Extend Project Checklist

Avoid the 5 mistakes that kill most Extend apps before they deliver real value.

Extend Project

SWIPE

workday
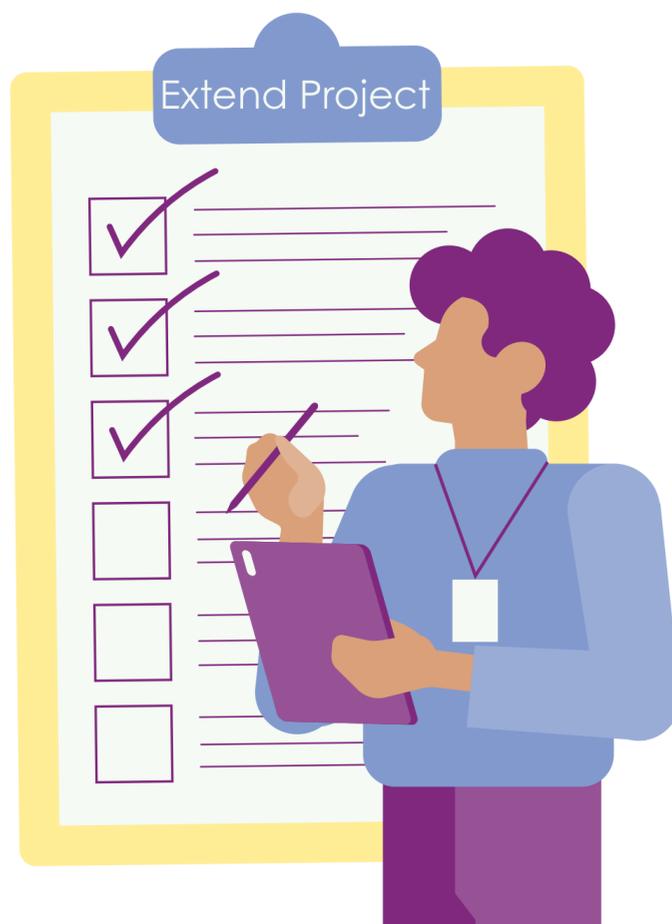
🔍 1. Use Case Validation

Start with a real problem, not a cool idea.

☐ **Is this solving a pain that people are already complaining about?**
If nobody is chasing you for a solution, it might not be urgent enough.

☐ **Does it tie to measurable outcomes like time saved?**
Focus on use cases where you can point to a before and after difference.

☐ **Can this be solved in native Workday first?**
Create a decision tree for use cases and also consider buying of the shelf.

☐ **Do business users actually want it?**
Make sure the people who will use it are involved in shaping it from the start.

☐ **Have you ruled out building it in another system?**
Not every problem belongs in Workday. Be honest about where it should live.
We don't suggest buying point solutions, but be critical if it should be in WD.

NEXT: SCALABILITY PLANNING →

📈 2. Scalability Planning

What works for one team today should work for five teams next month.

☐ **Can the data model handle growth (more users, more countries, more data)?**
Design with flexibility in mind. Avoid hardcoding anything.

☐ **Will new security roles and access patterns break the app?**
Think about shared services, cross-region users, and future org changes.

☐ **Can new features be added without breaking the old ones?**
Structure your app in a way that supports modular upgrades.

☐ **Is the logic too tied to a single process or team?**
Build for patterns, not exceptions.

☐ **Can you deploy to new teams or countries with minimal rework?**
If rollout takes longer than build, you missed something.

NEXT: USER EXPERIENCE →

🧑‍💻 3. User Experience & Simplicity

If users need a manual, your app is already too complex.

☐ **Can a first-time user complete the task without help?**
No walkthroughs. No training sessions. It should just work.

☐ **Are you avoiding unnecessary screens, clicks, or steps?**
Every extra click lowers adoption. Less is more.

☐ **Are the field names and messages written in plain language?**
No system jargon. Think like a user, not a developer. Don't forget about translations!

☐ **Is the layout mobile-friendly and accessible?**
Your app should work well everywhere, test it on mobile.

☐ **Can users fix common mistakes themselves (like wrong input)?**
Helpful error messages go a long way. So do smart defaults.

NEXT: KNOWLEDGE TRANSFER →

🧠 4. Ownership & Knowledge Transfer

Going live is not the end. If you cannot maintain it, you just created tech debt.

☐ **Do you have internal knowledge to make basic updates?**
You should not need a partner to change a label or add a dropdown value.

☐ **Has someone on your team been trained on Extend basics?**
At least one person should understand how the app is structured. Even if you have a partner, because what happens if you want to switch partners?

☐ **Do you have documentation for workflows, logic, and roles?**
Future you will thank you. So will whoever inherits the app.

☐ **Is there a support plan for changes, bugs, and enhancements?**
Decide early whether it is handled in-house or through a partner.

☐ **Is the Extend app built to be editable and modular, not a black box?**
If everything is hardcoded, you are stuck. Build with change in mind.

NEXT: ADOPTION TRACKING →

📊 5. Impact & Adoption Tracking

If you are not measuring, you are just guessing.

☐ **Are you tracking usage metrics (logins, completions, drop-offs)?**
Dashboards and simple reports help you understand what's working.

☐ **Do you have a way to capture user feedback regularly?**
A 30-second feedback form can give you a ton of insight.

☐ **Are you measuring actual business impact (time saved, errors reduced)?**
Go beyond usage. Prove ROI.

☐ **Do you have success metrics agreed with stakeholders before go-live?**
This is key. Otherwise, everyone will define success differently.

☐ **Are you celebrating wins and sharing value back with the business?**
Highlight success stories to get buy-in for future Extend investments.

ONE MORE →

✅ Final Tip

Review this checklist before scoping, during build, and again post-launch.

- If you are missing more than 3 items in any section, slow down and fix it.
- Extend apps are not just about speed. They are also about value that sticks.

💬 Tell us about your first Extend project. What have you learned since and what would you share with the Workday Community?
🚀 Follow Rick Leunisse, Matt Komendolowicz and Incubane for more Workday insights!

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