

Department: County Management **Program Contact:** Mark Campbell
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Requested
Related Programs: 72022-20
Program Characteristics: In Target

Executive Summary

Workday is the enterprise resource planning system (ERP) implemented countywide in January 2019. Workday is designed to be managed and supported by the business operational staff in Central Finance. The Workday Finance Support Team provides strategic and operational leadership and manages the roll out of future finance product functionality.

Program Summary

The Workday Finance team supports operational and strategic functions in Workday including project management, business analysis, business processes, configuration, reporting, training, software upgrades, and daily maintenance across the multiple modules. The Finance team supports Workday modules including Banking & Settlement, Business Assets, Customer Accounts (AR), Financial Accounting, Grants Management, Inventory, Procurement, Projects, and Supplier Accounts (AP).

The Workday Finance Team will perform the following functions:

1. System configuration related to new functionality or changes to existing system build.
2. Manage system business processes (new, edits, etc..)
3. Report writing and maintain existing custom and delivered Workday reports
4. Deliver County finance users on-going system training and maintain training materials
5. Maintain finance system role security approach and oversight
6. Maintain business requirements and definitions for all finance specific integrations
7. System upgrades (assessment, upgrade management, system setup, testing, and training) - semi annual
8. Manage business relationship with Workday
9. Perform system data integrity oversight
10. Meet regularly with finance stakeholder groups to share new functionality in upcoming Workday releases and determine how to better meet business needs.
11. Work collaboratively with Information Technology, Jaggaer, Tririga, and Workday HCM support teams on technical issues and solutions.
12. Provide ongoing system support to all County finance users

Performance Measures

Measure Type	Primary Measure	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	Percentage of system enhancements tested and processed	N/A	N/A	90%	95%
Outcome	Percent of business processes that have been cancelled, corrected, and rescinded.	N/A	N/A	15%	10%
Output	Number of system training sessions provided to users	N/A	N/A	N/A	30

Performance Measures Descriptions

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$0	\$351,718	\$674,940	\$0
Contractual Services	\$0	\$37,500	\$50,000	\$0
Materials & Supplies	\$0	\$35,260	\$87,585	\$0
Internal Services	\$0	\$500	\$61,000	\$0
Total GF/non-GF	\$0	\$424,978	\$873,525	\$0
Program Total:	\$424,978		\$873,525	
Program FTE	0.00	2.00	4.00	0.00

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

Explanation of Revenues

Program Supported by \$625,000 Ongoing General Fund Revenue and \$248,525 of One Time Only Revenue.

Significant Program Changes

Last Year this program was: FY 2019: 72022-19 DCM Workday Management Team

Joint DCM Workday Management Team program offer was separated into two program offers. This one for Workday Support - Finance and a separate one for Workday Support - Central Human Resources (72022)