

Executive Summary

Relx Group is a global provider of information-based analytics for enterprise and business customers. With offices in 40 countries and 30,000 employees worldwide, they needed to scale their human capital investment with the use of their HR system - Workday.

When it comes to using corporate systems, Workday fell short of giving Relx associates the proper assessment information via talent statement. Additionally, given that analytics is their flagship product line, Relx required data input uniformity with all associates transacting within the talent system.

Workday was not able to enforce data input and validation rules that RELX was looking for. They evaluated multiple solutions and landed on MyGuide due to its unique ability to do structured data entry and click reduction.

Business Problem

Workday Pain Points

1. Manage Organizational Objectives

- No ability to add help text
- Supporting Initiative field can't be hidden (Workday bug)

2. Performance Check-Ins

- No ability to add help text
- Potential to overwrite notes from previously-used check-in topics
- First-time users have empty drop-down for existing check-in topics
- No integration for check-in scheduling in Outlook; "planned for" field is misleading

3. Talent Statements

- No ability to restrict character limits on talent review
- No ability to enforce formatting & prioritization
- Error message for character restriction appears at the point of submission in ad hoc updates

4. Competency Assessment

- High number of clicks as user rates & comments on each competency (min 4 clicks per competency; ~70 clicks total)
- Usage of Competency Assessment functionality is dependent on improvement in user experience

Pain point for Jan 2002 release: Annual review via talent statement

Performing skills assessment and giving feedback to employees is difficult with Workdays out-of-the-box user interface. RELX needed to collect data in structured formats both for skills assessment and annual performance reviews.

AS IS Workday's solution is limited to a set of rich text boxes which was not giving a way to structure data in a format that RELX management needed.

For example, the text box was open to the user interpretation and unstructured data was coming in. RELX needed the inputs for each statement to have meaningful and thought out assessment along with uniformity. A proper assessment review required pertinent and formatted information relating to the strengths and weaknesses of an individual.

Step 4: Review and edit the your talent statements below. Please follow these formatting guidelines:

- Organize talent statements in bulleted lines – limit this to a maximum of 5 bullet points per statement
- Limit characters to 40 per bullet point

Once complete, click **Next**. For a comprehensive job aide on talent reviews in Workday, click here.

Talent Statement

Type *

Current Role

Statement *

Format B I U A

Error:
The field Statement is required and must have a value.

Add

MyGuide Solution - Power forms

Employees can expect a power FORM while filling out Skills Assessment or doing a performance review. On click of a rich text box MyGuide can bring a power form which can then further input structured data in a specific format and allow structured data to be posted inside the rich text box.

The screenshot displays a user profile for Jennah Nguyen [C], identified as a Contingent Worker Default. The interface includes a green sidebar with navigation options: Summary, Job, Contact, Personal, Performance, Career, and Feedback. The main content area is divided into three sections: Job History, Education, and Statements, each featuring an 'Add' button. The top of the page shows the user's location as Alpharetta, GA (Alderman) and their manager as Edin Smajlovic. A right-hand sidebar contains a 'Job Details' section with fields for Contingent Worker ID, Organization, Position, Business Title, Job Profile, Contingent Worker Type, Management Level, Time Type, FTE, Location, Contract Start Date, Original Contract Start Date, Continuous Service Date, Length of Service, Time in Position, and Time in Job Profile. Below this is a 'Feedback' section and an 'Upload My Experience' button.

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RELX assess potential

Assess Potential

Steven Dickey

Select the individual you'd like to assess potential for, then click OK.

Use the drop-down menus to rate the individual's Potential, Retention Risk, Low Impact, and Achievable level. Written responses should be formatted as follows:

- Needs new challenge in next 12 months: Yes or No

Career Path

- Years in Role: No selection; (up to 12 months, 1-2 years or 3-5 years (choose one))
- Roleable: open comment, limit to 150 characters
- Next Role: open comment, limit to 150 characters
- Long Term Career Aspirations: open comment, limit to 190 characters

You may also nominate the individual for selected future roles by clicking the + icon and using the drop-down menus to select the job profile and readiness level.

Once complete, click **Submit** or **Save for Later**. If you save your changes for later, you can pick up where you left off from your Workday inbox. To discard your edits without submitting, click **Cancel**. For a comprehensive job aide on assessing potential in Workday, click [here](#).

Potential: select one

Retention: select one

Achievable Level: select one

Low Impact: select one

Needs New Challenge in 12 Months: Format

Career Path: Format

Nominations

0 items

Job Profile	Readiness
No Data	

Notes

[Please click here to view as video](#)

← Assess Potential

Steven Dickey

Select the individual you'd like to assess potential for, then click OK.

Use the drop-down menus to rate the individual's Potential, Retention Risk, Loss Impact, and Achievable level. Written responses should be formatted as follows:

- Needs new challenge in next 12 months: Yes or No

Career Path

- Remain in Role: No selection (up to 12 months, 1-2 years, or 3-5 years (choose one))
- Rationale: open comment, limit to 120 characters
- Next Role: open comment, limit to 150 characters
- Long Term Career Aspirations: open comment, limit to 150 characters

You may also nominate the individual for selected future roles by clicking the + icon and using the drop-down menu to select the job profile and readiness level.

Once complete, click **Submit** or **Save for Later**; if you save your changes for later, you can pick up where you left off from your **Workday** inbox. To discard your edits without submitting, click **Cancel**. For a comprehensive job aid on assessing potential in **Workday**, click [here](#).

Potential

Retention

Achievable Level

Loss Impact

Needs New Challenge in 12 Months

Career Path

▼ Nominations

0 items

	Job Profile	Readiness
No Data		

[Please click here to view as video](#)

Set Name

Add Talent Statement - Current Role

Create Rules for Tooltip

URL Contains workday.com/relx5/c ✓

And

Select Element Text is Add Talent Stater

And

Select Element Text is Current Role

+ Add

+ Add Group

Needs New Challenge in 12 Months

Normal B I U A | : |

Yes / No drop downX

Done

The screenshot displays the 'Add Talent Statement' interface in the RELX MyGuide system. A modal window titled 'Data Entry Assistant (Powered by MyGuide)' is open, prompting the user to 'Use this form to enter new data'. It contains four text input fields. The first field is highlighted with a red error message: 'This is a mandatory field, max character limit 130'. The background page shows instructions for organizing statements and a 'Submit' button at the bottom.

Measurable Impact

MyGuide was launched for RELX on Jan 12, 2020. The immediate impact was ability to collect assessment data in a structured format and avoid back and forth between managers and employees. This also allowed for a simpler performance review as all employees can not submit self assessment data in a structured template.

About Customer

RELX is a global provider of information-based analytics and decision tools for professional and business customers. They help scientists make new discoveries, doctors, and nurses improve the lives of patients and lawyers win cases. They prevent online fraud and money laundering and help insurance companies evaluate and predict risk. An important role they play in this industry, RELX requires the best product with

performance, reliability, availability, and scalability to enable their customers to make better decisions, get better results and be more productive.

Quote -

“This is exactly what we need!” - Maite Lizaso

Maite Lizaso

HRIS Manager, Talent & Recruiting

RELX Group