Division: Central Human Resources

Program Characteristics:

Program Description

The Workday Support Team is responsible for both the daily tasks and the long-term strategy for the Central Human Resources information system, Workday. The team manages and configures all HR functions in Workday, including: HR Management & Payroll, Talent (recruiting, compensation, performance, and training), and Employee Information (maintaining records for time-off, absence, and benefits). The team's work is divided into two main areas:

Daily Operations (Keeping Things Running)
● Solving Problems: Fixing daily issues and requests (called "ServiceNow tickets").
● Data Integrity: Regularly checking, testing, and analyzing data to make sure it is accurate and secure.
● Training & Support: Providing ongoing training to help all county HR staff members develop skills and properly use the Workday system.
● Equity Focus: Analyzing HR data to support the goals of the County's Workforce Equity Strategic Plan.

Strategic Projects (Planning for the Future)
● System Upgrades: Leading projects to update the Workday system for major semi-annual releases and new functionality.
● Compliance: Ensuring the Workday setup follows the requirements of all Labor Contracts.
● Initiatives: Managing configurations required for approved, county-wide strategic projects.

Equity Statement

Staff maintain compliance and apply the County's core values of equity and inclusion. The Workday Team provides support for human resource data associated with the Workforce Equity Strategic Plan by initiating Workday system configuration application for each identified initiative in the WESP.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	$2,167,518	$0	$2,232,487	$0
Materials & Supplies	$47,143	$0	$42,343	$0
Internal Services	$106,622	$0	$100,580	$0
Total GF/non-GF	**$2,321,283**	**$0**	**$2,375,410**	**$0**
Total Expenses:	**$2,321,283**		**$2,375,410**	
Program FTE	9.00	0.00	9.00	0.00
Total Revenue	**$0**	**$0**	**$0**	**$0**

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Number of resolved department HR and user issues as identified in ServiceNow.	3,817	3,800	3,800
Percentage of Workday new release functionality, contract compliance projects, and other implementations in support of improved HR operations.	93%	90%	90%