

**Department:** County Management      **Program Contact:** Heather Drake  
**Program Offer Type:** Innovative/New Program      **Program Offer Stage:** As Adopted  
**Related Programs:**  
**Program Characteristics:**

**Executive Summary**

The ERP Finance Support team supports Workday as the County’s accounting system of record. It provides strategic and operational leadership; maintains, troubleshoots, and enhances Workday finance functionality; and provides operational and learning support to finance staff to help the County use our ERP system to its fullest potential. This program offer requests ongoing General Fund revenue for one new position. It builds capacity to meet the increasing reporting needs of County departments and undertake key configuration projects that will improve current system functionality.

**Program Summary**

The ERP Finance Support team maintains, troubleshoots, and enhances Workday finance functionality to help the County use the ERP system to its fullest potential. It supports planning, design, build, and testing of Workday configuration and custom reports. It maintains the system’s foundational finance data model. It includes a variety of operational and learning support services that range from responding to individual end user questions to preparing online self-service learning materials to delivering in-person training sessions. It supports active participation in the larger Workday Community and direct advocacy with Workday for functionality enhancements that would benefit County operations.

The initial support model developed in advance of going live with Workday was expected to dedicate approximately 75% of the team’s work to system enhancements and improvements and 25% to operational support. We have learned over the last three years that a more realistic breakdown is 75% to operational support and 25% to system enhancements. This has resulted in a significant backlog of key projects needed to meet the increasing reporting needs of County departments and improve current system functionality. Workday’s constant pace of releasing improved functionality has also highlighted the need for an additional FTE.

Potential projects include configuration and training for: dashboards for cost center managers; Financial Data Mart to facilitate reporting on County-wide, multi-year data sets; specialized custom reports for new program areas such as Preschool for All, Supportive Housing, and Culturally Specific Services; automated cash flow statements; OfficeConnect for a direct connection between Workday data and Microsoft Excel; system enhancements that empower department staff with more customization options for the reports they run within Workday; and new, focused training courses for data analysts, cost center managers, and other advanced finance report users.

**Performance Measures**

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Number of customer tickets processed	N/A	N/A	N/A	175
Outcome	Percentage of features in mandatory Workday updates analyzed, tested, and successfully configured	N/A	N/A	N/A	> 95%
Outcome	Percentage of finance user survey respondents satisfied with support provided	N/A	N/A	N/A	> 90%
Output	Number of learning support sessions provided	N/A	N/A	N/A	6

**Performance Measures Descriptions**

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2022	2022	2023	2023
Personnel	\$0	\$0	\$201,124	\$0
Materials & Supplies	\$0	\$0	\$13,876	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$215,000</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$215,000</b>	
Program FTE	0.00	0.00	1.00	0.00

Program Revenues				
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

Explanation of Revenues

This program is supported by General Fund revenues.

Significant Program Changes

Last Year this program was: