

# TIME AND ATTENDANCE IMPLEMENTATION CHECKLIST

Efficiently implement ADP WorkForce Software Time and Attendance to maximize your ROI and user adoption. Utilize these winning strategies for a successful deployment.

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## Must-have tips straight from the experts

### 1. Project planning and governance

- ✓ **Invest up front and be realistic**  
Establish realistic timelines, standards and expectations while considering outside factors that will stretch your resources.
- ✓ **Define entries and exits**  
For each project phase, define the criteria for completion and designate a point person for approval.
- ✓ **Transparency is key**  
Work to make sure that every person on the team is aware and on board with the level of preparation, communication and planning required for a successful implementation.
- ✓ **Start where you are**  
Understand your organization's current systems and data storage methods. Involve the third-party vendors that will be integrated with your workforce management.

### 2. Requirements gathering

- ✓ **Engage the experts**  
Enlist HR and payroll solution owners during requirement gathering to offer insight on data flow and silo break down in your digital transformation.
- ✓ **Consider the everyday users**  
Gather requirements from the people who will use the systems every day to improve downstream adoption and change management.
- ✓ **Define success**  
Establish the criteria for a successful solution, whether that be level of automation, change in workflows, flexibility, etc. Don't forget the ability to test any element of the solution with a clear pass/failure is also a requirement.
- ✓ **Follow the data**  
In addition to descriptions of requirements, gather examples of input/output calculations for the solution. This will help capture all impacts on upstream/downstream in your test plan.

### 3. Staffing and key roles

✓ **Set it apart**

Workforce management is not a module of core HR or payroll — it requires its own dedicated stream and leaders.

✓ **Create a winning lineup**

Take the time, focus and resources to choose a dedicated team. No one knows your business as your people do — their knowledge and experience will be integral to good decision-making.

✓ **Deliberately delegate**

A clearly defined RACI matrix is key to instilling confidence in your team to carry out their responsibilities and make decisions.

✓ **Bridge theory and reality**

Bring representatives into the core team from all business functions that will use the workforce management systems daily.

### 4. Stakeholder strategies

✓ **Communication is key**

Connect early and throughout the implementation with all stakeholders.

✓ **Engage often**

Plan for regular check-ins and status updates. Doing the work to keep stakeholders involved is critical to aligning all parts of the organization.

✓ **Customize your message**

Consider your audience and refine your messaging with engaging, relevant points. Empower everyone from executives to personnel in the field to advocate for the project.

### 5. Best practices

✓ **Think globally and act locally**

Align all global stakeholders for project aspects such as policies, integrations, requirements, processes, access rights and workflows to minimize regional variations and exceptions.

✓ **Focus on the ROI**

Use the ROI as your North Star. Question if the requirement will detract from the ROI, reduce automation, etc. If the answer is yes, don't do it.

✓ **Aim to maintain**

Remember, go-live is not the system's final state. Focus on processes and rules that won't complicate ongoing maintenance.

### 6. Change and risk management

✓ **Anticipate change**

Establish a straightforward change management process that includes tracking and documenting all changes.

✓ **Training vs. Change management**

Training is how to use the product. Change management is when to use policies, workflows, labor distributions, etc. Instruct your team on both.

✓ **Specify functionality**

Define clear expectations for what the solution can and cannot perform to avoid mistaking a lack of functionality for an error.

## 7. Testing

### ✓ Train your testers

To distinguish between errors and lack of user knowledge, train testers on how to use the solutions on a business-rules and product level.

### ✓ Engage front-line managers

Enlist those ideally involved in project scoping for user acceptance testing.

### ✓ Test strategy and pay comparison

A rigorous strategy and pay comparison testing is vital so that changes made to the system have the desired impact and do not disrupt other processes or rules.

### ✓ Use clean data

Clean data is critical. Reset your data before testing functionality every time.

### ✓ Don't test for the 100-year storm

Base your testing on real-world scenarios that are typical in your organization. Don't overcomplicate your UAT with use cases you will never see.

## 8. Rollout and after go-live

### ✓ Protect your investment

Plan for userbase support post-rollout. Train your team at the admin level, create internal support processes and build a support team.

### ✓ Plan for support

Establish 30-/60-/90-day reviews to assess small tweaks and adjustments.

## accenture

Accenture and WorkForce Software, an ADP company, have partnered together since 2005. Accenture has grown to become the largest ADP WorkForce Suite practice and the top end-to-end system integrator of SAP/SFSF solutions.

## Deloitte.

Deloitte is on a mission to inspire and help organizations thrive. Both, WorkForce Software, an ADP company, and Deloitte help organizations transform their operations and employee experience.

## EPI·USE®

Since 2013, EPI-USE and WorkForce Software, an ADP company, have partnered together on more than 150 successful projects. Together, our experience in solving workforce management challenges spans over three decades.

## Implementation Experts, Accelerated Results

The ADP WorkForce Suite delivers the most configurable time and attendance solution for enterprise organizations that have complex pay rules and labor regulations, especially those with deskless shift workers.

Implemented with the needs of large employers in mind, benefit from automated time tracking and approval processes, simplified compliance, improved employee engagement and advanced reporting and analysis for labor optimization.

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