



Signature Document

Customer Name	Utah Transit Authority (" Customer ")
Workday Entity Name	Workday, Inc. 6110 Stoneridge Mall Road, Pleasanton, CA 94588, United States (" Workday ")
Name of Professional Services Agreement	Professional Services Agreement (" PSA ")
PSA Effective Date	May 18, 2017
SOW Effective Date	The later of the dates beneath the parties' signatures below
Currency	USD
Project Name	Utah Transit Launch (" Project ")

Customer Contact Information	Billing Contact	Project Contact
Contact Name	Kim Shanklin	Kim Shanklin
Street Address City, State, Zip Code Country	669 W. 200 S., Salt Lake City, UT 84101 United States	669 W. 200 S., Salt Lake City, UT 84101 United States
Phone #	(801) 287-2328	(801) 287-2328
Email (Required)	ap@rideuta.com	ap@rideuta.com

Primary Location(s) for Onsite Work (if applicable)	
Street Address City, State, Zip Code Country	669 W. 200 S., Salt Lake City, UT 84101 United States

Attachments to Statement of Work	
Appendix 1	SOW Terms
Appendix 2	Financial Terms
Appendix 3	Description of Professional Services
Appendix 4	Description of Workday Change Management Professional Services
Appendix 5	Description of Workday Data Transformation Services

Appendix 6	Description of Workday Test Lead Professional Services
Appendix 7	Description of Workday Post Production Support Services
Appendix 8	Technical Services Standards Services Terms currently located at https://www.workday.com/en-us/legal/contract-terms-and-conditions/index.html

By executing this Document ("Signature Document"), the undersigned agree that they are duly authorized signatories and that all attachments listed in the above table (the "Attachments") are entered into between the parties, effective as of the SOW Effective Date.

The offer set forth in this SOW is valid only through January 31, 2024 ("SOW Offer Expiration Date"), and if this SOW is not executed by the parties on or before that date, Workday has the right to rescind the offer, in which case this SOW is null and void. Neither party will have any obligation to the other party hereunder until the PSA and this SOW are executed by both parties. Unless otherwise defined herein, capitalized terms used in this SOW and applicable Attachments have the same meaning as set forth in the PSA or in the primary Service subscription agreement between the parties (the "MSA"), as applicable.

Utah Transit Authority

Signature

Name

Title

Date Signed

Workday, Inc.

Windsel McCray
Windsel McCray (Jan 9, 2024 16:43 CST)

Signature

Windsel McCray

Name

VP Services, Government

Title

Jan 9, 2024

Date Signed



Michael L. Bell
Assistant Attorney General
Counsel for UTA

Appendix 1 SOW Terms

1. General. Customer and Workday have executed this Statement of Work (including the Signature Document and the Attachments, this "**SOW**") as of the SOW Effective Date. Upon execution, this SOW is appended to and governed by the PSA between Customer and Workday. In the event of a conflict between the terms of this SOW and the terms of the PSA, the terms of this SOW will prevail with respect to the subject matter hereof.

2. Professional Services and Scope. This SOW describes the Professional Services that Workday will perform for Customer. Workday will have no obligation to perform any services that are not expressly described in this SOW unless the parties execute a mutually agreed Change Order or separate statement of work. Upon execution, any Change Order is incorporated into this SOW. To facilitate communication between Customer and Workday under this SOW, the parties may input limited data, screenshots, or other content from Customer's Tenant, Instance, or File Transfer Server folder into third-party project management or collaboration tools (e.g., email, Smartsheet). The parties will make reasonable efforts to limit such content to non-sensitive data, which will be treated as Confidential Information but is not Covered Data, Customer Data, or Professional Services Data.

3. Termination.

3.1 Either party may terminate this SOW only for cause as agreed to between the parties under the PSA.

3.2 Unless either party terminates this SOW in accordance with the PSA or the terms hereof, this SOW automatically terminates upon the earlier of: (i) completion of the Professional Services performed hereunder, (ii) the termination of the PSA, or (iii) the end of a fixed term, if any, set forth in this SOW. Notwithstanding any other provision to the contrary, termination or breach of this SOW hereunder by either party for any reason will not terminate nor give that party the right to terminate the MSA or any Order Forms thereto.

3.3 Upon receipt of any outstanding Customer payment (s) at the time of termination, Workday will provide to Customer any partially completed Deliverables in the form they exist as of the effective date of termination on an "as-is" basis, without warranty or further Workday obligation of any kind. Workday will refund Customer any excess prepaid fees for the affected Professional Services that were not performed prior to the effective date of termination.

4. Processing and Security of Personal Data. If the Security Exhibit between the parties does not expressly apply to Professional Services, the Workday Universal Security Exhibit located at <https://www.workday.com/en-us/legal/contract-terms-and-conditions/index/exhibits.html> will apply to this SOW as if fully set forth herein. If Customer's Data Processing Exhibit or Data Protection Agreement does not expressly apply to Professional Services, the Workday Universal Data Processing Exhibit located at <https://www.workday.com/en-us/legal/contract-terms-and-conditions/index/exhibits.html> will apply to the processing of Personal Data as part of the Professional Services performed by Workday.

5. Deletion of Professional Services Data. If the deletion of Professional Services Data is not expressly addressed in Customer's PSA, this Section will apply. Workday will delete the Professional Services Data by deletion of Customer's files on the File Transfer Server; provided, however, that Workday will not be required to remove copies of the Professional Services Data from its backup media and servers until such time as the backup copies are scheduled to be deleted, provided further that in all cases Workday will continue to protect the Professional Services Data in accordance with the PSA until deleted.

6. Definitions.

"Change Order," if not defined in the PSA, means an agreement executed by the parties to document any change(s) in Project scope, the estimated level of effort, Project timeline, and/or other changes in the Professional Services to be performed by Workday pursuant to a SOW.

"File Transfer Server," if not defined in the PSA, means a server provided and controlled by Workday using secure file transfer (or successor protocol) to transfer the Professional Services Data between Customer and Workday for deployment purposes.

"Peakon Employee Voice Service" means the subscription-based Peakon Employee Voice online service purchased by Customer from Workday.

"Professional Services Data," if not defined in the Universal Data Processing Exhibit, Data Processing Exhibit, or Data Protection Agreement (as applicable) between the parties, means electronic data or information that is provided to Workday under the PSA for the purpose of being input into the Service, or Customer Data accessed within or extracted from Customer's Tenant to perform the Professional Services.

"Workday Adaptive Planning Service" (fka Adaptive Insights Service) means the subscription-based online Workday Adaptive Planning service purchased by Customer from Workday.

"Workday Strategic Sourcing" (fka Scout) means the subscription-based online Workday Strategic Sourcing service purchased by Customer from Workday.



**Appendix 2
Financial Terms – Fixed Fee**

1. Fixed Fee Payment Structure.

Workday will perform the Professional Services and provide Deliverables under this SOW based upon the total Professional Services Fees and the invoice schedule set forth below:

Invoice Number	Invoice Date	Invoice Amount	Workday Services Fees
Payment 1	SOW Effective Date	\$685,305.00	\$685,305.00
Payment 2	July 31, 2024	\$685,305.00	\$685,305.00
Payment 3	Feb 03, 2025	\$685,305.00	\$685,305.00
Total Payments		\$2,055,915.00*	\$2,055,915.00*

*Travel and other expenses incurred by Workday related to Professional Services outlined in this SOW (“T&E”) are not included in the Total Professional Services Fees.

2. Invoicing and Payment.

2.1 The Professional Services Fees above are based on the scope, timeline, and assumptions set forth in this SOW. All Professional Services Fees due under this SOW (except fees subject to good faith dispute) are due and payable as provided in the PSA.

2.2 Workday will send electronic invoices only that are effective upon receipt, or if Workday receives a bounce back message, the invoice is deemed to be effective on the next business day. Workday will invoice Customer for any T&E incurred under this SOW on a monthly basis.

2.3 Customer will direct all remittance advice and invoice inquiries via email to Accounts.Receivable@workday.com. Upon Workday’s request, Customer will make payments via electronic bank transfer.

2.4 Unless otherwise provided in the PSA or expressly designated in this SOW, Customer’s address set forth in the MSA will be used to determine any Taxes to be collected and/or paid hereunder.



**Appendix 3
Description of Workday Professional Services**

Global Launch Deployment

1. Deployment Approach.

The Workday Launch approach (described below) will serve as the baseline roadmap for this SOW. The overall process is supported by a set of Workday deployment tools, planning documents, activities, techniques, and/or Deliverables necessary to effectively implement Workday applications for your organization. The Workday deployment methodology is subject to change and may lead to updated materials or nomenclature over the course of this SOW. Any Workday deployment methodology adjustments that impact the timeline or Deliverables of this SOW are subject to the mutual written agreement of the parties.

In the event of a conflict between the terms of this SOW and the terms of this Appendix, the terms of this Appendix 3 will control.

Workday assumes that Customer Employee Count will change over the course of the deployment; however, for purposes of scoping and estimating the Phase 1 Project effort and resource requirements, Workday will rely on the Employee Counts per Country in the table below to perform the Professional Services. **"Employee Count"** may include, but is not limited to, active employees, retired employees, terminated employees, & contingent workers.

Customer will promptly notify Workday of any changes to the Employee Count which increase complexity, create business process change, require additional effort (e.g., data loading, report creation) so the parties can discuss the impact to the Project scope and fees or other changes consistent with the terms hereof at the time of the change.

Functional	Scope	Summary	by	Country
		United States		
		2700		

2. Project Timeline.

Based on the assumptions in this SOW, the time required to complete these Deliverables is expected to be 52 weeks an expected project start date of Mar 11, 2024, and an approximate Target Go-Live Date of March 09, 2025, plus Post-Production Support as described below. The Target Go-Live Date is the first date on which the parties estimate a Service SKU will be in Production. Workday has included two extra blackout weeks in this timeline for the week of Thanksgiving and the week of Christmas where Workday services are not available.

Launch HCM	Plan	Architect & Configure	Test	Deploy	Post-Production	Supplemental Post-Production	Total
Total Estimated Weeks	9	24	14	5	4	12	68
Start Date	Mar 11, 2024	May 13, 2024	Oct 28, 2024	Feb 03, 2025	Mar 09, 2025	Apr 06, 2025	Mar 11, 2024



Launch HCM	Plan	Architect & Configure	Test	Deploy	Post-Production	Supplemental Post-Production	Total
End Date	May 13, 2024	Oct 28, 2024	Feb 03, 2025	Mar 09, 2025	Apr 06, 2025	Jun 29, 2025	Jun 29, 2025

The deployment timeline estimated above assumes that all of Customer's organizations, including manager and employee self-service, use a standardized business process framework. Workday will use its preconfigured processes as a starting point for all process configuration's. Except as provided herein, the parties will use a Workday-provided File Transfer Server for all data conversions performed during the Project.

Prior to the Plan Stage, Workday and Customer will engage in project preparation activities. Workday will provide an overview of materials, training and/or consultants available to Customer as provided herein, conduct an introductory meeting with the Engagement Manager, and provide an outline of activities leading up to the Project Start Date.

During the Plan Stage, Workday will deliver to Customer a mutually agreed, written plan outlining the deployment and timeline of the Project ("**Project Plan**").

3. Project Scope.

The Project scope has been defined through several discussions with Customer and is detailed in the Workday Project Scope section also included below.

"**Responsible Party**" means the party primarily responsible for providing or delivering the deliverable, including coordinating with and obtaining contributions from the Secondary Responsible Party.

"**Secondary Responsible Party**" means the party responsible for providing contributions and/or assistance as may be required to enable Responsible Party to complete the deliverable (e.g., input, information, time, information, expertise, data), but is not primarily responsible for delivering the deliverable.

4. Launch Deployment Project Overview.

Launch Deployment Activity

Activity	Output	Responsible Party	Secondary Responsible Party
Pre-Reservation	<ul style="list-style-type: none"> Customer Roles (see Staffing – Project Roles and Responsibilities section) Identified Welcome to Workday Onboarding Activities Completed Pre-Reservation Calls Attended Connectivity and Systems Access Established 	Workday	

Activity	Output	Responsible Party	Secondary Responsible Party
Orient Customer, review scope and establish the Project tools and environment	Foundation Tenant Service Plan	Workday	
Complete training to support the Workday deployment	Customer Training	Customer	
Develop Project Plan and Tenant management plan and begin Project work streams including reporting, integration, testing, and data conversion	Project Plan and Project Kickoff	Workday	Customer
Gather and upload Professional Services Data to the File Transfer Server.	Professional Services Data	Customer	
Build Foundation Tenant	Foundation Tenant	Workday	
Plan Stage Completion	Stage completion confirmation	Workday	Customer
Conduct Foundation Alignment Sessions	Updated Foundation Tenant	Workday	Customer
Conduct Customer Confirmation Sessions	Updated Foundation Tenant	Workday	Customer
Validate configurations and Professional Services Data	Customer Test Scenarios and Issues Log	Customer	
Develop integrations	Integration Build	Workday	Customer
Provide an updated set of Professional Services Data	Professional Services Data	Customer	
Develop User Readiness Plan	User Readiness Plan	Customer	
Customer creates test scenarios to meet its specific business requirements by modifying sample Workday test scenarios	Customer Test Scenarios	Customer	
Architect & Configure Stage Completion	Stage completion confirmation	Workday	Customer
Testing	Testing and Go-Live Checklist Sign-off	Customer	
Plan for cutover from legacy system	Cutover plan	Customer	Workday
Change Management and Training Program	Plan and execute Change Management program to support end-user adoption	Customer	Workday
Test Stage Completion	Stage completion confirmation	Workday	Customer
Execute the training strategy	End User Training	Customer	
Provide updated, clean data	Professional Services Data	Customer	

Activity	Output	Responsible Party	Secondary Responsible Party
Go Live (first move to Production)	Go-Live Authorization	Customer	
Deploy Stage Completion	Stage completion confirmation	Workday	Customer
Post-Production data updates and final conversion	Production Tenant	Customer	Workday
Provide support during the initial Production period	Production Support	Workday	
Post-Production Support Stage Completion	Stage completion confirmation	Workday	Customer

4.1 Post-Production Support.

Workday Post-Production Support begins once the Workday Service has been moved into Production use. Workday will provide part-time Consulting and Engagement Management support to answer questions about the use of the Workday Service. Upon completion of the Post-Production Support period, excluding any outstanding Change Orders, the SOW is considered to be completed.

The Post-Production period will include:

Launch Package	Post-Production Support Period
Launch HCM	First four (4) weeks following move to Production use

5. General Assumptions.

The Professional Services Fees and timeline for this Project are conditioned on the General Assumptions set forth below and the other assumptions set forth in this SOW. If any of these assumptions are not met, Workday will advise Customer in writing (an email will suffice for this purpose). Each party will promptly remedy any unmet assumption for which it is responsible.

5.1 Project Assumptions.

- Each party will assign a Project Manager to manage such party’s roles and responsibilities for the Project, and a representative to a “**Steering Committee**” comprised of team members from each party as noted in the Staffing – Project Roles and Responsibilities section (or their respective designees).
- Issues that cannot be resolved by the Project teams in a timely manner will be escalated to the Customer Project Manager and Workday Engagement Manager then, if not resolved, to the Steering Committee.
- Workday will track all Project issues within a consolidated risk and issues log and assign a person responsible for issue resolution, and log a proposed resolution date for each issue. The Project team will escalate those issues that it cannot resolve as set forth herein.
- Customer is responsible for granting Tenant or Instance access to all Project members, including administrator access, as reasonably required to perform the Professional Services.
- Workday will perform all Professional Services remotely except for specific activities where travel is mutually agreed to in writing. Customer will provide adequate workspace and network connections when Professional Services are performed at an onsite location.
- Workday will perform Professional Services during common business hours in the location where such services are performed, excluding holidays as observed by the parties.

- Customer will timely provide knowledgeable and appropriate resources to actively participate in all required Project activities. Customer understands that certain Project meetings and activities may occur in US-based time zones.
- Customer is responsible for the timely coordination of internal resources and external vendors necessary to timely perform all required activities in this SOW. Customer is responsible for timely obtaining and maintaining all licenses and other agreements with its third-party service providers and other suppliers required for Workday to perform the Professional Services.
- Customer will develop and deploy a Production support model, including defining roles and responsibilities, processes, and internal service level agreements between Customer teams.
- Customer will ensure that its resources timely complete all Workday-required training for their respective roles prior to the commencement of the appropriate stage. This SOW does not include any Workday-required training courses, which Customer may purchase from Workday by separate agreement.
- The pricing and schedule set forth in this SOW are based on using Workday-provided systems, tools, and devices. Any use of Customer-provided systems, tools, or devices must be pre-approved in writing by Workday, in its sole discretion, and are subject to a Change Order and PSA amendment.
- Delays caused by incorrect or incomplete Customer-provided information and Customer's failure to timely meet obligations may result in schedule delays and/or other impacts to the Project scope and fees.
- Customer's delay or failure to meet its obligations may result in a pause in performance until the parties have reached mutual agreement.
- All Professional Services, Deliverables, agreements, communications, and documentation will be written, executed, and/or delivered (as the case may be) in the English language. Any translation into any other language will be at the discretion and cost of Customer.
- Customer chooses how the Service is configured to meet its business and legal needs, and Customer understands that it is responsible for determining if its chosen configuration and use of the Service complies with Law. The foregoing does not modify or limit Workday's obligations set forth in the UDPE or other data processing agreement between the parties.
- Any services, activities, product features, functionality, or configurations not expressly listed in this Appendix 3 are not in scope for this Appendix 3. The parties agree that no additional Professional Services or Deliverables are implied under this SOW.

5.2 Deployment and Scope Assumptions.

- Workday will not perform any fit-gap or deep-dive review or analysis of Customer's business requirements. Customer will have knowledge of and/or provide documentation that reflects its existing business processes (e.g., hiring, termination).
- Foundation Alignment Sessions do not constitute a "design" of delivered business processes - instead they are intended to review the delivered pre-configuration and modify the existing configuration to support Customer requirements, provide knowledge transfer, and validate Customer Data or Professional Services Data to support the Launch program configurations.
- The number of deployment Tenants and/or Instances made available to Customer without charge is governed by the Workday Deployment Tenant/Instance Pricing Policy, currently set forth in Workday Community. If additional Tenants and/or Instances are required to support the Project, additional fees will apply.
- Customer agrees to utilize a consistent Workday's business process framework for the entire organization until Post-Production, and Customer will acquire additional Professional Services to make any desired configuration changes or make the configuration changes itself.
- All pre-configurations and business processes will be based on the Workday Launch Program.

- Customer will leverage the delivered security roles (including proxies), with no changes to existing security roles or creation of custom security roles unless otherwise noted in this Appendix 3 until Post-Production. If Customer requires additional changes, a review of the impact to the Project scope and fees will be needed. Workday will provide the relevant knowledge transfer.
- Data masking and data scrambling is not part of the scope for this deployment.
- Customer will assume responsibility for the functional and technical configurations of the Workday Service as part of Post-Production with full responsibility at time of Project closure.

5.3 Testing Assumptions.

- Customer is responsible for assigning a Test Manager to drive and oversee the Testing stage.
- Workday will provide standard test scenarios to be used as a foundation; however, Customer team will develop detailed test scenarios based on Customer's user requirements and system configuration. Customer will lead testing and sign off on the final configuration prior to the move to Production. Workday will support issue resolution to Customer's testing efforts.
- All configuration decisions will be finalized and unit tested during the Architect & Configure stage
- Configuration freeze will be implemented at the end of Unit Testing (prior to E2E tenant build). Further changes to "passed" unit testing configuration will be deferred to post go-live and addressed by Customer.
- Workday will provide guidance and assistance to Customer's Test Manager and test team during test execution of each of the test cycles.
- Workday will assist Customer to prioritize the severity of the defects and timely assign them for resolution.

5.4 Data Conversion Assumptions.

- Customer is responsible for extracting data from Customer's source systems.
- Customer is responsible for populating and supplying data in the Workday-prescribed format and is responsible for ensuring data is cleansed and duplicate values removed.
- Once the data is loaded, Customer is responsible for verifying the accuracy of the data in the Tenant.
- Workday will provide Customer with data conversion templates and requisite training to populate Professional Services Data. Customer is solely responsible for the data extraction. Workday will transform and load the data into the Tenant in accordance with the scope specified as part of the Data Transformation Service, and as governed by the data conversion strategy shared and reviewed during the Plan and Architect & Configure stages. Refer to the Appendix [5] in the SOW for a detailed description of the Data Transformation Service.
- Workday tenant builds take 3 weeks upon receiving the conversion workbooks.
- Workday will convert current records for all active and terminated Customer employees for the current calendar year.
- Customer is responsible for any additional data conversion beyond the scope set forth in this SOW, including any data catch up activities.
- Additionally, Customer may purchase Workday's Data Transformation Service. Refer to the Appendix 5 in the SOW for a detailed description of the Data Transformation Service.
- Customer will establish and determine processes to create a static copy of its legacy system(s) to provide source data extracts and a reference point for comparison for each Tenant build.

5.5 Integration Assumptions.

- Workday will design, configure, unit test, and/or deploy integrations where Workday is the Responsible Party in the Integrations In Scope table above. Similarly, Customer is responsible for the design, development, configuration, and unit testing of integrations where Customer is the Responsible Party.
- Customer will timely make available appropriate technical and functional resources to assist with discovery, design, data mapping, data validation, testing, and deployment activities for each integration. Workday will make reasonable attempts to complete the integrations in scope but is not responsible for delays caused by Customer.
- Any changes to specified Workday Integration Template(s), associated complexity, Responsible Party, build schedule, or overall scope outlined herein that results in a material change to the total hours or number of Deliverables allocated in this SOW will result in an impact to the Project scope and fees.
- Customer is responsible for data quality required for integrations to operate successfully, including responsibility for loading data into third party applications, if required, unless otherwise noted in the Integrations In Scope table below.
- Customer is responsible for testing all integrations, regardless of type, including, but not limited to, data verification. If a data-related issue is identified during testing, Customer will load and successfully test corrected data prior to go-live.
- Any unit testing performed by Workday is for basic fit and format only and does not include detailed functional scenarios, which will be performed by Customer during end-to-end-testing.
- Use of any Configured Integration assumes Customer and its vendor requirements fit within Workday's standardized integration. If a Configured Integration does not meet the vendor or Customer requirements or is not available at time of deployment, the parties may agree to deploy a Developed Integration.
- Customer will lead interactions with third party vendors and/or internal system owners required to deploy integrations hereunder. Customer will also coordinate timely responses from and secure data transfer and integration testing with all vendors (and internal systems).
- If Customer determines a change is required to its internal platform, Customer assumes responsibility for such changes, which are not included in the scope of this SOW. Please note: Workday Professional Services consultants are not trained on third party applications or technology platforms.
- Customer is responsible for timely obtaining subscriptions and/or establishing contracts required from third party providers in time to engage with the vendor for design and delivery of the integration.
- Customer assumes operational responsibility and configuration for all integrations after go-live, including monitoring, troubleshooting, and deploying and testing updates.
- Unless expressly agreed by the parties herein, each Workday-provided integration will be a delivery of one file to one end-point.
- Customer will provide an SFTP server or an appropriate endpoint for integration file exchange during the Project.

5.6 Integration Assumptions - Technical Services Standards:

- Technical Services Standards are intended to be implemented with minimal or no need for modification, in lieu of developing a custom integration, because they are preconfigured technical solutions with defined functionality and deployment approach.
- The functionality of each Technical Services Standard, the extent to which they may be adjusted, and the scope of adjustments, is described in the Technical Services Standards Terms.
- If any Technical Services Standard specified in the SOW does not fit the need of the Customer and/or requires modifications not expressly described in the Technical Services Standards Terms, then a review of the Project scope will be required.

- Customer will determine the desired configuration of each Technical Services Standard in scope during deployment and complete all applicable Customer tasks required to implement same.
- Unless expressly agreed by the parties in this SOW, Workday will deliver and deploy the Technical Services Standards to the Tenant; with Customer's written approval, migrate the solution to Production; work with Customer to resolve defects as provided herein; and provide knowledge transfer Services to Customer.

6. Project Risks.

- Change Management is critical to the success of any deployment. Customer must identify a change management leader early in the Project to ensure that communication and education relating to the Service is provided. Workday will support Change Management as specified in Appendix 4, if these additional add-on Services have been purchased by Customer.
- Participation of Customer business process decision makers, subject matter experts and business analysts is vital to the success of the Workday Service deployment. Customer must identify individuals from each geographic area, country, and/or business unit who possess the correct business knowledge, process knowledge and/or industry knowledge to participate on the Project team.
- Timely decision making is critical to the progress and ultimate success of the deployment. When a decision cannot be made through consensus, the Project management team must escalate the decision through Workday's Engagement Manager and Customer's Executive Sponsor to avoid impacts to timeline and costs.
- Many Project delays can be attributed to Customer's challenges in cleaning and converting its data to load into the Service. Customer must prioritize this activity to avoid impacts to timeline and costs.

7. Functional Scope.

The table(s) below lists the functional and technical scope that are included as part of this SOW. Any functional or technical details not listed below are out of scope for this SOW.

Foundation	
Description	Scope
Foundation Features	Payment Elections & Associated Rules
	Pre-Packaged Business Processes
	Workday Assistant (With ISA Opt In)
	Standard Notification Templates
	Delivered notifications
	Workday Today home page with 4 standard cards
Organizations	Organizational Management

Foundation	
	Staffing Management
	Up To 15 Companies and Company Hierarchies
	Supervisory Organization and Hierarchy
	Cost Centers and Cost Center Hierarchy
	Up to 2 Custom Organizations and Hierarchies
	Locations and Location Hierarchy
	Region and Region Hierarchy
	Pay Groups
Security	Multi-Factor Authentication
	Delivered User and Role Based Security Groups
Setup	English Language Support
	Global Address Localization
	Mobile
	Currencies
Worker Data	Contingent Worker Types
	Personal Information
	Contact Information
	Position and Job Profile Assignment
	Employee Types
Reporting	Standard Dashboards & Analytics
	500+ Delivered Reports

Foundation	
Foundation	Custom Reporting – see custom report scope table below

HCM	
Description	Scope
Compensation	Basic Compensation Management
	Compensation Package
	1 Salary Plan
	1 Hourly Plan
	1 Period Salary Plan
	Up to 5 Allowance Plans - excluding Reimbursable Allowance Plans (unless Expenses in scope)
	Up to 15 One Time Payment Plans
	Worker Profile: Total Rewards Statement without Payroll results
	1 Shell Commission Plan
	Delivered Compensation Basis
	1 Delivered Wage Theft Notice and one additional configurable Wage Theft Notice - US Only
Jobs and Positions	Job Catalog (Job Family Groups, Job Families, Job Profiles)
	Position Management Staffing Model
	Management Types & Management Level Hierarchy
Onboarding	Up to 15 static documents for Hire / Onboarding Review
	Custom Onboarding Bulletin Worklets – up to 2 customized bulletin worklets including up to 5 content items in each
	Custom Onboarding Templates (up to 2 templates)

HCM	
	I-9 Functionality
	Announcements - 1 for onboarding
Organization	Organizations (Supervisory, Cost Center, Company, Region, Location, Custom) and Associated Hierarchies
	Up to One Exit Survey questionnaire with up to 20 questions, routed to existing security group - excluding custom reporting of responses
	Retiree Organization and 2 related Business Processes
Setup	Event Categories and Reasons
	Employee and Manager Self-Service
	Worker Types
	Tenant Branding
	Skills Cloud (With ISA Opt In)
	Headquartered (HQ) Country Operations Only
	Support for Third Party Payroll
Worker Data	Personal Data, Contact Information, ID Information
	Emergency Contact Information
	Employee Photos
	Delivered Service Dates
	Shifts
	Education
	Job History
Reporting	Introduction to Workday standard HCM reports
	Turn on Reporting Administrator and Workforce Composition dashboards

HCM	
	Reporting Workshop - How to Edit Standard Reports.
	Report Development, Unit Testing and Defect Fixing of up to 5 basic reports (No Forms or extensive Calculated Field Requirements)
	Report Knowledge Transfer Session
	Report Migration Support
Modifiable Business Processes	Hire Employee
	Create Position
	Request One Time Payment
	Contract Contingent Worker
	Onboarding: 1 for New Hires and 1 for Job Changes
	Termination
	Change Job
	Request Compensation Change
	End Contingent Worker Contract
	Onboarding Setup
Data Conversion	Up to 3500 Active FSE Employees or Contingent Workers Including Current Personal Data, Current Contact Data, and Current Job Record
	Terminated employees who received payment in the current year, and contingent workers with contracts ended in the current year (Using Worker Object)
	Up to 7,000 Additional Terminated Workers (Using Former Worker Object)
	Includes Loading of Employee Photos
	Attachment of Third Party Documents out of Scope
	Compensation – Current Compensation Data and Compensation effective as of Benefits effective date

HCM	
	Unlimited Job and Compensation History (Using "Previous System History")

Absence	
Schedules and Calendars	Up to 5 Holiday Calendars
	Up to 2 Work Schedule Calendars
	Absence Third Party Calendar (Microsoft Outlook or Google Calendar) - Functional Configuration Only
Leave of Absence Types	Up to 10 Leave Types
Time Off Plans	Up to 15 Time Off Plans (Up to 10 with Accruals)
	Multiple Jobs Functionality (Absence) - Any Volume
Modifiable BPs	Correct Time Off
	Assign Work Schedule
	Request Leave of Absence
	Request Return Leave of Absence
	Request Time Off
Data Conversion	Time off Balance Conversion Included
	Active Leaves for the Previous 12 Months
	Time Off Event Conversions Excluded

Benefits	
Description	Scope
Setup	Benefits for Headquartered (HQ) Country Operations Only
	Benefit Groups (including Eligibility Rules)

Benefits	
	Benefit Defaults
Plans	Administer Benefits for most commonly offered plan types, including Health Care (Medical, Dental, Vision), Insurance (Life, Disability), Spending Accounts (Dependent, Health Care), Health Savings Accounts, Retirement Savings (401k), and Additional Benefits Plans (Pet Insurance, Gym Membership, EAP, Critical Illness, and Long Term Care)
	Up to 50 Benefit Plans (including Eligibility Rules, Coverage Tiers, Rates, and other components)
	Individual Rates
	Benefit Annual Rates
	Up to 3 Plan Year Definitions (current year, subsequent year, ongoing plans)
	Healthcare Election Guidance - Configure expanded plan details for up to 5 Healthcare Plans
Enrollment	Cross Plan Enrollment Rules
	Enrollment Event Types (including Eligibility Changes, Life Events, and Reinstatement Events)
	1 Enrollment Event Rule
	Passive Event Rules
	Open Enrollment
	Enrollment Instructions
Evidence of Insurability	Manage Evidence of Insurability
Affordable Care Act	Core ACA Functionality: ACA Measurement Periods and Eligibility, ACA Dashboard, Setup for 1094-C and 1095-C Reports
COBRA	Manage COBRA Eligibility Designations for Participants Who Lose Coverage
Retirees	Up to 1 Retiree Organization
	Up to 1 Retiree benefit group utilizing a shared plan (does not include Medicare)
Modifiable Business Processes	Change Benefits for Life Events
	Change Benefits

Benefits	
	Dependent Event
	Passive Event
Data Conversion	Current Benefit Elections
	Medical History for Current Year for ACA Reporting
	ACA Worker Hours and Wages
	Dependents & Beneficiaries
	Benefit Annual Rates

Payroll (United States)	
Payroll (United States)	Payroll Admin - Activities to support set up and testing of third-party payroll –

Learning	
Description	Scope
Security Groups	Security Groups (Up to 4 security groups excluding topic and course segmented security groups)
	Topic and Course Segmented Security (up to 10 segments with 10 supporting security groups)
Setup	Learning Configuration on Edit Tenant Setup tasks
	Configure Learning Dashboards (Learning, Learning Administrator, My Team's Management, My Library, Learning Trainer, Home)
	Topics (Up to 10)
	Custom Learning Slider (Up to 1 custom slider and 1 associated custom search).
	Internal Learning Instructors (Up to 50)
	Learning Assessors (Up to 50)
	Campaign Audiences (Up to 8)

Learning	
	Campaigns (Up to 8)
	Workday Outlook Integration for Instructor Led Content
	Custom Notifications (up to 8)
	Reason Codes for Drop Enrollments, Cancel Learning Enrollments, Cancel Course Offerings (Up to 5)
	Prerequisites (Up to 5)
	Equivalencies (Up to 5)
	Learning certifications - Up to 1 certification, customer to configure additional
	Validation Rules (up to 5)
Transformation	Learning Transformation Survey – Workday will conduct a Learning Transformation survey for both employees and managers. The customer will determine the appropriate audiences to participate in each survey. The survey will take participants approximately 5 minutes to complete.
	Transformation Workshop Pre-reads – Upon completion of the Learning Transformation survey, Workday will create a summary of the survey results and create a package of pre-reads to be sent prior to the Transformation Workshop. The package of pre-reads will include a summary of the survey results, as well as WD best practices and industry insights to help the customer generate ideas and opportunities as they begin to rethink the learning model.
	Transformation Workshop – Workday will conduct a half-day, onsite workshop to help the customer begin to build the foundation for a new learning model, including a learning vision, learning strategy guiding principles, learning goals and learning impacts. Additionally, WD will help the customer identify and sequence learning operational priorities for the near and long-term.
	Transformation Deliverables – At the conclusion of the workshop Workday will consolidate all of the notes from the session and create a deliverable package based on the workshop outcomes.
Modifiable Business Processes	Manage Lesson
	Manage Course
	Manage Course Offering
	Enroll in Content
	Drop Learning Enrollment
	Manage Program

Learning	
	Manage Equivalency Rule

Recruiting	
Description	Scope
Setup and Features	Internal Application
	Auto Disposition Candidate's Other Job Applications
	Auto Unpost Jobs
	Task Consolidation for Review Offer
	Job Requisition Management
	One Time Payment for Offers
	Simple Referral
	Evergreen Requisition Management
	Candidate Screening
	Candidate Review
Career Site Configuration	Candidate Home
	1 Internal and 1 External Career Site
	1 Internal Career Site for Contingent Workers
	External and Internal Candidate Job Alerts (delivered template without customization)
	External Career Site Privacy Policy
	Configurable Candidate Consent
	Prospect Introduce Yourself on External Career Site

Recruiting	
Configurable Content	Workday Documents – 1 document template to capture Internal/External dynamic offer letter variations including: -Simple letter header including company logo and footer (note this will appear on all pages of the offer letter) -Up to 10 conditional paragraphs (may include introduction, offer details (full-time, part-time, location, manager, job details), basic compensation language (hourly, salary, bonus, allowances, one-time payments), conclusion) -Up to 2 static document attachments for candidate offer review
	Up to 2 Internal and Up to 2 External Application Questionnaires (each questionnaire with up to 10 questions)
Integrations	Guidance of Apply with LinkedIn
	Guidance for Workday Outlook or Google Calendar Interview Scheduling integration
Security	Delivered Primary Recruiter Security
	Prospect Management
	Candidate Pool functionality
Setup	Assessments
	Background Check
	Interview Management
	Interview Ratings
	Candidate Endorsement
	Configurable Section Headers and Instructional Text on Job Application Templates
	Duplicate Management (delivered framework)
	Parallel Stages
	Job Requisition Categories and Reason
	Notification Designer - Up to 1 simple custom notification template
	Delivered User and Role Based Security Groups
	Autocomplete on Staffing business processes
Reporting	Delivered Recruiting Standard Reports

Recruiting	
	Candidate Grid (delivered)
	Job Requisition Workspace
Modifiable Business Processes	Job Application (1 Dynamic Workflow)
	Offer
	Job Requisition
Data Conversion	100 Open Job Requisitions and Corresponding Open Positions
	Open Positions Not Associated with Job Requisitions Excluded
	Candidate Conversion Excluded (both active and historical)
	Prospect Conversion Excluded

Talent Optimization	
Description	Scope
Performance	Development Items
	Goals
	Up to 30 Competencies: Includes behavior setup and association to Job Profiles, Management Level, and/or Job Family
	Check-Ins
	Up to 3 Performance Review Templates
	Anytime Feedback
Succession	Succession
	Assess Potential
	Assess My Team's Potential

Talent Optimization	
	Up to 50 Positions for Succession: includes Readiness setup
Talent Core	Career Interests
	Job Interests
	Relocation Preferences
	Travel Preferences
	Career Profile
	Talent Profile/Skills
	Mentors and Connections
Calibration	Calibration is Specifically Excluded
Modifiable Business Processes	Start Performance Review
	Complete Self Evaluation for Performance Review
	Complete Manager Evaluation for Performance Review
	Give Feedback
	Set Review Content for Performance Review
	Manage Goals
	Assess Potential
	Manage Mentorship
	Manage Succession Plan
	Manage Competencies
Manage Interests	
Data Conversion	No Goal History

Talent Optimization	
	No Transactional History
	No Prior Performance Reviews

Time Tracking	
Description	Scope
Alerts and Validations	Up to 3 Alerts
	Up to 10 Time Entry Validations
Schedules and Calendars	Holiday Calendars
	Up to 5 Work Schedule Calendar Rules
	Up to 10 Work Schedule Calendars
Security	Up to 2 Security Groups to Support Employee Self Service and Manager Self Service
Time Calculations	Up to 15 Time Calculations
	Multiple Jobs Functionality (Time Tracking)
Time Entry	Up to 6 Time Entry Templates
	Up to 8 Time Entry Codes
Reporting	Time and Absence Dashboard
	Review Time Task
	Edit and Approve Time Task
Modifiable Business Processes	Assign Work Schedule
	Enter Time
	Reported Time Batch Event
Data Conversion	Excluded from the Scope for Go-Live

People Analytics	
Description	Scope
Setup	Workday will deploy the People Analytics functionality in Customer's implementation tenant.
	Workday will migrate the People Analytics functionality to Customer's Production tenant.

Prism		
Description	Scope	
Total Rewards Statement	Consolidate external compensation and rewards (commission, benefits, allowances, bonuses, etc.) with Workday compensation and rewards for a complete view. Workday Professional Services will help customer complete pre-configured templates and Workday Prism Analytics pre-built functionality as mutually agreed by the parties and within the parameters of the scope components listed below. The configuration of each component listed below will be designed during the early stages of the project.	
	Data Sources	Customer will populate the below Excel templates, including the specified required fields: <ul style="list-style-type: none"> External Compensation External Rewards File
	Transformations	Simple Functions e.g. string functions, Filter, Join, Union
	Reporting	BIRT Report: Total Employee Rewards Statement
	Security	Row Level
	Customer Participation	Customer will populate and provide the Excel templates, including the specified required fields
	Worker History	Data Sources
Transformation Complexity		Complex <ul style="list-style-type: none"> Complex Functions, e.g. Case Statements, Filter, Join, Union
Reports / Visuals		Up to 4 reports; Customer to define visuals

Prism		
	Data Source Security	Row, Column
	Customer Participation Level	Medium

Other	
Other	Project Pre-planning support
	Project Pre-planning support

Unions	
Description	Scope
HCM	Union membership tracking for up to 5 unions
	Loading of union membership for up to 5 unions
	Union service date tracking (manual maintenance)
	Up to 15 Compensation Grades with manual step progression
Time Tracking	Up to 5 additional Time Calculation Groups and up to 10 additional Time Calculations specifically to cover union Time Tracking requirements

Advanced Services Scope Statement	Description
Data Transformation Services	With Workday Data Transformation Services, Workday Data Conversion Consultant(s) partner with the customer project team to own the data transformation process. This reduces customer effort, improves data conversion quality, and reduces project risk. See the Statement of Work Appendix 5 for full details.

8. Integrations.

8.1 Integrations Scope.



This section describes the integrations to be delivered by Workday under this SOW based on the information provided by Customer and the parties' understanding as of the SOW Effective Date.

8.2 Integration Classifications.

“Configured Integrations” describes the productized connectors developed and supported by Workday that exist as Workday Integration Templates (as defined below) in each Tenant and are licensed to customers for use with the Workday Service. Configured Integrations require only configuration to deploy; no customization of the Configured Integration is required or performed. An explanation for each Configured Integration can be found in Workday Product Documentation by searching for the name of the applicable Workday Integration Template.

Configured Integrations (including Workday Integration Templates) are supported by Workday, irrespective of who configures them, as a Workday Service support obligation, except that the SLA and Service Level Credits will not apply to any Configured Integration due to Workday's reliance on the third-party system with which each Configured Integration interfaces.

“Developed Integrations” describes all other integrations, including any Custom Integration (if such term is defined in the PSA), that are developed by Customer, by Workday (other than a Configured Integration), or by a third party, including Workday's software partners. Developed Integrations also include solutions or connectors available that interact with the Workday Service platform (e.g., by direct connection to Customer's Tenant public API, as pre-built integrations), using such parties' own tools or Workday's Integration Template(s).

Integrations delivered by Workday hereunder may include a combination of one or more Configured Integration(s) and Developed Integration(s), as identified in the Integrations in Scope table below.

8.3 Integration Support.

Configured Integrations and Workday Integration Templates. Workday provides ongoing support for Configured Integrations and Workday Integration Templates in accordance with Workday's current Production Support and Service, irrespective of who configures them, except that the SLA and Service Level Credits will not apply to any Configured Integration due to Workday's reliance on the third-party system with which each Configured Integration interfaces. If Customer uses or develops any connector or integration that incorporates a Workday Integration Template, Workday will support the Workday Integration Template only, and the remainder of the connector or integration is a Developed Integration that must be supported by Customer or a third party. Customer (or its third-party provider) is responsible for testing and supporting all Configured Integrations.

Developed Integrations. Developed Integrations are not part of the Workday Service and are not supported by Workday. Customer is responsible for designing, developing, and deploying all Developed Integrations, except to the extent expressly set forth in this SOW. Customer (or its third-party provider) is responsible for testing and supporting all Developed Integrations.

8.4 Integrations in Scope.

The table below lists anticipated number and associated complexity of the Integration effort to be developed by Workday.

Workday Developed Integrations

Workday Integration Solutions	Complexity	# of Deliverables
Technical Services Standards Plus	Minor	1
End to End Connectors	Minor	3
Connector	Low	1
EIB / DT / BIRT	Moderate	24
Workday Studio	High	9
Total # of Deliverables		38

9. SOW Scope Exclusions

The following application components are excluded from the scope of this SOW. Customer may choose to implement these Project components to which Customer has subscribed at its discretion following the initial Project phase described in this SOW. Any additional scope would necessitate a separate SOW with an associated cost.

9.1 Product/Functionality.

- a. Any functional domain not expressly included in the Functional Scope tables above are not in scope.

9.2 Integrations.

- a. Any integration not expressly included in List of Integrations in Scope table above is out of scope.

101. Staffing – Project Roles and Responsibilities.

10.1 Workday Roles.

Workday will assume responsibility for the following roles and tasks. Please note that multiple roles may be fulfilled by a single Workday resource.

Team Member	Key Responsibility
Executive Sponsor	<ul style="list-style-type: none"> • Confirms that the appropriate Workday resources are available for the Project and works with the Workday Engagement Manager to resolve any escalated issues in a time-effective manner. • Serves on the Steering Committee.
Engagement Manager	<ul style="list-style-type: none"> • Manages the Project including directing Project activities based on the Project Plan. • Provides status updates to both Workday and Customer team. • Serves on the Steering Committee.
Foundation Tenant Services	<ul style="list-style-type: none"> • Engaged in all activities and Deliverables related to the initial Foundation Tenant
Consultant(s)	<ul style="list-style-type: none"> • Responsible for providing Workday functional and technical knowledge and expertise on deployment activities and Deliverables
Change Management Consultant(s)	<ul style="list-style-type: none"> • Provides change management role onboarding training for Customer Change Lead. Also provides guidance and advisory support for Change Management deliverables as detailed in Appendix 4

Team Member	Key Responsibility
Test Lead	<ul style="list-style-type: none"> Guides the Customer Test Manager and team in the testing management process for the Workday deployment, including testing of functional configuration, business process, integrations, data conversion, and reporting. The Test Lead will guide Customer and the Project team through the Workday methodology test cycles and approach; facilitate the test workshops and co-facilitate the testing kick-off with Customer; and provide assistance to Customer in developing test plans, test calendars, and in managing testing activities for unit, end-to-end, user acceptance, and other Workday test cycles. The Test Lead services do not include Workday Adaptive Planning test support. Test Lead roles and responsibilities include advising and coaching the Customer Test Manager in managing test planning, test scoping, testing strategy and plans; performing knowledge transfer to Customer; and providing reasonable assistance and guidance to Customer as it develops testing documents and manages test execution and defect resolution.

10.2 Customer Roles.

Customer will assume responsibility for the following roles and tasks. Please note that multiple roles may be fulfilled by a single Customer resource.

Team Member	Description of Role
Executive Sponsor(s)	<ul style="list-style-type: none"> Responsible for championing the Project and accountable for budget Provides appropriate resources for Customer obligations Resolves escalations as needed Commits to attending Steering Committee meetings
Project Manager(s)	<ul style="list-style-type: none"> Co-manages Project Plan with Workday Manages and ensures timely participation of Customer resources Manages issues and decision logs. Escalates as needed Communicates weekly Project status to Customer Executive Sponsor(s) and Project stakeholders Responsible for all Customer activities such as change management, employee training, testing, Customer-built integration(s), third party deployments Serves on the Steering Committee
Change Management Lead and Support Resources	<ul style="list-style-type: none"> Manage completion of change management activities Identify and engage support resources including communications, training, change network participants, etc. Provide insight on Customer relationships, stakeholders, culture, and other institutional knowledge of Customer Manage the internal review and sign-off of change deliverables

Team Member	Description of Role
Production Preparedness Lead(s)	<ul style="list-style-type: none"> • Responsible for the planning and execution of all elements of the Production Preparedness Work Plan. • Primary point-of-contact for consulting sessions with Workday Consultants • Coordinates and assembles Customer and third-party resources for decision-making and documentation activities. <ul style="list-style-type: none"> • Customer may choose to name multiple leads as needed, such as FIN, HCM and/or IT leads if multiple teams will support the system. • Customer Leads function in dual project roles if necessary.
Functional Leads/Subject Matter Experts	<ul style="list-style-type: none"> • Responsible for identifying, cleansing, and validating data to be converted • Tests business processes and configuration • Develops Customer-specific training and documentation • Provides functional knowledge and expertise on business processes, data mapping, organizations, and system configurations • Escalates to the Project Managers issues that may impact the Target Go-Live Date
Integration Leads	<ul style="list-style-type: none"> • Provides technical knowledge and expertise on Customer's business processes, data mapping, organizations, and system configurations • Develops Customer-provided integrations identified in SOW (if any)
Workday Administrator(s)	<ul style="list-style-type: none"> • Workday "Tier 1" support when in Production • Point of contact for the Workday Production Support team • Security Administrator: maintains Customer's security configuration • Business Process Administrator: manages Customer's business processes
Test Manager	<ul style="list-style-type: none"> • Oversees the Test Stage, Customer's testing strategy, resource plan, scenario tracking and reporting. • Creates testing strategy document to support testing cycles, including roles and responsibilities, testing schedule and process for managing testing execution and issue resolution.

The staffing guidelines listed below account for project management and functional lead (as well as support and business analyst) roles on a Workday Launch project. It is important to note that these are guidelines and the estimates can shift down if the resources assigned are knowledgeable about the customer processes & goals, are empowered to make quick decisions, and are proficient with adopting new technology, ERP deployments and testing. The estimates can increase; however, if the resources assigned require decision by consensus, or multiple levels of approval for decisions and/or are not knowledgeable about the current process and future state goals and are less proficient with adopting new technology, ERP deployments and testing.

The staffing guidelines do not account for additional staffing roles that a customer needs to provide for things like: Change Management, Testing Lead/Coordinator, User Training, Outreach, etc. These roles are also critical to the success of the project and need to be allocated appropriately.

The following table includes Workday's standard estimates for customer Full Time Equivalent (FTE) requirements for a Launch project.

HCM/PAY				
	Plan	A&C	Test	Deploy
HCM/Onboarding	0.5	0.75	0.75	0.75
Benefits	0.5	0.75	0.75	0.75
Compensation	0.1	0.25	0.25	0.25
Time Tracking	0.1	0.5	0.5	0.5
Absence	0.5	0.5	0.5	0.5
Recruiting	0.1	0.75	0.75	0.75
Talent Optimization	0.2	0.7	0.7	0.6
Learning	0.2	0.4	0.4	0.4
People Analytics	0.2	0.2	0.2	0.2
Prism	0.2	0.2	0.2	0.2
Total	2.6	5	5	4.9

Project Manager	1	1	1	1
Test Lead/Coordinator	0.2	0.75	1	0.1
Change Management Lead	0.25	0.75	0.75	0.75
Production Support Manager	0.1	0.2	0.2	0.2

Tech	
Reporting	Tech roles will vary based on number of reports, integrations, etc... and assignments between Workday and Customer
Integrations	
Conversion	

**Appendix 4
Description of Workday Change Management Professional Services**

Workday’s Organizational Change Management (OCM) Advisory service level is outlined below and describes the OCM deliverables and activities as well as delineating responsibilities between the Workday OCM project team and the Client OCM team.

This list represents the high-level activities and deliverables for the Change Approach to support the Workday Platform. The hours estimated for the Workday OCM resources covers the activities and work outlined in the chart below for the implementation. Detailed activities and assignments will be finalized as part of the OCM Project Planning Activity listed in the Plan phase below.

Change Management Activities and Ownership

Activity	Workday Consultant(s)	Customer Change Lead & Change Support Resources
OCM Discovery and Operating Routines	Assess client background materials (organization charts, current state documentation, etc.), participate in alignment sessions, establish OCM team roles and responsibilities, establish file sharing structure, and schedule recurring workstream meetings.	Provide background materials and coordinate/participate in discovery and alignment sessions. Participate weekly Change Management Project workstream meeting and contribute to agenda planning. Prepare and deliver Change Management Project workstream report-outs on internal Project Team meetings, PMO and Steering Committee.
Workday Readiness Workshops	In collaboration with Workday EM and Client OCM Lead, develop and lead onboarding workshops for project team functional leads and SMEs to prepare the team for life on a Workday implementation.	Partner with Workday OCM Lead to review, edit, and deliver content to the project team. Identify attendees and coordinate scheduling.
OCM Timeline and Activities	With input from client, draft the OCM timeline and major milestone activities and incorporate into the overall project plan as appropriate	Contribute to, review, and approve the OCM timeline and associated activities
Organizational Assessment	Lead and partner with client’s OCM Lead to assess organizational culture, value systems, history of managing change, stakeholder readiness and capacity to undergo a transformational change	Partner with Workday OCM Lead to assess organizational culture, value systems, history of managing change, stakeholder readiness and capacity to undergo a transformational change
Sponsor Assessment	Identify and assess the traits of the primary change sponsor(s) accountable for the change.	Partner with the Workday OCM Lead to identify and assess the primary sponsor(s) accountable for the change.

<p>Change Impact & Stakeholder Identification Summary</p>	<p>Advise on approach and provide execution of stakeholder interviews; Conduct up to 20 stakeholder interviews and summarize results (themes, risks, and opportunities)</p> <p>Advise on approach to complete change impact activities and develop summary of impacts by persona</p>	<p>Contribute to stakeholder interview approach, schedule and conduct any additional stakeholder interviews as necessary, and analyze/summarize results (themes, risks, and opportunities).</p> <p>Lead the change impact activities and develop summary of impacts by persona</p>
<p>Communications Channel Analysis</p>	<p>Advise and partner with client's OCM Lead to assess communication needs, channels, and ability to deliver key messages to determine the communication effort required to support the transition to future state.</p>	<p>Partner with the Workday OCM Lead to inventory and evaluate organizational and departmental communication needs, channels, and information flow.</p>
<p>Risk & Resistance Assessment</p>	<p>Advise and partner with the client's OCM Lead to determine and anticipate identifiable risks to the proposed change</p>	<p>Partner with Workday OCM Lead to determine and anticipate identifiable risks to the proposed change</p>
<p>Change Management Strategy</p>	<p>Develop the initial OCM strategy for the project based on client scope, review with client and secure alignment and approval</p> <p>Recommend Change Management tasks to include in overall Project Plan</p>	<p>Partner with Workday OCM Lead as resource in the development of the initial OCM strategy for the project, obtain approval, and readout to project team and project leadership.</p>
<p>Stakeholder Engagement Plan</p>	<p>Partner with the client's OCM lead to develop the initial engagement approach and plan</p>	<p>Partner with Workday OCM Lead to develop and deliver the engagement approach</p>
<p>Communications Plan</p>	<p>With input from client OCM lead, develop the initial communications approach and timing, with considerations by project phase.</p>	<p>Partner with Workday OCM lead to develop communications approach</p> <p>Provide required inputs/discovery information for Plan</p>

<p>Communications Development & Delivery</p>	<p>Partner with the client to develop the initial communication plan and advise on feedback loops and assessing effectiveness of communications.</p>	<p>Lead the communications approach and content development, and deliver according to communication plan. Manage feedback loop and provide data as appropriate for effective assessment.</p> <p>Format communications materials in preferred medium and perform all graphic design.</p> <p>Coordinate internal communications review process.</p> <p>Manage delivery and distribution of communications.</p>
<p>Change Impact Analysis</p>	<p>Advise on process to capture change impacts throughout A&C</p>	<p>Participate in Workset A, B, C Playback sessions and Customer Confirmation Sessions to listen and capture end user change impacts. Review RAIDQ as needed and necessary.</p>
<p>Training Needs Analysis</p>	<p>Advise client on conducting a training needs analysis</p>	<p>Lead the development and summary for the training needs analysis</p>
<p>Learning Intake Sessions</p>	<p>Advise client on development and facilitation of learning intake sessions to validate change impacts</p>	<p>Lead development and facilitation of the learning intake sessions with each workstream, capture and validate change impacts</p>
<p>Training Approach and Plan</p>	<p>Partner with the client on the development of the initial training approach and plan, and advise the client on a curriculum plan for employees and managers.</p>	<p>Partner with Workday OCM to develop training approach and plan and lead the development of the training curriculum plan, obtain approval, and readout to project team.</p> <p>Coordinate internal Training Plan review processes with SMEs and key stakeholders</p>
<p>Training Development</p>	<p>Advise client on the development of training material for employees and managers leveraging the Workday Adoption Kit.</p>	<p>Develop training material as indicated in the training plan and curriculum plan. Partner with FLs and SMEs to develop the material review process for end user employee and manager content. Manage the storage and distribution of all training materials.</p>

Workday Experience Sessions	Advise on the execution of WD experience sessions and incorporate feedback into all OCM and training plans and materials as appropriate.	Manage logistics in partnership with Workday OCM lead and PMO, facilitate/lead the execution of the WD experience sessions, gather feedback, provide results of analysis, refine training materials for use.
User Adoption Metrics	Advise and partner with client's OCM lead to define user adoption metrics	Partner with Workday OCM lead to determine user adoption metrics, baselines, responsibilities, and routines
Future State Sustainment	Advise and partner with client's OCM lead to plan sustainment considerations, including but not limited to new hires and release management	Partner with Workday OCM lead to develop sustainment plan in partnership with client's internal functional resources
Adoption Activities	Advise and partner with client's OCM lead on planning and development of adoption activities	Partner with Workday OCM lead to develop and deliver/lead adoption activities
Organizational Readiness	Advise client on organizational readiness assessment	Develop readiness assessment approach conduct assessment, summarize results and take action as appropriate to increase readiness of employees and managers
Training Delivery	Advise on training delivery for employees and managers	Responsible for all planning, preparation, delivery, and assessment of end-user training
Celebrate Success	Advise client OCM Lead on go live celebration communications and planning, and recognition of team accomplishments.	Develop and execute a plan to celebrate go live and recognize individual and team accomplishments.
User Satisfaction Surveys	Advise and partner with the client to design questions and approach for end user satisfaction survey	Develop end user satisfaction survey approach and question development. Execute end user satisfaction survey and summarize. Act on results as appropriate.
End of Project Survey	Advise client on approach and end of project survey content	Develop survey content, collect survey results, review and act as appropriate
Conduct Lessons Learned	Develop approach and execute the evaluation of the success or adoption outcomes of the OCM program, record learnings and share improvements for future endeavors	Partner with Workday OCM Lead to review, edit, deliver lessons learned, and report back to the change sponsor

Operationalize Future State Sustainment Plan	Transition ownership of OCM to client according to sustainment plan approach	Client takes ownership of OCM activities

Change Management Assumptions

1. Any extensions to Project timeline or functional scope additions must be evaluated to determine impacts to the Change Management Services and may result in an impact to the Project scope should additional support be required. The Change Management scope listed in this Appendix applies only to the timeline and functional scope outlined in this SOW.
2. The Change Management service is intended to accelerate end-user adoption of Workday and does not include support for concurrent initiatives or broader transformation efforts. The scope of this service is limited to the tasks in the above table. Any organizational design, Standard Operating Procedure (SOP) development, operating model or job role redesign work is out of scope for this service and wholly owned by the Customer.

Change Management Project Roles

Workday will assume responsibility for the following roles.

Team Member	Description of Role
OCM Architect	Provide strategic guidance
OCM Consultant(s)	Responsible for executing the approach to change (Assess & Align, Plan & Activate, and Measure & Sustain.) and deliver various elements of the change management plan according to the Statement of Work. The consultant(s) work closely with the client OCM lead and resources, the Engagement Manager, and PMO. The OCM consultant(s) will collaborate with the client OCM team and the client project team to assess the areas impacted by the project, recommend strategies to deploy to mitigate the risks associated with change, and to develop a plan to address stakeholder engagement, communication, and self-service end user training.

The Client will assume responsibility for the following roles.

Team Member	Description of Role
Client Change Lead	Responsible for the overall OCM partnership with Workday and the internal leadership of OCM resources and the client facing change leadership. Responsible for the execution of OCM related tasks and deliverables. Identify and manage "Change Support Resources" to fulfill Customer obligations as described in this Appendix

Change Support Resources	<p>(Optional) Supplemental roles that support the Client Change Lead in the execution of Change Management activities. Examples may include:</p> <ul style="list-style-type: none">• Communications resources• Training resources• Change Agents/Ambassadors• Change Management local leads for multi-site, global, and/or customers requiring highly specialized Change Management approaches by function, entity, etc.
---------------------------------	---

Customer Roles Assumptions

1. The Change Management Lead role will not be a dual role held by the Customer Project Manager or any Workstream Lead.
2. The Change Support Resources will ultimately be directed by and accountable to the Client Change Lead.



**Appendix 5
Workday Data Transformation Services**

1. Scope of Professional Services

This Appendix for Workday Data Transformation Services covers guidance and preparation of Customer's legacy data to be loaded into deployment Tenants as part of the Workday data conversion approach, solely with respect to the SOW to which this Appendix is attached or associated (the "SOW").

The scope of Professional Services is outlined in the table below.

Activity	Output	Responsible Party	Secondary Responsible Party
Extract data from legacy systems (identified in the table below)	Agreed upon format, CSV is the default	Customer	
Analyzes source data and defines mapping and translation rules	Data Mapping & Translation Design Document	Customer	Workday
Transformation of source data	Translated legacy data in loadable format	Workday	
Transformation Mapping Review and Approval	N/A	Customer	Workday
Correct data quality issues that are identified prior to each Tenant build	Provide an updated set of "legacy" source data containing corrections	Customer	
Load data into Tenant		Workday	

The legacy systems included as part of the Data Transformation Services are outlined in the table below.

Functional Area	Number of Legacy System(s)
HCM	1
Benefits	1
Absence	1
Recruiting	1
Talent Optimization	1
Learning	1

2. Data Transformation Service Assumptions

(a) Any changes to the Project timeline or deviation from the scope outlined in the SOW will require evaluation of the impact to the Data Transformation Services scope and may result in a Change Order.

- (b) Workday Data Transformation Services is intended to augment Customer's data transformation activities. It is not intended as an end-to-end extract-transform-load (ETL) service. Customer is responsible for data extraction, loading data into Workday's File Transfer Server, providing guidance on data mapping and data translation, and performing data correction, as further described below. Workday is responsible for producing a Workday-loadable format by applying mutually agreed upon mapping and translation requirements to Customer's source system data.
- (c) Data Transformation Services scope is limited to 1 HCM legacy system of record
- (d) Customer will be solely responsible for extraction and cleansing of data from legacy systems, vendors, and/or applications in alignment with the data conversion scope set forth in the SOW.
- (e) Customer will develop and utilize repeatable processes to provide consistent data extracts of all legacy data throughout the deployment timeline, including the potential incorporation of new required datasets that may surface over time.
- (f) Customer will provide to Workday a detailed description of extracted legacy data, including but not limited to unique identifier definitions, relationships between various datasets, and field level data descriptions.
- (g) Workday and Customer will jointly conduct detailed reviews of Customer's extracted data in the File Transfer Service or Tenant, with the initial focus during the Plan stage on foundation Tenant data elements, then expanding to additional required data elements during the subsequent stages set forth in the SOW.
- (h) Workday and Customer will then work together throughout the deployment to jointly identify and define written data mapping translation definitions for all data elements required for a Tenant build.
- (i) Workday will build out, record, and maintain associated data mapping translation definitions in the Workday-created specification documents and utilize them to create and maintain the repeatable processing logic required for each Tenant build.
- (j) Throughout the deployment, Workday will assist Customer to identify data-related issues within the cleansed and extracted legacy data located in the File Transfer Server or Tenant. Customer will be responsible for resolving such issues within Customer's source systems or during extraction processing.
- (k) Customer acknowledges and understands that it is solely Customer's responsibility to correct data quality issues that are identified during the data conversion workstream. Customer will cleanse data within source systems or during extraction to correct or remove inaccurate, incomplete, incorrect, or irrelevant records from legacy data before loading such data into the File Transfer Server or Tenant.
- (l) Upon completion of a Tenant build, Workday will provide Customer with the number of data records loaded and an explanation for any data records that could not be loaded.
- (m) Workday will not access Customer or third party source systems or request data from third parties on behalf of Customer.
- (n) Workday Data Transformation Services are only for the Functional Areas identified in the table above. Additional data not tied to those Functional Areas is excluded from the Workday Data Transformation Services.
- (o) If requested by Workday, Customer will provide data in Workday-provided format, where mapping or transformation logic/instructions cannot be provided by Customer.
- (p) All Professional Services are delivered in English.

Appendix 6 Workday Test Lead Services

The Workday Test Lead is responsible for guiding Customer's testing management process for Functional Configuration, Business Process, Integrations, Data Conversion, and Reporting. The Workday Test Lead will guide the Customer and the project team through the Workday methodology test cycles and approach. The Workday Test Lead will facilitate the test strategy and test scenario creation workshops and co-facilitate the Testing Kick Off with the Customer.

Workday Test Lead role and responsibilities include advising and/or managing test scope, prescriptive test artifacts, and resolution of defects; supporting the management of all test cycles as per the standard Workday methodology, performing knowledge transfer to Customer and providing reasonable assistance and guidance to Customer during the Architect & Configure stage as the Customer develops test documents and during test execution. The Workday Test Lead Service will cover these related testing activities through the initial end-to-end testing Deliverables.

The scope of work for this role is outlined in the table below.

Project Stage	Activity / Deliverable	Assumptions
Plan	<ul style="list-style-type: none">Prepare for test strategy and test scenario creation workshops.	<ul style="list-style-type: none">Customer will assign a Test Lead as the overall owner of the Test Work Stream.Customer will plan the necessary resources and logistics for the test strategy and test scenario creation workshops.

Project Stage	Activity / Deliverable	Assumptions
Architect & Configure	<ul style="list-style-type: none"> • Lead test strategy and test scenario creation workshops. • Develop a prescriptive test strategy and test plan. • Support test scenario development • Set up Smartsheets test tracking templates. • Support scenario development for the unit, end-to-end, regression, and any other test cycles mutually agreed by the parties in writing • Support management of configuration unit testing: <ul style="list-style-type: none"> ○ Attend reasonable standing meetings ○ Workday Lead to prioritize the severity of the defects and ensure timely assignment and follow-up for resolution. ○ Smartsheet test reporting to Customer test lead 	<ul style="list-style-type: none"> • Customer will develop test scenarios for configuration unit testing. • Customer will set up test tracking tools if Smartsheet is not selected as the tool of choice. • Customer will develop all test scenarios in addition to the sample list provided by Workday. • Customer will drive configuration unit testing: <ul style="list-style-type: none"> ○ Execution by testers ○ Follow up with customer resources • Test status reporting to the team, PMO and steering committee
Test	<ul style="list-style-type: none"> • Support management of the end-to-end, regression, and any other test cycles mutually agreed by the parties in writing: <ul style="list-style-type: none"> ○ Standing meetings ○ Help the Customer Test Lead to prioritize the severity of the defects and ensure timely assignment and follow-up for resolution. ○ Smartsheet test reporting to Customer test lead 	<ul style="list-style-type: none"> • Customer will have completed configuration unit testing in the prior stage and will be ready to perform the remaining test cycles • Customer testers will have been trained to execute the test scenarios for each of the test cycles • Customer will drive the execution of all test cycles: <ul style="list-style-type: none"> ○ Execution by testers ○ Follow up with customer resources • Test status reporting to the team, PMO and steering committee

Project Stage	Activity / Deliverable	Assumptions
Deploy	<ul style="list-style-type: none"><li data-bbox="407 296 829 380">• No activities or Deliverables are in scope for the Workday Test Lead in this stage	
Post Production Support	<ul style="list-style-type: none"><li data-bbox="407 394 829 478">• No activities or Deliverables are in scope for the Workday Test Lead in this stage	

*Note: Test Lead Services will follow standard Workday Methodology and project timing. If the project Go-live is extended or separated into multiple waves, Test Lead Services will align to the initial standard Go-live.

Appendix 7

Post-Production Support

Workday-certified resources from a dedicated Post-Production Support team (the “**Services Provider**”) will provide the Service described in Appendix 2. The Post-Production Support Professional Services (“**Post-Production Support Services**”) commences on the Project Go-Live Date (as defined below) and will conclude after a period of twelve (12) weeks.

The Move to Production Date is the date on which Customer has a Production environment, populated with the Customer Data collected and validated during the Project. The Project Go-Live Date is the date on which Customer begins regular operational use of the Production Tenant.

For Customers with phased go-lives, Post-Production Support Services will run from the Move To Production Date. Depending on timing, this may mean that subsequent go-lives could fall outside of the Post-Production Support Services window. Regardless of the Post-Production Support Services dates, in the case of Payroll, Workday will support the first two pay cycles and for Financials, the first month-end up to a maximum of six (6) weeks after the Project Go-Live Date.

To facilitate the management of the Post-Production Support Services, all support requests will be initiated by Customer logging a request on the Services Provider’s support portal. Access to the support portal will be available to up to five (5) separate Customer-specified contacts (“**Named Support Contacts**”).

Only functionality within the original scope of the Project will be supported. The Post-Production Support Services will operate on a three-tier basis with the Services Provider responsible for Tiers 1 and 2 and the Workday deployment team responsible for Tier 3. The tiers are defined below:

1. Tier 1: Examples of Tier 1 support would be, yet not limited to:

- Answering basic Workday ‘How-to’ Questions
- Assistance in mass approvals for time tracking or time off
- Assistance in running basic reports
- Assistance in troubleshooting existing configurations

2. Tier 2: Any item escalated from Tier 1 or where the ticket requires the Services Provider to login and directly access Customer’s Production configuration in the Sandbox Tenant. The Services Provider will not log into the Customer’s Production Tenant. Examples of Tier 2 support would be, yet not limited to:

- Basic configuration or providing guidance on modifying a step within existing business processes.
- Basic configuration or providing guidance on modifying existing security groups.
- Basic configuration or providing guidance on modifying existing configuration.

- Basic configuration or providing guidance on modifying existing customizable reports and dashboards.
 - Support in running existing integrations and interpreting integration logs.
 - Support in running and reviewing payroll reports including payroll register and audit reports, and payroll ledger posting reports.
 - Support in running Financial Income Sheet, Balance Sheet and Support in closing the Financial month-end.
 - Optimization of existing functionality subject to limitations on the scope of this work as defined below.
 - Creation of new configuration or enhancements to existing functionality subject to limitations on the scope of this work as defined below.
3. Tier 3: Any item escalated from Tier 2 that requires the detailed knowledge of the original deployment team. Examples of Tier 3 support would be, yet not limited to:
- Resolving integration errors.
 - Resolving any errors identified in payroll calculations such as calculated amounts for 401k matching.

Determination on the appropriate tier for each support request will be determined by the Services Provider and by a combination of Workday and the Services Provider for anything being escalated to a Tier 3.

Limitations on Optimization or Enhancements

- Any request that requires extensive user acceptance testing or has a firm deadline will need to be treated as a separate project.
- Any request estimated to take more than ten (10) hours of consulting time to complete will need to be treated as a separate project.
- Services Provider will work on a maximum of three (3) active tickets per product area at any one time.
- The program is designed to encourage self-sufficiency, therefore updates to the Production environment will be carried out by Customer, with guidance from Workday.

Areas NOT covered by the Post-Production Support Services include:

- Domains deployed outside of the initial phase
- Design or architecting business process flow
- Demonstrations of the Service, licensed or otherwise
- Creation of Workday training material.