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Exam Guide

Workday Pro Platform Administrator Certification

This study guide is designed to help you prepare for a Workday Pro exam. This guide provides general testing information and outlines the specific topics covered in each segment of the exam.

Testing Information

The Workday Pro Platform Administrator Certification exam consists of approximately 50 questions, selected from several different topics. You will have 120 minutes to complete the exam. You will also have one attempt to successfully complete the exam. Subsequent attempts require a fee of 1 Training Credit. To learn more about the exam, review the Workday Pro Exam Resources page on Workday Community.

Workday Pro Platform Administrator Certification Exam Details

The Workday Pro Platform Administrator Certification is for individuals who are responsible for understanding and supporting the Workday Platform, including the basics of business processes, configurable security, reporting, and Enterprise Interface Builders (EIBs). Additionally these individuals should be able to support the Workday Platform by identifying issues, front-line troubleshooting, and recommending solutions related to the basic platform configurations. This certification verifies knowledge in the following:

- Triage Support, and Troubleshooting across the Workday platform.
- Maintaining the Workday system and accounts
- Performing configurations across reports, business processes, EIBs, and security
- Managing the Workday environment and updates

These concepts are covered in the following Workday Education course:

- Workday Platform for Administrators

Below is a list of the topics, along with exam weight by topic, and the tasks related to those topics that will be covered on this exam. For best exam results, we recommend familiarizing yourself with how to perform the tasks listed in each topic area. You will be tested on recalling, applying, and analyzing concepts. The list below is representative of the types of tasks you will be tested on.

Topic	Task Expansion	Course Reference
Triage, Support, and Troubleshooting = 24%		
Act as a first-level support technician to triage user access issues	Examinees can diagnose and recommend resolutions for user access including report access, EIB launch permissions, and business process initiation and routing. Examinees can support users with proxy access and assign users to security groups.	Workday Platform for Administrators
Act as a first-level support technician to diagnose system issues	Examinees can partner with information technology (IT) teams to provide primary technical support and solutions to end users, including analyzing, researching, and triaging issues and requests. Examinees can troubleshoot and support the resolution of integration issues.	Workday Platform for Administrators
Account and System Maintenance= 21%		

Identify and maintain Workday Foundational concepts	Examinees can recognize the components of, and relationships between, organizations, business processes, and security. Examinees can identify and enable a functional area and can perform basic system wide transactions through the edit tenant setup tasks. Examinees can navigate the business object model including related business objects.	Workday Platform for Administrators
Perform basic transactional updates (e.g., password resets, username changes, worker data corrections).	Examinees can provision accounts for workers and non-workers, perform password resets, as well as email and username changes, and business process corrections for worker data.	Workday Platform for Administrators
Technical Configuration = 35%		
Create Reports	Examinees can explore the Workday Report Writer framework, including Workday-delivered standard reports and the creation of basic custom reports of the advanced report type. Examinees can maintain and support various report definitions and outputs, prepare and distribute detailed reports to leadership, schedule reports, transfer ownership of reports, and share reports with another user. Examinees can also create system alerts using reports and recognize the security implications of transferring reports to other users. This includes security access to data sources, report fields, and domains.	Workday Platform for Administrators
Configure Cross Applications	Examinees can identify the key components of inbound EIBs, as well as create new inbound EIBs, support existing inbound EIBs, and troubleshoot common inbound EIB errors. Examinees can maintain organizations, configure and maintain business processes, and modify the Workday Today home page.	Workday Platform for Administrators
Configure Security	Examinees can identify security requirements when working with objects, and configure and modify security groups and policies. Examinees can identify use cases for segmented security.	Workday Platform for Administrators
Workday Environment and Update Management = 20%		

Monitor release cycle	Examinees can recognize opportunities to adopt and test new features, access release notes, document testing, and identify support models.	Workday Platform for Administrators
Distinguish tenant types and manage tenant tasks	Examinees can identify the Workday product, including functional areas and organizations, and recognize product touchpoints. Examinees are familiar with the different customer tenants (sandbox, sandbox preview, production, etc.); the management of tenants, including how tenants are refreshed and migrated; and the configuration of tenant setup tasks.	Workday Platform for Administrators

Next Steps: Take the Exam

When you are ready to take the exam, you will access the Workday Pro Platform Administrator Certification Exam from your transcript in the Workday Learning Center.

1. If you are not already enrolled, enroll in the certification program in the Workday Learning Center.
2. Once enrolled in the program, access the exam course. The lessons in this course will explain how to book your proctored exam appointment.
3. Log in to Questionmark to book your proctored exam appointment.

After you complete your exam, your results will display immediately in Questionmark and in the Workday Learning Center within one hour. For more information about the exam experience and system requirements, visit the Exams for Training page on the Workday Community

Questions

Visit the Workday Pro Exam Resources page or the Services Training Certifications page for additional resource support. For direct support, work with your Training Coordinators to submit a training case.