

Department: County Management **Program Contact:** Travis Graves
Program Offer Type: Innovative/New Program **Program Offer Stage:** As Proposed
Related Programs:
Program Characteristics: One-Time-Only Request

Executive Summary

This new program is recommended by Deloitte given the size and complexity of Workday implementation. Workday is the enterprise resource planning system implemented countywide in fiscal year 2018. The Workday Management Team provides strategic and operational leadership, manages the implementation of future product functionality, business process design/changes, configuration, testing, functional training content, finance report development, and bugs/fixes as it relates to the finance, human capital management (HCM) and payroll modules of Workday.

Program Summary

The Workday Management Team supports finance, HCM and payroll operational and strategic functions in Workday including project management, business analysis, configuration, reporting and daily maintenance across the multiple disciplines. For finance, the team supports Workday functions including grants management, financial accounting, payroll, customer accounts (accounts receivable), business assets, banking & settlement, project accounting, supplier accounts (accounts payable), procurement, and inventory. For HCM and payroll the team supports Workday functions including maintenance of jobs architecture, compensation, talent, recruiting, core HR, time, absence, benefits and learning. The team will perform the following functions:

1. System configuration related to new functionality or changes to existing system build.
2. Manage system business processes, determine the methodologies for implementing and maintaining finance, HCM and payroll systems, business processes and procedures to achieve a consistent and predictable employee and manager experience across the county.
3. Conduct audits, analyzing data, and performing testing to protect data integrity.
4. Meet regularly with stakeholder groups to share new functionality in upcoming Workday releases and determine how to better meet business needs.
5. Write reports in Workday and Jaggaer and maintain existing reports that may require modifications following scheduled Workday upgrades.
6. Use audit reports to inform how to improve HR and finance users, managers, employees, and other stakeholders' experience.
7. Training on new functionality following upgrades. Coordinating with Talent Development to create a change and training plan to enhance skill development and adoption for system end users.
8. Manage business relationship with Workday.
9. Tier III support for business partners in Finance, HCM and Payroll.

Performance Measures

Measure Type	Primary Measure	FY17 Actual	FY18 Purchased	FY18 Estimate	FY19 Offer
Output	Percentage of business processes that have been cancelled, corrected, and rescinded				50%
Outcome	Percentage of custom (post go-live) finance Workday reports created/tested.				95%
Efficiency	Percentage of business processes initiated through employee and manager self service				50%
Output	Number of Workday finance-specific trainings provided to finance users.				40-50

Performance Measures Descriptions

Output Measure 1 is the effectiveness of the Workday Management Team's Tier III support to Functional teams. We expect this number to decrease over time. Outcome Measure 2 is the required percentage of post go-live finance reports that have been identified (others will continue to be added). Efficiency Measure 3 is the effectiveness of change management and organizational adaptation to the new system. We expect this number to increase over time. Output Measure 4 is the number of finance-specific trainings that will be provided to functional areas. Trainings will be provided on a monthly basis.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2018	2018	2019	2019
Personnel	\$0	\$0	\$0	\$2,007,629
Contractual Services	\$0	\$0	\$0	\$115,000
Materials & Supplies	\$0	\$0	\$0	\$148,760
Internal Services	\$0	\$0	\$0	\$2,000
Total GF/non-GF	\$0	\$0	\$0	\$2,273,389
Program Total:	\$0		\$2,273,389	
Program FTE	0.00	0.00	0.00	12.00

Program Revenues				
Total Revenue	\$0	\$0	\$0	\$0

Explanation of Revenues

ERP Project Fund 2513 Revenues

Significant Program Changes

Last Year this program was: