifecycle

Recruit & Onboard
Identify, source, fill, and onboard the best candidates for critical skill needs

Learn & Grow
Build skills and a culture of continuous learning, internal mobility, and increase retention

Forecast & Benchmark
View and predict market trends in order to plan for emerging skill needs

Analyse & Plan
Analyse skills capacity and gaps to better plan for build, buy, or borrow decisions

Perform & Assess
Assess and measure skills capabilities against business needs

Resource & Redeploy
Quickly identify, schedule, and allocate resources based on skills needs

Reward & Pay
Reward and pay for skills expertise and upskilling behaviors, supporting equitable compensation

It's a Skills-based Transformation Journey

Skills Foundation

Build the foundational understanding of the skills and capabilities of the workforce.

Insights to Agility

Analyse and plan for build, buy, borrow decisions to meet the skill needs of the organisation.

Workforce Agility

Put plans into action leveraging Workday applications to upskill, reskill, redeploy, or hire new talent.

In conversation

Accenture's Journey to become a Skills-Driven Organisation

Needed to rethink our approach to skills and skilling

Skills architecture was rigid, provided limited objective measures, and lacked a single source of truth on skills

Scalable and trusted skills infrastructure

Built a global skills taxonomy, centralised skills database, and flexible governance model by leveraging a human + technology approach

Advanced skill measurement and analytics

Designed proprietary skill proficiency algorithms using predictive analytics to measure skills proficiencies real-time

Skills-Driven Organisation

Skills, intelligent matching, and data-driven insights now drive Accenture's talent practices across recruiting, talent marketplace, learning, and performance

740k
Employees with individualised skill profiles

200k
People hired through skills-driven model

8,000
Skills in global skills library, organised into 380+ Specialisations

93%
Accuracy of algorithms

Skills Accelerator

Skills Accelerator Dashboard

A Message From Your CIO

We here at Global Modern Services are committed to the growth of our people, and I'm excited to introduce a powerful new tool in this journey: The Skills Accelerator Dashboard.

The analytics surfaced here provide a way for us to draw on our current strengths while also plotting the course for future growth. As we collectively build our vision for what's next, we hope that you will leverage this tool to understand the skills current state of your team, create tangible plans for re-skilling, and monitor progress towards closing key skill gaps....

View More

Welcome to the **Skills Accelerator Dashboard**! Here you will find analytics to help understand your current skills landscape, continuously develop your skills strategy, and monitor progress in skill development within your organization.

- **Stage 1A: Summary**: Understand your team's current skills landscape with snapshot views of skills and certifications.
- **Stage 1B: Skills Breakdown**: See how skills are dispersed across your team's demographics.
- **Stage 2: Worker and Job Profile Skills Comparison**: Discover where skills gaps exist within your team through role-specific analytics.
- **Stage 3: Upskilling and Reskilling**: Monitor the progress of skills acquisition and skills gap closure (re-skilling) and understand how often your people are increasing their skill levels (up-skilling).

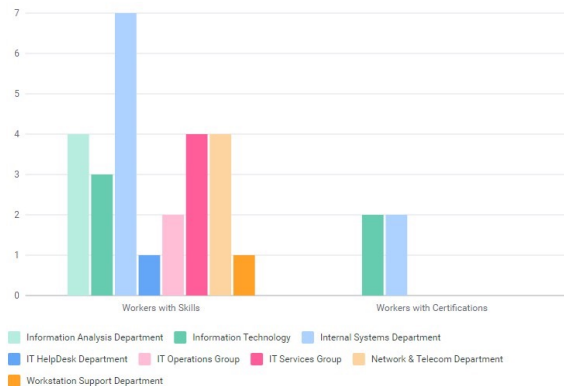| Stage 1A: Summary | Stage 1B: Skills Breakdown | Stage 2: Worker and Job Profile Skills Comparison | Stage 3: Upskilling & Reskilling |

Organization Information Technology   **Include Subordinate Organizations** Yes

Worker Skills Snapshot
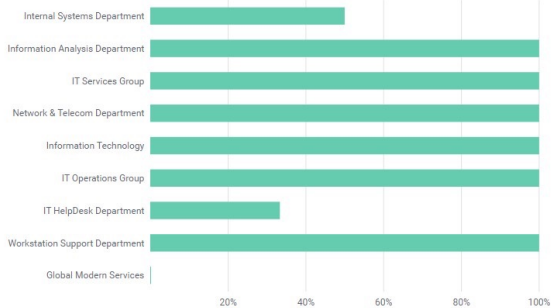
Supervisory Organization	Workers with Skills	%	Workers with No Skills Added	%	Total Workers
Internal Systems Department	7	50%	7	50%	14
Information Analysis Department	4	100%	0	0%	4
IT Services Group	4	100%	0	0%	4
Network & Telecom Department	4	100%	0	0%	4
Information Technology	3	100%	0	0%	3
IT Operations Group	2	100%	0	0%	2

Worker Skills and Certifications

Legend:
- Information Analysis Department
- Information Technology
- Internal Systems Department
- IT HelpDesk Department
- IT Operations Group
- IT Services Group
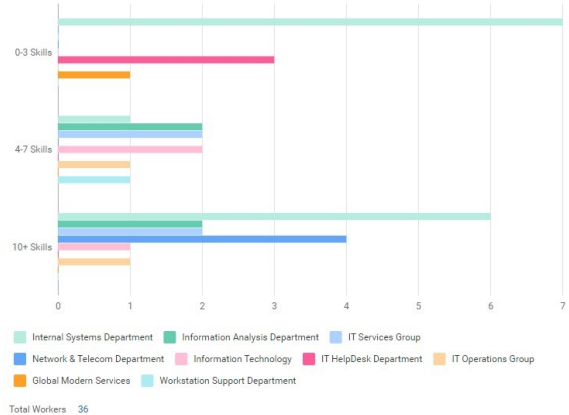- Network & Telecom Department
- Workstation Support Department

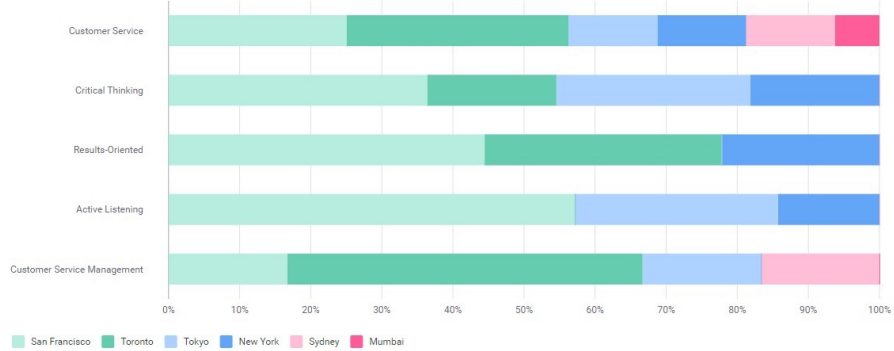| Supervisory Organization	Workers with Skills	% with Skills	Workers with Certifications	% with Certifications	Total Workers
Information Analysis Department	4	100%	0	0%	4
Information Technology	3	100%	2	67%	3
Internal Systems Department	7	100%	2	29%	7
IT HelpDesk Department	1	100%	0	0%	1
IT Operations Group	2	100%	0	0%	2

More Reports

- Top 10 Skills of Workers recently joined the Organization
- Top 10 Skills of Workers who recently left the Organization
- Worker Learning Enrollments

Worker Skills Bands

Legend:
- Internal Systems Department
- Information Analysis Department
- IT Services Group
- Network & Telecom Department
- Information Technology
- IT HelpDesk Department
- IT Operations Group
- Global Modern Services
- Workstation Support Department

Total Workers 36

Organization Information Technology   **Include Subordinate Organizations**   Yes

Top Skills by Location

- San Francisco
- Toronto
- Tokyo
- New York
- Sydney
- Mumbai

Count   49

View More ...

Top Skills by Management Level

- 8 Individual Contributor
- 6 Associate Director
- 5 Director
- 4 Vice President
- 3 Executive Vice President
- 1 Board of Directors
- 2 Chief Executive Officer
- 7 Supervisor
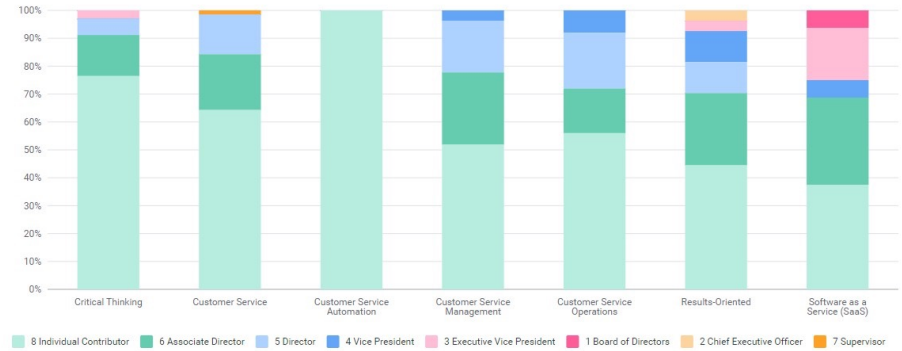
Count   200

View More ...

Top Skills by Gender

Skills (top to bottom):
- Customer Service
- Critical Thinking
- Active Listening
- Customer Service Management
- Results-Oriented
- Customer Relationship Management (CRM)
- Customer Service Operations
- Presentations
- Coordination
- Business Transformation

- Female
- Male

Top 10 Skills by Age Band

Skills (left to right):
- Customer Service
- Critical Thinking
- Active Listening
- Customer Service Management
- Results-Ori...
- Customer Relationship Management (CRM)
- Customer Service Operations
- Coordination
- Presentatio...
- Business Transform...

- 20 and under
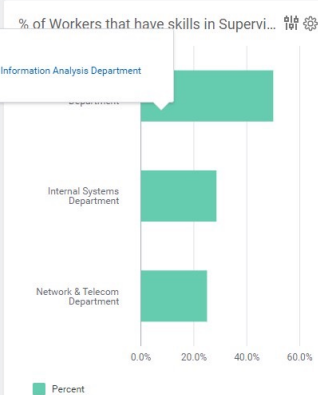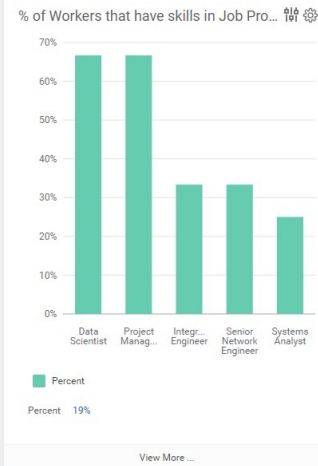- 21 - 30
- 31 - 40
- 41 - 50
- 51 - 60
- 61 - 64
- 65 and over

Organization Information Technology **Include Subordinate Organizations** Yes
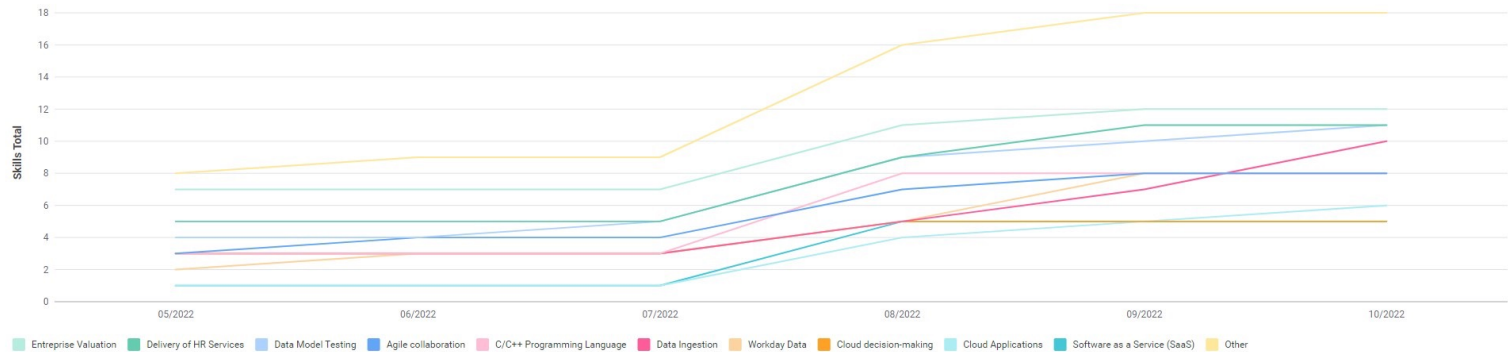
Job Profile Skill Comparison

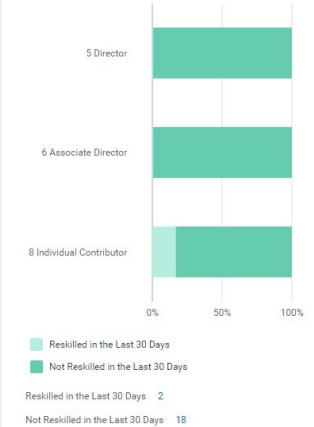| Supervisory Organization	Employee ID	Worker	Last Review - Overall Rating	Job Profile	Worker Has Job Profile Skills	All Skills	Job Profile Skills	Skills Worker has that are on Job Profile
Information Analysis Department	21090	Alvin Hwang	4 - Exceeds Expectations	Data Scientist		Big Data Cloud Applications Critical Thinking Data Analysis Data Mining ⊕ More (7)	Critical Thinking Data Analysis Data-driven communication Data-Driven Decision Making Data Mining ⊕ More (7)	Critical Thinking Data Analysis Data Mining Metrics Development Python (Programming Language)
Network & Telecom Department	21173	Amit Kapoor	4 - Exceeds Expectations	Senior Network Engineer		Agile collaboration Amazon API Gateway Big Data CN Test C/C++ Programming Language Data-driven communication ⊕ More (6)	Amazon API Gateway Amazon CloudWatch Amazon S3 API Gateway Application Security ⊕ More (63)	Amazon API Gateway
Internal Systems Department	21296	Andrea Hillis	3 - Meets Expectations	Systems Analyst		Business Analysis Cloud Applications Cloud Security Customer Service Payroll Conversions ⊕ More (4)	Alteryx Apache Hadoop AWS Data Azure Data Data Access ⊕ More (23)	
Information Technology	21021	Anthony Rizzo	4 - Exceeds Expectations	Director, Information Technology		Business Continuity Planning (BCP) Information Technology Management Process Improvements Security Standards Compliance ⋯	Enterprise Information Management (EIM)	
Internal Systems Department	21249	Arjit Mitra	3 - Meets Expectations	Project Manager		Agile collaboration Big Data CN Test C/C++ Programming Language Cloud decision-making Data Ingestion ⊕ More (5)	Agile Methodology Atlassian Confluence Atlassian JIRA CI/CD Methods Customer Experience (CX) ⊕ More (15)	
Internal Systems Department	21251	Austin Jin	3 - Meets Expectations	Integration Engineer		Apache Cassandra Backlog Management C/C++ Programming Language Data-driven communication Data Ingestion ⊕ More (6)	Agile Methodology Angular Apache Cassandra API Development Application Security ⊕ More (46)	Apache Cassandra
Network & Telecom Department	21035	Colin Drake	4 - Exceeds Expectations	System Administrator		Agile collaboration Big Data CN Test C/C++ Programming Language		

% of Workers that have skills in Job Pro...

Percent

Percent 19%

View More ...

% of Workers that have skills in Supervi...

Percent
Supervisory Organization Information Analysis Department
Percent 50.0%

Percent

Organization Information Technology **Include Subordinate Organizations** Yes

Top 10 Skills Trend (Reskilling)

Skills Total

18
16
14
12
10
8
6
4
2
0

05/2022 06/2022 07/2022 08/2022 09/2022 10/2022

- Enterprise Valuation
- Delivery of HR Services
- Data Model Testing
- Agile collaboration
- C/C++ Programming Language
- Data Ingestion
- Workday Data
- Cloud decision-making
- Cloud Applications
- Software as a Service (SaaS)
- Other

View More ...

Reskilling Summary by Management Le...

5 Director

6 Associate Director

8 Individual Contributor

0% 50% 100%

- Reskilled in the Last 30 Days
- Not Reskilled in the Last 30 Days

Reskilled in the Last 30 Days   2

Not Reskilled in the Last 30 Days   18

View More ...

Skills Gap Closure Trend

100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%

05/2022 06/2022 07/2022 08/2022 09/2022 10/2022

- Data Scientist
- Project Manager
- Senior Network Engineer
- Integration Engineer
- Business Analyst
- Director, Information Technology
- Executive Assistant
- IT HelpDesk Specialist
- Manager, Information Analysis
- Manager, IT HelpDesk
- Other
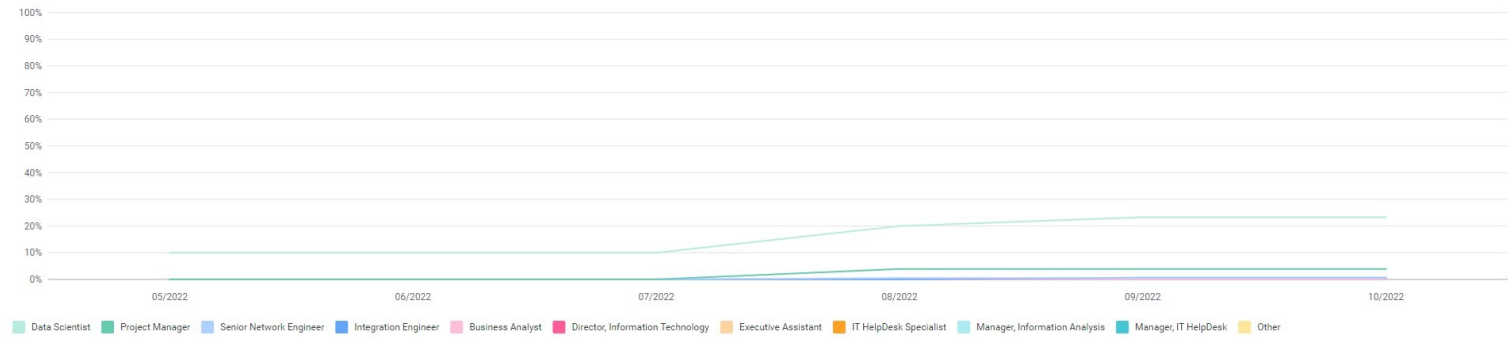
Upskilling Summary by Top Skills

Enterprise Valuation

Data Ingestion

Data Model Testing

Delivery of HR Services

iPhone/iPad iOS devices

Agile collaboration

Backlog Management

Data-driven communication

Workday Data

C/C++ Programming Language
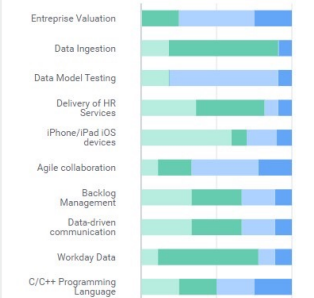
Top 3 Takeaways

1   Build an open, AI and ML-driven skills intelligence foundation

2   Gain insights to make the right build, buy, borrow decisions

3   Put analysis and plans into action to upskill, reskill, redeploy internal talent and hire new long-term, temporary talent