STATEMENT OF WORK

Customer Name	Lake County CA **("Customer")**
Workday Entity Name	Workday, Inc. 6110 Stoneridge Mall Road, Pleasanton, CA 94588, United States ("**Workday**")
Name of Professional Services Agreement	Professional Services Agreement v24.4 located at https://www.workday.com/en-us/legal/universal-contract-terms-and-conditions/index.html ("**PSA**")
PSA Effective Date	Same as the SOW
SOW Effective Date	Effective Date set out in the Signature Document to which this SOW is attached
Currency	USD
Project Name	Lake County Platform ("**Project**")

Customer Contact Information	**Billing Contact**	**Project Contact**
Contact Name	Jenavive Herrington	Jenavive Herrington
Street Address **City, State Zip Code** **Country**	255 North Forbes Street Lakeport, California, 95453 United States	255 North Forbes Street Lakeport, California, 95453 United States
Phone #	(707) 263-2311	(707) 263-2311
Email (Required)	Jenavive.Herrington@lakecountyca.gov	Jenavive.Herrington@lakecountyca.gov

Primary Location(s) for Onsite Work (if applicable)	
Street Address **City, State Zip Code** **Country**	255 North Forbes Street Lakeport, California, 95453 United States

Attachments to Statement of Work	
Appendix 1	SOW Terms
Appendix 2	Financial Terms
Appendix 3	Description of Professional Services
Appendix 4	Description of Workday Change Management Professional Services
Appendix 5	Description of Workday Test Lead Professional Services

By executing the Signature Document to which this SOW is attached ("**Signature Document**"), the undersigned agree that they are duly authorized signatories and that all attachments listed in the above table (the "**Attachments**") are entered into between the parties, effective as of the SOW Effective Date.

The offer set forth in this SOW is valid only through January 30, 2025 ("**SOW Offer Expiration Date**"), and if this SOW is not executed by the parties on or before that date, Workday has the right to rescind the offer, in which case this SOW is null and void. Neither party will have any obligation to the other party hereunder until the PSA and this SOW are executed by both parties. Unless otherwise defined herein, capitalized terms used in this SOW and applicable Attachments have the same meaning as set forth in the PSA or in the primary Service subscription agreement between the parties (the "**MSA**"), as applicable.

Appendix 1
SOW Terms

1. General. Customer and Workday have executed this Statement of Work (including the Attachments, this "**SOW**") as of the SOW Effective Date. Upon execution, this SOW is appended to and governed by the PSA between Customer and Workday.

2. Professional Services and Scope. This SOW describes the Professional Services that Workday will perform for Customer. Workday will have no obligation to perform any services that are not expressly described in this SOW unless the parties execute a mutually agreed Change Order or separate statement of work. Upon execution, any Change Order is incorporated into this SOW. To facilitate communication between Customer and Workday under this SOW, the parties may input limited data, screenshots, or other content from Customer's Tenant, Instance, or File Transfer Server folder into third-party project management or collaboration tools (e.g., email, Smartsheet). The parties will make reasonable efforts to limit such content to non-sensitive data, which will be treated as Confidential Information but is not Covered Data, Customer Data, or Professional Services Data.

3. Termination.

3.1 Either party may terminate this SOW as agreed in the PSA.

3.2 Unless either party terminates this SOW in accordance with the PSA or the terms hereof, this SOW automatically terminates upon the earlier of: (i) completion of the Professional Services performed hereunder, (ii) the termination of the PSA, or (iii) the end of a fixed term, if any, set forth in this SOW. Notwithstanding any other provision to the contrary, termination or breach of this SOW hereunder by either party for any reason will not terminate nor give that party the right to terminate the MSA or any Order Forms thereto.

3.3 Upon receipt of any outstanding Customer payment (s) at the time of termination, Workday will provide to Customer any partially completed Deliverables in the form they exist as of the effective date of termination on an "as-is" basis, without warranty or further Workday obligation of any kind. Workday will refund Customer any excess prepaid fees for the affected Professional Services that were not performed prior to the effective date of termination.

4. Definitions.

"**Change Order**," if not defined in the PSA, means an agreement executed by the parties to document any change(s) in Project scope, the estimated level of effort, Project timeline, and/or other changes in the Professional Services to be performed by Workday pursuant to a SOW.

"Instance," if not defined in the MSA, means a unique instance of the Service, with a separate set of Customer Content held by Workday in a logically separated database (i.e., a database segregated through password-controlled access).

"**Workday Adaptive Planning Service**" (fka Adaptive Insights Service) means the subscription-based online Workday Adaptive Planning service purchased by Customer from Workday.

“**Workday Strategic Sourcing**” (fka Scout) means the subscription-based online Workday Strategic Sourcing service purchased by Customer from Workday.

Appendix 2
Financial Terms – Fixed Fee

1. **Fixed Fee Payment Structure.** Workday will perform the Professional Services and provide Deliverables under this SOW based upon the total Professional Services Fees and the invoice schedule set forth below:

Invoice Number	Invoice Date	Invoice Amount
1	Execution of SOW	$92,220.00
2	March 10, 2025	$95,000.00
3	April 10, 2025	$97,000.00
4	July 10, 2025	$122,000.00
5	August 10, 2025	$120,000.00
6	September 10, 2025	$73,100.00
7	October 1, 2025	$90,000.00
8	October 10, 2025	$120,000.00
9	November 10, 2025	$160,000.00
10	December 10, 2025	$120,000.00
11	January 10, 2026	$120,000.00
12	February 10, 20206	$85,000.00
13	March 10, 2026	$175,000.00
14	June 10, 20256	$200,000.00
15	August 10, 2026	$125,000.00
16	September 10, 2026	$125,000.00
17	October 10, 2026	$130,000.00
18	January 10, 2027	$42,000.00
19	February 10, 2027	$55,000.00
20	March 10, 2027	$100,000.00
21	April 10, 2027	$70,000.00
22	May 10, 2027	$55,000.00
Total Payments*		**$2,371,320.00**

*Travel and other expenses incurred by Workday related to Professional Services outlined in this SOW (“**T&E**”) are not included in the Total Professional Services Fees.

2. **Invoicing and Payment.**

2.1 The Professional Services Fees above are based on the scope, timeline, and assumptions set forth in this SOW. All Professional Services Fees due under this SOW (except fees subject to good faith dispute) are due and payable as provided in the PSA.

2.2 Workday will send electronic invoices only that are effective upon receipt, or if Workday receives a bounce back message, the invoice is deemed to be effective on the next business day. Workday will invoice Customer for any T&E incurred under this SOW on a monthly basis.

2.3 Customer will direct all remittance advice and invoice inquiries via email to Accounts.Receivable@workday.com. Upon Workday's request, Customer will make payments via electronic bank transfer.

2.4 Unless otherwise provided in the PSA or expressly designated in this SOW, Customer's address set forth in the MSA will be used to determine any Taxes to be collected and/or paid hereunder.

Appendix 3
Description of Workday Professional Services

Global Launch Deployment

1. Deployment Approach. The Workday Launch approach (described below) will serve as the baseline roadmap for this SOW. The overall process is supported by a set of Workday deployment tools, planning documents, activities, techniques, and/or Deliverables necessary to effectively implement Workday applications for your organization. The Workday deployment methodology is subject to change and may lead to updated materials or nomenclature over the course of this SOW. Any Workday deployment methodology adjustments that impact the timeline or Deliverables of this SOW are subject to the mutual written agreement of the parties.

In the event of a conflict between the terms of this SOW and the terms of this Appendix, the terms of this Appendix 3 will control.

Workday Adaptive Planning Deployment Approach.

Staggered. The Workday Adaptive Planning deployment start date will align with the completion and validation of the FDM, end-to-end testing and a full month of Go-Live actuals loaded and validated in the Workday Financials End to End ("E2E") Tenant or Gold Tenant. Workday will build the Workday Adaptive Planning metadata structure via integration from the Workday E2E tenant FDM and load the Workday data via integration into the Workday Adaptive Planning Service.

Once the Workday Production Tenant is built, a reconciliation of the initial Workday Adaptive Planning structure and the Production Tenant FDM be performed by Workday and the Customer to confirm alignment. Once alignment is confirmed, the Workday Adaptive Planning structures and data will be connected and synchronized with the Workday Production Tenant.

2. Project Timeline. Based on the assumptions in this SOW, the time required to complete these Deliverables is expected to be 39 weeks between February 10, 2025, and a Target Go-Live Date of September 26, 2025, for Phase 1, plus Pre-Reservation and Post-Production Support as described below. The Target Go-Live Date is the first date on which the parties estimate a Service SKU will be in Production.

Phase 1 of the Deployment will include Core Financials and Sourcing Essentials

Phase 1	Pre-Reservation	Plan	Architect & Configure	Test	Deploy	Postproduction	Total
Total Estimated Weeks	3	6	14	6	4	6	39
Start Date	02/10/2025	03/03/2025	04/14/2025	07/21/2025	09/01/2025	09/29/2025	
End Date	02/28/2025	04/11/2025	07/18/2025	08/29/2025	09/26/2025	11/07/2025	

Phase 2 of the deployment will include Prism and Adaptive Planning.
The Workday Adaptive Planning deployment start date will align with the completion and validation of the FDM and end-to-end testing. Tentative schedule start date is the week of 09/01/2025.

Phase 2	Plan	Architect & Configure	Test	Deploy	Postproduction	Total
Total Estimated Weeks	2	16	4	1	2	25
Start Date	09/01/2025	09/15/2025	01/05/2026	02/02/2026	02/09/2026	
End Date	09/12/2025	01/02/2025	01/30/2026	02/06/2026	02/20/2026	

Phase 3 of the deployment will include Core HR, Recruiting, Absence, Benefits, US Payroll & Time Tracking

Phase 3	Plan	Architect & Configure	Test	Parallel Support	Deploy	Postproduction	Total
Total Estimated Weeks	4	16	6	5	5	4	40
Start Date	01/12/2026	02/09/2026	06/01/2026	07/13/2026	08/17/2026	09/21/2026	
End Date	02/06/2026	05/29/2026	07/10/2026	08/14/2026	09/18/2026	10/16/2026	

Phase 4 of the deployment will include Talent, Messaging, Learning Scheduling

Phase 4	Plan	Architect & Configure	Test	Deploy	Postproduction	Total
Total Estimated Weeks	2	4	6	2	2	16
Start Date	02/15/2027	03/01/2027	03/29/2027	05/10/2027	05/24/2027	
End Date	02/26/2027	03/26/2027	05/07/2027	05/21/2027	06/04/2027	

The deployment timeline estimated above assumes that all of Customer's organizations, including manager and employee self-service, use a standardized business process framework. Workday will use its preconfigured processes as a starting point for all process configurations. Except as provided herein, the parties will use a Workday-provided File Transfer Server for all data conversions performed during the Project.

During the Pre-Reservation Stage, Workday and Customer will engage in pre-reservation activities prior to the date set as the start of the Plan Stage (the "**Reservation Date**"). Workday will provide an overview of materials, training and/or consultants available to Customer as provided herein, conduct an introductory meeting with the Engagement Manager, and provide an outline of activities leading up to the Reservation Date.

During the Plan Stage, Workday will deliver to Customer a mutually agreed, written plan outlining the deployment and timeline of the Project ("**Project Plan**").

3. Project Scope. The Project scope has been defined through several discussions with Customer and is detailed in the Workday Project Scope section also included below.

"**Responsible Party**" means the party primarily responsible for providing or delivering the deliverable, including coordinating with, and obtaining contributions from the Secondary Responsible Party.

"**Secondary Responsible Party**" means the party responsible for providing contributions and/or assistance as may be required to enable Responsible Party to complete the deliverable (e.g., input, information, time, information, expertise, data), but is not primarily responsible for delivering the deliverable.

4. Launch Deployment Project Overview. One item needs to change.

Launch Deployment Activity

Activity	Output	Responsible Party	Secondary Responsible Party
Pre-Reservation	• Customer Roles (see Staffing – Project Roles and Responsibilities section) Identified. • Welcome to Workday Onboarding Activities Completed • Pre-Reservation Calls Attended Connectivity and Systems Access Established	Workday	
Foundation Data Model ("**FDM**") (Workday)	Analyze Customer's current "legacy" foundation data model, make recommendations to define future foundation data model and load the agreed upon FDM into the assembled Tenant	Workday	Customer
Orient Customer, review scope and establish the Project tools and environment (Workday)	Foundation Tenant Service Plan	Workday	
Complete training to support the Workday deployment	Customer Training	Customer	
Develop Project Plan and Tenant and Instance management plan(s) and begin Project work streams including reporting, integration, testing, and data conversion	Project Plan and Project Kickoff	Workday	Customer
Gather, clean, and upload Professional Services Data to the File Transfer Server.	Professional Services Data	Customer	
Build Foundation Tenant (Workday)	Foundation Tenant	Workday	

Activity	Output	Responsible Party	Secondary Responsible Party
Plan Stage Completion	Stage completion confirmation	Workday	Customer
Conduct Foundation Alignment Sessions	Updated Foundation Tenant	Workday	Customer
Document Planning Business Requirements and Data Mapping by modifying Workday provided standard templates.	Customer Information Workbook	Customer	Workday
Conduct the requirement workshops (Workday Adaptive Planning)	Solution Blueprint	Workday	Customer
Conduct Customer Confirmation Sessions (Workday)	Updated Foundation Tenant	Workday	Customer
Conduct Customer Confirmation Sessions (Workday Adaptive Planning)	Provide up to 2 iterations of building, modeling, and validating the solution	Workday	Customer
Validate configurations and Professional Services Data	Customer Test Scenarios and Issues Log	Customer	
Develop integrations	Integration Build	Workday	Customer
Provide an updated set of Professional Services Data	Professional Services Data	Customer	
Develop User Readiness Plan (Workday)	User Readiness Plan	Customer	
Customer creates test scenarios to meet its specific business requirements by modifying sample Workday test scenarios	Customer Test Scenarios	Customer	
Architect & Configure Stage Completion	Stage completion confirmation	Workday	Customer
Testing	Testing and Go-Live Checklist Sign-off	Customer	
Conduct Parallel Testing	Parallel Testing	Customer	

Activity	Output	Responsible Party	Secondary Responsible Party
Plan for cutover from legacy system	Cutover plan	Customer	
Change Management and Training Program	Plan and execute Change Management program to support end-user adoption	Customer	
Test Stage Completion	Stage completion confirmation	Workday	Customer
Execute the training strategy	End User Training	Customer	
Provide updated, clean data	Professional Services Data	Customer	
Go Live (first move to Production)	Go-Live Authorization	Customer	
Deploy Stage Completion	Stage completion confirmation	Workday	Customer
Post-Production data updates and final conversion	Production Tenant	Customer	Workday
Provide support during the initial Production period	Production Support	Workday	
Post-Production Support Stage Completion	Stage completion confirmation	Workday	Customer

4.1 Post-Production Support. Workday Post-Production Support begins once the Workday Service has been moved into Production use. Workday will provide part-time Consulting and Engagement Management support to answer questions about the use of the Workday Service. Upon completion of the Post-Production Support period, excluding any outstanding Change Orders, the SOW is considered to be completed.

The Post-Production period will include:

Launch Package	Post-Production Support Period
Launch Suite	Financial Accounting: through Customer’s first month-end close up to a maximum of 6 weeks after Move to Production, Payroll: 4 weeks, All other products 2 weeks

5. General Assumptions. The Professional Services Fees and timeline for this Project are conditioned on the General Assumptions set forth below and the other assumptions set forth in this SOW. If any of these assumptions are not met, Workday will advise Customer in writing (an email will suffice for this purpose). Each party will promptly remedy any unmet assumption for which it is responsible.

5.1 Project Assumptions.

- Each party will assign a Project Manager to manage such party's roles and responsibilities for the Project, and a representative to a **"Steering Committee"** comprised of team members from each party as noted in the Staffing – Project Roles and Responsibilities section (or their respective designees).
- Issues that cannot be resolved by the Project teams in a timely manner will be escalated to the Customer Project Manager and Workday Engagement Manager then, if not resolved, to the Steering Committee.
- Workday will track all Project issues within a consolidated risk and issues log, assign a person responsible for issue resolution, and log a proposed resolution date for each issue. The Project team will escalate those issues that it cannot resolve as set forth herein.
- Customer is responsible for granting Tenant or Instance access to all Project members, including administrator access, as reasonably required to perform the Professional Services.
- Workday will perform all Professional Services remotely except for specific activities where travel is mutually agreed to in writing. Customer will provide adequate workspace and network connections when Professional Services are performed at an onsite location.
- Workday will perform Professional Services during common business hours in the location where such services are performed, excluding holidays as observed by the parties.
- Customer will timely provide knowledgeable and appropriate resources to actively participate in all required Project activities. Customer understands that certain Project meetings and activities may occur in US-based time zones.
- Customer is responsible for the timely coordination of internal resources and external vendors necessary to timely perform all required activities in this SOW. Customer is responsible for timely obtaining and maintaining all licenses and other agreements with its third-party service providers and other suppliers required for Workday to perform the Professional Services.
- Customer will develop and deploy a Production support model, including defining roles and responsibilities, processes, and internal service level agreements between Customer teams.
- Change management, internal communications, testing, and training are outside the scope of this SOW, except to the extent expressly provided herein.
- Customer assumes operational responsibility and configuration of the Workday Strategic Sourcing Production environment for go-live, leveraging the design decisions and architecture from the Workday Strategic Sourcing Sandbox environment and configuration workbook during deployment worksets.
- Customer will ensure that its resources timely complete all Workday-required training for their respective roles prior to the commencement of the appropriate stage. This SOW does not include any Workday-required training courses, which Customer may purchase from Workday by separate agreement.
- The pricing and schedule set forth in this SOW are based on using Workday-provided systems, tools, and devices. Any use of Customer-provided systems, tools, or devices must be pre-approved in writing by Workday, in its sole discretion, and are subject to a Change Order and PSA amendment.
- Delays caused by incorrect or incomplete Customer-provided information and Customer's failure to timely meet obligations may result in schedule delays and/or other impacts to the Project scope and fees.
- Customer's delay or failure to meet its obligations may result in a pause in performance until the parties have reached mutual agreement.
- All Professional Services, Deliverables, agreements, communications, and documentation will be written, executed, and/or delivered (as the case may be) in the English language. Any translation into any other language will be at the discretion and cost of Customer.
- Customer chooses how the Service is configured to meet its business and legal needs, and Customer understands that it is responsible for determining if its chosen configuration and use of the Service complies with Law. The foregoing does not modify, or limit Workday's obligations set forth in the UDPE or other data processing agreement between the parties.
- Any services, activities, product features, functionality, or configurations not expressly listed in this Appendix are not in scope for this SOW. The parties agree that no additional Professional Services or Deliverables are implied under this SOW.

5.2 Deployment and Scope Assumptions.

- Workday will not perform any fit-gap or deep-dive review or analysis of Customer's business requirements. Customer will have knowledge of and/or provide documentation that reflects its existing business processes (e.g., hiring, termination).
- Foundation Alignment Sessions do not constitute a "design" of delivered business processes - instead, they are intended to review the delivered pre-configuration and modify the existing configuration to support Customer requirements, provide knowledge transfer, and validate Customer Data or Professional Services Data to support the Launch program configurations.
- The number of deployment Tenants and/or Instances made available to Customer without charge is governed by the Workday Deployment Tenant/Instance Pricing Policy, currently set forth in Workday Community. If additional Tenants and/or Instances are required to support the Project, additional fees will apply.
- Customer agrees to utilize a consistent Workday's business process framework for the entire organization until Post-Production, and Customer will acquire additional Professional Services to make any desired configuration changes or make the configuration changes itself.
- All pre-configurations and business processes will be based on the Workday Launch Program.
- Customer will leverage the delivered security roles, with no changes to existing security roles or creation of custom security roles unless otherwise noted in this Appendix 3 until Post-Production. If Customer requires additional changes, a review of the impact to the Project scope and fees will be needed. Workday will provide the relevant knowledge transfer.
- Customer will assume responsibility for the functional and technical configurations of the Workday Service as part of post-Production with full responsibility at time of Project closure.
- Data masking and data scrambling is not part of the scope of this deployment.
- Budget checking on position is not in scope.
- During the review of the Statement of Work, all changes and updates to the Consulting Services Scope will be listed and a Change Order will be prepared. Workday shall describe such requested changes, and the associated fees for additional Professional Services to be provided, in a proposed Change Order. Parties acknowledge that there may be occurrence where zero fees are associated with the adjustment in the Professional Services provided. In such situations, a zero-dollar Change Order may be prepared to outline the changes in the Professional Services.

5.3 Testing Assumptions.

- Workday will provide standard test scenarios to be used as a foundation; however, Customer team will develop detailed test scenarios based on Customer's user requirements and system configuration. Customer will lead testing and sign off on the final configuration prior to the move to Production. Workday will support issue resolution to Customer's testing efforts.
- Workday will provide guidance and assistance to Customer's Test Manager and test team during test execution of each of the test cycles.
- Workday will assist Customer to prioritize the severity of the defects and timely assign them for resolution.
- All configuration decisions will be finalized, and unit tested during the Architect & Configure Stage
- Configuration freeze will be implemented at the end of Unit Testing (prior to end-to end Tenant build). Changes to "passed" unit testing identified prior to Freeze, will be included in the End-to-End testing Tenant Further changes to "passed" unit testing configuration will be delivered to post go live and addressed by Customer.

5.4 Data Conversion Assumptions.

- Customer is responsible for extracting data from Customer's source systems.
- Customer is responsible for populating and supplying data in the Workday-prescribed format and is responsible for ensuring data is cleansed and duplicate values removed.
- Once the data is loaded, Customer is responsible for verifying the accuracy of the data in the Tenant.
- Workday will provide Customer with data conversion templates and training to populate Professional Services Data. Customer is solely responsible for the extracting, transforming, and loading of the data into the data conversion templates. Workday or Customer will then use these templates to load the

data into the Tenant, as governed by the data conversion strategy shared and reviewed during the Plan and Architect & Configure stages.
- Workday will convert current records for all active and terminated Customer employees for the current calendar year.
- Customer is responsible for any additional data conversion beyond the scope set forth in this SOW, including any data catch up activities.
- Customer will establish and determine processes to create a static copy of its legacy system(s) to provide source data extracts and a reference point for comparison for each Tenant build.
- Workday tenants build takes 3 weeks upon receiving the conversion workbooks.

5.5 General Integration Assumptions.
- Workday will design, configure, unit test, and/or deploy integrations where Workday is the Responsible Party in the Integrations In Scope table. Similarly, Customer is responsible for the design, development, configuration, and unit testing of integrations where Customer is the Responsible Party.
- Customer will timely make available appropriate technical and functional resources to assist with discovery, design, data mapping, data validation, testing, and deployment activities for each integration. Workday will make reasonable attempts to complete the integrations in scope but is not responsible for delays caused by Customer.
- Any changes to specified Workday Integration Template(s), associated complexity, Responsible Party, build schedule, or overall scope outlined herein that results in a material change to the total hours or number of Deliverables allocated in this SOW will result in an impact to the Project scope and fees.
- Customer is responsible for data quality required for integrations to operate successfully, including responsibility for loading data into third party applications, if required, unless otherwise noted in the Integrations In Scope table below.
- Customer is responsible for testing all integrations, regardless of type, including, but not limited to, data verification. If a data-related issue is identified during testing, Customer will load and successfully test corrected data prior to go-live.
- Any unit testing performed by Workday is for basic fit and format only and does not include detailed functional scenarios, which will be performed by Customer during end-to-end-testing.
- Use of any Configured Integration assumes Customer and its vendor requirements fit within Workday's standardized integration. If a Configured Integration does not meet the vendor or Customer requirements or is not available at time of deployment, the parties may agree to deploy a Developed Integration.
- Customer will lead interactions with third party vendors and/or internal system managers required to deploy integrations hereunder. Customer will also coordinate timely responses from and secure data transfer and integration testing with all vendors (and internal systems).
- If Customer determines a change is required to its internal platform, Customer assumes responsibility for such changes, which are not included in the scope of this SOW. Please note: Workday Professional Services consultants are not trained on third party applications or technology platforms.
- Customer is responsible for timely obtaining subscriptions and/or establishing contracts required from third party providers in time to engage with the vendor for design and delivery of the integration.
- Customer assumes operational responsibility and configuration for all integrations after go-live, including monitoring, troubleshooting, and deploying and testing updates.
- Unless expressly agreed by the parties herein, each Workday-provided integration will be a delivery of one file to one endpoint.
- Customer will provide an SFTP server or an appropriate endpoint for integration file exchange during the Project.

5.6 Reporting Assumptions.
- Customer is responsible for providing sufficient report design specification for report deliverables for which Workday is the Responsible Party.
- Customer is responsible for identifying resources and securing sufficient bandwidth to support the workstream, which includes a Reporting Lead as well as report developers (those building reports, if

applicable), report owners (those providing report specifications), and report testers (those testing reports to ensure Customer requirements are satisfied).
- Customer is responsible for the prioritization of custom reports to be developed. Customer shall compile and share a list of its 20 most critical legacy reports for review by the assigned Workday Reporting Consultant. For all other legacy reports, Customer is expected to document its reporting requirements and map those against Workday's standard reporting catalog.
- Customer shall leverage Workday standard reports and/or develop custom reporting for all reporting solutions not expressly listed in this SOW.
- Customer shall make available appropriate Customer technical and functional resources to assist with discovery, design, requirements, data validation, testing, and deployment activities for each custom reporting solution.
- Customer shall lead interactions with third party vendors and/or functional workstream owners required to deploy custom reporting solutions throughout the duration of the deployment. Customer shall also coordinate testing with all parties to ensure timely response.
- Customer will complete all Workday-required training for development of any go-live critical custom reports to be built by Customer before Configure & Prototype Stage commences. Customer will complete all Workday-required training for maintenance of all reports to be supported by Customer post-go-live before Test Stage commences. Workday consultants and/or knowledge transfer sessions are not a substitute for training.
- Customer is responsible for testing both Workday-developed and Customer-developed custom reporting solutions, regardless of type, including but not limited to, data validation, security, and performance reports. If a data-related issue is identified during testing, Customer shall load and successfully test corrected data prior to go-live.
- Customer shall assume operational responsibility and configuration for all reports after go-live, including monitoring, troubleshooting, and updates.

5.6 Workday Adaptive Planning Integration Assumptions:
- Development of any Integration is contingent on data structures (Chart of Accounts, Organizational Levels and Dimensions) being stable in both the source system(s) and Customer's Workday Adaptive Planning Instance.
- An Integration extracts data from one Instance of the source application(s) and imports data into one Customer Workday Adaptive Planning Instance.
- Customer Data is organized in the source application(s) in standard (non-custom) designated objects.

5.7 Workday Strategic Sourcing (WSS) Reporting Assumptions.
- Customer is responsible for building reports in Production.

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6. Change Order Process. During the Project in this SOW, new information may surface that necessitates a change in business requirements resulting in a change in Project scope and, therefore, changes in the estimated level of effort, Project timeline, or Service features. Upon either party's request, Workday will describe such requested changes, and the associated fees for additional Professional Services to be provided, in a proposed Change Order. Each proposed Change Order will contain the requested change, the impact on the current engagement under this SOW, and the estimated resources and time to complete the Professional Services for the work described in the Change Order. Workday will submit the Change Order to Customer for review and approval, then will circulate the mutually agreed Change Order for signature. Proposed Change Orders will remain valid for a period of fifteen (15) business days from the date of submission. If Customer does not approve the Change Order in writing within the fifteen (15) business days, and Workday has not extended the period of validity in writing, the Change Order will automatically expire. Upon the parties' execution of a Change Order, Workday will begin performing the Professional Services described in the Change Order.

7. Project Risks.
- Change Management is critical to the success of any deployment. Customer must identify a change management leader early in the Project to ensure that communication and education relating to the Workday Service is provided.

- Participation of Customer business process decision makers, subject matter experts and business analysts is vital to the success of the Workday Service deployment. Customer must identify individuals from each geographic area, country, and/or business unit who possess the correct business knowledge, process knowledge and/or industry knowledge to participate on the Project team.
- Timely decision making is critical to the progress and ultimate success of the deployment. When a decision cannot be made through consensus, the Project management team must escalate the decision through Workday's Engagement Manager and Customer's Executive Sponsor to avoid impacts to timeline and costs.
- Many Project delays can be attributed to Customer's challenges in cleaning and converting its data to load into the Service. Customer must prioritize this activity to avoid impacts to timeline and costs.

8. Functional Scope. The table(s) below lists the functional and technical scope that are included as part of this SOW. Any functional or technical details not listed below are out of scope for this SOW.

Foundation	
Description	Scope
Foundation Features	Payment Elections & Associated Rules
	Pre-Packaged Business Processes
	Standard Notification Templates
	Delivered notifications
	Workday Home page with 4 standard cards
Organizations	Up to One (1) Legal Entity
	One (1) Supervisory Hierarchy; unlimited Supervisory Organizations
	One (1) Cost Center Hierarchy and up to 500 Cost Centers
	Up to four (4) Custom Organizations and 1 Custom Hierarchy
	One (1) Location Hierarchy and unlimited locations
	One (1) Regional Hierarchy and unlimited regions
	Up to three (3) Pay Groups
Security	Multi-Factor Authentication
	Delivered User and Role Based Security Groups
Setup	English Language Support
	Global Address Localization
	Mobile
	Duplicate Management
	Currency
Worker Data	Contingent Worker Types
	Personal Information
	Contact Information

Foundation	
	Position and Job Profile Assignment
	Employee Types
Reporting	Standard Dashboards & Analytics
	500+ Delivered Reports

Core Human Capital Management	
Description	**Scope**
Compensation	Basic Compensation Management
	Single Compensation Package
	One (1) Salary Plan
	One (1) Hourly Plan
	Grade and Grade Profiles (up to 100 Grade Profiles)
	Up to fifteen (15) One Time Payment and fifteen (15) Allowance Plans (excludes Reimbursable Allowance Plans unless Expenses are in scope and Longevity Plans)
	Delivered Compensation Basis
Jobs and Positions	Job Catalog (Job Family Groups, Job Families, Job Profiles)
	Position Management Staffing Model
	Management Types & Management Level Hierarchy
Onboarding	Up to fifteen (15) static documents for Hire / Onboarding Review
	Custom Onboarding Templates (up to 2 templates)
	I-9 Functionality
	Announcements – One (1) for Onboarding
Security Groups	Up to three (3) custom security groups
Setup	Event Categories and Reasons
	Employee and Manager Self-Service
	Worker Types
	Tenant Branding
	Up to Four (4) Funds Associated to Worker / Position as Custom Organization a / Worktags.
	Up to Four (4) Grants Associated to Worker / Position as Custom Organization a / Worktags.
	US Operations Only
Worker Data	Personal Data, Contact Information, ID Information

Core Human Capital Management	
	Emergency Contact Information
	Delivered Service Dates
Reporting	Introduction to Workday standard HCM reports
	Turn on Reporting Administrator and Workforce Composition dashboards
Modifiable Business Processes	Hire Employee
	Create Position – Up to two (2) approvals
	Request One Time Payment – up to three (3) approvals
	Onboarding: One (1) for Job Changes
	Onboarding: One (1) for New Hires
	Termination – up to three (3) approvals
	Change Job – up to 2 (two) approvals
	Request Compensation Change – up to four (4) approvals
	Edit Position Restriction – up to One (1) approval
	Onboarding Setup
Data Conversion	Active Employees Including Current Personal Data, Current Contact Data, and Current Job Record
	Terminated employees who received payment in the last 12 months
	Attachment of Third-Party Documents out of Scope
	Compensation – Current Compensation Data as of Benefits effective date
	Job and Compensation History (Using "Previous System History")

Absence	
Description	**Scope**
Work Schedules	Up to ten (10) Work Schedule Calendars
Holiday Calendars	Up to three (3) Holiday Calendars
Leave of Absence Types	Up to ten (10) Leave Types (Up to 5 with Leave Entitlements limited to Primary Position) Worker based plans only.
Time Off Plans	Up to ten (10) Accruing Time Off Plans on Primary Position with one accrual calculation per plan. Worker based plans only.

Absence	
	Up to five (5) Accrue as You Go Time Off Plans on Primary position. Position based Accruing Time Off Plans on primary and Additional Job
Reporting	Standard Workday-delivered reports that provide detailed information about absences taken, remaining entitlements / balances for the workers, etc. is included
Worklets/Dashboards	Up to three (3) Worklets/Dashboards:
	- Absence (ESS)
	- Team Absence (MSS)
	- Time and Absence (MSS)
Modifiable BPs	Absence Calendar
	Correct Time Off. Approval routing to manager assigned to employee in HCM
	Assign Work Schedule
	Request Leave of Absence
	Request Return Leave of Absence
	Request Time Off. pproval routing to manager assigned to employee in HCM
Data Conversion	Time Off Balance conversion included (i.e., remaining days of Annual Leave as of Go-Live month - only for rolling balances.)

Benefits	
Description	**Scope**
Setup	Benefits Configured for One (1) Country.
	Plan Year Definition; One (1) for Program Year, One (1) for Ongoing
	Up to five (5) Benefit Groups (including Eligibility Rules)
	Benefit Defaults
Plans	Administer Benefits for most commonly offered plan types (e.g., Health Care, Insurance, Spending Accounts, Health Savings Account, Retirement Savings, etc.)
	Up to Forty (40) Benefit Plans (including Eligibility Rules, Coverage Tiers, Rates, and other components)
	Individual Rates

Benefits	
	Benefit Annual Rates
	Up to three (3) Plan Year Definitions (current year, subsequent year, ongoing plans)
Enrollment	Cross Plan Enrollment Rules
	Up to three (3). Enrollment Event Types (Enrollment Event Types would include Eligibility Changes, Life Events, and Reinstatement Events)
	One (1) Enrollment Event Rule
	Up to three (3) Passive Event Rules
	Open Enrollment
Evidence of Insurability	Manage Evidence of Insurability
COBRA	Manage COBRA Eligibility Designations for Participants Who Lose Coverage
Modifiable Business Processes	Change Benefits for Life Events
	Change Benefits
	Add Retiree Status
	Remove Retiree Status
	Change Beneficiary
	Change Retirement Savings
	Dependent Event
	Passive Event
Retiree Benefits	Up to One (1) Retiree Organization Up to One (1) Retiree benefit group utilizing a shared plan (does not include Medicare or a surviving spouse plan) Retiree Benefits billing is Out of Scope
Data Conversion	Current Benefit Elections
	ACA Worker Hours and Wages
	Dependents & Beneficiaries
	Benefit Annual Rates

Payroll for the United States	
Description	**Scope**
Banking	One (1) Payment Election Rule (All pay groups use the same payroll payment election rule). Assumes for One (1) Company.

Payroll for the United States	
Banking	Up to One (1) Bank Accounts, up to One (1) Routing Rules, Delivered Check & Payslip Layout.
Checks and Payslips	Delivered Check and Payslip Layouts
Costing Allocations	Configuration of one hundred (100) employee costing allocations across multiple accounting dimensions. Testing/Validation of allocations from BP approval through Payroll to the General Ledger.
General Ledger	Fiscal Posting Intervals, Schedules, Summary Schedules, Fiscal Years
	Journal Sources, Ledger, Ledger Types, Account Sets, Account Posting Rules to support a single General Ledger
Pay Components	Up to one hundred fifty (150) Pay Components (Earnings and Deductions)
	Net Pay Validation and Arrears
	Pay Accumulations, Pay Balances, Pay Component Groups, Tax Authority Exceptions
Payroll Processing	Up to three (3) Pay Groups
	Up to two (2) Run Categories
	Off-Cycle Payments
	Retro Processing
	Up to five (5) Audit Report Configuration
	Payroll Command Center
	Compliance and Year End Dashboard (Delivered with no customizations)
	Payroll Involuntary Withholding Orders and Deduction Recipients Processing will be entered Manually.
Period Schedules	Up to three (3) Period Schedules for Payroll
	Generate Period Schedule Periods
	FLSA Work Period Calendar Rules
Tax Reporting	One (1) Company for Payroll
	Company Federal, State and Local Payroll Tax Configuration (not to exceed 4 states)
	Workday Delivered W-2 Configuration
	Payroll Tax Filing Configuration (Workday Delivered Payroll Tax Period Reporting). Customer to perform Tax Filing in-house
Reporting	Delivered Workday Reports

Payroll for the United States	
Modifiable Business Processes	Settlement Run Event with One (1) approval per Company
	Assign Pay Group
	Payment Release Event
Data Conversion	Payroll Balances for Current Year (History)
	Worker Tax Elections
	Withholding Orders Excluded (Manual Data Entry Required)
	Worker Payment Elections
	Worker Tax Treaties
	Current Costing Allocations

Learning	
Description	**Scope**
Security Groups	Security Groups (Up to 4 security groups excluding topic and course segmented security groups)
Setup	Learning Configuration on Edit Tenant Setup tasks
	Configure Learning Dashboards (Learning, Learning Administrator, My Team’s Management, My Library, Learning Trainer, Home)
	Up to 10 Topics
	Custom Learning Slider (Up to 1 custom slider and 1 associated custom search)
	Internal Learning Instructors (Up to 50)
	Up to fifty (50) Internal Learning Assessors
	Up to eight (8) Campaign Audiences and reports
	Up to eight (8) Campaigns
	Up to eight (8) Custom Notifications
	Reason codes setup for Drop Enrollments, Cancel Learning Enrollments, Cancel Course Offerings, Waive Learning Assignments (Up to 5 each)
	Validation Rules (up to 5)
Reporting	Delivered Reports and five additional delivered custom reports (Learning Video Interactions, Learning Upcoming Course Offerings, Learning Survey Responses, Learning Duration, Learning Completion and Required Learning)
Modifiable Business Processes	Manage Lesson
	Manage Course

Learning	
	Manage Course Offering
	Enroll in Content
	Drop Learning Enrollment
	Manage Program
Data Conversion	Data conversion not in scope for Learning

Talent	
Description	**Scope**
Performance	Development Items
	Goals
	Up to thirty (30) Competencies: Includes behavior setup and association to Job Profiles, Management Level, and / for Job Family
	Up to three (3) Performance Review Templates
	Anytime Feedback
Talent Core	Career Interests
	Job Interests
	Career Profile
Calibration	Calibration is Excluded
Modifiable Business Processes	Start Performance Review
	Complete Self Evaluation for Performance Review
	Complete Manager Evaluation for Performance Review
	Give Feedback
	Set Review Content for Performance Review
	Assess Potential
	Manage Competencies
	Manage Interests
Data Conversion	No Goal History
	No Transactional History
	No Prior Performance Reviews

Recruiting & Messaging	
Description	**Scope**
Setup and Features	Internal Application
	Auto Disposition Candidate's Other Job Applications
	Auto Unpost Jobs
	Task Consolidation for Review Offer

Recruiting & Messaging	
	Job Requisition Management
	One (1) Job Application templates
	Up to two (2) Job Posting templates with template content. One (1) for internal job posting and One (1) for external job posting template.
	Simple Referral (does not include payout process)
	Evergreen Requisition Management. Assumes only the use of Primary Recruiter for job application steps to support basic evergreen
	Candidate Screening
	Candidate Review
Career Site Configuration	Candidate Home
	One (1) Internal and one (1) External Career Site
	One (1) Internal Career Site for Contingent Workers
	External and Internal Candidate Job Alerts
	External Career Site Privacy Policy
	Configurable Candidate Consent
	Prospect Introduce Yourself on External Career Site
Configurable Content	Workday Documents – One (1) document template to capture Internal/External dynamic offer letter variations including: -Simple letter header including company logo and footer (note this will appear on all pages of the offer letter) – Up to ten (10) conditional paragraphs (may include introduction, offer details (full-time, part-time, location, manager, job details), basic compensation language (hourly, salary, bonus, allowances, one-time payments), conclusion) – Up to two (2) static document attachments for candidate offer review
	Up to two (2) Internal and Up to two (2) External Application Questionnaires (each questionnaire with up to 10 questions)
Integrations	Guidance of Apply with LinkedIn
	Guidance for Workday Outlook or Google Calendar Interview Scheduling Integration for Internal Interviewers Only
Security	Delivered Primary Recruiter Security
	Prospect Management
	Candidate Pool functionality
Setup	Assessments (no associated integration)
	Background Check
	Interview Management (no associated integration)
	Interview Ratings

Recruiting & Messaging	
	Candidate Endorsement
	Configurable Section Headers and Instructional Text on Job Application Templates
	Duplicate Management (delivered framework)
	Job Requisition Categories and Reason
	Messaging deployment will occur during the postproduction support timeframe
	Workday will enable Workday Messaging at tenant level. Creation of up to five (5) Total Messages templates and / or business process notification for SMS functionality, Customer to identify messages during Recruiting set-up
	Delivered User and Role Based Security Groups
	Autocomplete on Staffing business processes
Reporting	Delivered Recruiting Standard Reports
	Candidate Grid (delivered) with Customized candidate grid with up to three (3) data elements.
	Job Requisition Workspace
Modifiable Business Processes	Job Application (one (1) Dynamic Workflow to include nested subprocesses)
	Offer
	Job Requisition
Data Conversion	Up to one hundred (100) Open Job Requisitions and Corresponding Open Positions
	Prospect Conversion Excluded

Time Tracking	
Description	**Scope**
Alerts and Validations	Up to three (3) Alerts
	Up to five (5) Time Entry Validations
Schedules and Calendars	Up to three (3) Holiday Calendars
	Up to five (5) Work Schedule Calendar Rules
	Up to ten (10) Work Schedule Calendars
Security	Up to two (2) Security Groups to Support Security requirements for Employee Self Service, Manager Self Service Up to two (2) Security group requirements related to Web Clocks
Time Calculations	Up to thirty (30) Time Calculations and up to ten (10) Time Calculations groups
Time Entry	Up to six (6) Time Entry Templates

Time Tracking	
	Time entry via Time Tracking calendar. Project Worktag included.
Reporting	Time and Absence Dashboard Review Time Task Edit and Approve Time Task
Modifiable Business Processes	Assign Work Schedule Enter Time Reported Time Batch Event
Data Conversion	Excluded from the Scope for Go-Live

Accounting and Finance	
Description	**Scope**
Allocations	Up to Ten (10) Allocation and Ten (10) Statistic definitions
Book Codes and Books	Multi-Book Accounting (GAAP and non-GAAP)
Financial Accounting Structure	Core Financial System of Record
	Ledger to Track Actuals Only
	Balancing by Company/Legal Entity plus balancing Worktag
	Single Primary Chart of Accounts for One (1) Company
	Single Primary Fiscal Schedule for One (1) Company
	United States Operations only
Journals	Journal Processing
	Import Journals via Spreadsheet
	Accounting Adjustment
	Custom Validations (Maximum 10 Custom Validations)
	Journal Sequencing (to support unique journal numbering)
Commitment Accounting	Commitment/Obligation ledgers for Financials (pre-encumbrance & encumbrance)
Reporting	Income Statement
	Customized Trial Balance
	Balance Sheet
Modifiable Business Processes	Accounting Adjustment Event

Accounting and Finance	
	Accounting Journal Unpost Event
	Accounting Journal Event
Data Conversion	Single Summarized Journal for 1 Company includes a prior year ending balance. Summarized activity balances for one Fiscal Year prior to go-live. For mid-year conversion includes above and Current YTD.
	Company Base Currency Only
	Transactional Journals Not Converted

Cash Management	
Description	**Scope**
Bank Reconciliation	Bank Reconciliation (Automated and manual)
	Foundation Delivered Bank Reconciliation Matching Rules and First Notice Rules only (Parsing Rules Excluded)
Banking Setup	Bank Account Management
	One (1) Financial Institution
	Up to Ten (10) Bank Accounts per Company
	Cash Positioning - Cash in treasury pool; cash positioning; cash balance check. Worktag balancing by bank account and average daily balance.
	Operational Transactions in US Dollars,
Settlement	Settlement
	Ad Hoc Payment
	Bank Routing Rule
	Bank Account Transfer for Settlement
	Ad Hoc Bank Transaction
	Payment Acknowledgments (if bank supports)
	Positive Pay
	Preprinted or Blank check stock (printer not provided)
	Miscellaneous Payment Request
Modifiable Business Processes	Settlement Event
	Bank Account Transfer & Bank Account Transfer for Settlement

Cash Management	
	Bank Account Event
	Ad Hoc Payment Event
	Miscellaneous Payment Request Event
	Ad Hoc Bank Transaction
Data Conversion	Beginning Balance
	Unreconciled Open items

Asset Management	
Description	**Scope**
Asset Accounting	Asset Accounting
	Asset Sharing
	Asset Depreciation for GAAP book only
	One Asset Book Rules
	Asset Adjustments
	Multi Book Asset Accounting
Asset Maintenance	Asset Reclassification
Asset Tracking	Pooled Assets
	Asset Transfer
Modifiable Business Processes	Asset Registration
Data Conversion	Active Capitalized Assets (Reconciled to Balance Sheet)
	Tracked Expensed Assets (No Cost)

Customer Accounts	
Description	**Scope**
Cash Sales	Cash Sale
Customer Collections	Customer Invoice Maintenance
	Customer Statement (Standard Delivered Templatet)
	Receivable Write Off
	Receivable Aging
	Collections and Dispute Activities
	Interest and Late Fees
Customer Invoices	Customer Invoice (Standard Delivered Template)
	Up to ten (10) Custom Validations

Customer Accounts	
	Dunning Letters (Standard Layout)
	Up to one thousand (1,000) Sales Items
Customer Payments	Customer Payment Processing
	Delivered Auto-Apply Payment Rules Only
	Customer Deposit
Customer Refunds	Customer Refund
Modifiable Business Processes	Bad Debt Write-off Event
	Customer Event
	Customer Invoice Event
	Customer Refund Document Event
Data Conversion	Open Account Receivables Items in US Currency
	Customers With Activity Within six (6) Months Prior to Go Live

Supplier Accounts	
Description	**Scope**
1099 Reporting	1099 Adjustment
Supplier Contracts	Supplier Contracts (Scheduled or Manual Invoice Contract Types Only). Leased Supplier Contracts not included.
Supplier Invoices	Supplier Invoice
	Recurring Supplier Invoice
	Supplier Invoice Attributes
	Supplier Invoice Retention
	Prepaid Spend Amortization
	Supplier Invoice Request
	Up to Ten (10) Custom Validations
	Remittance Advice (Standard Format CSV File)
	Supplier Invoice Matching against Contract using delivered match rules
Suppliers	Supplier Remit to Connection
	Supplier Request
Transaction Tax	Manual selection on transactions for configured Tax Authorities, Rates, Codes and Applicability for In Scope Countries only. Tax Defaulting logic is not included.
Modifiable Business Processes	Supplier Invoice

Supplier Accounts	
	Supplier Invoice Request
	Supplier Change Event
	Recurring Supplier Invoice
	Supplier Event
	Supplier Request Event
Data Conversion	Up to Fifty (50) Open Accounts Payable Items in Transaction Currency
	Current year to date 1099 balance (Mis Year Conversion only).
	Up to one thousand (1,000) Suppliers and Supplier Connections for those suppliers with Open Payable Items as well as suppliers with activity within 12 months prior to go live.

Procurement	
Description	**Scope**
Purchase Orders	Change Order
	Purchase Order (Delivered Standard Layout)
Receipts	Receipt Accruals
	Receipt
Requisitions	Requisition
	Sourcing
Supplier Contracts	Supplier Contract (Excludes Lease Supplier Contracts)
Suppliers	Supplier Invoice Matching (Delivered Matching Rules)
	Return to Supplier
	Matching Override
	Supplier Retention
	No Supplier Portal
Transaction Tax	Manual selection on transactions for configured Tax Authorities, Rates, Codes and Applicability for In Scope Countries only. Tax Defaulting logic is not included.
Reporting	Supplier Performance Dashboard, Buyer Dashboard, Supply Chain Worker Activity, and the delivered supporting reports.
Modifiable Business Processes	Requisition Event - Delivered approvals plus two (2) custom approval steps

Procurement	
	Change Order Event - Delivered approvals plus two (2) custom approval steps
	Supplier Contract
	Purchase Order Event - Delivered approvals plus two (2) custom approval steps
	Supplier Accounts Match Event
	Supplier Contract Amendment
	Receipt Event
	Supplier Accounts Match Exception Override Event
Data Conversion	Up to one hundred (100) Receipt for Open Approved Purchases Orders
	Up to one hundred (100) Open Supplier contracts
	Up to one hundred (100) Open Approved Purchase Orders

Strategic Sourcing – Essentials	
Description	**Scope**
System Configuration	Configure global settings
	Configuration of Single Sign-On access. Workday will be primarily responsible for configuration of Single Sign-On (SSO) access
Suppliers	Configure custom field groups and custom fields required for the Supplier Profile
	Provide Supplier import template. Supplier import is only in scope if the Supplier Connector is out of scope
	Import up to twenty-five thousand (25000) Suppliers. Supplier import is only in scope if the Supplier Connector is out of scope
Strategic Sourcing	Configure RFx Template(s), including the description, questionnaires & worksheets
	Configure up to two (2) RFx templates
Pipeline Projects	Edit default fields and configure custom fields & custom field groups
	Configure up to three (3) Pipeline Project Types
	Customize Project layouts
	Configure Financial Details settings
	Provide Project import template
	Data must be formatted per Workday's import template requirements & data validations

Strategic Sourcing – Essentials	
	Import up to five thousand (5000) Pipeline Projects. Workday will be primarily responsible for loading Pipeline Projects

Budgets	
Description	**Scope**
Loading Plans	Import Budget via Spreadsheet only
	Up To ten (10) Custom Validations
Plan Setup	Financial Budget for current fiscal year Budget Hierarchy Budget Approvals & Amendments Functionality Budget Checking Financial structure only Budget Allocations
	Budget Checking Financials
	Plan Structures ((up to three (3) structures))
Plan Templates	Plan Templates for current fiscal year
Modifiable Business Processes	Plan Event Budget Amendment Event
Data Conversion	Current Year Budget Data

Grants Management	
Description	**Scope**
Awards	Up to one hundred (100) Award Contracts and required attributes
	Up to one hundred (100) Award and one hundred (100) Schedules
	Catalog of Federal Domestic Assistance (CFDA)
	National Science Foundation codes used for Award reporting
	Special Condition Types
	Up to one hundred (100) Award Plan Structure and Award Budgets
	Award Spending Restrictions
Awards Budgeting	Up to one hundred (100) Award Budgeting (including Budget Checking - Awards, Budget Approvals & Amendments – Awards)
Facilities and Administration	Up to ten (10) F&A Rate Agreements
	F&A Exceptions and Waivers

Grants Management	
	Calculate F&A Costs
	F&A Revenue Allocation
Grants Reporting	Award/Grant Reporting/Dashboards
	Budgetary Balance and Manager Budgetary Balance Reports
Sponsor Billing	Award Billing for Cost Reimbursable and Fixed Cost Awards
	Up to one hundred (100) Sponsors
Sponsor Payment Processing and Application	Sponsor Payment Processing
	Letter of Credit Processing
Modifiable Business Processes	Award Event
	Award Correction
	Award Amendment
	Award Spend Restrictions and Grant routing/approval for Sponsored Award processing on spend BPs
	Security Roles and Assignments for Award and Grant reporting and routing
Data Conversion	Grants/Grant Hierarchies, Roles Assignments, Default Worktags
	Open Sponsor Invoice Balances
	Sponsors associated to Active Awards
	Subrecipients/Suppliers
	Up to one hundred (100) Award Contracts active at Go Live
	Award Life to Date Billed Balances via Award Historical Cumulative Lines for Active Awards at Go Live
	Award Life to Date Expenditure and/or Revenue Balances for Active Awards at Go Live
	Letter of Credits Active at Go Live
	Up to one hundred (100) Award Budgets for Active Awards at Go Live

Projects	
Description	**Scope**
Overall Product Scope Guidelines	Standard Generic Assumptions Apply
Project Setup	Up to ten (10) Custom Validations
Project Budget	1 Plan Structure

Projects	
Project Resources	Project Roles (Up to ten (10)
	Dynamic Resource Pools (Up to ten 10)
Capital Projects	Project Assets
	WIP Exclusion Rules (Up to ten 10)
	Asset Auto-Assign Rules (Up to ten 10)
Modifiable Business Processes	Create Project
	Edit Project
	Project Resource Plan Line
	Verify Capital Project Expense
	Plan Event
	Budget Amendment
Data Conversion	CIP - Construction in Progress
	Active Projects
	Project Budget

Expenses	
Description	**Scope**
Spend Authorization	Spend Authorizations
Tax Setup	US Single Tax Code Defaulted for Expenses
Expense Credit Cards	Expense credit card use for travel only. No procurement purchases on this card.
Expense Rate Tables	One (1) Mileage Rates
	Expense Rate Tables (Up to five (5) Expense Items with Rate Tables Included. Third Party Integration not included))
	One (1) Per Diem Rate Table
Expense Reports	Processing of Expenses Reports for Workers and Pre-Hires (no Spend Authorizations)
	Create' Delegation for "Chief Level" Executives Only
	Up to Ten (10) Custom Validations
	Up to Twenty (20) Expense Item Attributes
	Expense Report Instructions

Expenses	
	Travel Profile
	Mobile Enablement
	Expense Report Payment
	Expenses Hub
Modifiable Business Processes	Expense Report Event
	Spend Authorization
Data Conversion	Worker Payment Elections for Expense Payments

Scheduling	
Description	**Scope**
Product Scope	Customer will be live on Workday HCM. before Scheduling Implementation begins.
	The Time Offs currently configured have start and end times for time off entry. There are no updates required to Time Offs.
	Predictive Scheduling will not be configured.
	The Time Calculations currently configured do not reference Work Schedule Calendars.
	The Time Entry Validations currently configured do not reference Work Schedule Calendars.
	The Custom Reports currently configured do not reference Work Schedule Calendars.
	The Work Schedule Calendar Business Processes and security is not enabled.
Regions	The Countries in scope are United States.
	Up to one (1) time zones in scope.
Worker Count	Up to two thousand (2,000) workers in scope.
Multiple Positions	Multiple Positions are not in scope.
Organizations	One High-Level Scheduling Organization manages scope to one set of Scheduling Settings for all supervisory organizations across the deployment.
Eligibility	There is one (1) Schedule Tag Types in scope for this deployment.
Method of Schedule Creation	Schedules will be created using Work Schedule Calendars (Static Scheduling).
Business Processes	Workers will not have individual overrides.
	Workers will not track their availability.
	Workers will not track their preferences.

Scheduling	
	Workers will not leverage the Open Shift/Take Back Shift/Cover Shift and/or Swap Shift Business Processes.
Reporting	There are ten (10) delivered reports offered with Workday Scheduling. Custom Reports are not in scope. NOTE: Eight (8) custom reports are available free of cost, Deployment Team must load this as a "Packaged Solution".
	Download of the Workforce Management Operational Reporting configuration package. Set up of recommended security for reports.
Modifiable Business Processes	Change Worker Schedule Tags
	Change Worker Scheduling Settings
	Change Worker Schedule Preferences
	Change Worker Availability
	Open Shift
	Take Back Shift
	Cover Shift
	Swap Shift
	Accept Shift Swap
	Publish Schedule
	Change Published Schedule
	Bulk Change Published Schedule
	Assign Shift Profile to Worker
	Mass Change Shift Event
Data Conversion	Worker Availability is out of Scope.
	Worker Preferences is out of Scope.
	Worker Overrides is out of scope
Method of Schedule Creation - Labor Optimization	Labor Optimization is out of scope.
Data Conversion - Labor Optimization	Labor Demand is out of scope.
	Sales Forecast and Labor Cost is out of scope

Financial Planning	
Structure	Budget and forecast up to five (5) years out.
	All planning periods will use a common / single methodology.

Financial Planning	
	Planning occurs in time periods of months, quarters, or years
	One Chart of Accounts structure, one calendar, and a common set of templates and processes across the organization
	Up to twenty (20) Legal Entities and 20 Entity Currencies (Single Currency per Entity)
Revenue	Manual upload of Revenue. No calculations.
	Up to two (2) Manual Input Sheets with up to four (4) Dimensions each (each Sheet provides a single interface to view, enter, and update data).
Operating Expense	Up to two (2) Supporting Schedules (a model built for a single or group of GL accounts using a single methodology with common dimensions and a single manually imported / maintained data set)
	Up to fifty (50) total calculations across the two (2) supporting schedules and accounts.
Personnel Expense	Up to two (2) Personnel Expense models (current roster and open positions)
	Up to three (3) Employee Groups: Salary, Hourly and Contingent Labor.
	Labor Unions is out of scop.
	Up to fifty (50) total calculations across the two (2) models. (Capitalized Labor is not included)
	Manual Data Entry for Transfers, Splits, Planning Allocations by Level (Single-Step, Not Sourced from Payroll data) Manual changes made in one version do not persist upon a refresh of data from source.
	Fringe Benefits and Tax Rates
	Merit and Bonuses are calculated as a percent of total pay based on role, worker, or total company.
Capital Expense	Capital Expense Model - Using straight line depreciation for newly planned assets.
	Summary depreciation loaded for existing assets (not at asset level)
	Capital model does not include capitalized Labor or calculation of depreciation on existing assets.
Data Management	Data Mapping Document using the standard available functionality adhering to the following guidelines:
	Up to ten (10) business rules & transformations (e.g., concatenation of two fields) can be applied to the data extracted from each source

Financial Planning	
	Workday will document the Solution Configuration. End-user documentation and end user training is not in scope
	Support data validation for three months of history that is imported into the Service from Customer's Tenant
	Rules for determining which accounts to exclude and account sign reversal from import are account ranges or list of accounts
	Currency conversion is not included
	Workday shall configure the automation synchronization of the following metadata and data: - Metadata: Accounts - Metadata: Levels - Metadata: Dimensions & Attributes (up to twenty - 20) - User Synchronization - Publish of Financials Budget Monthly Balances by Account, Level and Dimension to Workday Financials Workday shall define and configure required Advanced Reports and Workday Data Source for the following sources of data within the Customer's Workday Tenant: - Summarized Monthly Journal Lines - Summarized Depreciation Forecast (if applicable) - Current personnel roster - Target bonus percent/amount by worker - Open positions / requisitions - Currency Translation Rates (Average and End of Month only) - Matrix Report for General Ledger Drill Through
Security	Enable security on Levels and configure Dimensional Access Control for up to one additional dimension
Reporting	One Income Statement Format (account / dimensions) that incorporates all templates and business logic Conduct up to six (6) remote hands-on workshops (up to two hours each) to walk-through building reports/dials/dashboards. Provide best practice guidance around design Consult with Customer on specific dial design challenges, Help Customer with how-to questions. Reports and Dashboards to be completed by Customer prior to UAT. Budget Book is out of scope.
	Up to ten (10) KPI's
Training and Enablement	Knowledge transfer and documentation provided for all planning models built using Workday's documentation format and tools (1 page per model)
	Conduct a user walkthrough of the built solution and how to run/schedule jobs

Financial Planning	
	Admin training: includes training for up to five (5) users on administrative responsibilities and maintenance.
	Postproduction support: two (2) weeks of support for up to 10 hours per week
	Financial Consolidations, Balance Sheet and Cash Flow Payroll or Payroll Costing Allocations as a source are out of scope.

Prism - People History of Launch	
Description	Scope
Use Case	One (1) Use Case – People History Data Source – Blend up to seven (7) years of external People History with Workday data using the Workday provided templates for loading into Prism.
Transformation Complexity	Data mapping of simple complexity via delivered People History Prism Data Model for blending legacy files and Workday
Reporting	One (1) Dashboard, three (3) tabs, ten (10) Custom reports, Organizational Overview & Trends Tab
Security	Row Level - Native security that comes with the package is at the active organization level - cost center, company, and supervisory.
	All organization mapping will be done by the customer through external files mapping to active organizations in Workday.
	In the event when there are organization values not converted or configured in the Customer tenant, Workday will create a single Pre-Conversion terminated organization to allow for security.
Assumptions and Exclusions	Solution does not include data tables outside of Top of Stack and Worker Activities. For example, Compensation and Performance history are not in scope.
	Workday will not create organizations that are not active at the time of implementation. Workers aligned to non-active organizations will be mapped to a single pre-conversion terminated organization.
	Downloaded via Configuration Catalog

Prism - People History of Launch	
	Migration tasks to be completed by customer
	Customer extracts legacy data
	Customer leverage delivered template for ingesting into Prism pipeline
	Scope does not include integrations

9. Integrations.

9.1 Integration Scope. This section describes the integrations to be delivered by Workday under this SOW based on the information provided by Customer and the parties' understanding as of the SOW Effective Date.

9.2 Integration Classifications.

"**Configured Integrations**" describes the productized connectors developed and supported by Workday that exist as Workday Integration Templates (as defined below) in each Tenant and are licensed to customers for use with the Workday Service. Workday may modify or discontinue Configured Integrations from time to time. Configured Integrations require only configuration to deploy; no customization of the Configured Integration is required or performed. An explanation for each Configured Integration can be found in Workday Product Documentation by searching for the name of the applicable Workday Integration Template.

Configured Integrations (including Workday Integration Templates) are supported by Workday, irrespective of who configures them, as a Workday Service support obligation, except that the SLA and Service Level Credits will not apply to any Configured Integration due to Workday's reliance on the third-party system with which each Configured Integration interfaces.

"**Developed Integrations**" describes all other integrations, including any Custom Integration (if such term is defined in the PSA), that are developed by Customer, by Workday (other than a Configured Integration), or by a third party, including Workday's software partners. Developed Integrations also include solutions or connectors available that interact with the Workday Service platform (e.g., by direct connection to Customer's Tenant public API, as pre-built integrations), using such parties' own tools or Workday's Integration Template(s).

Integrations delivered by Workday hereunder may include a combination of one or more Configured Integration(s) and Developed Integration(s), as identified in the Integrations in Scope table below.

9.3 Integration Support.

Configured Integrations and Workday Integration Templates. Workday provides ongoing support for Configured Integrations and Workday Integration Templates in accordance with Workday's current Production Support and Service, irrespective of who configures them, except that the SLA and Service Level Credits will not apply to any Configured Integration due to Workday's reliance on the third-party system with which each Configured Integration interfaces. If Customer uses or develops any connector or integration that incorporates a Workday Integration Template, Workday will support the Workday Integration Template only, and the remainder of the connector or integration is a Developed Integration that must be supported by Customer or a third party. Customer (or its third-party provider) is responsible for testing and supporting all Configured Integrations.

Developed Integrations. Developed Integrations are not part of the Workday Service and are not supported by Workday. Customer is responsible for designing, developing, and deploying all Developed Integrations, except to the extent expressly set forth in this SOW. Customer (or its third-party provider) is responsible for testing and supporting all Developed Integrations.

9.4 Integrations in Scope.

Integrations in Scope

During the Architect and Configuration Stage, Workday will collaborate with the Customer to review and refine the list of integrations, prioritize, and identify integrations to be developed by Workday. Customer will be responsible to develop the remaining integrations based on this discovery. The total number of integrations to be developed by Workday is listed below with the and associate complexity of each integration.

Workday Integration Solutions	Complexity	Workday Owned Integrations
Technical Services Standards	Low	2
Technical Services Standards	Medium	1
End to End Connectors	Low	7
EIB / DT / BIRT	Moderate	10
Workday Studio	High	19
Total # of Deliverables		39

10. Reporting.

The reporting and analytics workstream's primary objective are to configure, test, and deploy Customer-defined custom reports. Custom reports are those that require custom development (as distinct from Workday delivered reports which are available out-of-the-box and without Tenant-specific configuration). A secondary but critical objective of the workstream is to conduct reasonable knowledge transfer activities toward enabling customers to become self-sufficient with the Workday reporting tools. To meet these objectives as effectively as possible, a supporting objective is the development of a Workday-centric reporting and analytics strategy to inform the workstream's approach to reporting activities to meet both short and long-term business objectives.

10.1 Reporting Activities.

Reporting activities are shared across the Workday team and Customer. Workday activities are indicated below. Customer activities are documented under Reporting Assumptions.

- Workday shall provide an overview of Workday's reporting and analytics toolset, which will include an orientation to Workday reporting, key concepts, and Workday reporting leading practices.
- Workday shall develop and socialize a Customer-specific reporting and analytics strategy that encompasses: a current assessment on reporting and analytics maturity and a program approach to reporting activities and deliverables (including data interdependencies).
- Workday shall advise and provide guidance to Customer to support evaluating Customer report requirements, rationalizing and/or prioritizing custom reports for development, sizing the development effort, and assigning responsibility for development.
- Workday shall configure, unit test, and deploy custom reporting solutions within Workday’s scope based on requirements provided by Customer.
- Workday shall facilitate working sessions to sufficiently capture detail for development. Workday shall mutually agree with Customer to the specific list of report deliverables for which Workday is the Responsible Party.
- Workday shall reasonably assist and advise report deliverables for which Customer is the Responsible Party.
- Workday shall provide knowledge transfer sessions to ensure a transition of reporting responsibilities to Customer to support transition to Production go-live.

If Customer requires additional assistance from Workday in excess of the Technical Services described herein, Reseller shall create and present to Customer a Change Order in accordance with the Change Order process.

10.2 Reporting Scope.

This section describes the custom reports to be delivered by Workday under this SOW based on the information provided by Customer and the parties’ understanding as of the SOW Effective Date. During delivery, and upon further discovery, the parties may agree that changes are required to meet Customer’s requirements, which changes shall be affected via a Change Order.

10.3 Reporting Classifications.

“Delivered Reports” describes non-custom reports developed and supported by Workday that exist in each Tenant and are licensed to customers for use with the Workday Service. Delivered Reports cannot be directly customized. Delivered Reports that are copied to enable customization shall be considered Custom Reports.

“Custom Reports” describes all other reports that are developed by Customer, by Workday, or by a third party, including Workday’s software partners.

10.4 Workday Custom Reporting Solutions and Classifications.

The table below describes available Workday Custom Reporting Solutions as of the SOW Effective Date.

Workday Custom Reporting Solution	Description
Advanced Report	Advanced reports display data from the primary and related business objects. Data may be filtered, sorted, grouped, and display sub- and grand totals. Reports can include charts and be enabled as a worklet or web service.
Matrix Report	Matrix reports display grouped data with summarized metrics for each grouping and allow drilling into summarized metrics for further analysis. Matrix reports also support filtering, charts, and worklets.
Composite Report	Composite reports support combining data from multiple Advanced or Matrix sub-reports into a single report.
Dashboard	Dashboards provide quick access to frequently referenced data and tasks. Can pull data and visualizations from other delivered and/or custom reports. Can contain up to 6 tabs, with up to 6 worklets per tab. Dashboard Menu may be leveraged to make insights actionable.
Discovery Board	Discovery Boards are an embedded ad hoc reporting and analysis tool in Workday that provide a modern, intuitive authoring experience for indexed data sources. They can be used to create and collaborate analytics with visuals, tables, and pivot charts or be exported as a custom report.
Worksheet	Worksheets allow collaboration, modeling, analysis, and tinkering with Workday data in a familiar spreadsheet environment within the security of Workday.

10.5 Reporting support

Delivered Reports. Workday provides ongoing support for Delivered Reports in accordance with Workday's current Production Support and Service.

Custom Reports. Custom Reports are not part of the Workday Service and are not supported by Workday. Customer is responsible for designing, developing, and deploying all Custom Reports, except to the extent expressly set forth in this SOW. Customer (or its third-party provider) is responsible for testing and supporting all Custom Reports.

10.6 Custom Reports in Scope.

The anticipated number and associated complexity of the Custom Reporting effort to be developed by Workday is as follows:

Complexity	Custom Reporting Solution (with Parameters)	# of Deliverables
Low	Advanced or Matrix Report (up to 5 custom calculated fields per report)	10
Moderate	Advanced or Matrix Report (up to 10 custom calculated fields per report)	0
High	Advanced or Matrix Report (up to 20 custom calculated fields per report) Composite Report (single data source per report)	0
Very High	Advanced or Matrix Report (more than 20 calculated fields per report)	0

	Composite Report (2 or more data sources and up to 10 instances of row-defined or cell-defined data per report)	
Dashboard	Dashboard (up to 1 tab with up to 6 worklets per Dashboard)	0
Total # of Deliverables		**10**

10.7 Reporting Limitations

Reports are limited to the available report data sources, data source filters, business objects, delivered report fields, custom objects and fields, and calculated fields. Reports are further limited to the availability of historical data that has been converted and migrated into the Tenant.

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11. Annual Comprehensive Financial Report (ACFR) Enablement Custom Reports

An Annual Comprehensive Financial Report (ACFR) is a collection of financial statements for a government entity that complies with the Governmental Accounting Standards Board's (GASB) accounting requirements.

ACFR Custom Reports in Scope

11. 1 Workday will design, configure, unit test, and/or deploy 13 specific custom reports that will provide some of the information required to prepare the customer's ACFR statements. The 13 custom reports are:

Related ACFR Section	Custom Report Name
Entity Wide Statements	Statement of Net Position
	Statement of Activities
Governmental Fund Statements	Balance Sheet Governmental Funds
	Statement of Changes in Fund Balance Governmental Funds
	Schedule of Changes in Fund Balances - Budget and Actual Governmental Funds
Proprietary Fund Statements	Statement of Net Position Proprietary Funds
	Statement of Changes in Net Position Proprietary Funds
Fiduciary Fund Statements	Statement of Fiduciary Net Position - By Fund Hierarchy
	Statement of Changes - Fiduciary Net Position - By Fund Hierarchy

Combining Governmental Funds Statements	Combining Balance Sheet Nonmajor Governmental Funds
	Combining Statement of Changes in Fund Balance Nonmajor Governmental Funds
Combining Internal Service Funds Statements	Combining Statement of Net Position Internal Service Funds
	Combining Statement of Changes in Net Position Internal Service Funds

11.2 ACFR Limitations and Exclusions

- Only data that exists in Workday Financials can be reported on.
- Reports or data not listed in the table above are out of scope.
- Formatting, printing, or binding documents is out of scope.
- Schedules and reports to support Required Supplementary Information (RSI) are out of scope.
- ACFR custom reports shall be based on current GASB guidance as of the project start date. Changes due to updated guidance are out of scope.

11.3 ACFR Assumptions

- Prior year ACFRs will be generated from prior system(s), even after Workday has been implemented, until such time that a full fiscal year of complete financial data exists in Workday.
- Workday Foundation Data Model (FDM) configuration shall include all necessary components for ACFR Financials, including but not limited to: Program/Program Hierarchies, Ledger Account Summaries, Fund/Fund Hierarchies, and Book Codes for Government Wide/Fund Statements.
- All FDM components shall be migrated into Workday by the data conversion consultant. The Customer shall deliver a complete and accurate data crosswalk to translate between legacy data and Workday FDM. Workday shall reasonably assist and advise the Customer in crosswalk creation.
- If additional reporting is required to support ACFR, the Customer shall (a) leverage delivered Workday reports, (b) create their own custom reports, or (c) request additional custom reports. Additional custom reports may require a change order. If additional custom reports are found to be required, the Customer shall timely supply all requirements.
- Customer is responsible for data quality required for ACFR reporting to operate successfully.
- Customer is responsible for testing all ACFR reporting including, but not limited to, data verification. If a data-related issue is identified during testing, Customer will load and successfully test corrected data prior to go-live.
- Customer assumes operational responsibility and configuration for all ACFR reporting after go-live, including monitoring, troubleshooting, and deploying and testing updates.

12. SOW Scope Exclusions. The following application components are excluded from the scope of this SOW. Customer may choose to implement these Project components to which Customer has subscribed at its discretion following the initial Project phase described in this SOW. Any additional scope would necessitate a separate SOW with an associated cost.

12.1 Product/Functionality.

a. Any functional domain not expressly included in the Functional Scope tables above are not in scope.

12.2 Integrations.

a. Any integration not expressly included in List of Integrations in Scope table above is out of scope.

13. Staffing – Project Roles and Responsibilities.

13.1 Workday Roles. Workday will assume responsibility for the following roles and tasks. Please note that multiple roles may be fulfilled by a single Workday resource.

Team Member	Key Responsibility
Executive Sponsor	• Confirms that the appropriate Workday resources are available for the Project and works with the Workday Engagement Manager to resolve any escalated issues in a time-effective manner. • Serves on the Steering Committee.
Engagement Manager	• Manages the Project including directing Project activities based on the Project Plan. • Provides status updates to both Workday and Customer team. • Serves on the Steering Committee.
Foundation Tenant Services	• Engaged in all activities and Deliverables related to the initial Foundation Tenant
Consultant(s)	• Responsible for providing Workday functional and technical knowledge and expertise on deployment activities and Deliverables
Test Lead	• Guides the Customer Test Manager and team in the testing management process for the Workday deployment, including testing of functional configuration, business process, integrations, data conversion, and reporting. The Test Lead will guide Customer and the Project team through the Workday methodology test cycles and approach; facilitate the test workshops and co-facilitate the testing kick-off with Customer; and provide assistance to Customer in developing test plans, test calendars, and in managing testing activities for unit, end-to-end, user acceptance, and other Workday test cycles. The Test Lead services do not include Workday Adaptive Planning test support. • Test Lead roles and responsibilities include advising and coaching the Customer Test Manager in managing test planning, test scoping, testing strategy and plans; performing knowledge transfer to Customer; and providing reasonable assistance and guidance to Customer as it develops testing documents and manages test execution and defect resolution.

13.2 Customer Roles. Customer will assume responsibility for the following roles and tasks. Please note that multiple roles may be fulfilled by a single Customer resource.

Team Member	Description of Role
Executive Sponsor(s)	• Responsible for championing the Project and accountable for budget. • Provides appropriate resources for Customer obligations. • Resolves escalations as needed.

Team Member	Description of Role
	• Commits to attending Steering Committee meetings
Project Manager(s)	• Co-manages Project Plan with Workday • Manages and ensures timely participation of Customer resources. • Manages issues and decision logs. Escalates as needed. • Communicates weekly Project status to Customer Executive Sponsor(s) and Project stakeholders. • Responsible for all Customer activities such as change management, employee training, testing, Customer-built integration(s), third party deployments. • Serves on the Steering Committee
Change Management Lead and Support Resources	• Manage completion of change management activities • Identify and engage support resources including communications, training, change network participants, etc. • Provide insight on Customer relationships, stakeholders, culture, and another institutional knowledge of Customer. • Manage the internal review and sign-off of change Deliverables
Functional Leads/Subject Matter Experts	• Responsible for identifying, cleansing, and validating data to be converted. • Tests business processes and configuration • Develops Customer-specific training and documentation. • Provides functional knowledge and expertise on business processes, data mapping, organizations, and system configurations. • Escalates to the Project Managers issues that may impact the Target Go-Live Date
Integration Leads	• Provides technical knowledge and expertise on Customer's business processes, data mapping, organizations, and system configurations. • Develops Customer-provided integrations identified in SOW (if any)
Workday Administrator(s)	• Workday "Tier 1" support when in Production • Point of contact for the Workday Production Support team • **Security Administrator:** maintains Customer's security configuration. • **Business Process Administrator:** manages Customer's business processes
Workday Adaptive Planning Administrator	• Has a superior level of access to all plans and all Customer organizations participating in Customer's planning and modeling process. Personnel in this role are responsible for creating all baseline plans that are in alignment with Customer's business goals and strategic priorities. This role also establishes Customer's rules and policies applicable to all plans. Throughout the planning process supported by the Service, the Planning Administrator serves as a "super user" of the Service and assists other participants and organizations involved in the planning process and helps them reach their planning goals.
Test Manager	• Oversees the Test Stage, Customer's testing strategy, resource plan, scenario tracking and reporting. • Creates testing strategy document to support testing cycles, including roles and responsibilities, testing schedule and process for managing testing execution and issue resolution.

Team Member	Description of Role
Strategic Sourcing Lead	Provides knowledge and guidance related to the sourcing business processes.

Appendix 4
Description of Workday Change Management Professional Services

Change Management Activities and Responsibilities

Activity	Workday Consultant(s)	Customer Change Lead & Change Support Resources
Recurring Workstream Meeting and Project Administration Meetings	• Plan and lead recurring Change Management Project workstream meetings. • Support Change Management Project workstream report-outs on Workday Project Team meetings	• Participate weekly Change Management Project workstream meeting and contribute to agenda planning. • Prepare and deliver Change Management Project workstream report-outs on internal Project Team meetings
Change Management Orientation	• Prepare and lead one (1) Change Management Orientation session for Customer counterparts	• Identify attendees and coordinate scheduling
Change Impact and Stakeholder Identification Summary	• Partner with Customer to complete stakeholder identification and change impact activities and develop summary of impacts by persona. • Partner with Customer Change Led to attend all relevant meetings to document change impacts by stakeholder group	• Partner with Workday to complete stakeholder identification and change impact activities and develop summary of impacts by persona. • Partner with Workday consultant to attend all relevant meetings to document change impacts by stakeholder group
Change Management Strategy	• Partner with Customer on Change Management Strategy activities • Develop initial strategy based on Customer scope and high-level business conditions. • Partner with Customer to apply internal feedback and finalize strategy. • Recommend Change Management tasks to include in overall Project Plan	• Partner with Workday on Change Management Strategy activities • Provide required inputs and discovery information for strategy. • Manage internal review process. • Partner with Workday to apply internal feedback and finalize strategy. • Present finalized strategy to key stakeholders
Communications Plan	• Partner with Customer on initial Communications Plan activities and periodic Plan updates • Develop initial Communications plan based on Customer scope and high-level business conditions. • Partner with Customer Change Led to apply feedback resulting from internal plan review	• Partner with Workday on initial Communications Plan activities and periodic Plan updates • Provide required inputs/discovery information for Plan. • Manage internal review process of plan and partner with Workday apply resulting updates

Communications Development and Delivery	• Partner with Customer to develop communications content and messaging. • Provide example artifacts based on the topics outlined in the Communications Plan • Review communications deliverables and collateral and provide feedback to Customer	• Partner with Workday Consultant to develop communications content and messaging. • Format communications materials in preferred medium and perform all graphic design. • Coordinate internal communications review process. • Manage delivery and distribution of communications
Training Plan	• Partner with Customer on Training Plan activities • Develop Training Plan scope and high-level business conditions. • Recommend formats and provide input into development priorities and timeline	• Partner with Workday on Training Plan activities • Coordinate internal Training Plan review processes with SMEs and key stakeholders
Training Development	• Partner with Customer on Training Development activities • Recommend development and review approach based on material/audience. • Provide training development support up to: o Four (4) PowerPoint presentations (not to exceed thirty (30) slides each) o Twenty-five (25) user guides or Workday Knowledge Base Articles o Eight (8) Guided Tours	• Partner with Workday on Training Development activities • Coordinate internal Training Plan review processes with SMEs and key stakeholders. • Develop any additional training materials beyond the scope outlined in this SOW including but not limited to e-learning and videos. • Manage the storage and distribution of all training materials
Train-the-Trainer	• Partner with Customer SMEs to plan and deliver up to four (4) three-hour workshops to prepare Customer resources to facilitate end-user training	• Identify SMEs to partner with Workday in delivery of sessions. • Identify resources who will participate in sessions and ultimately deliver all end-user training
Training Delivery	• N/A	• Responsible for all planning, preparation, delivery, and assessment of end-user training
Planning for Ongoing Change Sustainment Workshop	• Deliver workshop and provide high-level recommendations for post-production Change Management sustainment	• Participate in workshop and be responsible for all Change Management activities in post-production

<u>Change Management Assumptions</u>

1. Any extensions to Project timeline or functional scope additions must be evaluated to determine impacts to the Change Management Services and may result in an impact to the Project scope should additional support be required. The Change Management scope listed in this Appendix applies only to the timeline and functional scope outlined in this SOW.

2. The Change Management service is intended to accelerate end-user adoption of the Service and does not include support for concurrent initiatives or broader transformation efforts. The scope of this SOW is limited to the tasks in the above table. Any organizational design, Standard Operating Procedure (SOP) development, operating model or job role redesign work is out of scope for this SOW.

Change Management Project Roles

Workday will assume responsibility for the following roles.

Team Member	Description of Role
Workday Change Management Consultant(s)	Partner with Customer on Change Management activities as outlined in this Appendix.

The Customer will assume responsibility for the following roles.

Team Member	Description of Role
Customer Change Lead	• Partner with Workday on Change Management activities as outlined in this Appendix. • Identify and manage "Change Support Resources" to fulfill Customer obligations as described in this Appendix
Change Support Resources	Supplemental roles that support the Customer Change Lead in the execution of Change Management activities. Examples may include: • Communications resources • Training resources • Change Agents • Change Management local leads for multi-site, global, and/or customers requiring highly specialized Change Management approaches by function, entity, etc.

<u>Customer Roles Assumptions</u>

1. The Change Management Lead role will not be a dual role held by the Customer Project Manager or any Workstream Lead.

2. The Change Support Resources will ultimately be directed by and accountable to the Customer Change Lead.

Appendix 5
Workday Test Lead Services

The Workday Test Lead is responsible for guiding Customer's testing management process for Functional Configuration, Business Process, Integrations, Data Conversion, and Reporting. The Workday Test Lead will guide the Customer and the project team through the Workday methodology test cycles and approach. The Workday Test Lead will facilitate the test strategy and test scenario creation workshops and co-facilitate the Testing Kick Off with the Customer.

Workday Test Lead role and responsibilities include advising and/or managing test scope, prescriptive test artifacts, and resolution of defects; supporting the management of all test cycles as per the standard Workday methodology, performing knowledge transfer to Customer and providing reasonable assistance and guidance to Customer during the Architect & Configure stage as the Customer develops test documents and during test execution. The Workday Test Lead Service will cover these related testing activities through the initial end-to-end testing Deliverables.

The scope of work for this role is outlined in the table below.

Project Stage	Activity / Deliverable	Assumptions
Plan	• Prepare for test strategy and test scenario creation workshops.	• Customer will assign a Test Lead as the overall owner of the Test Work Stream. • Customer will plan the necessary resources and logistics for the test strategy and test scenario creation workshops.

Architect & configure	• Lead test strategy and test scenario creation workshops.
	• Develop a prescriptive test strategy and test plan.
	• Support test scenario development
	• Set up Smartsheets test tracking templates.
	• Support scenario development for the unit, end-to-end, regression, and any other test cycles mutually agreed by the parties in writing.
	• Support management of configuration unit testing:
	  ○ Attend reasonable standing meetings.
	  ○ Workday Lead to prioritize the severity of the defects and ensure timely assignment and follow-up for resolution.
	  ○ Smartsheet test reporting to Customer test lead
		• Customer will develop test scenarios for configuration unit testing.
		• Customer will set up test tracking tools if Smartsheet is not selected as the tool of choice.
		• Customer will develop all test scenarios in addition to the sample list provided by Workday.
		• Customer will drive configuration unit testing:
		  ○ Execution by testers
		  ○ Follow up with customer resources.
		•
		Test status reporting to the team, PMO and steering committee

Project Stage	Activity / Deliverable	Assumptions
Test	• Support management of the end-to-end, regression, and any other test cycles mutually agreed by the parties in writing: o Standing meetings o Help the Customer Test Led to prioritize the severity of the defects and ensure timely assignment and follow-up for resolution. o Smartsheet test reporting to Customer test lead	• Customer will have completed configuration unit testing in the prior stage and will be ready to perform the remaining test cycles. • Customer testers will have been trained to execute the test scenarios for each of the test cycles. • Customer will drive the execution of all test cycles: o Execution by testers o Follow up with customer resources. • Test status reporting to the team, PMO and steering committee
Deploy	• No activities or Deliverables are in scope for the Workday Test Lead in this stage	
Postproduction Support	• No activities or Deliverables are in scope for the Workday Test Lead in this stage	

*Note: Test Lead Services will follow standard Workday Methodology and project timing. If the project Go-live is extended or separated into multiple waves, Test Lead Services will align to the initial standard Go-live.