Program #72046 - FRM Workday Support - Finance	FY 2026 Department Requested

Department:	County Management	**Program Contact:**	Heather Drake
Program Offer Type:	Operating	**Program Offer Stage:**	Department Requested

Related Programs:

Program Characteristics:

Program Description

Workday is part of the County's enterprise resource planning (ERP) system. It serves as the County's financial system of record. Workday is designed to be managed and supported by business operational staff in Central Finance. The ERP Finance Support team provides strategic and operational leadership; maintains, troubleshoots, and enhances Workday finance functionality; provides operational and learning support to finance staff to help the County use the ERP system to its fullest potential; and directly advocates with Workday for software enhancements that would benefit County operations.

Workday functionality supported by this program offer includes: Allocations, Banking and Settlement, Business Assets, Customer Accounts (Accounts Receivable), Facilities Tasks, Finance Data Model, Financial Accounting, Grants Management, Inventory, Procurement, Projects, Project Assets, and Supplier Accounts (Accounts Payable).

The ERP Finance Support team:
• Analyzes, designs, builds, tests, and configures all changes made to Workday finance functionality, including features from mandatory, twice-yearly updates and weekly release notes.
• Creates new custom reports and maintains existing custom reports.
• Maintains the County's foundational finance data model for recording and reporting on financial transactions and data.
• Maintains Workday business processes and security approach to establish internal controls over finance transaction processing. These internal controls protect the County from fraud and errors and ensure compliance with accounting rules and regulations.
• Meets regularly with finance stakeholder groups to create transparency and stakeholder involvement in decision making about which configuration projects will best meet the County's business needs.
• Provides operational and learning support to County finance users that creates a culture where people feel safe asking questions and trust they will receive quick and accurate assistance.

Performance Measures

Measure Type	Performance Measure	FY24 Actual	FY25 Budgeted	FY25 Estimate	FY26 Target
Output	Number of customer tickets processed	1,412	1,300	1,254	1,300
Outcome	Percentage of features in mandatory Workday updates analyzed, tested, configured as appropriate	> 95%	> 95%	> 95%	> 95%
Outcome	Percentage of finance staff user survey respondents satisfied with support	82%	> 90%	93%	> 90%
Output	Student hours of learning support provided	1,051	1,000	1,000	1,000

Performance Measures Descriptions

Number of customer tickets measures operational customer service needs such as security role assignments, cost object creation, and break/fix incidents. Feature analysis and configuration is essential for maintaining the integrity and reliability of Workday as our financial system of record.

Legal / Contractual Obligation

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Department Requested General Fund	Department Requested Other Funds
Program Expenses	**2025**	**2025**	**2026**	**2026**
Personnel	$1,195,647	$0	$1,282,767	$0
Contractual Services	$15,000	$0	$25,000	$0
Materials & Supplies	$54,329	$0	$54,329	$0
Internal Services	$63,157	$0	$64,747	$0
Total GF/non-GF	**$1,328,133**	**$0**	**$1,426,843**	**$0**
Program Total:	**$1,328,133**		**$1,426,843**	
Program FTE	5.00	0.00	5.00	0.00

Program Revenues				
Total Revenue	**$0**	**$0**	**$0**	**$0**

Explanation of Revenues

This program is supported by the General Fund.

Significant Program Changes

Last Year this program was: FY 2025: 72046 FRM Workday Support - Finance