



**Program #72053 - Workday Support - Review & Recommend** FY 2024 Department Requested

**Department:** County Management **Program Contact:** Cessa Diaz  
**Program Offer Type:** New **Program Offer Stage:** Department Requested  
**Related Programs:** 72022 Workday Support - Central Human Resources; 72046 Workday Support Finance  
**Program Characteristics:** One-Time-Only Request, Out of Target

**Executive Summary**

Workday is part of the County’s Enterprise Resource Planning system (ERP). The Human Resources (HR) Workday Support team and Finance Support team are responsible for developing, maintaining, troubleshooting, and enhancing Workday Human Capital Management (HCM) and Finance modules. This project was funded in FY 2023, however due to significant staffing and recruitment issues the project was never launched. This request is for new funding in FY 2024. This project will address problematic configuration that has resulted in multiple complex and time intensive manual processes.

**Program Description**

This one-time-only program offer will fund the Workday Review and Recommend Project for one year. The County is a highly complex organization that requires sophisticated and advanced configuration, which is not currently implemented in our systems. Since the implementation of Workday in 2019, we have continued to operate with problematic configuration that requires significant manual intervention. The project focuses on implementing new and improved configuration that will result in better system optimization, efficiency and accuracy. These enhancements have been identified and prioritized in partnership with Workday to ensure alignment with Workday best practices. It is expected that these critical updates and changes will have an immediate and noticeable impact resulting in reduced manual workarounds and work load impacts for key stakeholders. Key project deliverable include:

- Redesign of time tracking calculations
- Updates to payroll retro processing
- Implementation of multiple jobs functionality
- Optimization of payroll mid-period staffing and or compensation changes
- Updates to salary reduction configuration.

Key deliverables of this project include: implementation of new configuration to improve functionality, accuracy, efficiencies, and user experience; analysis of identified configuration in Payroll, Absence and Time Tracking modules; development of configuration implementation project plan; extensive end to end testing for all new configuration; cross functional stakeholder engagement to ensure cohesive and accurate implementation across both HCM and Finance modules; improved and more accurate HR and payroll reporting; and change management for key stakeholders.

**Performance Measures**

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Prioritize key projects configured and implemented resulting in improved accuracy and efficiencies.	N/A	10	N/A	10
Outcome	Implement new reports and enhancements to reduce backlog and improve accuracy of HR/Payroll reporting.	N/A	95%	N/A	95%
Outcome	Reduce manual processes related to payroll, time tracking and absence	N/A	50%	N/A	50%

**Performance Measures Descriptions**

Output: We currently have over 70 system enhancements and configuration items, target goal of implementing a minimum of 10 configuration items, or 15% of the total list of enhancements. Outcome: Currently we have identified 16 complex reports that need to be developed or revised to get single sources of information. Target goal of implementing 15 reports, or 95% of report enhancements to improve overall reporting for Payroll, Time Tracking, and Absence. Outcome: Reduce current manual payroll cycle processes and audits by 5-6. for a 50% reduction.

## Legal / Contractual Obligation

Federal, state, local laws, rules, and regulations covering wage and hour, discrimination, harassment, labor relations, privacy, employment at will, hiring, defamation, Uniformed Service Employment and Re-employment Rights Act, Health Insurance Portability & Accountability Act and other employment related issues. Twelve labor agreements necessitate contract compliance regarding rates of pay, hours of work, fringe benefits and other matters pertaining to employment.

## Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Department Requested General Fund	Department Requested Other Funds
<b>Program Expenses</b>	<b>2023</b>	<b>2023</b>	<b>2024</b>	<b>2024</b>
Contractual Services	\$0	\$0	\$1,000,000	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,000,000</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$1,000,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	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 one-time-only General Fund revenues.

## Significant Program Changes

**Last Year this program was:** FY 2023: 72053 Workday Support - Review & Recommend

Funded in FY23 but could not move project forward due to vacancies and workload.