



# **Workday Launch Deployment**

**Technical Services  
Statement of Work  
Under DIR-TSO-4242**

Prepared for:

County of Jackson  
Aug 17<sup>th</sup>, 2022

**Signature Document**

<b>Statement of Work #</b>	SOW # P365615-County of Jackson
<b>Customer Name</b>	County of Jackson (“ <b>Customer</b> ”)
<b>Reseller Name</b>	Precision Task Group, Inc. (“ <b>Reseller</b> ”)
<b>Workday Entity Name</b>	Precision Task Group, Inc.) 9801 Westheimer, Ste 803, Houston, TX 77042 (“ <b>PTG</b> ”)
<b>Master Contract</b>	DIR-TSO-4242 (“ <b>Agreement</b> ”)
<b>Agreement Effective Date</b>	December 14, 2019
<b>Name of Technical Services Agreement under Agreement</b>	Appendix D, Technical Services Agreement for Workday Services (“ <b>TSA</b> ”)
<b>PSA Effective Date</b>	See the TSA/Signature Document executed herewith
<b>SOW Effective Date</b>	September 19, 2022
<b>Currency</b>	USD
<b>Project Name</b>	Jackson County Platform / Planning Project

<b>Customer Contact Information</b>	<b>Billing Contact</b>	<b>Project Contact</b>
<b>Contact Name</b>	Bob Crutsinger	Bob Crutsinger
<b>Street Address City/Town, State/Province/Region Zip/Postal Code Country</b>	415 E. 12 <sup>th</sup> St., Ste 105 Kansas City, MO 64106 United States	415 E. 12 <sup>th</sup> St., Ste 105 Kansas City, MO 64106 United States
<b>Phone/Fax #</b>	Phone: (816) 881-3120	Phone: (816) 881-3120
<b>Email (Required)</b>	bcrutsinger@jacksongov.org	bcrutsinger@jacksongov.org

Primary Location(s) for Onsite Work (if applicable)	
<b>Street Address</b> <b>City/Town, State/Province/Region Zip/Post Code</b> <b>Country</b>	415 E 12 <sup>th</sup> Street, Kansas City, MO 64106 USA

Attachments to Statement of Work	
<b>Appendix 1</b>	SOW Terms
<b>Appendix 2</b>	Financial Terms
<b>Appendix 3</b>	Description of Technical Services

By executing (“**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 (“**SOW Offer Expiration Date**”), and if this SOW is not executed by the parties on or before that date, PTG has the right to rescind the offer, in which case this SOW is null and void. Neither party shall have any obligation to the other party hereunder until the TSA and this SOW are executed by both parties. Unless otherwise defined herein, capitalized terms used in this SOW and applicable exhibits have the same meaning as set forth in the TSA or in the primary Service subscription Order Form(s) (inclusive of its addenda, exhibits and Appendix 1 SA) between the parties (the “**MSA**”), as applicable.

**County of Jackson**

**Precision Task Group, Inc.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

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Date Signed

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Date Signed

## **Appendix 1 SOW Terms**

**1. General.** Customer and Reseller 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 TSA between Customer and Reseller. In the event of a conflict between the terms of this SOW and the terms of the TSA, the terms of this SOW shall prevail with respect to the subject matter hereof. Except as specifically provided otherwise herein, this SOW is non-cancelable and non-refundable.

**2. Technical Services and Scope.** This SOW describes the Technical Services that Workday, as a subcontractor of Reseller, shall perform for Customer, as well as any Deliverables, Project milestones, estimated duration, pricing, methodology, and/or payment schedules applicable to the Project. Any Technical Services, Deliverable, feature, or functionality not expressly identified in this SOW falls outside the scope of this SOW or the Project. If Customer wishes to secure additional Technical Services not included in the scope of this SOW; change the Technical Services, scope, or responsibilities of the Project; or for other reasons as may be set forth in the applicable SOW, Reseller shall provide a separate statement of work for additional services or a Change Order to this SOW. Reseller shall have no obligation to perform additional services or provide deliverables that are not described in this SOW unless and until an acceptable Change Order and/or separate statement of work is executed by both parties. Upon execution, any Change Order is incorporated into this SOW.

**3. Issue Escalation and Delays.** To help avoid Project delays, the parties are jointly responsible for escalating and resolving issues. The parties shall work to resolve issues in a reasonable and good faith manner to minimize impacts to the Project’s timeline and costs. The Project team shall escalate any issues that it cannot rectify to the Customer Project Manager and the Workday Engagement Manager. This section shall not prevent or delay either party from pursuing any other remedies available to such party.

**4. Certain Customer Defaults.** If Customer repeatedly fails to perform its obligations under the TSA or this SOW resulting in the inability of Workday to meet its obligations and time frame commitments hereunder, or it is determined that the information provided by Customer, or lack thereof, to Workday is materially inaccurate or incomplete (either, a “**Customer Default**”), then in addition to any other rights or remedies available to it has under this SOW, the TSA, at law, or in equity, and without liability to Customer, Reseller has the right to suspend its performance of Technical Services or terminate this SOW on fifteen (15) days’ notice. Within the notice period, the parties may elect (but shall not be required) to negotiate in good faith and execute a separate statement of work or a Change Order to this SOW covering any additional Technical Services that Workday is reasonably required to perform as a result of any Customer Default; provided, however, that (i) Reseller, has the right to proceed with the suspension or termination if the parties do not execute a separate statement of work or a Change Order within the mutually agreed period, and (ii) Reseller shall not be required to negotiate or execute a separate statement of work or a Change Order more than one time.

### **5. Termination.**

**5.1** Either party may terminate this SOW for cause: (i) upon thirty (30) days prior written notice to the other party of a material breach by the other party if such breach remains uncured at the expiration of such notice period; or (ii) immediately in the event the other party becomes the subject of a petition in bankruptcy or any other proceeding relating to insolvency, receivership, liquidation or assignment for the benefit of creditors.

**5.2** Unless either party terminates this SOW in accordance with the TSA or the terms hereof, this SOW automatically terminates upon the earlier of: (i) completion of the Technical Services performed hereunder, (ii) the termination of the TSA, 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 shall not terminate nor give that party the right to terminate the MSA or any Order Forms thereto.

**5.3** Upon termination of this SOW, Workday shall immediately cease performance of all Technical Services hereunder and Customer shall pay Reseller within thirty (30) days after the effective date of termination for all Technical Services performed by Workday (including partially completed services) and associated T&E up to the cessation of the Technical Services. Upon termination, to the extent that Workday has partially completed a milestone or Deliverable for which completion is required to receive payment, Customer shall pay to Reseller a pro rata portion of the relevant milestone or Deliverable payment based on Technical Services performed by Workday up to the effective date of termination, as a percentage of the total Technical Services required to perform the entire milestone or Deliverable, as well as any other expenses that Workday is not able to reasonably mitigate. Upon receipt of Customer's payment, Reseller shall 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. Reseller shall refund Customer any excess prepaid fees for the affected Technical Services that were not performed prior to the effective date of termination.

**6. Processing and Security of Personal Data.** If the Security Exhibit between the parties does not expressly apply to Technical Services, and for all Technical Services provided with respect to Workday Adaptive Planning and Workday Strategic Sourcing, the Workday Universal Security Exhibit located at <https://www.workday.com/en-us/legal/contract-terms-and-conditions/index/exhibits.html> shall 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 Technical Services, and for all Technical Services provided with respect to Workday Adaptive Planning and Workday Strategic Sourcing, the Workday Universal Data Processing Exhibit located at <https://www.workday.com/en-us/legal/contract-terms-and-conditions/index/exhibits.html> shall apply to the processing of Personal Data as part of the Technical Services performed by Workday.

**6.1** To facilitate communication between Customer and Workday under this SOW, the parties may use one or more third-party project management and/or collaboration tools that are not authorized Subprocessors of Workday. From time to time, Workday or Customer personnel may input limited content from Customer's Tenant and/or File Transfer Server folder into these tools. The parties will make reasonable efforts to limit such content to non-sensitive personal data and as necessary for support purposes. Any data, screenshots, or other information entered into such tool is not considered Covered Data, Customer Data, or Technical Services Data. Accordingly, Customer acknowledges that data transmitted into such tools is not subject to Customer's data processing terms or security terms, but will still be protected as Customer's Confidential Information under the terms of the TSA.

**7. Deletion of Technical Services Data.** If the deletion of Technical Services Data is not expressly addressed in Customer's TSA, this Section shall apply. Workday shall delete the Technical Services Data by deletion of Customer's files on the File Transfer Server; provided, however, that Workday shall not be required to remove copies of the Technical 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 shall continue to protect the Technical Services Data in accordance with the TSA until deleted.

**8. Assumptions and Conditions.** The performance, fees, and any timeline for each Project are based on the assumptions and conditions set forth in this SOW, including the following:

**8.1** Workday and Customer shall actively participate in their respective required Project activities.

**8.2** Customer shall make knowledgeable resources available for all virtual and in-person sessions and meetings in a timely manner.

**8.3** Customer is responsible for the timely coordination of internal resources and external vendors necessary to timely perform all required activities in this SOW and any mutually agreed Project Plan.

**8.4** Workday shall perform all Technical Services for the Project during common business hours in the location where they are performed, excluding holidays as observed by the parties.

**8.5** Workday shall perform all Technical Services remotely unless expressly set forth in this SOW. Customer shall pay T&E, if applicable, in accordance with County of Jackson’s travel and expense policy ( <https://www.gsa.gov/>)

**8.6** Customer shall assign an experienced Project Manager to manage Customer’s obligations hereunder.

**8.7** All stages, collateral and meetings shall be written and executed in, and all communications under or in connection with the Project to which this SOW applies, shall be, in the English language. Any translation into any other language will be at the discretion and cost of Customer.

## **9. Definitions.**

**“Change Order,”** if not otherwise defined in the TSA, 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 Technical Services to be performed by Workday pursuant to a SOW.

**“File Transfer Server”** means a server provided and controlled by Workday using secure file transfer (or successor protocol) to transfer the Technical Services Data between Customer and Workday for deployment purposes.

**“Technical Services Data,”** if not otherwise 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 TSA for the purpose of being input into the Service, or Customer Data accessed within or extracted from Customer’s Tenant to perform the Technical Services.

**“Project Plan”** means the mutually agreed, written plan describing the configuration, deployment, and timeline of the Project to deploy, as set forth in the applicable SOW, the Service, and/or Workday Adaptive Planning Service for Customer.

**“T&E”** means travel and other expenses incurred by Workday in connection with the provision of the Technical 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 shall perform the Technical Services and provide Deliverables under this SOW based upon the total Technical Services Fees and the invoice schedule set forth below:

Invoice Number	Invoice Date	Invoice Amount
Payment 1	Upon Contract Signing	\$726,000.00
Payment 2	December 1 <sup>st</sup> 2022	\$374,000.00
Payment 3	April 1 <sup>st</sup> , 2023	\$330,000.00
Payment 4	July 1 <sup>st</sup> , 2023	\$330,000.00
Payment 5	October 1 <sup>st</sup> 2023	\$330,000.00
Payment 6	February 1, 2024	\$344,963.52
Total Payments		\$2,434,963.52*

\*The Total Technical Services Fees do not include T&E.

The table set forth above shall not be changed without entering into an amendment or Change Order to this SOW that has **been executed by the parties**.

**2. Invoicing and Payment.**

**2.1** Customer shall pay all invoices in the currency indicated on the Signature Document. In addition, Reseller shall invoice Customer for any T&E incurred under this SOW on a monthly basis.

**2.2** All fees due under this SOW (except fees subject to good faith dispute) shall be due and payable within thirty (30) days of invoice date. Reseller shall send all Customer invoices electronically (by email or otherwise) and Customer shall be deemed to have received the invoice the next business day following transmission by Reseller unless Reseller receives a bounce back or automated response that the email was not delivered successfully. Customer shall provide Reseller with complete and accurate billing contact information including a valid email address. Upon Reseller's request, Customer shall make payments via electronic bank transfer.

**2.3** Customer shall direct all remittance advice and invoice inquiries via email to [accounting@ptg.com](mailto:accounting@ptg.com).

**3. Fees and Timelines.**

**3.1** The Technical Services Fees above are based on the fixed scope and Project timeline set forth in this SOW, as well as Workday's experience with similar projects, the accuracy and completeness of the information provided by Customer as of the Effective Date, and Customer's timely performance of its obligations under this SOW.

- 3.2** The parties shall use good faith efforts to negotiate a mutually agreed amendment or Change Order to this SOW if the Project scope, Project timeline, estimated level of effort, resource commitments, estimated expenses, Customer business requirements, and/or other obligations set forth in this SOW change (or are likely to change) due to any mutually agreed change or because (i) any Customer-provided information is incomplete or inaccurate; (ii) Customer fails to timely meet its obligations hereunder (e.g., Customer's team not staffed timely or appropriately, Customer delays or misses deadlines; Customer business requirements change), or (iii) project delays caused by a third party. Workday, through Reseller, shall not be required to perform any additional or different Technical Services or extend or compress any timeline unless the parties first execute a mutually agreed corresponding amendment or Change Order, and such non-performance shall not be a breach of this SOW.
- 3.3** Unless otherwise provided in the TSA or expressly designated in this SOW, Customer's address set forth in the MSA shall be used to determine any Taxes to be collected and/or paid hereunder.



**Appendix 3  
Description of Technical Services**

**Global Launch Deployment**

**1. Deployment Approach.**

The Workday Launch approach (described below) shall 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 institution. 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 3, the terms of this Appendix 3 shall control. Any feature, functionality, and/or Technical Services not explicitly identified in the Workday Project Scope section is out of scope for this SOW.

Reseller and Workday assume 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, Reseller and Workday shall rely on the Employee Counts per Country in the table below to perform the Technical Services. **“Employee Count”** may include, but is not limited to, active employees, retired employees, terminated employees, & contingent workers.

Customer shall promptly notify Reseller and 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 and mutually agree on a Change Order or other changes consistent with the terms hereof at the time of the change.

**Workday Adaptive Planning Deployment Approach.**

**Staggered.** The Workday Adaptive Planning Service deployment start date will align with the completion of Workday Service end-to-end testing. Workday shall build the initial Workday Adaptive Planning Service metadata structure and load the Customer Data from the Customer's existing Tenant and/or Technical Services Data from the File Transfer Server, as applicable, into Customer's Workday Adaptive Planning Instance.

After Workday builds the Workday Adaptive Planning Service Production Instance, Workday shall reconcile the initially built Workday Adaptive Planning Service structure, data, models and reports to align with the Production Instance requirements. Once aligned, Workday shall build the Workday Adaptive Planning Service structures and load the Customer Data and/or Technical Services Data into the Workday Adaptive Planning Instance.

**Workday Deployment Approach:**

**Initial Phase:**

Core HMC, Absence & Benefits  
US Payroll  
Time Tracking  
FDM / Accounting  
Banking & Settlement  
Budgets  
Business Assets  
Customer Accounts & Contracts  
Expenses  
Procurement

**Rolling Adaption:**

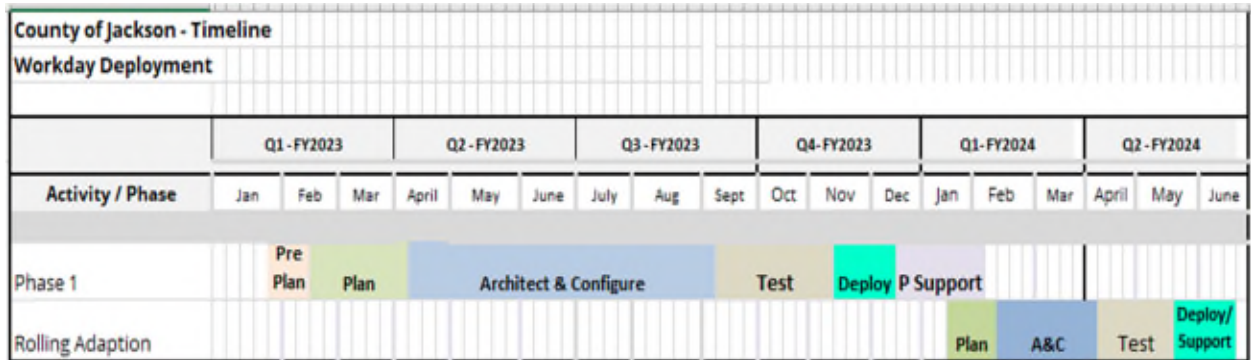
Financial Planning  
Learning  
Recruiting  
Talent Optimization

Projects  
Grants

**2. Project Timeline.**

Based on the assumptions below, the time required to complete these Deliverables is expected to be forty-eight (48) weeks, between January 16, 2023, and December 15, 2023, plus Pre-Project Planning and Post-Production Support as set forth in this Appendix 3. The Target Go-Live Date is the first date on which the parties estimate a Service SKU will be in Production.

Launch Suite	Pre-Reservation	Plan	Architect & Configure	Test	Parallel Support	Deploy	Post Production	Total
Estimated Deployment Weeks	3	6	24	6	4	5	6	54
Start Date	1/16/2023	2/6/2023	3/20/2023	9/11/2023	10/23/2023	11/13/2023		
End Date	2/3/2023	3/17/2023	9/8/2023	10/20/2023	11/10/2023	12/15/2023		



Estimated Workday Platform and Planning Rolling Adaption Project Timeline					
Project Stage	Plan	Architect & Configure	Test	Deploy	Post-Production Support
Platform	2 Weeks	9 Weeks	6 Weeks	2 Weeks	2 Weeks
Planning	3 Weeks	10 Weeks	4 Weeks	2 Weeks	2 Weeks

\*The Project shall not start prior to FINs or HCM is live. If this changes, the parties shall execute a Change Order to document their agreement to additional tasks and costs.

**Duration.** The estimated duration of this Project is calendar weeks from the Project Kickoff including weeks remote post-Production support. Any additional Technical Services that are required or requested that result in the extension of the Project timeline shall be subject to the Change Order Process.

If this Project is delayed more than four (4) weeks from the timeline agreed to during the Project Kickoff due to Customer's failure to provide the requested Technical Services Data, or to provide reviews, clarifications and confirmation of completion of Deliverables, Reseller may close out the Project and send a final invoice to Customer.

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 shall use its preconfigured processes as a starting point for all process configuration's. Except as provided herein, the parties shall use a Workday-provided File Transfer Server for all data conversions performed during the Project.

During the Plan Stage, Workday shall deliver to Customer a "Project Plan" that confirms exact dates and duration of each Stage. Delays due to Customer, including business transformation activities such as restructuring a job catalog, may result in additional fees.

**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. Deliverables and the respective responsible parties are listed for each Stage.

**"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.**

4.1 Pre-Project Planning

Workday and Customer will engage in pre-planning activities prior to the Reservation Date. During the Pre-Plan period, Workday will provide an overview of materials, training, and/or consultants available to Customer as provided herein, introduction to Engagement Manager, and outline to activities leading up to the Reservation Date.

4.2 Launch Deployment Activity

Activity	Output	Responsible Party	Secondary Responsible Party
Distribute survey to Customer employees to gather insight into their learning and development experiences and expectations	Transformation Survey Report	PTG	NA
Define vision for the employee-centric learning function	Transformation Vision	Customer	PTG
Define key strategic guiding principles for delivering on the employee-centric learning vision	Transformation Guiding Principles	Customer	PTG
Define new operational goals/measures to help the learning organization determine the effectiveness of the new learning function on driving towards the vision	Transformation Goals	Customer	PTG
Define operational impacts of the new learning function (e.g., new processes, new skills of learning resources, new tools) to provide the necessary support	Transformation Operational Priorities	Customer	PTG

Activity	Output	Responsible Party	Secondary Responsible Party
Orient Customer, review scope and establish the Project tools and environment (Workday)	Foundation Tenant Service Plan	PTG	
Complete training to support the Workday deployment	Customer Training	Customer	
Develop Project Plan and Tenant and instance management plan(s) and begin Project work streams including reporting, integration, testing, and data conversion	Project Plan and Project Kickoff	PTG	Customer
Gather, clean, and upload Technical Services Data to the File Transfer Server.	Technical Services Data	Customer	
Build Foundation Tenant (Workday)	Foundation Tenant	PTG	
Plan Stage Completion	Stage completion confirmation	PTG	Customer
Conduct foundation alignment (Workday)	Updated Foundation Tenant	PTG	Customer
Conduct the requirement workshops (Workday Adaptive Planning)	Solution Blueprint	PTG	Customer
Conduct Customer Confirmation Sessions (Workday)	Updated Foundation Tenant	PTG	Customer
Conduct Customer Confirmation Sessions (Workday Adaptive Planning)	Provide up to 2 iterations of building, modeling, and validating the solution	Customer	PTG
Validate configurations and Technical Services Data	Customer Test Scenarios and Issues Log	Customer	
Develop integrations	Integration Build	PTG	Customer
Provide an updated set of Technical Services Data	Technical Services Data	Customer	
Develop User Readiness Plan (Workday)	User Readiness Plan	Customer	
Customer creates test scenarios to meet its specific business requirements by modifying sample Workday test scenarios	Customer Test Scenarios	Customer	
Build End-to-End Tenant and complete Delivery Assurance (Workday)	End to End Tenant and Delivery Assurance Checkpoint	PTG	
Architect & Configure Stage Completion	Stage completion confirmation	PTG	Customer

Testing	Testing and Go-Live Checklist Sign-off	Customer	
Plan for cutover from legacy system	Cutover plan	Customer	PTG
Test Stage Completion	Stage completion confirmation	PTG	Customer
Execute the training strategy	End User Training	Customer	
Provide updated, clean data	Technical Services Data	Customer	
Build Gold Tenant and complete Delivery Assurance	Gold tenant and Delivery Assurance Checkpoint	PTG	
Go Live (first move to Production)	Go-Live Authorization	Customer	
Deploy Stage Completion	Stage completion confirmation	PTG	Customer
Post-Production data updates and final conversion	Production Tenant	Customer	Workday
Provide support during the initial Production period	Production Support	PTG	
Post-Production Support Stage Completion	Stage completion confirmation	PTG	Customer

4.3 Post-Production Support.

Workday post-Production support begins once the Workday Service has been moved into Production use. Workday, through Reseller, shall 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 shall include:

Launch Package	Post-Production Support Period
Launch Suite	Financial Accounting: through Customer's first month-end close up to a maximum of 6 weeks after Go-Live, Payroll: 4 weeks, All other products 2 weeks

5. General Assumptions.

The Technical 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, Reseller, (i) shall advise Customer in writing (an email shall suffice for this purpose), (ii) shall use reasonable efforts to mitigate delays and additional costs or fees, and/or (iii) is permitted to increase its fees or adjust the Project schedule to reflect the additional Technical Services rendered address schedule delays as a result of Customer's failure to meet the identified assumptions. Each party shall promptly remedy any unmet assumption for which it is responsible.

5.1 Project Assumptions.

- Workday shall perform all Technical Services within the Workday environment.
- Under typical circumstances, eighty percent (80%) or more of Workday Technical Services set forth under this SOW will occur off-site. Due to current events, Workday will perform all Technical Services remotely except for specific activities that are mutually agreed in writing. The parties will plan and agree upon the timing for any Technical Services performed onsite.
- If travel is required for Technical Services performed on-site, Customer shall reimburse Reseller for all reasonable and necessary T&E incurred by Workday. Upon Customer's written request, Reseller will submit supporting expense documentation and copies of receipts to Customer for expenses over Twenty-Five United States Dollars (\$25).

- Customer will staff the Project with its resources described in Roles and Responsibilities section of Deployment Approach outlined in Appendix in a timely manner.
- Customer shall use resources for the Project that are physically located only in the United States.
- Workday and Customer will actively participate in all required Project activities.
- Customer shall develop and deploy a Production support model, including defining roles and responsibilities, processes, and internal service level agreements between Customer teams.
- Change Management, internal communications, and end user training functions are the responsibility of Customer and outside the scope of this SOW
- Customer is responsible for workstation compliance to the minimum technical requirements set forth in the Workday Browser Support Policy.
- Customer agrees to use Workday's Project tools and File Transfer Server.
- Project work shall be conducted during common business hours, excluding holidays as observed by Customer and Workday.
- If the Project is delayed by Customer for any reason, Customer understands that Workday's ability to staff the engagement and meet the Target Go-Live Date for the Technical Services Fees specified herein could be at risk. Therefore, Reseller reserves the right to revisit and revise the Project's Target Go-Live Date and estimated fees and costs, including by executing a Change Order.
- The pricing and schedule set forth in this SOW are based on using Workday-provided systems, tools, and devices. Workday is not required to use any systems, tools, or devices not provided by Workday ("**Non-Workday Systems**"). Non-Workday Systems are not covered by Workday's Security Exhibit or portions of the data processing exhibit, and any use of Non-Workday Systems must be pre-approved by Workday in writing in its sole discretion. If Reseller approves Workday's use of any Non-Workday Systems, the parties shall first execute an amendment to the TSA to cover Workday's use of such systems and a Change Order to cover Workday's additional costs and efforts.

#### 5.2 Deployment and Scope Assumptions.

- Workday shall not perform any fit-gap or deep-dive review or analysis of Customer's business requirements. Customer shall have knowledge of and/or provide documentation that reflects its existing business processes (e.g., hiring, termination).
- The number of deployment Tenants and/or Instances made available to Customer without charge is governed by the Workday Deployment Tenant/Instance Pricing Policy. If additional Tenants and/or Instances are required to support the Project, additional fees shall apply.
- Customer understands that its use of the Workday Service and Workday's configuration of it does not constitute compliance with any Law, including data privacy laws. Customer understands that it has an independent duty to comply with any and all Laws applicable to it. If Workday's delivered scope of configuration does not meet Customer's business or legal requirements, Customer shall either make the necessary configuration changes itself or engage Workday's Technical Services to do so via a Change Order.
- Customer agrees to utilize a Workday's business process framework for the entire institution until post-Production, and Customer shall acquire additional Technical Services to make desired configuration changes or make the configuration changes itself.
- All pre-configurations and business processes shall be based on the Workday Launch Program.
- Customer shall leverage the delivered security roles, with no changes to existing security roles or creation of custom security roles until post-Production, and Customer shall acquire additional Technical Services to make such changes or make such changes themselves. Workday shall provide the relevant knowledge transfer.
- The fees and Project schedule set forth herein or otherwise agreed by the parties pursuant to a Change Order are dependent upon (i) Customer timely fulfilling its obligations

hereunder, and (ii) the completeness and accuracy of the information provided by Customer prior to the execution of this SOW and during the SOW Term.

- Foundation alignment sessions do not constitute a “design” of delivered business processes - instead they are intended to provide knowledge transfer and validate Customer Data or Technical Services Data to support the Launch program configurations.
- 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 Technical Services or Deliverables are implied under this SOW.
- Customer shall 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.
- The Technical Services provided by Workday hereunder do not include the provision of Workday-required training courses, which Customer may purchase from Workday by separate agreement(s).
- Customer resources shall timely complete Workday-required training appropriate for their respective roles.
- Customer shall leverage the delivered security roles (**including proxy**), with no changes to existing security roles or creation of custom security roles until post-production, and Customer shall acquire additional Technical Services to make such changes or make such changes themselves. Workday shall provide the relevant knowledge transfer.
- **Data masking and data scrambling is not part of the scope for this deployment**

### 5.3 Testing Assumptions.

- Customer is responsible for assigning a Test Manager to drive and oversee the Testing stage.
- Workday shall provide baseline recommended testing scenarios for testing. Customer is responsible for creating and executing Customer-specific test scenarios.
- Customer shall lead testing and sign off on the final configuration prior to the move to Production. Workday shall support issue resolution to Customer’s testing efforts.
- Customer Test Manager shall create a testing strategy document to support the testing cycles, including roles and responsibilities, testing schedule and process for managing test execution and issue resolution.
- Workday shall provide guidance and assistance to Customer's Test Manager and test team during test execution of each of the test cycles.
- Workday shall help Customer to prioritize the severity of the defects and help ensure timely assignment and follow-up for resolution.
- 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

### 5.4 Data Conversion Assumptions.

- Workday does not provide a service to extract data from Customer's source systems.
- Customer is responsible for populating and supplying data in the 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 Technical Services Data. Customer is solely responsible for the extraction, transformation and supplying of the data into the data conversion templates. Workday or Customer will then use these templates to load the data into the Tenant, as governed by the data conversion strategy shared and reviewed during the Plan and Architect & Configure stages.



- Workday will convert current records for all active and terminated Customer employees for the current calendar year.
- Customer resources will be responsible for any additional data conversion beyond the scope set forth in this SOW.
- Customer shall establish and determine processes to create a static copy of their legacy system(s) to provide source data extracts and a reference point for comparison for each Tenant build.
- Workday tenant builds take 3 weeks upon receiving the conversion workbooks.

#### 5.5 Integration Assumptions.

- Workday shall design, configure, unit test, and/or deploy integrations where Workday is the Responsible Party in the Integrations In Scope table above. Similarly, Customer shall be responsible for the design, development, configuration, and unit testing of integrations where Customer is the Responsible Party.
- Customer shall 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 cannot guarantee full delivery by the Target Go-Live Date if our efforts are hampered by the limited availability or responsiveness of Customer or vendor resources during the Project. If Workday cannot deliver any integration by Target Go-Live Date due to such circumstances, Reseller, Workday and Customer will evaluate a proper course of action together.
- 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 shall be subject to a mutually agreed Change Order.
- 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 above.
- 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 shall 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 shall 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 shall lead interactions with third party vendors and/or internal system owners required to deploy integrations hereunder. Customer shall 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 Technical 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 shall attend Workday's recommended integration training prior to the commencement of the appropriate stage, in order to meet delivery of this Statement of Work.
- 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 shall be a delivery of one file to one endpoint.
- Customer shall provide an SFTP server or an appropriate endpoint for integration file exchange during the Project.
- Workday Adaptive Planning Integration Assumptions:
  - Development of any Integration is contingent on data structures (Chart of Accounts, Organizational Levels and Dimensions) being stable in both the source system(s) and Customer's Workday Adaptive Planning Instance.
  - An Integration extracts data from one Instance of the source application(s) and imports data into one Customer Workday Adaptive Planning Instance.
  - Customer Data is organized in the source application(s) in standard (non-custom) designated objects.

#### 5.6 Learning Transformation Assumptions.

- Customer will assign an experienced Transformation Lead/Strategy Sponsor to manage Customer's roles and activities for the Project.
- Customer will assign an Executive Sponsor to participate in Steering Committee meetings and be available to resolve issues impacting the success of the Project.
- Customer will have knowledge of or provide documentation that reflects existing talent management (including learning) operation, upon request.
- The assigned Customer Transformation Lead/Strategy Sponsor will collaborate closely with the Customer Project Manager for the Workday Learning deployment and the Executive Sponsor/Steering Committee to gain necessary consensus and approvals in a timely manner.

#### **6. Subcontracting.**

In the course of performing the Technical Services and/or providing Deliverables hereunder, Reseller and Workday are permitted to, in its discretion, draw on the resources of and subcontract to any of the subcontractors set forth on Workday's website (currently located at <https://www.workday.com/en-us/legal/professional-services-subprocessors.html>) as Subprocessors for Technical Services (each, a "**Subcontractor**"). In such instances, Customer agrees that Workday is permitted to provide information Workday receives in connection with this SOW to the applicable Subcontractor(s) for the purpose of the Technical Services and related administration. Reseller shall be responsible for the acts and omissions of any Subcontractor to the same extent as if the acts or omissions were performed by Reseller.

#### **7. Project Changes.**

The parties acknowledge and agree that the avoidance of Project delays is material to Customer's Project success and Workday's ability to provide the Technical Services. In the event of any Project delay due to the fault of Customer, Workday, or causes not in the control of either Customer or Workday, the parties shall attempt to mitigate the effects of such delay. The parties shall meet to resolve such delays and to develop a mutually agreed solution. Reseller and Customer shall take into consideration the cause of the delay and negotiate in good faith. In the event there are Project impacts including but not limited to changes in Project scope, estimated level of effort, Project timeline, Project resource commitments or expenses, the parties shall execute a mutually agreed Change Order pursuant to the Change Order Process.

#### **8. Change Order Process.**

During the Project in this SOW, new information may surface that necessitates a change in business requirements resulting in a change in Project scope and, therefore, changes in the estimated level of effort, Project timeline, or Service features. Upon either party's request, Workday shall describe such requested changes, and the associated fees for additional Technical Services to be provided, in a proposed Change Order. Due to the complexity of some Change Orders, upon prior and mutual agreement, Reseller shall invoice Customer for the time required to scope and estimate Customer-requested changes. Reseller shall advise Customer of the cost estimate if such a charge shall apply. Each proposed Change Order shall contain the requested change, the impact on the current engagement under this SOW, and the estimated

resources and time to complete the Technical Services for the work described in the Change Order. Reseller shall submit the Change Order to Customer for review and approval, then shall circulate the mutually agreed Change Order for signature. Proposed Change Orders shall remain valid for a period of ten (10) business days from the date of submission. If Customer does not approve the Change Order in writing within the ten (10) business days, and Reseller has not extended the period of validity in writing, the Change Order shall automatically expire. Upon the parties' execution of a Change Order, Workday shall begin performing the Technical Services described in the Change Order.

**9. 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 Workday Service is provided.
- Participation of Customer business process owners, 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.

**10. Issue Tracking and Escalation.**

10.1 Workday shall track all Project issues within a consolidated risk and issues log and assign a resolution owner and proposed resolution date to each issue. The Project team shall escalate those issues that it cannot resolve as set forth herein.

10.2 Issues that cannot be reasonably resolved by the parties as set forth in Appendix 1 shall be escalated to the Steering Committee comprised of Customer Executive Sponsor, Customer Project Manager, Workday Executive Sponsor, and Workday Engagement Manager (or their respective designees) (collectively, the "**Steering Committee**").

**11. Functional Scope.**

The table(s) below lists the functional and technical scope that will be included as part of this Workday deployment. Any functional or technical details not listed below will be deemed out of scope for this Project.

Product	Description	Scope
Foundation	Foundation Features	Payment Elections & Associated Rules
		Pre-Packaged Business Processes
		Workday Assistant (With ISA ppt In). Excludes customer security groups.
		Standard Notification Templates

Product	Description	Scope
		Workday Today home page with 4 standard cards
	Organizations	Organizational Management
		Staffing Management
		Up to 3 Legal Entities
		Supervisory Organization and Hierarchy
		Cost Centers and Cost Center Hierarchy
		Up to 4 Custom Organization Types and Hierarchy
		Locations and Location Hierarchy
		Region and Region Hierarchy
		Up to 3 Pay Groups
	Security	Multi-Factor Authentication
		Delivered Security Model
	Setup	English Language Support
		Global Address Localization
		Mobile
		Currency
		Duplicate Management
	Worker Data	Contingent Workers
		Personal Information
		Contact Information

Product	Description	Scope
		Position and Job Profile Assignment
		Employee Types
	Reporting	Standard Dashboards & Analytics
		500+ Delivered Reports

Product	Description	Scope
HCM	Compensation	Basic Compensation Management
		Grade and Grade Profiles (up to 100 Grade Profiles)
		Single Compensation Package
		Up to 2 Salary Plans
		Hourly Plan
		Up to 5 Allowance Plans - Excluding reimbursable allowance Plans
		Up to 15 One Time Payment Plans
		Delivered Compensation Basis
	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 attachments for Onboarding Review
		Custom Onboarding Templates (up to 2 templates)
		Announcements - 1 for onboarding

Product	Description	Scope
		I-9 Functionality
	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
	Security Groups	Delivered Security Groups, Roles  Up to 3 Regulatory Required Custom Security Groups
	Setup	Event Categories and Reasons
		Multiple Jobs
		Employee and Manager Self-Service
		Worker Types
		Tenant Branding
		Skills Cloud (With ISA opt In)
		Union Tracking (Worker Data Only)
		Employee Contracts (Contract Types, Reasons for Reporting Purposes). Custom business form layout (BIRT) not included.
		Delivered Probation Periods
		Contingent Worker Types
		tracking of International Assignments with a custom field. Includes the creating and assignment of International Assignment
		Up to 4 Funds Associated to Worker / Position as Custom Organizations/Worktags

Product	Description	Scope
		Up to 4 Grants Associated to Worker / Position as Custom Organizations/Worktags
		US Operations Only
	Worker Data	Personal Data, Contact Information, ID Information
		Emergency Contact Information
		Employee Photos
		Delivered Service Dates
		Shifts
		Education
		Job History
		Healthcare
	Reporting	Acute HC Industry Architect - HCM and Absence
		Review Delivered Reports
		EE04 Reporting
	Modifiable Business Processes	Enable Delivered Dashboards (Workforce Composition, Report Auditor)
		Hire Employee
		Create Position
		Request One Time Payment
		Contract Contingent Worker
		Onboarding : 1 for New Hires and 1 for Job Changes
	Termination	

Product	Description	Scope
		Change Job
		Request Compensation Change
		End Contingent Worker Contract
		Onboarding Setup
		Edit Positions
		Edit Position Restrictions
		<b>Add Additional Job</b>
		<b>Grade and Grade Profiles (up to 100 Grade Profiles)</b>
	Data Conversion	Up to 3500 Active FSE Employees or Contingent Workers Including Current Associated Personal Data and Current Job Record
		Terminated employees who received payment in the current year, and contingent workers who contract 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 information and compensation effective as of Benefits effective date
		Job and Compensation History - Unlimited "History from Previous System"
	No Transactional History	



Product	Description	Scope
	Ad Hoc	<p>Position Budgeting Support</p> <p>Up to 10 Unions for tracking union membership, Up to 24 Additional Compensation Plans, Up to 60 Additional Compensation Grades configured with Steps based on Time Progression, Manual Step Progression via Request, Compensation Change, Up to 15 additional Absence Plans (10 accrual plans), Up to 5 Additional Benefit Enrollment Event Rule, Up to 50 Additional Benefit Plans, Payroll Processing of Union Dues, Up to 5 Additional Pay groups, 12 Union Deductions, 12 Pension Calculations, 8 Time Entry Templates, 10 Time Eligibility Groups (Time Calculation Group, Time Code Group), (Time Tracking) 15 Time Calculations, Modifiable BP: Union Membership Event (standalone and sub enabled for Hire/Change Job), Data Conversion: Union Membership assignment to Workers, Compensation Grade/Step assignment to Workers, Benefit Plans Enrollment, Additional Dependents and Beneficiaries</p>

Product	Description	Scope
Absence	Holiday Calendars	Up to 5 Holiday Calendars
		Up to 5 Holiday Calendar Rules
	Leave of Absence Types	Up to 10 Leave Types (Up to 5 with Leave Entitlements limited to Primary Position)
	Time Off Plans	Up to 10 Accruing Time Off Plans On Primary Position
		Up to 6 Non-Accruing Time Off Plans
	Work Schedules	Up to 20 Work Schedule Calendars

Product	Description	Scope
		Up to 20 Work Schedule Rules
		Absences based on Primary Job
	Third Party Calendar	Absence Third Party Calendar (Microsoft Outlook or Google Calendar) - Functional Configuration Only
	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 (balance as of go-live date, not daily conversion)
		Time Off Event Conversions Excluded

Product	Description	Scope
Benefits	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
	Enrollment	Benefits configured for 1 country
		Manage Benefit Enrollments Due to Eligibility Changes and Life Events
		1 Enrollment Event Rule

Product	Description	Scope	
		Cross Plan Enrollment Rules	
	Evidence of Insurability	Manage Evidence of Insurability	
	Plans		Administer Benefit Enrollments for Most Commonly Offered Plan Types, Including Health Care (Medical, Dental, Vision), Insurance (Life, Disability), Spending Accounts (Dependent and Health Care), Health Savings Accounts, Retirement Savings, and Additional Benefits Plans (Pet Insurance, Gym Membership, EAP, Critical Illness, and Long-Term Care). Up to 50 Benefit Plans.
			Benefit Plans (Including all Components, Such as Eligibility Rules, Coverage Tiers, and Rates)
			Healthcare Election Guidance - Configure expanded plan details for up to 5 Healthcare Plans
			Tiered LTD Plans in scope
	Setup		Plan Year Definition; 1 for Program Year, 1 for Ongoing
			<b>Benefits tied to the primary Job</b>
			Up to 5 Benefit Groups
			Individual Rates
			Benefit Annual Rates
			Benefit Defaults
			Passive Event Rules
			Benefit Events (Plus Conversion Events)
			Reinstatement Events
Derived Coverage Targets			

Product	Description	Scope
	Modifiable Business Processes	Open Enrollment
		Change Benefits for Life Events
		Change Benefits
		Dependent Event
		Add Retiree Status
		Change Beneficiary
		Change Retirement Savings
		Remove Retiree Status
		Passive Event
	Data Conversion	Current Benefit Elections
		Medical History for Current Year for ACA Reporting
	Retiree Benefits	Up to 1 Retiree benefit group utilizing a shared plan (does not include Medicare or a surviving spouse plan)
		Up to 1 Retiree Organization and 2 related BPs'
	Data Conversion	ACA Worker Hours and Wages
		Dependents & Beneficiaries
		Benefit Annual Rates
		Worker Wellness and Tobacco Usage

Product	Description	Scope
Payroll (United States)	Banking	Payment Election Rules

Product	Description	Scope
		Up to 2 Bank Accounts, Up to 2 Routing Rules, Delivered Check Layout
		Financial Institutions
	Checks and Payslips	Delivered Check and Payslip Layouts
	Costing Allocations	Up to 80 worker costing allocations including: Configuration & Conversion of employee costing allocations across multiple accounting dimensions Testing/Validation of allocations from BP approval through Payroll to the General Ledger
	General Ledger	Fiscal Posting Intervals, Schedules, Summary Schedules, Fiscal Years
		Journal Sources, Ledger, Ledger Types, Account Sets, Account Posting Rules
	Pay Components	up to 150 Pay Components (Earnings and Deductions)
		Net Pay Validation and Arrears
		Pay Accumulations, Pay Balances, Pay Component Groups, Tax Authority
		Pay Component Costing
	Payroll Processing	Up to 3 Pay Groups
		Up to 1 Run Category
		Off-Cycle Payments
		Retro Processing
		Audit Report Configuration
		Payroll Involuntary Withholding Orders and Deduction Recipients Processing

Product	Description	Scope
	Period Schedules	Up to 3 Period Schedules for Payroll
		Generate Period Schedule Periods
		FLSA Work Period Calendar Rules
	Tax Reporting	Up to 3 Companies for Payroll
		Company Federal, State and Local Payroll Tax Reporting (not to exceed 4 states)
		Workday Delivered W-2 Configuration
		Payroll Tax Filing Configuration (Workday Delivered Payroll Tax Period Reporting)
	Modifiable Business Processes	Settlement Run Event
		Assign Pay Group
		Payment Release Event
	Data Conversion	Payroll Balances for Current Year
		Worker Tax Elections
		Withholding Orders Excluded (Manual Data Entry Required)
		Worker Payment Elections
		Current Costing Allocations
		Worker Tax Treaties

Product	Description	Scope
Learning	Security Groups	Security Groups (Up to 4 security groups excluding topic and course segmented security groups)

Product	Description	Scope
		Topic and Course Segmented Security (up to 10 segments with 10 supporting security groups)
		Business Process Security Policies (minor changes)
	Setup	Learning Configuration on Edit Tenant Setup tasks
		Configure Learning Domains
		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).
		Learning Instructors (Up to 50)
		Learning Assessors (Up to 50)
		Campaign Audiences (Up to 8)
		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)
Validation Rules (up to 5)		

Product	Description	Scope
	Transformation	<p>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.</p>
		<p>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.</p>
		<p>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.</p>
		<p>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.</p>
	Reporting	<p>Delivered Reports and five additional delivered custom reports (Learning Video Interactions, Learning Upcoming Course Offerings, Learning Survey Responses, Learning Duration, Learning Completion and Required Learning)</p>
	Modifiable Business Processes	Manage Lesson



Product	Description	Scope
		Manage Course
		Manage Course Offering
		Enroll in Content
		Drop Learning Enrollment
		Manage Program
		Manage Equivalency Rule

Product	Description	Scope
Recruiting	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 (does not include payout process)
		Up to 3 Job Application templates
		Up to 3 Job Posting templates
		Evergreen Requisition Management
		Candidate Screening
		Candidate Ranking is Excluded
		Candidate Review

Product	Description	Scope
	Career Site Configuration	Candidate Home
		1 Internal and 1 External Career Site
		1 Internal Career Site for Non-Workers
		External and Internal Candidate Job Alerts
		External Career Site Privacy Policy
		Configurable Candidate Consent
		Prospect Introduce Yourself on External Career Site
	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 document attachments for candidate offer review
		Up to 2 Internal and Up to 2 External Questionnaires
	Integrations	Guidance of Apply with LinkedIn - Up to 1 hour of Support
		Guidance for setup of LinkedIn Recruiter Connect - Up to 5 hours of support
		Workday Outlook or Google Calendar Interview Scheduling integration
	Security	Primary Recruiter Security
		Prospect Management

Product	Description	Scope
	Setup	Candidate Pool functionality
		Assessments (no associated integration)
		Background Check
		Interview Management (no associated integration)
		Interview Ratings
		1 Employment Agreement
		Candidate Endorsement
		Configurable Section Headers and Instructional Text on Job Application Templates
		Duplicate Management
		Parallel Stages
		Job Requisition Categories and Reason
		Messaging deployment will occur during the post production support timeframe
		Notification Designer - Up to 1 simple custom notification template
		Reporting
	Candidate Grid	
	Job Requisition Workspace	
	Modifiable Business Processes	Job Application (1 Dynamic Workflow to include nested subprocesses)
		Offer
		Job Requisition

Product	Description	Scope
	Data Conversion	Up to 100 Open Job Requisitions and Corresponding Open Positions
		Open Positions Not Associated With Job Requisitions Excluded
		Active Candidate Data Conversion Excluded
		Candidate Ranking in not in Scope
		Prospect Conversion Excluded

Product	Description	Scope
Talent Optimization	HCM Core	Worker Summary
	Performance	Up to 3 Performance Review Templates
		Goals
		Development Items
		Check-Ins
	Succession	Up to 50 Positions for Succession: includes Readiness setup
		Assess My Team's Potential
		Assess Potential
		Relocation Preferences
		Succession
		Travel Preferences
	Talent Core	Mentor
		Anytime Feedback

Product	Description	Scope
		Career Interests
		Job Interests
		Up to 2 Custom Notifications per Business Process
		Competencies
	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
		Assess Potential
		Manage Succession Plan
		Manage Succession Plan
	Data Conversion	No Goal History
		No Transactional History
		No Prior Performance Reviews

Product	Description	Scope
Time Tracking	Alerts and Validations	Up to 3 Alerts
		Up to 5 Time Entry Validations

Product	Description	Scope
	Project Tracking	Project Worktag (Requires Subscription to Projects)
	Schedules and Calendars	Up to 3 Period Schedules (Pay Schedule)
		Up to 2 Holiday Schedules
		Up to 20 Work Schedule Calendars
	Security	Up to 2 Security Groups to Support Employee Self Service and Manager Self Service
		Up to 2 security groups' to support security requirements related to Web Clocks
	Time Calculations	Up to 30 Time Calculations
		Up to 10 Time Calculation Groups
		Up to 5 Worktags
	Time Entry	Up to 6 Time Entry Templates
		Up to 20 Time Entry Codes
		Up to 10 Time Code Groups
	Reporting	Time and Absence Dashboard
		Review Time Task
	Modifiable Business Processes	Assign Work Schedule
		Enter Time
		Reported Time Batch Event
	Data Conversion	Excluded from the scope for go-live

Product	Description	Scope
Accounting	Acute	Fund Balances recorded by Ledger Account Level
	Allocations	Allocation Definitions (up to 25)
	Book Codes and Books	Multi-Book Accounting (GAAP and non-GAAP)
	Consolidations and Intercompany	Consolidation
		Intercompany Process
	Financial Accounting Structure	Core Financial System of Record
		Ledger to Track Actuals Only
		Balancing by Company/Legal Entity and up to 1 additional Required Balancing Worktag in scope
		Single Primary Chart of Accounts for All Companies
		Single Primary Fiscal Schedule For All Companies
		US only
		Journals
	Import Journals via Spreadsheet	
	Accounting Adjustment	
	Custom Validations (Maximum 10 Custom Validations)	
	Automated Transaction Matching	
	Journal Sequencing (to support unique journal numbering)	
	Statistics	Up to 15 Statistics definitions
	Commitment Accounting	Commitment/Obligation ledgers for Financials and Payroll.

Product	Description	Scope
	Reporting	CAFR and Trial Balance report development, unit testing, and troubleshooting activities during the Configure & Prototype and Test phases. Work will be completed offsite
	Modifiable Business Processes	Accounting Journal Event
		Accounting Adjustment Event
		Accounting Journal Unpost Event
	Data Conversion	Company Base Currency Only
		Single Summarized Journal for Each Company Per Period With a Maximum of One Fiscal Year Plus Current YTD - Prior Year Ending Balance
		Transactional Journals Not Converted

Product	Description	Scope
Banking & Settlements	Bank Reconciliation	Bank Reconciliation (automated and manual)
		Foundation Delivered Bank Reconciliation Matching Rules and First Notice Rules only (Parsing Rules Excluded)
	Banking Setup	Bank Account Management
		Financial Institutions
		Up to 10 Bank Accounts
		Operational Transactions - United States Only
	Settlement	Settlement
		Ad Hoc Payment



Product	Description	Scope
		Bank Routing Rule
		Bank Account Transfer / Bank Account Transfer for Settlement
		Ad Hoc Bank Transaction
		Payment Acknowledgments (if bank supports)
		Miscellaneous Payment Request
		Positive Pay
		Preprinted or Blank check stock (printer not provided)
	Modifiable Business Processes	Settlement Event
		Bank Account Transfer / Bank Account Transfer for Settlement
		Bank Account Transfer for Settlement
		Bank Account Event
		Ad Hoc Payment Event
		Miscellaneous Payment Request Event
		Ad Hoc Bank Transaction
	Data Conversions	Unreconciled Open items
		Beginning Balance

Product	Description	Scope
Budgets	Loading Plans	Import Budget via Spreadsheet only
		Custom Validations (Maximum 10 Custom Validations)

Product	Description	Scope
	Plan Setup	Financial Budget
		Plan Worktags
		Plan Structures
		Budget Hierarchy
		Position Budget
	Plan Templates	Plan Templates
	Reporting	Budgetary Balance Report
	Modifiable Business Processes	Plan Event
		Budget Amendment Event
	Data Conversion	Current Year Budget Data

Product	Description	Scope
Business Assets	Asset Accounting	Asset Accounting
		Asset Sharing
		Asset Depreciation for GAAP book only'
		Asset Book Rules
		Asset Adjustments
		Non WIP Related Assets Only unless Capital Projects are in Scope
		Multi Book Asset Accounting with 2 company Asset Books
	Asset Maintenance	Asset Reclassification
	Asset Tracking	Asset Custodianship

Product	Description	Scope
		Pooled Assets
		Asset Transfer
	Modifiable Business Processes	Asset Registration
	Data Conversion	Active Capitalized Assets (Reconciled to Balance Sheet)
		Tracked Expensed Assets (No Cost)

Product	Description	Scope
Customer Accounts	Cash Sales	Cash Sale
	Customer Collections	Customer Invoice Maintenance
		Customer Statement (Delivered Template, not custom)
		Receivable Write Off
		Receivable Aging
		Collections and Dispute Activities
		No Customer Portal
		Interest and Late Fees
		Customer Invoices
	Intercompany Invoice	
	Direct Intercompany Invoice	
	Up to 10 Custom Validations	
	Up to 1000 Sales Items	
	Dunning Letters (Delivered Template, not custom)	

Product	Description	Scope
	Customer Payments	Customer Payment Processing
		Delivered Auto-Apply Payment Rules Only
		Customer Deposit
	Customer Refunds	Customer Refund
	Deferred Revenue	Revenue Recognition Schedule Templates
		Deferred Revenue Recognition
	Transaction Tax	Manual selection on transactions for configured Tax Authorities, Rates, Codes and Applicability for In Scope Countries only. Tax Defaulting logic is not included.
	Modifiable Business Processes	Bad Debt Write-off Event
		Customer Event
		Customer Invoice Event
		Customer Refund Event
	Data Conversion	Open Account Receivables Items in Transaction Currency
		Customers With Activity Within 6 Months Prior to Go Live

Product	Description	Scope
Supplier Accounts	1099 Reporting	1099 Adjustment
		1099 Suppliers
	Supplier Contracts	Supplier Contracts (Scheduled or Manual Invoice Contract Types Only) Leased Supplier Contracts not included

Product	Description	Scope
	Supplier Invoices	Supplier Invoice standard layout
		Recurring Supplier Invoice
		Supplier Invoice Attributes
		Supplier Invoice Retention
		Prepaid Spend Amortization
		Direct Intercompany Supplier Invoice
		Up to 10 Custom Validations
		Remittance Advice (Standard Format CSV File)
		Supplier Invoice Matching against Contract
		Supplier Refunds
	Suppliers	Purge Supplier Information
		Supplier Connections
		Supplier Request
		No Supplier Portal
	Modifiable Business Processes	Supplier Invoice
		Supplier Change Event
		Recurring Supplier Invoice
		Supplier Event
		Supplier Request Event
	Data Conversion	up to 50 Open Accounts Payable Items in Transaction Currency
		Current year to date 1099 balance

Product	Description	Scope
		Up to 1,000 Suppliers and Supplier Connections for those suppliers with Open Payable Items as well as suppliers with activity within 6 months prior to go live.

Product	Description	Scope
Customer Contracts	Contract Schedules & Templates	Contract Billing (Not Project related)
		Billing and Revenue Schedule Templates
		Revenue Recognition (Not Project related)
		Revenue Recognition Schedule Templates
	Customer Contracts	Primary Customer Contract Setup Only (no alternate contracts)
	Transaction Tax	Manual selection on transactions for tax configuration for In Scope Countries only. Tax Defaulting logic is not included.
	Modifiable Business Processes	Customer Contract Event
		Customer Contract Amendment Event
	Data Conversion	The Remaining Balance of 250 Active Customer Contracts and Open Fixed Fee Customer Contract Line Types in Base Currency of the Company Will be Converted.

Product	Description	Scope
Expenses	Expense Credit Cards	Spend Authorizations
		Single Tax Code Defaulted for Expenses per Country
		If Corporate Liability card exists, then you must purchase related integration

Product	Description	Scope
	Expense Rate Tables	Mileage Rates
		Expense Rate Tables (Maximum Up to 5 Expense Items With Rate Tables Included third-party integration not included)
		Simple Per Diem (non-Travel Journal)
	Expense Reports	Processing of Expenses Reports for Workers and Pre-Hires
		Create' Delegation for "Chief Level" Executives Only
		Up to 10 Custom Validations
		Up to 20 Expense Item Attributes
		Expense Report Instructions
		Travel Profile
		Mobile Enablement
		Expense Report Payment
		Note: If Credit Card Integration(s) is included In Scope, it will be for Expenses related to Worker T&E Expenses Only
	Modifiable Business Processes	Expense Report Event
		Spend Authorization
	Data Conversion	Worker Payment Elections for Expense Payments

Product	Description	Scope
Procurement	Procurement Setup	Punchout Configuration (Workday Delivered)
		Generic Purchase Items (up to 200)

Product	Description	Scope
		Functional configuration and support related to Procurement card integration Effort for integration is estimated separately
	Purchase Orders	Change Order
		Purchase Order (Delivered Template, not custom)
	Receipts	Receipt Accruals
		Receipt
	Requisitions	Requisition
		Sourcing
	Supplier Contracts	Supplier Contract (Excludes Lease Supplier Contracts)
	Suppliers	Supplier Invoice Matching (Delivered Matching Rules)
		Return to Supplier
		Matching Override
		Supplier Retention
		No Supplier Portal
	Transaction Tax	Manual selection on transactions for configured Tax Authorities, Rates, Codes and Applicability for In Scope Countries only. Tax Defaulting logic is not included.
	Reporting	Up to four knowledge transfer sessions to provide guidance regarding report administration.
		Supplier Performance Dashboard, Buyer Dashboard, Supply Chain Worker Activity, and the delivered supporting reports.
	Modifiable Business Processes	Requisition Event



Product	Description	Scope
		Change Order Event
		Supplier Contract
		Purchase Order Event
		Supplier Accounts Match Event
		Supplier Contract Amendment
		Supplier Accounts Match Exception Override Event
		Receipt Event
	Data Conversion	Up to 100 Open Supplier contracts (does not include Lease Supplier contracts)
		Up to 100 Open Approved Purchase Orders
		Up to 100 Receipts for Open Approved Purchases Orders

Product	Description	Scope
Projects	Project Plans	Phases
		Project Plan Template
		Project plan structure and project budgets
		Standard Cost Rate Sheets by Job Profile
	Project Resources	Project Resources
		Workday Standard Project Reports
	Project Labor Costing	Standard Cost Rate Rules (Up to 50)
		Standard Cost Rate Sheets by Project Role

Product	Description	Scope
	Project Setup	Projects (Non-Capital, Non-Billable Projects Only)
		Opportunity Projects
		up to 10 Custom Validations
		Tracking of Actual Costs Only
		Project Capitalization (Requires implementation of Business Assets)
	Modifiable Business Processes	Create Project
		Request Worker
		Project Resource Plan Line
		Edit Project
	Data Conversion	CIP - Construction in Progress
		Active Projects
		Project Plans
		Resource Plans

Product	Description	Scope
Grants	Awards	Award Contracts and required attributes
		Award Schedules
		Catalog of Federal Domestic Assistance (CFDA)
		National Science Foundation codes used for Award reporting
		Special Condition Types

Product	Description	Scope
		Award Plan Structure and Award Budgets
		Award Spending Restrictions
		Grants/Grant Hierarchies, Roles Assignments, Default Worktags
	Facilities and Administration	Up to 10 F&A Rate Agreements
		F&A Exceptions and Waivers
		Calculate F&A Costs
		F&A Revenue Allocation
	Grants Reporting	Award/Grant Reporting/Dashboards
		Sponsors associated to Active Awards
		Grants/Grant Hierarchies, Roles Assignments, Default Worktags
		Workday delivered Cost Reimbursable Invoice Layout
		Workday delivered Invoice Print Layout
	Sponsor Billing	Award Billing for Cost Reimbursable and Fixed Cost Awards
		Sponsors
	Sponsor Payment Processing and Application	Sponsor Payment Processing
		Letter of Credit Processing
	Modifiable Business Processes	Award Event
		Award Correction

Product	Description	Scope
		Award Amendment
		Award Spend Restrictions and Grant routing/approval for Sponsored Award processing on spend BPs
		Security Roles and Assignments for Award and Grant reporting and routing
	Data Conversion	Grants/Grant Hierarchies, Roles Assignments, Default Worktags
		Open Sponsor Invoice Balances
		Sponsors associated to Active Awards
		Subrecipients/Suppliers
		Award Contracts active at Go Live
		Award Life to Date Billed Balances via Award Historical Cumulative Lines for Active Awards at Go Live
		Award Life to Date Expenditure and/or Revenue Balances for Active Awards at Go Live
		Letter of Credits Active at Go Live
		Award Budgets for Active Awards at Go Live

Product	Description	Scope
Financial Planning	Structure	<p>Budget and forecast up to 5 years out. All planning periods will use a common / single methodology.</p> <p>Planning occurs in time periods of months, quarters or years</p>

Product	Description	Scope
		One Chart of Accounts structure, calendar, common set of templates and processes across the organization
		Single Currency
	Revenue	<p>Up to 2 Revenue Streams ( Stream = single source of revenue of one standardized planning methodology across all required Dimensions).</p> <p>Up to 4 Dimensions and up to 2 Sheets ( each Sheet provides a single interface to view, enter, and update data ) per Stream and up to 50 calculations total across the 2 Streams</p>
	Operating Expense	Operating Expenses include up to 2 Supporting Schedules ( a model built for a single or group of GL accounts using a single methodology with common dimensions and a single manually imported / maintained data set) with up to 50 total calculations across the 2 supporting schedules and accounts.
	Personnel Expense	<p>Up to 2 Personnel Expense models (current roster and open positions) with up to 3 Employee Groups: Salary, Hourly and Contingent Labor.</p> <p>No Labor Unions unless purchased via Additional Scope.</p> <p>Up to 50 total calculations across the 2 models. (Capitalized labor is not included)</p>
		<p>Manual Data Entry for Transfers, Splits, Planning Allocations by Level (Single-Step, Not Sourced from Payroll data).</p> <p>Manual changes made in one version do not persist upon a refresh of data from source.</p>
		Fringe Benefits and Tax Rates
		Merit and Bonuses are calculated as a percent of total pay based on role, worker or total company.

Product	Description	Scope
	Capital Expense	Capital Expense Model using straight line depreciation for newly planned assets. Summary (not at asset level) Capital sheet to accept depreciation schedule for existing assets.
	Planning Allocations	Up to 10 Single Step Departmental (cost center / account) Allocations.  Does not include distributions across other dimensions.
	Deployment Approach	The Adaptive deployment will start no earlier than one month after the later of Workday Financials or Workday HCM (whichever is applicable) go live. Adaptive meta data structures and data will be sourced from Workday Production tenant.
	WDM FINS and Meta Data	Workday shall configure the automation synchronization of the following metadata: - Metadata: Accounts - Metadata: Levels - Metadata: Dimensions & Attributes (up to 20)  Workday shall define and configure required advanced reports and Workday Data Source for the following sources of data within the Customer's Workday Tenant: - Import GL trial balance
	WDM HCM ( for Financial Planning)	Workday shall configure the automation synchronization of the following metadata: - User Sync  Workday shall define and configure required advanced reports and Workday Data Source for the following sources of data within the Customer's Workday Tenant: - Import current personnel roster - Import open positions / requisitions
	Personnel Expense - Unions	2 unions/bargaining units with 5 steps and 5 grades per unit
	Security	Enable security on Levels and configure Dimensional Access Control for up to one additional dimension

Product	Description	Scope
	Reporting	<p>One Income Statement Format (account / dimensions) that incorporates all templates and business logic.</p> <p>Up to 10 KPIs.</p> <p>Conduct up to 6 remote hands-on workshops (up to two hours each) to walk-through building reports/dials/dashboards.</p> <p>Provide best practice guidance around design Consult with Customer on specific dial design challenges.</p> <p>Help Customer with how-to questions.</p> <p>Reports and Dashboards to be completed by Customer prior to UAT.</p>
	Training and Enablement	<p>Knowledge transfer and documentation provided for all planning models built using Workday's documentation format and tools (1 page per model).</p> <p>Customer will be responsible for end-user documentation and end user training.</p> <p>Final review &amp; testing: Support of Customer UAT scripts development.</p> <p>Admin training: includes training for up to 5 power users on administrative responsibilities and maintenance of the system for up to 4 hours.</p> <p>Delivery Assurance: provides oversight throughout the project to ensure design and build is consistent with best practices.</p> <p>Postproduction support: 2 weeks of support for up to 10 hours per week</p>

Product	Description	Scope
	Not Included	Financial Consolidations (unless purchased via Additional Scope).  Balance Sheet and Cash Flow (unless purchased via Additional Scope).  Payroll or Payroll Costing Allocations as a source.  Budget Books. Reports and creation of budget book format.

Product	Description	Scope
Other	Ad Hoc	2 hrs / wk EM support in Customer prep stage
		3 hrs / wk conversion support in prep stage
		Push items to Phase X - Recruiting /Learning / Talent

**12. Workday Data Management for Workday Adaptive Planning.**

Configuration required in Customer's Workday Production Tenant to support the deployment of Workday Data Management in Customer's Workday Adaptive Planning Instance.

**Workday Responsibilities**

- Lead meetings and working sessions to design and configure the data management
- Assist Customer with completing the Business Requirements Document (BRD) and the Data Mapping Document
- Workday shall configure the Workday Data Management as defined in the BRD and the Data Mapping Document using the standard available functionality adhering to the following guidelines:
- Up to 10 business rules & transformations (e.g., concatenation of two fields) can be applied to the data extracted from each source
- Rules for determining which accounts to exclude and account sign reversal from import are account ranges or list of accounts
- Currency conversion within data management is not included
- Document the Solution Configuration:
  - Support data validation for three months of history that is imported into the Service from Customer's Tenant
  - Conduct a user walkthrough of the built solution and how to run/schedule jobs
  - Workday Data Management shall be built against the Workday Production Tenant



### 13. Integrations.

#### 13.1 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. During delivery, and upon further discovery, the parties may agree that changes are required to meet Customer's requirements, which changes shall be affected via a Change Order.

#### 13.2 Integration Classifications.

**"Configured Integrations"** describes the productized connectors developed and supported by Workday that exist as Workday Integration Templates (as defined below) in each Workday 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 shall 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 TSA), 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.

#### 13.3 Workday Integration Templates and Classifications.

**"Workday Integration Templates"** are Workday-provided integration template tools that are used by Workday and may be licensed and used by Customer and third parties to create connectors and/or integrations to the Workday Service.

Integrations to the Workday Service can be built using the Workday Integration Templates. The table below describes available Workday Integration Templates as of the SOW Effective Date. The table also explains which Workday Integration Templates are Configured Integrations or used for Developed Integrations and which are typically used for the simpler to more complex use cases.

Integration Classification	Workday Integration Template	Description	Complexity
Configured Integration	End to End Connector	Support a specific named third-party application or service. When you deploy an End-to-End Connector, no additional coding required. These integrations are (i) part of the Workday Service, and (ii) provided with ongoing support by Workday in accordance with Workday’s current Production Support and Service.  Detail on these connectors can be found in Workday Product Documentation by searching for the name of the Integration Template	Full Range
	Connector	Prebuilt integrations that address most of the integration effort required to connect to third-party endpoints. These integrations import and export data in a Workday-defined file format and typically require pre/post processing with a Developed integration.	Low
Developed Integration	Enterprise Interface Builder (EIB)	Simple, secure, and customizable integrations consisting of an integration system, an integration data source, an integration transformation, and an integration transport protocol.	Moderate
	Document Transformation (DT)	Integration to consume the output file generated by a Configured Integration, EIB, or Workday Studio integration system and transform the file based on instructions in an XSLT file.	Moderate
	Business Intelligence Reporting Tool (BIRT)	Solution to design and use business form layouts for meeting the layout specifications including rich text formatting, headers and footers, page breaks, and exact placement of labels, data, spaces, and margins.	Moderate
	Workday Studio	An Eclipse-based development environment solution required to build more complex, entirely custom, integrations with Workday.	High
	Direct Connection to Tenant API	An external (non-Workday) system acts as a client making a connection to Customer’s Tenant public API directly, using web services or Reports-as-a-Service, which form part of the core Workday Service. There is no “runtime” or job executing on the Workday platform.	Low
	Technical Services Standards	Preconfigured integration solutions that provide defined functionality so that they can be implemented with minimal or no need for modification.	Low

13.4 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 shall 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 shall 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.

13.5 Integrations in Scope.

This section provides the scope of integrations to be developed by Workday as part of this SOW. Although further detailed integration scoping and discovery will be conducted during the Architect Stage to rationalize scope and requirements against the various integration solutions above, the following integration scope assumptions were made to help define the integration effort estimated within this SOW.

The Customer previously provided the following high priority systems, vendors, and / or applications potentially requiring integration to and from Workday.

List of systems, applications, and vendors below:

- Abali
- Bank of America
- Bank of Kansa City
- BCBS Dental
- BCBS Medical
- Bonfire
- Commerce Bank
- Deferred Compensation Plan
- Employee Phonebook
- Epicor
- Epicor SAM II
- Harris Govern
- Infinitime
- Mitchell Humphrey
- MetLife (pre-Paid Legal)
- Questica Budget
- RecTrac
- Pension
- Vision (Eye Med)

The anticipated number and associated complexity of the Integration effort to be developed by Workday is as follows.

Workday Integration Solutions	Complexity	# Of Deliverables
End to End Connectors	Minor	12
Connector	Low	4
EIB / DT / BIRT	Moderate	11
Workday Studio	High	7
<b>Total # of Deliverables</b>		<b>34</b>

ANY INTEGRATION NOT EXPLICITLY LISTED IN THE INTEGRATIONS IN SCOPE TABLE ABOVE IS OUT OF SCOPE, EVEN IF DISCUSSED PRIOR TO THE EXECUTION OF THIS SOW, INCLUDING, WITHOUT LIMITATION, THE FOLLOWING INTEGRATIONS:

**14. Learning Transformation.**

The objectives of Learning Transformation are to:

- educate Customer on the importance of executing a transformation journey and the value of transformation,
- provide guidance and advice on various considerations related to a new learning model,
- align on a common vision and guiding principles that will define the path forward in delivering engaging learning experiences, and
- outline the implications of and operational considerations pertaining to a new learning model and leveraging Workday Learning.

**Learning Transformation Activities**

The time required to complete the Learning Transformation deliverables is based on the contents of the Project Scope section of this SOW.

- Estimated Duration is 4 Weeks, pending timely execution of this SOW and availability of resources and training
- Estimated Completion is before the start of the design sessions for Learning which occurs during the Architect stage

**Learning Transformation Scope Exclusions**

- This section is solely focused on Transformation Strategy Services associated with the Workday Learning.
- The execution of the outcomes from the transformation projects is not in scope.

**15. Staffing – Project Roles and Responsibilities.**

15.1 Workday Roles.

Workday shall 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
<b>Executive Sponsor</b>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Serves on the Steering Committee</li> </ul>
<b>Engagement Manager</b>	<ul style="list-style-type: none"> <li>• Manages the Project including directing Project activities based on the Project Plan</li> <li>• Provides status updates to both Workday and Customer team</li> </ul>
<b>Foundation Tenant Services</b>	<ul style="list-style-type: none"> <li>• Engaged in all activities and Deliverables related to the initial Foundation Tenant</li> </ul>
<b>Consultant(s)</b>	<ul style="list-style-type: none"> <li>• Responsible for providing Workday functional and technical knowledge and expertise on deployment activities and Deliverables</li> </ul>
<b>Delivery Assurance</b>	<ul style="list-style-type: none"> <li>• Responsible for completing the Delivery Assurance checkpoints throughout the deployment</li> </ul>

Team Member	Key Responsibility
<b>Learning Transformation Strategist</b>	<ul style="list-style-type: none"> <li>The Workday Learning Transformation Strategist is responsible for guiding organizational learning transformation and activities relating to a new Learning Strategy within the organization. The Learning Transformation Strategist will conduct a working session with the Customer, as well as address questions and provide best practice guidance regarding learning strategy to deliver the scope of transformation as outlined in the Statement of Work. The primary responsibility of the Learning Transformation Strategist is to manage the transformation strategy activities as defined in this SOW.</li> </ul>

15.2 Customer Roles.

Customer shall 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
<b>Executive Sponsor(s)</b>	<ul style="list-style-type: none"> <li>Responsible for championing the Project and accountable for budget</li> <li>Provides appropriate resources for Customer obligations</li> <li>Resolves escalations as needed</li> <li>Commits to attending Steering Committee meetings</li> </ul>
<b>Project Manager(s)</b>	<ul style="list-style-type: none"> <li>Co-owns Project Plan</li> <li>Manages Customer resources as needed</li> <li>Manages issues and decision logs. Escalates as needed</li> <li>Communicates weekly Project status to Customer Executive Sponsor(s) and Project stakeholders</li> <li>Owns all Customer activities such as change management, employee training, testing, Customer-built integration(s), third party deployments</li> </ul>
<b>Change Management Lead and Support Resources</b>	<ul style="list-style-type: none"> <li>Manage completion of change management activities</li> <li>Identify and engage support resources including communications, training, change network participants, etc.</li> <li>Provide insight on Customer relationships, stakeholders, culture, and other institutional knowledge of Customer</li> <li>Manage the internal review and sign-off of change deliverables</li> </ul>
<b>Functional Leads/Subject Matter Experts</b>	<ul style="list-style-type: none"> <li>Responsible for identifying, cleansing, and validating data to be converted</li> <li>Tests business processes and configuration</li> <li>Develops Customer-specific training and documentation</li> <li>Provides functional knowledge and expertise on business processes, data mapping, organizations, and system configurations</li> <li>Escalates to the Project Managers issues that may impact the Target Go-Live Date</li> </ul>
<b>Integration Leads</b>	<ul style="list-style-type: none"> <li>Provides technical knowledge and expertise on Customer's business processes, data mapping, organizations, and system configurations</li> <li>Develops Customer-provided integrations identified in SOW (if any)</li> </ul>

Team Member	Description of Role
<b>Workday Administrator(s)</b>	<ul style="list-style-type: none"> <li>• Workday “Tier 1” support when in Production</li> <li>• Point of contact for the Workday Production Support team</li> <li>• <b>Security Administrator:</b> maintains Customer’s security configuration</li> <li>• <b>Business Process Administrator:</b> manages Customer’s business processes</li> </ul>
<b>Workday Adaptive Planning Administrator</b>	<ul style="list-style-type: none"> <li>• Customer's Workday Adaptive Planning Administrator for the Service has a superior level of access to all plans and all Customer organizations participating in Customer's planning and modeling process. Personnel in this role are responsible for creating all baseline plans that are in alignment with Customer's business goals and strategic priorities. This role also establishes Customer's rules and policies applicable to all plans. Throughout the planning process supported by the Service, the Planning Administrator serves as a "super user" of the Service and assists other participants and organizations involved in the planning process and helps them reach their planning goals.</li> </ul>
<b>Test Manager</b>	Oversees Customer's testing strategy, resource plan, scenario tracking and reporting
<b>Transformation Lead/Strategy Sponsor</b>	<ul style="list-style-type: none"> <li>• The Customer Transformation Lead/Strategy Sponsor is Customer's senior leader who is the primary interface with the Workday Learning Transformation Strategist. This Customer resource is integral in collaborating with the Executive Sponsor/Steering Committee to represent the Customer's point of view to define the Learning Vision and Strategy for the organization. This resource is an active participant in the transformation strategy project and has the authority to represent the Customer and/or make decisions related to learning strategy, vision and the operation. It is expected that the Transformation Lead/Strategy Sponsor will drive Customer activities and consolidate Customer input on key questions/activities, as necessary.</li> </ul>

Average Customer FTE requirements:

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 account for additional staffing roles that a customer needs to provide for things like: User Training, Outreach, etc. These roles are also critical to the success of the project and need to be allocated appropriately.

Full Suite	Plan	A&C	Test	Deploy
HCM/Onboarding	0.5	0.75	0.75	0.75
Benefits	0.5	0.75	0.75	0.75

Comp	0.1	0.25	0.25	0.25
Payroll	0.5	0.75	1	0.75
Time	0.1	0.5	0.5	0.5
Absence	0.5	0.5	0.5	0.5
FDM & Financial Accounting	1	1	1	1
Suppliers	0.2	0.5	0.5	0.5
Banking	0.2	0.5	0.5	0.25
Budgets	0.5	0.5	0.5	0.25
<b>Suite Baseline Total</b>	<b>4.1</b>	<b>6</b>	<b>6.25</b>	<b>5.5</b>
Learning	0.1	0.75	0.75	0.75
Assets	0.2	0.5	0.5	0.25
Procurement	0.2	0.5	0.5	0.5
Grants	0.5	0.75	0.75	0.75
Expenses	0.2	0.5	0.5	0.5
Customer Contracts	0.1	0.25	0.25	0.25
Customer Accounts	0.1	0.25	0.25	0.25
Projects	0.1	0.5	0.5	0.25
Add-On Total	1.5	4	4	3.5
<b>Total</b>	<b>5.6</b>	<b>10</b>	<b>10.25</b>	<b>9</b>
<b>Lead</b>	<b>4.2</b>	<b>7.5</b>	<b>7.7</b>	<b>6.8</b>
<b>Support/BA</b>	<b>1.4</b>	<b>2.5</b>	<b>2.6</b>	<b>2.3</b>

<b>PM</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>PM Support</b>	<b>0.5</b>	<b>0.5</b>	<b>0.5</b>	<b>0.5</b>
<b>Test Lead/Coordinator</b>	<b>0.2</b>	<b>0.75</b>	<b>1</b>	<b>0.75</b>
<b>CM Lead</b>	<b>0.25</b>	<b>0.75</b>	<b>1</b>	<b>0.25</b>
<b>Prod Support Manager</b>	<b>0.1</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>

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

\*\*Note: Lead & Support/roles are calculated off of total FTE. It is expected that the BA effort \*will increase\* in total effort, as well as in additional resources, during the testing phase