



UKG Pro WFM Training

10-Day Theoretical Curriculum

Revised structure incorporating stakeholder feedback — August 2026

Duration: 10 Days | 4 Hours / Day | 40 Hours Total

Includes a Knowledge Check after every module

Day 1: Introduction to UKG Pro WFM and Core Architecture

Module 1: Overview of UKG Pro WFM (Dimensions)

- › Understanding the Workforce Management cloud ecosystem
- › Key modules, navigation, and user interface fundamentals
- › Role-based access control (RBAC) and security profiles overview

✓ *Knowledge Check: 5–7 MCQ / scenario-based questions on this module's concepts, followed by instructor-led review and discussion of answers*

Module 2: Organizational and Business Structure

- › Purpose and design principles of the Business Structure
- › Core components: Cost centers, labor categories, and employee groups
- › Managing hyperFind queries and dataviews for operational visibility

✓ *Knowledge Check: 5–7 MCQ / scenario-based questions on this module's concepts, followed by instructor-led review and discussion of answers*

Module 3: Setup Data Manager (SDM)

- › Role and purpose of Setup Data Manager in system configuration
- › Exporting, importing, and migrating configuration data across environments
- › Using SDM for bulk setup, version control, and environment refreshes

✓ *Knowledge Check: 5–7 MCQ / scenario-based questions on this module's concepts, followed by instructor-led review and discussion of answers*

Day 2: Advanced Scheduling — Fundamentals

★ *Priority topic per stakeholder feedback*

Module 1: Basic vs. Advanced Scheduling

- › The strategic role of scheduling in labor management
- › Understanding shift templates, rotation patterns, and master schedules

✓ *Knowledge Check: 5–7 MCQ / scenario-based questions on this module's concepts, followed by instructor-led review and discussion of answers*

Module 2: Coverage and Bidding Workflows

- › Open shifts, shift bidding, and coverage management workflows
- › Availability patterns and self-scheduling concepts

✓ *Knowledge Check: 5–7 MCQ / scenario-based questions on this module's concepts, followed by instructor-led review and discussion of answers*

Day 3: Advanced Scheduling — Demand-Driven Scheduling and Optimization

★ *Priority topic per stakeholder feedback*

Module 1: Forecasting and Optimization

- › Workload forecasting principles and volume-based staffing models
- › Compliance-driven scheduling (rest periods, consecutive days worked)

✓ *Knowledge Check: 5–7 MCQ / scenario-based questions on this module's concepts, followed by instructor-led review and discussion of answers*

Module 2: Schedule Governance

- › Schedule sign-offs, locking mechanisms, and historical edits

- › Scheduling groups and exception handling

✓ *Knowledge Check: 5–7 MCQ / scenario-based questions on this module's concepts, followed by instructor-led review and discussion of answers*

Day 4: Advanced Scheduling — Applied Configuration and Scenarios

★ *Priority topic per stakeholder feedback*

Module 1: Configuration Deep Dive

- › Real-world configuration scenarios and use cases
- › Common scheduling conflicts and troubleshooting approaches

✓ *Knowledge Check: 5–7 MCQ / scenario-based questions on this module's concepts, followed by instructor-led review and discussion of answers*

Module 2: Applied Practice

- › Working through complex scheduling case studies
- › Best practices for demand-driven schedule design

✓ *Knowledge Check: 5–7 MCQ / scenario-based questions on this module's concepts, followed by instructor-led review and discussion of answers*

Day 5: Timekeeping and Work Rules

Module 1: Timekeeping Concepts and Work Rule Building Blocks

- › Overview of the Timekeeping module and key operational tasks
- › Deep dive into Work Rule building blocks (e.g., base hours, break rules, and grace periods)
- › Understanding punch interpretation rules and exception handling

✓ *Knowledge Check: 5–7 MCQ / scenario-based questions on this module's concepts, followed by instructor-led review and discussion of answers*

Day 6: Pay Rules and Premium Pay Concepts

Module 1: Pay Rules Architecture

- › Structure and anatomy of Pay Rules
- › Overtime calculations, zone rules, and premium pay scenarios
- › Combination rules, Pay Code Distribution (PCD), and regulatory compliance (e.g., meal and break laws)

✓ *Knowledge Check: 5–7 MCQ / scenario-based questions on this module's concepts, followed by instructor-led review and discussion of answers*

Day 7: Attendance Policies

Module 1: Attendance Management

- › Attendance key concepts and policy objectives
- › Tracking points, occurrences, and disciplinary thresholds
- › Managing automated attendance notifications and corrective action tracking

✓ *Knowledge Check: 5–7 MCQ / scenario-based questions on this module's concepts, followed by instructor-led review and discussion of answers*

Day 8: Accruals Solution Anatomy

Module 1: Accruals and Leave Management

- › Core concepts of time-off and leave management
- › Defining accrual types (Vacation, Sick, Personal, and Uniform Allowances)
- › Grant rates, vesting periods, carryover rules, and balancing tiers

✓ *Knowledge Check: 5–7 MCQ / scenario-based questions on this module's concepts, followed by instructor-led review and discussion of answers*

Day 9: Reporting and Analytics — Customer Reports

★ *Expanded per stakeholder feedback*

Module 1: Reports and Dataviews

- › Overview of pre-built dataviews and operational dashboards
- › Customer / canned reports catalog and business use cases
- › Ad-hoc reporting and export options

✓ *Knowledge Check: 5–7 MCQ / scenario-based questions on this module's concepts, followed by instructor-led review and discussion of answers*

Day 10: Reporting and Analytics — BIRT Deep Dive and System Maintenance

★ *Expanded per stakeholder feedback*

Module 1: BIRT Reporting

- › BIRT (Business Intelligence Reporting Tool) architecture and report designer
- › Building and customizing BIRT reports

✓ *Knowledge Check: 5–7 MCQ / scenario-based questions on this module's concepts, followed by instructor-led review and discussion of answers*

Module 2: Audit and Maintenance

- › Auditing time card edits, exception logs, and security changes
- › Best practices for periodic system maintenance and data governance

✓ *Knowledge Check: 5–7 MCQ / scenario-based questions on this module's concepts, followed by instructor-led review and discussion of answers*