Prepared For:
Ramsey County Minnesota

Statement of Work
Workday Deployment Services

Preparation Date: April 7, 2025

STATEMENT OF WORK
FOR
WORKDAY DEPLOYMENT SERVICES

This SOW, together with the Agreement, sets out the terms pursuant to which CSLLC will provide certain Services, as further described below. This SOW is being entered into in connection with and subject to the terms and conditions contained in the Professional Services Agreement between CSLLC and Client dated as of April 1, 2025 (the "Agreement"). All capitalized terms used herein that are not otherwise defined shall have the same meaning as ascribed to such terms in the Agreement.

1.0 Scope of Work ("Scope")

The Scope set out below describes the limits of the implementation in terms of organization, functionality, data conversion, integrations, reports, change management, and training which will be a part of the project.

1.1 Organization Scope

1.1.1 **Person Population**

Population Type	Count
Active Employees	Four thousand five hundred forty-five (4,545)
Contingent Workers	Active at time of Go-Live
Terminated Workers	Active in current year
Retired Workers	Up to twenty-three hundred fifty- seven (2357)

1.1.2 **Language:** All communication, documentation, data and Deliverables will be in English.

1.1.3 **Currency:** United States Dollars ("USD").

1.1.4 **Security:** Single sign-on and activation of Workday Factory delivered security groups.

1.1.5 **Program Management & Oversight (PMO):**

Oversight Services. CSLLC represents and warrants that it has reviewed each of the agreements entered into between the County and each of the two contractors (Workday, Euna),and acknowledges the obligations in those agreements as they specifically relate to CSLLC's performance of its Services pursuant to this SOW. CSLLC agrees that it shall provide overall program management, oversight, coordination and direction for the installation and implementation of the Statements of Work and of the Systems and Services provided by EUNA for the integration of all such Statements of Work and Systems and Services into the Project for the County. CSLLC represents and warrants that it has the capacity, personnel, knowledge and experience to perform these program management functions. CSLLC shall have overall program management responsibility that includes coordination and program management of all contractor activities as part of the Project. CSLLC will be responsible for ensuring completion of the developing, testing, and implementing integrations between the in-scope systems of each Contractor, and will coordinate activities with necessary parties to create all in-Scope integrations. CSLLC will serve as the primary program manager and collaborate with a management team made up of resources from the County and each individual contractor.

- Support the following program management activities:
  - Program roadmap – Management of all mutually agreed upon projects or workstreams across the program
  - Program schedule and key milestones log
  - Manage consolidated, program level status report.
  - RAID log management (Risks, Actions, Issues and Decision)
  - Workday and Euna Project management plan.
  - Cutover plan.
- Support the following for documentation and facilitation:
  - Status and RAID reviews with program project managers and leads - Weekly.
  - Status Meeting with PMO leadership team - Bi-weekly
  - Executive Committee Meeting – Monthly
- Support project communication:
  - Ensure timelines and tasks are well coordinated across program activities.
  - Drive consistency and clarity across program status reporting
  - Support communication across the program team

Conflict Resolution and Escalation Process

While both parties agree it is the desire to resolve issues quickly and within the project team(s), at times this may not be possible, and issue(s) may need to be escalated to resolve. A project issue can include anything from a business process change, to a schedule issue, to a personnel issue, etc. The following table shows a typical escalation path:

Escalation Path	CSLLC	County
Level 4	Executive Sponsor	Steering Committee (Executive Sponsors)
Level 3	Portfolio Director	Program/Project Leadership Team
Level 2	Engagement Manager	Program Manager / Project Manager
Level 1	Workstream Lead	Workstream Lead

CSLLC Services/Deliverables	Client Responsibilities
• Provide program management support as defined in the CSLLC Scope of services • Coordinate with CSLLC project and Client project managers as needed • Create and maintain program roadmap • Lead the development and maintenance of consolidated program schedule • Maintain program RAID Log • Facilitate resolution of escalations and/or RAID log items	• Provide program management leadership and guidance to CSLCC program manager • Provide Client project management support for all program workstreams and projects • Provide input to roadmap and approval as need • Participate in the development and maintenance of the consolidated program schedule • Maintain program RAID log • Facilitate resolution of escalations and/or RAID log items as needed
• Create and/or facilitate the creation of program status reports • Provide status for CSLLC owned projects/workstreams • Jointly schedule meetings and status reporting • Co-create presentations for executive governance meetings • Conduct program/project meetings • Request sign off on program deliverables as needed	• Provide input to program status reports • Provide status for Client owned projects/workstreams • Jointly schedule meetings and status reporting • Co-create presentations for executive governance meetings • Co-lead program/project meetings • Sign off on program deliverables as needed

Program Management Assumptions

1. Client will provide Client program and project support for all Client owned projects & workstreams.
2. Client PMs will provide clear and accurate status of Client owned workstreams to the CSLLC program manager on a weekly basis or mutually agreed upon schedule.

CSLLC Role

Program Manager (CSLLC Engagement Manager will assume this role).	The Program Manager oversees the successful delivery of the program. This role includes: • Defining and managing program governance controls • Planning the overall program and monitoring progress to ensure goals are met • Overseeing project managers • Meeting with sponsors and leads to discuss program status • Working with the team to produce accurate and timely reporting of program status • Analyzing program risk • Managing escalations and working to drive issues to closure

Euna Solutions will work with CSLLC to integrate the solutions provided by Euna Solutions, Inc. with the Client's Workday solution as defined below:

Euna solutions will work with CSLLC to establish an integration between Euna Budget and the Workday Systems. The integration shall import the Chart of Accounts, financial actuals and amended budget data required to support the budgeting process and create a file to load data back into the Financial System. CSLLC will also standardize the intake of HR data files to kick off the new budget cycle. The integration shall be stable and reliable in a production environment, without any defects.

1.2 Functionality Scope

The following functional areas will be configured within the Workday application. This project is being deployed using CSLLC's Cynergy methodology.

Reference table only – Workday Stock Keeping Units ("SKUs") contracted for Client.

Workday Subscription Rights Table

SKU	Service	Pricing Metric	Annual Subscription Rights
CHCM	Core Human Capital Management	FSE*	Full Enterprise (incl. Former Workers with Access)
CCB	Cloud Connect for Benefits	FSE*	Full Enterprise
USP**	Payroll for United States	FSE*	United States-based Employees only
FIN	Core Financials	FSE*	Full Enterprise
GM	Grants Management	FSE*	Full Enterprise
PRJT	Projects	FSE*	Full Enterprise
TT	Time Tracking	FSE*	Full Enterprise
SC	Scheduling	FSE*	Full Enterprise
EXP	Expenses	FSE*	Full Enterprise
PRO	Procurement	FSE*	Full Enterprise
SRC	Strategic Sourcing Enterprise	FSE*	Full Enterprise
SCLO	Labor Optimization	FSE*	Full Enterprise

The following functional areas will be configured within the Workday application.

Functional Area	Location Scope
Human Capital Management ("HCM"): Core	United States of America
Compensation: Core	United States of America
Compensation: Processing	United States of America
Benefits	United States of America
Absence Management	United States of America
Time Tracking	United States of America
Scheduling and Labor Management	United States of America

Functional Area	Location Scope
Strategic Sourcing	United States of America
Payroll	United States of America
Core Financial Management, Accounting, and Finance	United States of America
Financial Accounting (“FIN”)	United States of America
Banking and Settlement	United States of America
Procurement	United States of America
Budgets	United States of America
Commitment Accounting	United States of America
Supplier Accounts	United States of America
Business Assets	United States of America
Expenses	United States of America
Projects	United States of America
Grants Management	United States of America
Mobile Solutions	United States of America
Employee Self-Service	United States of America
Manager Self-Service	United States of America

Configuration of the functional areas above will be limited to the functionality Scope contained in Appendix D of this SOW.

1.3 Data Conversion Scope

Four (4) tenant builds are included in the Scope of this SOW. Data from Client's copy of current Production systems will be converted into Workday during each of the conversion cycles without data scrambling or masking. Data scrambling or masking is not included in the Scope of this SOW, with the exception of email addresses for all person types which will be masked until the gold/pre-Production build. The tenant builds for this SOW include:

- Foundation tenant becomes the configuration tenant (the configuration tenant consists of up to three (3) Workset data loads)
- End-to-End tenant
- Parallel tenant
- Gold/pre-Production tenant

The data conversion Scope is further detailed in Appendix E. Cynergy data validation reports will be provided as a starting point for data conversion files. Minor modifications will be necessary for Client specific requirements of additional data points; however, any additional changes to the delivered reports are considered out-of-Scope.

1.4 Interfaces/Integrations Scope

The integrations listed in Appendix B are included in the Scope of the project. Below is a summary of the integration counts.

Integrations	Owner	Cloud Connect	Enterprise Interface Builder/Document Transformation Service	Workday Studio	Other
	CSLLC	**Twenty (20)**	**Thirty- Six (36)**	**Nineteen (19)**	**Six (6)**
	Client	**Zero (0)**	**Zero (0)**	**Zero (0)**	**Zero (0)**

1.5 Report Scope

All Workday delivered standard reports associated with the Scope listed in Section 1.2 are included in the Scope of the project. CSLLC has included up to two hundred fifty (250) hours of assistance for additional custom reporting support as part of CSLLC's estimate. Any hours identified for custom reporting support are inclusive of design discussions, requirements gathering, development and Knowledge Transfer (“KT”). How these hours will be used varies depending on the volume and complexity of the custom reports identified during design. An example breakdown of these hours might look something like this: **60 hours** for Requirements/Design Discussions, **40 hours** for minor customizations to existing delivered reports (10 Reports * 4 hours per report), **120 hours** for complex customizations and new reports (6 reports * 20 hours per report), **30 hours** for migration activities, project meetings, workstream meetings, etc. The assumption is that report development will be a joint effort between CSLLC and Ramsey County. CSLLC would contribute to the development effort and provide guidance and leadership throughout the process.

Any specific custom reports listed in Appendix B are included in the Scope of the project.

1.6 Strategy Scope

CSLLC will perform a Strategic Implementation Planning engagement over a period of six (6) working weeks in support of pre-implementation planning activities. This stage shall be performed by a team including CSLLC Strategy & Transformation consultants in collaboration with Client HR, Payroll, Finance, and IT representatives.

CSLLC will facilitate Strategy workshops around the key areas of: Leadership Alignment, Technology Readiness, and Experience Design. CSLLC will engage with Client to create a foundation of the future state of select HR and Finance processes, technology, and operating model to align with Client organizational goals and Workday functionality as indicated in the table below.

Strategy Area	Strategy Scope	Stage
Leadership Alignment	Strategy Map • Vision • Guiding principles • Goals & objectives	Strategy

	• Value proposition • Success metrics Project Governance • Roles and responsibilities • Decision making and escalation authority	
Technology Readiness	• Readiness Workshops: ○ Foundation data concepts & master data model (FIN & HCM) ○ Job architecture ○ Data conversion ○ Workday technology & enterprise architecture ○ Reporting & analytics	Strategy
Experience Design	• Process Review & Optimization ○ Hire & onboard ○ Change of position ○ Record to report ○ Procure to pay • Service Delivery Framework ○ Workday support & Production governance model	Strategy

Final Review Meeting and Executive Readout

- Conduct an executive presentation with Client leadership to present the summary of work completed.

1.7 End User Organizational Change & Training ("OC&T") Scope

As they relate to the applications, areas, and events specified in Sections 1.1 and 1.2 above, CSLLC will complete OC&T management Services. The specific OC&T management Services and tasks to be performed by CSLLC and the Client are detailed in Section 2.0 below. All OC&T activities, communication, materials, and Deliverables will be conducted and/or produced in English.

2.0 Services/Deliverables and Responsibilities

This section identifies the Services/Deliverables to be performed by CSLLC and the responsibilities of the Client.

Stage	CSLLC Services/Deliverables	Client Responsibilities
Strategy	• Assemble the CSLLC project team for Strategy • Conduct Strategy planning sessions for this stage	• Assemble the Client project team • Identify stakeholders, sponsors, and super users

Stage	CSLLC Services/Deliverables	Client Responsibilities
	• Schedule Strategy meetings and status reporting • Participate in weekly project meetings • Jointly schedule Strategy workshops • Conduct Strategy workshops • Deliver Workday considerations and key design decisions documentation • Deliver End-to-End process maps for strategic processes • Create the executive presentation summary of Strategy findings and recommendations • Conduct leadership meetings to align on project approach, resource requirements and expectations, future vision and key changes and potential impacts • Provide stage sign-off document	• Participate in Strategy planning sessions for this stage • Jointly schedule Strategy meetings and status reporting • Participate in weekly project meetings • Jointly schedule Strategy workshops • Participate in Strategy workshops • Provide interface requirements and existing architecture • Begin Workday training • Provide plan and policy documents • Identify initial risks and recommendations to reduce risk • Sign off on stage
Plan	• Assemble the CSLLC project team • Deliver discovery templates (deployment discovery questionnaire, integration discovery) • Create integrations discovery list • Create the integration tracker • Conduct functional and technical project planning sessions • Create the project charter • Create the project plan • Identify initial risks and recommendations to reduce risk • Schedule recurring project meetings and status reporting • Create baseline tenant management plan • Provide the data-gathering workbook for the foundation tenant • Provide the sample data conversion and validation strategy template; advise on development of the data conversion strategy and plan • Provide design document templates • Jointly schedule architect workshops (SMEs planning for design) • The CSLLC project team will coordinate project preparation and kickoff	• Identify and provide project team and project Subject Matter Experts (“SMEs”) • Participate in functional and technical planning sessions • Provide input into the project charter • Provide input into the project plan • Approve and sign off on project charter and project plan • Provide interface requirements and existing sample files • Notify third-party vendors for integrations and obtain consensus on the Timeline (as defined herein) • Provide third-party vendors contact information and confirm third-party vendors agree to the Timeline • Provide the completed discovery templates • Identify initial risks and recommendations to reduce risk • Co-Lead development of the data conversion strategy & plan • Jointly schedule architect workshops (SMEs planning for design) • Complete Workday training including integration and functional training

Stage	CSLLC Services/Deliverables	Client Responsibilities
	• Create the executive presentation for project kickoff meeting • Participate and support the project kickoff meeting • Conduct Foundation Data Model ("FDM") Sessions • Complete conceptual overview session • Provide test strategy sample template and assist with populating it; advise on development of the test strategy. Guide the County on scheduling and executing the testing activities. • Work with Client to set up CSLLC's secure transfer site for sharing confidential/private employee data • Provide Client access to CSLLC's Knowledge Depot • Build foundation tenant • Provide exception reports/issues log from tenant build • Deliver Cynergy tenant validation reports and support validation efforts of foundation tenant • Provide stage sign-off document	• Lead project kickoff meeting • Participate in FDM Sessions • Provide plan and policy documents • Receive access to CSLLC's Knowledge Depot • Lead development of test strategy • Work with CSLLC to set up CSLLC's secure transfer site for sharing confidential/private employee data • Provide Implementation tenant for exclusive use in this project • Provide Client personal data/personally identifiable information for build of foundation tenant and submit to CSLLC's secure transfer site • Review and resolve issues from exception reports • Validate foundation tenant build • Sign off on stage
Architect & Configure	• Manage the project plan • Conduct weekly one (1) hour project meeting; co-lead steering committee meetings • Conduct weekly workstream meetings; up to one (1) hour • Conduct iterative Workset design and playback workshops • Develop the CSLLC assigned integration design approach documents; advise Client on development of design approach documents for Client assigned integrations • Deliver the initial functional design documentation for sign off • Assist with questions regarding mapping of data to Workday data model • Build configuration tenant • Provide exception reports/issues log from tenant build	• Provide input to the project plan • Participate in weekly project meetings and workstream meetings; co-lead steering committee meetings • Provide project SMEs for iterative Workset design and playback workshops • Participate in iterative Workset design and playback workshops • Assist in clarifying configuration requirements • Conduct integrations architect workshop for Client assigned integrations • Develop Client assigned integration design approach documents • Review and sign off on functional design documents • Agree to the integration design approach for each integration (after design approach review session)

Stage	CSLLC Services/Deliverables	Client Responsibilities
	• Deliver Cynergy tenant validation reports and support validation efforts of configuration tenant • Provide baseline End-to-End Test scenarios to Client for review and use determination • Conduct smoke test for configuration tenant • Begin functional KT process during configuration tenant smoke testing • Jointly conduct Workday Customer Confirmation Sessions (“CCS”) • Develop CSLLC assigned integrations • Conduct smoke testing of integrations developed by CSLLC • Create integration operations instruction guides for CSLLC assigned integrations • Update functional design documents • Provide smoke test scenarios from architect workshops and advise on Client defined test scenarios • Provide input on test management processes and tools including defect management, status tracking/reporting and daily test status meetings • Review Client defined test scenarios for End-to-End and Production Dress Rehearsal (“PDR”) • Design, develop and smoke test CSLLC assigned reports • Transition ownership of final CSLLC maintained design workbooks to Client at the end of this stage • Assist with questions regarding mapping of data to Workday data model • Build of End-to-End tenant • Provide exception reports/issues log from End-to-End tenant build • Deliver Cynergy tenant validation reports and support validation efforts of End-to-End tenant • Provide stage sign-off document	• Finalize data conversion strategy and plan • Update data-gathering workbooks for configuration tenant • Update data-gathering workbooks for End-to-End tenant • Develop extract scripts and provide validated extract data from legacy system(s) into a single set of data into the CSLLC prescribed data conversion templates for load to the Workday platform for the configuration tenant • Provide Client personal data/personally identifiable information for configuration tenant and submit to CSLLC’s secure transfer site • Validate configuration tenant build • Review and resolve issues from exception reports • Review existing reports and confirm which Workday report will meet these needs and identify any necessary custom reports as part of the Architect & Configure stage • Finalize test strategy • Develop catch-up data transaction entry approach • Define and document test plan and test scenarios (End-to-End and Regression) • Jointly conduct CCS • Develop Client assigned integrations • Conduct Workset configuration validation testing • Conduct Unit Testing of configuration • Conduct smoke testing of integrations developed by Client • Create integration operations guides for all Client assigned integrations • Review integration smoke test results and final integration design in order to provide sign-off of integrations ready for End-to-End Testing

Stage	CSLLC Services/Deliverables	Client Responsibilities
		• Participate in functional KT during configuration tenant Unit Testing • Define and implement test management processes and tools including defect management, status tracking/reporting and daily test status meetings • Develop comprehensive cross-functional scenarios from smoke and/or End-to-End Test scenarios provided by CSLLC • Review and finalize test scenarios, test scenario assignments and detailed daily test plan • Train and prepare testers for testing • Develop material to be presented at the Test kickoff meeting • Design, develop and Unit Test Client assigned reports • Sign off on functional design documents • Develop extract scripts and provide validated extract data from legacy system(s) into a single set of data into the CSLLC prescribed data conversion templates for load to the Workday platform for the End-to-End tenant • Provide Client personal data/personally identifiable information for End-to-End tenant and submit to CSLLC's secure transfer site • Validate End-to-End tenant build • Review and resolve issues from exception reports • Sign off on stage
Test	• Manage the project plan • Conduct weekly one (1) hour project meeting; co-lead steering committee meetings • Conduct weekly workstream meetings up to one (1) hour • Participate in Test kickoff session • Conduct up to one (1) hour navigation review per workstream, at start of test cycle • Create integrations schedule recurrence tracker	• Provide input to the project plan • Participate in weekly project meetings and workstream meetings; co-lead steering committee meetings • Lead Test kickoff session • Lead daily End-to-End and Parallel Test meetings • Execute all test scenarios (End-to-End, User Acceptance and Regression) and provide test management (e.g., testing

Stage	CSLLC Services/Deliverables	Client Responsibilities
	• Support integration defect resolution for CSLLC assigned integrations • Provide functioning CSLLC assigned interfaces per the test plan • Coordinate the first Workday product release during the project along with KT for the Client to manage subsequent updates • Participate in one (1) thirty (30) minute daily End-to-End or Parallel Test status meeting, limited to one (1) CSLLC functional workstream consultant and one (1) CSLLC integration consultant, if applicable for workstreams where there is an open issue • Conduct up to five (5) one (1) hour KT meetings, per workstream • Resolve CSLLC assigned test defects; advise Client in resolution of Client assigned test defects • Support Client led End-to-End issue resolution up to five (5) hours per week per workstream • Assist with questions regarding mapping of data to Workday data model • Build of Parallel tenant • Provide exception reports/issues log from Parallel tenant build • Deliver Cynergy tenant validation reports and support validation efforts of Parallel tenant • Support execution of three (3) payroll Parallel cycles per Client defined Parallel Test management strategy and success criteria • Setup Parallel CSLLC's ImPaCT tool in preparation of Parallel Testing using Client provided legacy payroll data files in CSLLC's designated format • Provide Parallel variance reports utilizing CSLLC's ImPaCT tool and assist with questions related to variance analysis • Partner with Client on finalizing Parallel Test strategy and success criteria	coordination, compiling scenarios, reporting metrics, etc.) • Resolve Client assigned test incidents • Support integration defect resolution for Client assigned integrations • Provide functioning Client assigned interfaces per the test plan • Client SMEs to participate in KT meetings • Develop subset or supplemental scenarios for additional testing during Test stage • Plan and execute performance testing if required by Workday • Update system configuration as required • Update design documentation (as required by internal audit team) • Participate in the first Workday product release during the project; coordinate activities related to subsequent updates • Complete test of extraction and load process for catch-up data transaction entry • Develop extract scripts and provide validated extract data from legacy system(s) into one (1) set of data into the CSLLC prescribed data conversion templates for load to the Workday platform for the Parallel tenant • Provide Client personal data/personally identifiable information for Parallel tenant and submit to CSLLC's secure transfer site • Validate Parallel tenant build • Review and resolve issues from exception reports • Complete catch-up data transaction entry for Parallel • Execute three (3) payroll Parallel cycles per Client defined Parallel Test management strategy and success criteria • Provide legacy payroll data files in CSLLC's designated format in

Stage	CSLLC Services/Deliverables	Client Responsibilities
	• Provide sample deployment cutover plan, advise Client in developing detailed cutover plan • Provide KT workbook for sign off • Provide stage sign-off document	preparation for Parallel Testing and use of CSLLC's ImPaCT tool • Develop and provide any executive summaries for Parallel reporting to the project leadership team • Manage and sign off on all test results (End-to-End, Parallel, and Regression) • Develop deployment cutover plan • Complete and sign off on the KT workbook • Sign off on stage
Deploy	• Manage the project plan • Conduct weekly one (1) hour project meeting; co-lead steering committee meetings • Conduct weekly workstream meetings up to one (1) hour • Provide the Workday Go-Live Checklist and Move-to-Production Authorization • Update integration schedule and recurrences tracker • Assist with questions regarding mapping of data to Workday data model • Build of gold/pre-Production tenant • Provide exception reports/issues log from gold build • Deliver Cynergy tenant validation reports and support validation efforts of gold/pre-Production tenant OR deliver Cynergy tenant validation reports and support validation efforts of Sandbox tenant • Verify migration of CSLLC assigned integrations • Schedule integrations according to the integrations schedule recurrence tracker • Schedule the transition to Production support meeting with Client (held after Move-to-Production) • Jointly complete the Workday Go-Live announcement • Provide stage sign-off document	• Provide input to the project plan • Participate in weekly project meetings; conduct steering committee meetings • Manage and execute to the Deploy cutover plan • Provide validated extract data from legacy system(s) into a single set of data into the CSLLC prescribed data conversion templates for load to the Workday platform for the gold/pre-Production tenant • Provide Client personal data/personally identifiable information for gold/pre-Production OR Sandbox and Production tenant and submit to CSLLC's secure transfer site • Validate gold/pre-Production tenant build • Review and resolve issues from exception reports • Provide required sign off for Sandbox configuration migration to Production • Verify migration of Client assigned integrations • Jointly complete the Workday Go-Live announcement • Approve and sign off on the Workday Go-Live Checklist and Move-to-Production Authorization • Create and distribute the Workday Go-Live announcement • Sign off on stage

Stage	CSLLC Services/Deliverables	Client Responsibilities
Post-Production support	• Provide standby support after the Move-to-Production as defined by the number of weeks in the Timeline outlined in Section 3.3 • Conduct KT sessions for CSLLC developed integrations • Conduct payroll support • Conduct support for first financial period close • Provide stage sign-off document • Ensure all project documentation from CSLLC central repository solution is delivered to Client in an agreed upon format and delivery method.	• Complete catch-up data transaction entry • Staff and manage help desk • Make any updates to Production • Sign off on stage

OC&T Services

	CSLLC Services/Deliverables	Client Responsibilities
Organizational Change Management	• Conduct OC&T kickoff • Establish and facilitate weekly workstream meetings • Develop the OC&T timeline • Conduct OC&T discovery workshop • Complete discovery workbook • Provide stakeholder identification and assessment template • Advise on identification and analysis of stakeholders and sponsors • Provide and advise on the use of readiness assessment toolkit • Provide change impact analysis template • Advise on the collection of change impacts throughout functional design sessions and playback sessions • Facilitate OC&T strategy design session • Develop change strategy document • Facilitate change strategy confirmation and readout session targeted toward Client workstream leads and sponsors	• Provide organizational change counterpart to regularly interface with CSLLC's OC&T team • Participate in OC&T kickoff • Provide input and approval of all facets of the OC&T timeline • Participate in OC&T discovery Workshop • Provide input on discovery workbook • Identify stakeholders and sponsors with guidance from CSLLC • Collect change impacts throughout functional design sessions and playback sessions • Attend functional CCS and confirm change impacts • Develop change impact readout • Participate in OC&T strategy design session • Provide input and approve change strategy document • Identify attendees and coordinate scheduling for

	CSLLC Services/Deliverables	Client Responsibilities
	• Develop initial end-user communications plan • Advise on communications development • Advise on the change champion network plan • Advise on the identification of change champions • Advise on the design of user experience sessions • Recommend end-user adoption measurement activities • Advise on sustainment activities	change strategy readout session • Conduct all readiness assessments, as needed • Provide input and approve initial end-user communications plan; assume ownership at the start of functional CCS • Develop and deliver all communications • Develop the change champion network plan • Identify change champions • Design, manage, and implement change champion network activities • Design, manage, and facilitate user experience sessions • Measure and report on end-user adoption • Develop the Sustainment Plan and execute sustainment activities

End User Training	• Develop training needs assessment and training curriculum plan
	• Provide training prototypes for formatting discussions and decisions
	• Introduce in-system guidance planning tools
	• Provide the following training support:
	    ○ Develop training materials, as defined in the training curriculum plan, up to one thousand fifty (1,050) hours
	    ○ Deliver end-user training, as defined in the training curriculum plan, up to eighty (80) hours
	    ○ Stage the training environment to facilitate hands-on practice, up to forty (40) hours
	• Recommend training evaluation methods
		• Provide input and approve the training needs assessment and training curriculum plan
		• Define format templates for all training methods (job aids, presentations, videos, etc.)
		• Own the development, conversion, and maintenance of in-system guidance (Help Text, Guided Tours, etc.)
		• Own the development of training materials beyond the defined CSLLC effort allowance
		• Own the delivery of training activities beyond the defined CSLLC effort allowance
		• Own training logistics, including but not limited to: registering participants, tracking training attendance and completion, scheduling, etc.
		• Evaluate training effectiveness
		• Coordinate training reinforcement activities, as needed

	CSLLC Services/Deliverables	Client Responsibilities
	• Recommend additional reinforcement activities to increase adoption	

3.0 Project Approach

3.1 Methodology

The implementation will be completed by following CSLLC's Cynergy methodology which consists of the following stages: Plan, Architect & Configure, Test, and Deploy. The specific tasks and durations to complete these tasks will be detailed in the project plan, project charter and Project Schedule which are to be developed jointly by the CSLLC Engagement Manager ("CSLLC EM") and the Client Project Manager.

3.1.1 Delivery Model

CSLLC will deliver this implementation using the onshore GDC delivery model. CSLLC is providing a project team comprised of Workday certified experts both at onshore and GDC locations that provide the knowledge required to ensure a successful implementation utilizing a combination of Client specific requirements and industry best practice.

3.2 Governance

Project Management

In the Plan stage of the project, the CSLLC EM will work with the Client Project Manager to develop a detailed project plan to be used to maintain project tasks and the Timeline. A project charter will be created to guide the team in maintaining Scope and project objectives. The project charter will also define the path of issue escalation.

Finalization of the Scope, as determined during the Plan and Architect & Configure stages, may require the project team to revise the estimates and resource requirements for the remaining stages of the project.

Change Control Process

Any additional or modified Scope of Services shall be documented in a separate written and fully executed Project Change Order form ("Change Order") using the template set forth in Appendix C. Such form shall include the written approval of an authorized representative of Client before CSLLC will begin any additional work or incur any charges or fees outside the Scope of this SOW. Client and CSLLC agree to the following Change Control Process:

- **Step 1:** CSLLC will prepare a description of the necessary change including Scope, process, cost, impact to the Timeline, and impact to resources along with a list of alternative solutions.
- **Step 2:** The Client Project Manager will review and approve or reject within his or her authority or escalate to the executive sponsor for review and approval or rejection.
- **Step 3:** Client will review and approve or deny the request for the additional or modified Services within three (3) business days so as not to cause any unnecessary delay in the Timeline.

- **Step 4:** Any approved additions or modifications to the Scope of Services will be documented pursuant to a Change Order and become an addendum to this SOW.

Status Reporting
During the Plan stage of the project, the CSLLC EM will coordinate with the Client Project Manager to establish a set of regularly scheduled meetings to present project status and risks. These will include, but are not limited to, a monthly steering committee meeting, a weekly project core team status meeting, weekly workstream meetings, a weekly project management meeting, and additional meetings, as needed. The CSLLC EM will report out at the steering committee and team status meetings on the status, activities, issues and other relevant project information.

The monthly steering committee meeting will include a review of the Timeline and status, accomplishments to date, upcoming project activities and milestones, review of issues and risks requiring action from the steering committee members, potential changes to Scope and a review of the financials of the project. The steering committee will include a readout by the CSLLC EM on the state of the project; participation may be in person or remote.

A weekly Status Meeting will be held with the core team and the Client Project Manager to assess recent accomplishments, issues, risk factors and to ensure that the work planned for the next two (2) weeks is properly resourced. Risk factors and roadblocks will be assessed and either resolved or escalated. In addition to these meetings, meetings with functional teams will be scheduled to review and resolve any open issues.

All meeting agendas, status reports, steering committee presentations, issues log, project plan and the project charter will be stored on the project collaboration site as referenced in Section 4.0 Assumptions & Dependencies.

Knowledge Transfer (KT)
Over the course of the project, CSLLC will conduct functional and technical KT through iterative Workset design and playback sessions, CCS, weekly workstream meetings and during the Test stage. Additional KT will occur during the Post-Production stage as needed. To formalize KT, CSLLC will complete and require sign off by the Client of the KT workbook. CSLLC and Client will utilize the KT workbook to track progress and topics during each stage.

Knowledge Depot
Client will have access to the Knowledge Depot to review available video content for the functionality which is in Scope during the Term of this SOW. Knowledge Depot Video content only will reside within the provided SharePoint folder(s) and Client acknowledges that such video content will not be downloaded locally. If the client chooses our post production support services past the hypercare period, they will have access to the Knowledge Depot along with that contract.

Client will have access to the Knowledge Depot to review available video content for the functionality which is in Scope during the Term of this SOW. Video content only will reside within the provided SharePoint folder(s) and Client acknowledges that such video content will not be downloaded locally. If Client requires additional KT, this may result in a Change Order. Process documentation (e.g., operational guides and process flow diagrams) is not in Scope for KT, with the exception of the integrations operations guide for CSLLC owned integrations.

3.3 Project Schedule

The time required to complete the project (the "Project Schedule" or "Timeline") is based on the contents of this SOW. The parties agree that the completed deployment date will be on or before December 11, 2026. Unless otherwise mutually agreed upon, Services under this SOW are expected to commence ten (10) business days from the date of execution by the Client and CSLLC. The estimated duration and estimated start dates of each project stage are listed below, pending execution of this SOW and availability of Client resources and training. The Client payroll schedule may require an adjustment on the estimated start date for the Deploy and Post-Production stages. If the Client payroll schedule requires an adjustment, the number of weeks defined in the Timeline below will determine the new stage start and end dates for the Deploy and Post-Production stages.

Client resources will attend Workday fundamentals training for the functional areas in Scope prior to the start of the Architect & Configure stage, and Client resources which are assigned to design/build integrations (as indicated in the integrations Scope) will complete the required Workday training (report writing, calculated fields, and integration-related classes) prior to the start of the Architect & Configure stage. If training is not attended, this could result in a significant impact to the time and cost of the project.

The project will be completed in one (1) phase– as presented below. The Timeline for the project is as follows:

Project Timeline								
	Strategy	Plan	Architect & Configure	Test	Parallel	Deploy	Post Production	Total Weeks
Weeks	6	8	40	22	9	6	6	97
Start	4/7/2025	4/28/2025	6/23/2025	3/30/2026	8/31/2026	11/2/2026	12/14/2026	
Finish	5/16/2025	6/20/2025	3/27/2026	8/28/2026	10/30/2026	12/11/2026	1/22/2027	

Note:

- Integrations will be developed based on a timeframe dependent on the batches defined in the integrations planning sessions and third-party vendor availability.
- Functional architect hours are assumed to be heavier in the Architect & Configure stage and will reduce to high level oversight following CCS.

3.4 Resources

CSLLC personnel assignment
CSLLC warrants that all personnel assigned to perform the Services under this SOW shall have the necessary skills, qualifications, and expertise to perform the work competently and professionally.

Replacement of CSLLC personnel

If the County reasonably determines that any CSLLC personnel is not performing the Services to the required standard, the County may request the replacement of such personnel.

Upon receiving a written request from the County, CSLLC shall promptly provide a replacement with equivalent or superior qualifications and expertise.

CSLLC shall bear all costs associated with the replacement of personnel, including any necessary training or onboarding of the new personnel.

The County will review and approve proposed CSLLC personnel with the understanding that delays in resource assignments could impact project timelines. Where reasonably possible, CSLLC will notify County of any changes in approved personnel with at least seven (7) calendar days advance notice and good cause. CSLLC will work with the County to mitigate project impacts after any such removal. The County will review and approved any CSLLC personnel changes.

4.0 Assumptions & Dependencies

The Services, labor estimates, and Pricing presented in this SOW are dependent on the following assumptions being true. Pricing, terms and conditions herein are effective only upon execution of this SOW by both Parties. CSLLC reserves the right to alter any Pricing, terms and conditions prior to the execution of this SOW.

Client will:

a. Timely complete each item listed as a Client responsibility in Section 2.0.
b. Have the necessary project and executive management support to review and make timely decisions as well as coordinate the activities of this project with other Client projects which may be occurring simultaneously. This includes gathering any necessary approvals from governing bodies, such as a works council, needed to proceed with the project.
c. Have the necessary resources available in each stage, according to how they are identified in the staffing and project plans. Resources will be empowered and capable of making decisions on behalf of the Client. Resources will include, but are not to be limited to, functional and technical leads, and applicable business process and SMEs. If resource and/or priority conflicts occur, they will be discussed and resolved with the project steering committee.
d. If CSLLC is able to travel in accordance with its internal policies and procedures, Client will provide the necessary hardware for the deployment, a desk, access to office space, and an internet connection.
e. Provide all required technology needs, connectivity, and network access to all relevant Client applications necessary for the deployment. The CSLLC consultants will have access to software including security rights and passwords where required in order to complete the deployment. CSLLC resources will provide their own laptops. If Client owned laptops or virtual machines are required to be used, this may result in a Change Order.
f. Be responsible for workstation compliance to Workday's minimum requirements. Client has determined their technical needs will be met, and internal systems and policies, as well as third-party vendors, are compatible with Workday. Any technical issues which may arise during implementation are to be resolved by Client.

g. Lead the coordination with any Client's third-party vendor involvement required to complete the Services. Client understands that some of their third-party vendors may charge fees for the completion of Services and such fees are the sole responsibility of Client.
h. Unless otherwise agreed by CSLLC's internal security organization, the Client shall use CSLLC's secure transfer site for the secure exchange of sensitive employee data with the CSLLC support personnel. Client will agree to limit use for data conversion or production support purposes only for the duration of the activities required. CSLLC will inactivate the secure transfer site within thirty (30) days after the support activities are completed. Client will not use CSLLC's site for the transmission of any integration files for third-party vendors. CSLLC is not responsible for back up, archiving, or maintenance of files stored on the secure transfer site. In the event CSLLC utilizes its internal "Daytona" tool for data conversion ("Daytona"), Daytona and all of its components must be installed on the CSLLC secure cloud server and utilized solely within CSLLC's secure transfer site. Further, Daytona IP addresses must be added to the tenant whitelist. Daytona uses its own implementer account that must be excluded from multi-factor authentication.
i. Use CSLLC provided central repository solution for non-sensitive project document sharing and CSLLC's secure transfer site for the secure exchange of sensitive Client employee data with the CSLLC project team.
j. Be responsible for any job catalog and/or compensation restructuring efforts, with initial draft of restructure completed by the start of the Architect & Configure stage and completed by the start of the Test stage.
k. Seek to minimize the amount of plan and/or Client changes during the course of the project, with any changes finalized by the end of the Architect & Configure stage. If CSLLC needs assistance with the minimization of project impacts, this may result in a Change Order.
l. Perform all of the Client responsibilities in the stages identified, and per the project plan including but not limited to sign off at the completion of each stage, provision of data files, provision of test scenarios, execution of test scenarios and integration testing.
m. Be solely responsible for executing the test scenarios, which shall include configuration, business processes, data, reports and integrations. CSLLC will support testing activities and assist the County with the development of the test strategy. Client will provide written acceptance of test results to CSLLC prior to any Move-to-Production.
n. In the event CSLLC is required to assist Client with Move-to-Production activities, Client will provide written approval if CSLLC's assistance is required during Client's Move-to-Production activities. Upon completion of Move-to-Production activities, Client will verify Production results and shall be solely responsible for Production accuracy. Client shall provide written acceptance to CSLLC after such Move-to-Production activities have been completed. CSLLC will advise and support these activities and also will have tasks of their own to complete across the move to production.
o. Adhere to the outlined meeting schedules defined in the Section 2.0 Services/Deliverables and Responsibilities table; any variation could result in an impact to cost and Timeline.
p. Coordinate participation from key stakeholders and project team to attend a single CSLLC led architect workshop and CCS per functional area. If additional workshops or sessions are needed, the Client Project Manager will work with the CSLLC EM to determine impact to project effort and Timeline.
q. Use CSLLC tools and templates. If the Client requires CSLLC to utilize Client specific/owned tools and templates, the Client Project Manager will work with the CSLLC EM to determine impact to project effort.
r. Be responsible for ensuring Production tenant updates are reflected in the Implementation tenant used for this project, specifically for items which may impact the Scope of the project. CSLLC will not be responsible for any issues during migration directly related to mismatched

configuration between the Production and Implementation tenants. If there was a situation in which CSLLC caused an issue during migration CSLLC will take responsibility for that item.

Absence Assumptions

a. Workday required training is completed by functional resources before the conclusion of Workset A which is part of the Architect & Configure stage. A workset is an agile and iterative approach to ensure our clients have an opportunity to see results and drive the configuration before moving to the next step.
b. Client has no more than nine (9) unions.
c. Pre-configured absence business processes and Workday security will be utilized with limited minor modifications.
d. Regulatory leave types will be implemented using a consolidated approach.
e. Regulatory sick plans will be consolidated at the state/province level utilizing the most generous entitlement for the states/provinces in Scope.

Time Tracking Assumptions

a. Request overtime is not included.
b. Workday required training is completed by functional resources before the conclusion of Workset A. Workset A takes place during the Architect & Configure Stage.
c. Client has no more than nine (9) unions
d. Pre-configured time tracking business processes and Workday security will be utilized with limited minor modifications.
e. No more than twenty-five (25) work schedule calendars.

Scheduling Assumptions

a. Preconfigured scheduling business processes and Workday security will be utilized with limited minor modifications.
b. Workday defined default domain security will be used.

Payroll Assumptions

a. Client is responsible for providing executive summaries for Parallel reporting to the project leadership team. CSLLC will be responsible for providing delivered Parallel reports from the CSLLC Parallel ImPaCT tool.
b. Processing of payroll occurs from a centralized office for all locations included in the payroll Scope.
c. Gathering of payroll requirements and testing will be owned by a centralized office for all locations included in the payroll Scope.
d. KT will be delivered to a key resource and the Client is responsible for training their payroll organization.
e. Tax filing will be handled by a third-party vendor. Workday does not currently support tax filing as part of the core Workday payroll module and only provides basic tax balancing reports.
f. If 1099 tax elections and payroll processing are required, those will be handled by a third-party vendor. Workday does not currently support 1099 tax elections or processing as part of the core Workday payroll module.
g. Payroll commitments, payroll obligations, encumbrance accounting, and position budgets are not included in the Scope of this SOW.

h. Client is responsible for the accuracy of the payroll data provided in the required format. Client is also responsible for reconciling all payroll data to the legacy system.
i. Timeline includes three (3) cycles of payroll Parallel Testing.
j. Only employees in Workday will be paid out of Workday payroll. Payments for any 1099-R retirees, spouses and/or dependents will be processed by a third-party payroll provider.
k. Client is responsible for payroll compliance review with internal or external counsel.

Integration Assumptions

a. Integration estimates will be reviewed at the completion of the Architect & Configure stage of the project. Adjustments may be required after further analysis and any possible changes to Scope. If a configured integrations template does not satisfy Client’s unique requirements, a custom integration will be a viable solution and can be built at an additional cost.
b. Client integration functional owners are available for integration discovery and design sessions throughout the Plan and Architect & Configure stages.
c. Client design meetings for each integration will not exceed ten percent (10%) of the estimated effort of each integration.
d. CSLLC integration team assistance for Client built integrations will not exceed ten percent (10%) of the overall estimated effort for the integrations assigned to the Client.
e. Requirements and specifications for all in Scope integrations will be available by the end of the Plan stage.
f. Client integration workstream meetings will be limited to a maximum of two (2) hours per week for all integration resources.
g. Inbound integrations are scoped using Workday standard fields. If Workday custom objects are needed to store data, the integration effort will need to be revised.
h. Workday required performance testing is not in Scope.
i. Integrations (both CSLLC and Client owned) may be separated into batches depending on priority, critical and Timeline impacts; the Timeline could be adjusted due to delays in requirements or Client accessibility. Batches will have varying timeframes to accommodate prioritization and architect workshop schedules to reduce rework.
j. Client is responsible for execution of integrations, third-party vendor coordination and results validation for the End-to-End and Parallel Test scenarios.
k. Integrations dependent upon FDM may follow separate milestones and testing cycles.

Authentication Assumptions

a. CSLLC will advise Client of the Workday options for a single sign-on solution and will perform the applicable authentication setup within the Workday tenant.
b. Client is responsible for all implementation work outside of the Workday tenant (e.g., Security Assertation Markup Language (SAML) setup, identity server). Client will provide the appropriate resource commitments and skill sets depending on the single sign-on option selected during design.

Testing Assumptions

a. Client will provide a Test Lead unless otherwise stated in this SOW who is responsible for overseeing test scenario creation and consolidating scenarios to be used for End-to-End, PDR, Parallel and Regression Testing, managing testers, and reporting out testing metrics.
b. Client and CSLLC will review and approve proposed enhancements coming out of testing to identify the priority and potential impact to the Timeline, resources and level of effort prior to

changes being made. Any such approved enhancements requests shall be pursuant to a Change Order.

c. Client will finalize and sign off on End-to-End Testing prior to entering Parallel Testing. Exceptions must be agreed upon by CSLLC if additional End-to-End Testing is required prior to entering Parallel Testing.
d. Client will complete testing within the time specified in the Timeline.
e. Client will coordinate participation from project testers to be co-located together on a remote basis, or at a mutually agreed upon shared site if CSLLC is able to travel in accordance with its internal policies and procedures. If additional support locations are needed for testing, the Client Project Manager will work with the CSLLC EM to determine impact to project effort and Timeline.
f. During cycle one (1) of End-to-End Testing, CSLLC will resolve assigned test incidents working alongside Client resources as part of KT. For End-to-End cycle two (2) and beyond, Client resources will lead the resolution of test incidents with support from CSLLC.
g. When a Workday update occurs, the only additional changes which will be included in the project are those which are automatically required by Workday. Any additional functionality to be implemented as part of a Workday product release will be treated as additional Scope and managed through the Change Control Process set forth herein.
h. Prior to the start of the Test stage, if CSLLC determines that an Object Master Tenant ("OMT") is required, the OMT will be the source for the Parallel and/or pre-Production tenant(s). The OMT will include only Client approved/validated configurations. CSLLC will maintain sole access to the OMT.

Strategy Assumptions

a. Client executive sponsor(s) will be available to participate in plan/visioning sessions to set goals and objectives, vision, and help guide the governance and decision-making framework for the project.
b. Project does not include any current state process mapping sessions, or any development of process tools and templates (e.g., checklists, job aids, user knowledge articles).
c. Project does not include any finance nor human resources program policy reviews or re-writing.
d. Future-state process maps will include steps inside and outside of Workday, and not include non-Workday system workflows and architecture (e.g., learning systems, financial systems).
e. Future-state process maps will include one (1) iteration for each End-to-End process design.
f. Non-Workday technology assumptions –
    i. Client will extract and consolidate required documentation from non-Workday human resources systems to CSLLC as required for review and analysis.
    ii. Issues and progress tracking for technology changes to be made with third-party vendors to be managed and owned by Client.

Organizational Change & Training Assumptions

a. All materials will be created and delivered in English.
b. All training materials are developed to reflect the Client's specific configuration of Workday and replicate what the end-user will see in the system.
c. All materials will require review by a Client subject-matter expert in order to add in any additional context or policy that the CSLLC developers may not have access to.

d. Development of all training materials allows for two (2) review & revision cycles per document/item by the Client. Subsequent revisions requested of CSLLC may impact the total amount of materials that can be completed within the above budget.
e. CSLLC OC&T consultants will require implementer access to all tenant environments suitable for training.

General Assumptions

a. CSLLC will operate in a global delivery model from onshore and CSLLC's Global Deployment Center ("GDC") locations.
b. Unless the Parties agree otherwise, support hours for onshore are assumed to be within standard business hours, defined as follows, with response time based on forecasted hours:
    i. 9:00 AM Eastern Time ("ET") through 5:00 PM ET.
    ii. Monday through Friday.
    iii. Excluding CSLLC holidays. A list of CSLLC holidays will be made available to the Client upon request.
c. All meetings where CSLLC's GDC consultants involvement will be required will be scheduled between 9:00 AM ET and 1:00 PM ET.
d. CSLLC's GDC consultants, when required, will be available during the Client's business hours for key events defined as follows:
    a. Requirement workshops
    b. End-to-End Testing of critical issue triage
e. Pre-configuration: CSLLC Team will utilize CSLLC's leading practices based pre-configuration to conduct the design sessions in the Architect & Configure stage. The approach for the design sessions will be reviewed at pre-configuration and then CSLLC will adjust the configuration in areas which are in Scope but do not meet the Client's business requirements.
f. Design workshops will take place during a one (1) week period within each Workset and may require overlap of individual workstreams.

5.0 Response

a. Response targets for implementation Post-Production support are limited to standard business hours, defined as follows:
    i. 9:00 AM ET through 5:00 PM ET.
    ii. Monday through Friday.
    iii. Excluding CSLLC holidays. A list of CSLLC holidays will be made available to the Client upon request.
b. Issue response expectations:
    i. Client will ensure the issue is genuine, assign the proper priority, and assign issue to the appropriate CSLLC resource for further resolution.
    ii. As issues are assigned to CSLLC, CSLLC will use commercially reasonable efforts to acknowledge receipt of the issue as per the Target Response Times provided in the table below and will provide next steps.
    iii. After performing an analysis of the issue CSLLC will provide an estimated resolution time.

c. Testing Issue Categorization:

Priority	Description	Target Response Time
Blocker	• Critical issue that severely impacts Client's use of Workday (functionality is not available) • The issue halts testing from proceeding • No workaround exists	Two (2) business hours
Critical	• Critical issue that severely impacts Client's use of Workday (functionality is not available) • The issue will prevent Go-Live • No workaround exists	Two (2) business hours
High	• Major functionality issue with impact to business operations (e.g., prevents the Client from completing one (1) or more important business processes) • Workaround exists but is not an optimal solution	Four (4) business hours
Medium	• An issue with the service or functionality that prevents the Client from completing one (1) or more non-critical business processes that are not imperative to a Client's business operations • Workaround exists	After all above items are resolved, four (4) business hours
Low	• Limited or no impact to service or functionality • "Nice to Have" functionality or a future optimization request • Workaround exists or is not needed	After all above items are resolved, four (4) business hours

Post-Production Hypercare ("Hypercare") Support Assumptions

a. Response targets for implementation post-Production support are limited to standard business hours, defined as follows:
    i. 9:00 AM ET through 5:00 PM ET.
    ii. Monday through Friday.
    iii. Excluding CSLLC holidays. A list of CSLLC holidays will be made available to the Client upon request.
b. Issue response expectations:
    i. Client will ensure the issue is genuine, assign the proper priority, and assign issue to the appropriate CSLLC resource for further resolution.
    ii. If "Severity One (1)" emergency assistance, as defined in the table below, is needed in Production, Client will log a case with Workday.
    iii. As issues are assigned to CSLLC, CSLLC will use commercially reasonable efforts to acknowledge receipt of the issue as per the Hypercare Target Response Times provided in the table below and will provide next steps.

iv. After performing an analysis of the issue CSLLC will provide an estimated resolution time.

c. Production Issue Categorization:

Severity	Description	Hypercare Target Response Time
Severity One (1)	• Critical Production issue that severely impacts Client's use of Workday • The issue halts Client's business operations • No procedural workaround exists	Two (2) business hours
Severity Two (2)	• Major functionality is impacted or significant performance degradation is experienced • The issue causes a high impact to portions of Client's business operations • No reasonable workaround exists	Four (4) business hours
Severity Three (3)	• There is a partial, non-critical loss of use of service • The situation causes a medium-to-low impact on Client's business, but Client's business continues to function • Short-term workaround is available, but not scalable	After all above items are resolved, four (4) business hours
Severity Four (4)	• Inquiry regarding a routine technical issue, information requested on application capabilities, navigation, or configuration • Potential bug affecting a small number of users • Acceptable workaround available	After all above items are resolved, four (4) business hours

6.0 Term and Termination

This SOW shall commence on the Start Date identified above and shall continue through January 22, 2027 (the "Term"), unless terminated sooner pursuant to the Agreement.

7.0 Pricing

a. CSLLC will invoice and Client shall compensate CSLLC on a Fixed Fee basis as set forth in the table below for Services/Deliverables rendered as listed and described for each Milestone and Phase in Section 2.0 Services/Deliverables and Responsibilities. This price is inclusive of any and all associated charges and fees which CSLLC may experience during the fulfillment of this SOW, with the exception of Section 8.0 Expenses. Pricing is based on the schedule defined in the SOW; any changes to the schedule will require a modification in price. Invoices will be paid subject to the terms and conditions of the Agreement. Total cost of the engagement is listed in the Milestones and Events table below.

b. Payments will be made according to the following schedule:

Fixed Fee and Invoicing				
Milestone / Event	Invoice Date	Invoice Amount	CSLLC Investment	Total Invoice Amount
Project Commencement	4/7/2025	$ 50,000		$ 50,000
Strategy Stage: Strategy	5/16/2025	$ 1,066,637	-$75,000	$ 991,637
Plan Stage: Delivery of Plan Artifacts	6/20/2025	$ 1,066,637	-$75,000	$ 991,637
Architect & Configure Stage: Delivery of Design Artifacts	11/10/2025	$ 1,072,757	-$81,120	$ 991,637
Architect & Configure Stage: Delivery of End-to-End Tenant	3/27/2026	$ 1,066,637	-$75,000	$ 991,637
Test Stage: Completion of End-to-End Test	8/28/2026	$ 1,066,637	-$75,000	$ 991,637
Test Stage: Completion of Parallel Test	10/30/2026	$ 1,066,637	-$75,000	$ 991,637
Deploy Stage: Completion of Move-to-Production (Go-Live)	12/11/2026	$ 300,000	-$25,000	$ 275,000
Post-Production support: Completion of Project	1/22/2027	$ 245,382	-$25,000	$ 220,382
Project Total for All Phases		**$ 7,001,324**	**-$506,120**	**$ 6,495,204**
Estimated Expenses				$0
Grand Total				**$ 6,495,204**

c. Workday specific training services and fees will be covered under a separate agreement between Client and Workday.
d. Invoices will be emailed to the following address(es): michael.piram@co.ramsey.mn.us, kevin.kaszynski@co.ramsey.mn.us and sheila.rumpca@co.ramsey.mn.us
Any other mailed correspondence will be delivered as follows below:

Ramsey County Minnesota
121 7th Place East Suite 2300
Saint Paul, MN 55101

e. Any and all fees associated with Client's e-invoicing, portal, or payment solution will be the responsibility of Client, without dispute. CSLLC will provide all necessary documents or invoices to confirm the fees, if such fees are incurred.
f. Any additional Services rendered in addition to the Scope as defined in this SOW will only be performed after the Parties agree to a Change Order utilizing the rate table to build the cost as identified below:

Project Role	Rate
Portfolio Director	$320
Engagement Director	$312
Senior Functional Architect	$328
Strategy Architect	$352
Functional Architect	$284
Strategy Manager	$312
Engagement Manager	$264
Senior Principal Consultant	$232
Principal	$204
Consultant	$168

Associate	$152
Offshore	$184

f. Client does not require a purchase order number for billing/invoicing.

Milestone/Event Definitions

Project Commencement –
This milestone is achieved on the signing of this SOW by Client and allows CSLLC to begin the project and initiate the following tasks.
  a. Setup project Site and Populate with Relevant Assets
  b. Onboard and introduce CSLLC team and hold internal Kick Off
  c. Establish project tools and templates and begin to populate them
  d. Introduce CSLLC engagement manager/s to Client and begin scheduling activities

Strategy Stage: Strategy – This milestone is achieved after the following is complete:
  a. Executive Readout
  b. Strategy Map
  c. Security concepts and Security alignment
  d. Completion of the Strategy Stage

Plan Stage: Delivery of Plan Artifacts – This milestone is achieved after the following is complete:
  a. Project charter
  b. Draft Project Schedule and plan
  c. Kickoff deck agenda and presentation draft
  d. Schedule for architect workshops

Architect & Configure Stage: Delivery of Design Artifacts – This milestone is achieved after the following is complete:
  a. Iterative Workset design and playback sessions as defined in Scope are conducted
  b. Security concepts, security group reviews, and assignments
  c. Updated functional design documentation provided to Client

Architect & Configure Stage: Delivery of End-to-End Tenant – This milestone is achieved after the following is complete:
  a. End-to-End tenant build for use in End-to-End Testing

Test Stage: Completion of End-to-End Test – This milestone is achieved after the following is complete:
  a. Execution of test scenarios or timeframe for End-to-End Testing has lapsed
  b. Any issues reasonably identified as preventing progress to Parallel Testing have been addressed or mitigated. Start of any Services/Deliverables or responsibilities in the Deploy stage will be deemed as completion of this milestone.

Test Stage: Completion of Parallel Test – This milestone is achieved after the following is complete:
  a. Timeframe for Parallel Testing has lapsed
  b. Any issues reasonably identified as preventing progress to Production have been addressed or mitigated. Start of any Services/Deliverables in the Deploy stage will be deemed as completion of this milestone.

Deploy Stage: Completion of Move-to-Production (Go-Live) – This milestone is achieved after the following is complete:

a. Production Workday system is available to any Client employees.

Post-Production support: Completion of Project – This milestone is achieved after the following is complete:

a. Timeframe for Post-Production support has lapsed following the Move-to-Production.

CSLLC will present the applicable Deliverables to the Client and the Client will have three (3) business days to provide a specific list of reasonable issues to be remedied. CSLLC will address issues and resubmit the deficient Deliverables. After three (3) business days, should the Client not provide a list of issues, the Deliverables will be deemed complete. Use of the Deliverables by the Client will deem the Deliverables as completed.

8.0 Expenses

It is expected Services will be provided primarily on a remote basis. If travel is required, all reasonable travel expenses incurred by CSLLC related to the performance of services defined herein; reimbursement of those expenses will be made consistent with County policies, which will be provided to CSLLC upon request. The County will reimburse only the actual cost of out of pocket expenses incurred for completion of the project. If reimbursement for travel is permitted, all airfare will first be authorized by the County and will be reimbursed at the lowest cost fare available. Lodging, meals, ground transportation and incidentals necessitated by the resulting contract will be reimbursed according to the Internal Revenue Service ("IRS") Regular Per Diem Rate Method or actual cost, whichever is less. Mileage will be reimbursed at the IRS rate in effect at the time of travel.

Appendix A – Detail Roles Description

Client Roles

Client personnel are experts on Client business/technologies and as such will have responsibility for providing project management, non-Workday functional, technical, and culture expertise to the project.

Client project team members and cross-functionality representation are currently identified as follows: (Note that project teams' roles could be specific to implementation needs.)

Team Member	Description of Role
Steering Committee, Senior Design Reviewers, Key Stakeholders, Executive Sponsor	The steering committee provides funding and support to the project. Responsibilities include: • Obtaining appropriate funding and approvals • Ensuring all appropriate resources are available for the project • Resolving issues which are impeding the progress of the project • Providing overall direction to the Client Project Manager • Sign off on key Deliverables/project milestones • Assuring project delivery and quality control • Attending steering committee Meetings
Project Manager	The Client Project Manager is a dedicated resource focused specifically on the Workday implementation. While CSLLC understands there are many other activities linked to the implementation, this resource needs to be dedicated full-time to the project. Responsibilities include the following: • Establishing and managing the project details, Deliverables, schedules, tasks, assignments, and execution • Coordinating business teams and support teams • Driving the implementation of the optimized processes • Managing the resolution of issues • Anticipating and resolving issues which could impact the project budget, schedule, Scope or quality
Functional Team (Global Process Owners, Process Leads, and SMEs/Business Analysts)	The Functional Team are those familiar with Client business processes and systems. These individuals provide information to the CSLLC Functional Consultant(s) to configure the Workday solution. Responsibilities include: • Communicate functional requirements which need to be configured in Workday • Describe current business processes and work with team to simplify and improve • Work with CSLLC Consultants to help map and load data into Workday • Actively participate in all testing activities • Pre-validate extracted data files prior to providing it to CSLLC; then validate data after it has been converted into Workday solution • Contribute to identifying and executing test scenarios for functional areas • Perform end user training • Participate in KT

Team Member	Description of Role
Technical Team (Integration Lead, Integration Engineers/Developers, and Data Conversion Specialist)	Technical resources perform the following: • Support the conversion and loading of data contained in existing systems • Design and develop custom integrations as outlined within the Scope section above • Develop custom reports • Manage Client communications • Participate in KT • Actively participate in testing activities *Note: Resource experience, data quality and the amount of transformation required could impact the actual resources needed to support the data conversion efforts.*
Internal Auditor	The Internal Auditor works with the project team to ensure proper procedures are followed and proper documentation is created for the implementation of Workday. This person is responsible for providing compliance-related guidance and expertise to the project team.
Test Lead	The Client Test Lead develops and manages the overall Client test strategy and plan. Responsibilities include: • Establish an approach to testing • Define resource requirements for testing • Establish the test schedule • Conduct overall execution of the Client prescribed End-to-End (including integrations), PDR and Parallel Test process for either Workday payroll from start to end of the test period • Facilitate testing coordination and progress meetings • Successfully manage defect resolutions • Resolve test issues via coordination of Client and CSLLC teams as required to complete testing for successful completion of Workday test • Define the overall test strategy • Define test approach, roles and responsibilities • Define test tools and scenarios by tester and success criteria for each test stage • Define and report test metrics to the project team and project executives
Organizational Change Lead	The Organizational Change Lead is focused on planning and executing the change management and communications activities. He or she is the primary counterpart to the CSLLC Organizational Change Lead (if there is someone assigned) and is responsible for providing primary insight into the Client’s culture, operations, and competing projects or interests. The Organization Change Lead is the primary liaison between the project team and other internal resources needed to execute and deploy the various change management and communications activities. He or she is ultimately responsible for all change management and communications-related Deliverables.
Training Lead	The Training Lead is focused on planning and executing the end user training activities. He or she is the primary counterpart to the CSLLC training

Team Member	Description of Role
	lead (if there is someone assigned) and is responsible for providing primary insight into the Client's training resources and preferences, as well as competing projects or interests related to end user training. The Training Lead is the primary liaison between the project team and other internal resources needed to plan, execute, and deploy the various training activities for the deployment. He or she is ultimately responsible for all training-related Deliverables. The Client may choose to assign the Organizational Change Lead and Training Lead roles and responsibilities to a single actual resource.
Training Communications, and Change Management support Resources	Depending on the specific strategies and plans the Client establishes as part of its OC&T program, additional resources will be needed at various times throughout the project lifecycle to support and execute the communications, change management, and training plans. These roles often include: • Training developers responsible for developing and revising the end user training collateral as defined in the training curriculum plan • Communications leads/developers responsible for developing, revising, and deploying the end user communications collateral as defined in the communications plan • Trainers and super users responsible for gaining advanced familiarity with the new systems and user support tools, and in turn planning and delivering pre-Go-Live and ongoing training to end user audiences • Change champions responsible for generating awareness and support around future changes within their designated areas of influence

CSLLC roles

The extent of each CSLLC team member's involvement will vary by task as defined in the project plan. CSLLC will notify Client of any change in the CSLLC team that may be necessary. The team listing below does not exclude other CSLLC staff from being involved in this project.

CSLLC resources are process/software specialists and are responsible for providing functional and technical expertise to the project. Our core responsibilities include the following:

- Lead and drive business process configuration according to Client's requirements
- Set up and configure system as defined in the statement of work
- Coach Client about the options and implications around each process/configuration decision
- Assist Client with the resolution of issues
- Identify potential business process improvements
- Escalate project problems and risks to the project leadership and/or steering committee as appropriate
- Support Client during testing and validation activities
- Assist Client with planning and managing the organizational change and training (OC&T) program
- Share OC&T templates and coach Client on how to use and maintain
- Provide OC&T support during the implementation

Team member	Description of role
Portfolio director	CSLLC provides a portfolio director to serve in an advisory role and escalation point on all Workday deployments to ensure success by working collaboratively with Client executives, Client project manager, Workday leadership and CSLLC's engagement manager. Supports CSLLC engagement manager to resolve any escalated issues in a timely manner and sign-off on key deliverables throughout the project per the Cynergy™ for Workday methodology. The CSLLC portfolio director is an active and visible resource on the project and is expected to participate in regularly scheduled steering committee meetings and milestone activities to ensure the project is meeting the goals/objectives and timeframes outlined at the beginning of the project.
Functional architect	CSLLC provides a functional architect to work with Client in leading and driving the solution based on their broad Workday experience along with deep implementation expertise. The functional architect will work with Client to drive Client solutions and provide design/strategy support. The functional architect is responsible for driving the design and business process sessions along with the CSLLC consultants.
Engagement manager	CSLLC provides a designated engagement manager (EM) who is responsible for working with the Client project manager to ensure the timely success of the project. The EM guides the project by providing Workday best practices as they relate to project management techniques, the use of Cynergy™ tools and templates, interaction with Workday Product Strategy and Development, and leveraging CSLLC Cynergy™ implementation methodology. The EM staffs the project and guides project activities to ensure the timely completion of the project in accordance with the project charter and project plan. The EM is liaison with Workday on project-related issues that may be outside the direct control of the project team (e.g., coordinating the resolution of issues with product development).t The EM partners with the CSLLC consultants and Client project leads to provide additional guidance on Workday implementation best-practices, industry standards, and facilitate knowledge sharing among Workday clients as appropriate. The EM keeps the Client project team apprised of Workday updates, tenant changes, and can provide guidance on using the Workday Community.
Project associate	CSLLC provides a project associate. The project associate is responsible for coordinating with the CSLLC consultants to maintain the forecast, maintain status report details, and run weekly financials reports. The project associate may also attend meetings such as steering committee meetings to capture meeting minutes allowing the engagement manager to focus on leading the discussion. Performs engagement management tasks as assigned by EM.
Executive sponsor	The point of contact for CSLLC's executive management team. Works with the CSLLC EM and Client PM to ensure that escalated issues do not impact the project timeline.
Test manager	The test manager is responsible for drafting, presenting, and getting Client sign off of the testing strategy. The strategy will include details of each testing segment: namely unit testing, end to end testing, user acceptance/experience testing and payroll parallel testing. For each of the phases, the strategy will define testing participant, roles and responsibilities, data and tenant requirements, acceptance criteria and signoff process. Tools used throughout the Test stage will be identified. Working with the project managers, the Client test lead will ensure that the testing team is identified and has required levels of

Team member	Description of role
	knowledge to execute the testing scenarios. This is repeated for both UAT testing and payroll parallel cycles. Throughout the phase, the test manager manages issue management, issue resolutions and retest verification. They will report on test management and metrics, and adherence to acceptance criteria.
Functional consultant(s)	Responsible for working with Client to lead and drive Client business process design and integration requirements. The principal consultant(s) lead business process workshops and workflow iterative development and develop business process templates that are a key input into the configuration of the solution. The principal consultant(s) configures Workday according to Client requirements and documents any areas where requirements are not met. They provide best practices to enhance Client access to the features/functions of the Workday solution. They support the testing, data conversion, and integration development efforts. They escalate issues that may impact the go-live date to the CSLLC EM.
Integration consultant(s)	Responsible for working with the CSLLC principal consultant(s) and the Client business analysts to gather and document integration requirements. The integration consultant(s) leads the configuration and supports the testing of Workday packaged integrations and the development of Client integrations as defined by the statement of work.
Data conversion consultant(s)	Responsible for converting Client data into Workday based on the configuration and mapping done by the CSLLC principal consultant(s) and the Client business analysts. The CSLLC data conversion consultant(s) works with the Client business analysts to resolve data related issues. They work with Client to resolve loading errors and reload the appropriate tenants.
Change architect	The change architect is a senior professional resource of the organizational change and training (OC&T) practice who supports the OC&T team to ensure the quality of consulting services and deliverables. The change architect provides leadership and expertise to both CSLLC's OC&T Lead and the client's organizational change, communications and training resources. The change architect supports the client relationship, ensures client satisfaction throughout the duration of the project, and is the first point of escalation for risks and issues related to the OC&T workstream.
Change architect	The change architect is a senior professional resource of the organizational change and training (OC&T) practice who supports the OC&T team to ensure the quality of consulting services and deliverables. The change architect provides leadership and expertise to both CSLLC's OC&T Lead and the client's organizational change, communications and training resources. The change architect supports the client relationship, ensures client satisfaction throughout the duration of the project, and is the first point of escalation for risks and issues related to the OC&T workstream.
Organizational change and training developer(s) and principal(s)	As needed and specified by project scope, additional organizational change principal(s) and/or training developer(s)/principal(s) will join the project team at key times during the project cycle. These resources are led by the OC&T lead(s) and are responsible for understanding the Workday configuration and Client business processes to create and support the change management,

	communications, and training deliverables as specified in the project scope and/or subsequent strategies and plans once they have been completed. These resources may also be called up on to support user experience sessions, train-the-trainer, and/or training delivery as indicated by the project scope and the specific strategies designed for Client during the initial project stages.
Strategy architect	The strategy architect provides oversight and direction for strategy engagements to other Strategy team members and delivering trusted business advisor support to clients. They partner with senior executives to understand organizational perspectives and recommend best-fit methods to execute business strategies, improve operations and performance, and optimize roles and responsibilities. The architect works with clients to understand the people issues associated with technology implementations, specifically Workday and ancillary systems including but not limited to role re-definition, skill gaps, and change readiness. The architect continues to partner with senior executives and program managers to understand an organizations inherent capability regarding governance, decision making, data integrity, and technology development to design strategies to set the stage for successful technology implementations.
Strategy architect	The strategy architect provides oversight and direction for strategy engagements to other Strategy team members and delivering trusted business advisor support to clients. They partner with senior executives to understand organizational perspectives and recommend best-fit methods to execute business strategies, improve operations and performance, and optimize roles and responsibilities. The architect works with clients to understand the people issues associated with technology implementations, specifically Workday and ancillary systems including but not limited to role re-definition, skill gaps, and change readiness. The architect continues to partner with senior executives and program managers to understand an organizations inherent capability regarding governance, decision making, data integrity, and technology development to design strategies to set the stage for successful technology implementations.

Appendix B – Integrations and Custom Reports

Integrations

The following integrations are in Scope. Please refer to the column labeled “Owner” to identify if the integration is Client assigned or CSLLC assigned.

ID#	Integration Name	Integration Description	Third-Party Vendor	Functional Area	Integration Data Type	Tool	Total Hours	Owner
INT001	Basic SSO/SAML Setup		TBD	Security	Basic SSO SAML Setup Outbound Custom	Setup	30	CSLLC
INT002	Active Directory Outbound		SailPoint	HCM	Active Directory Outbound Cloud Connect	CC	42	CSLLC
INT003	Active Directory Inbound		SailPoint	HCM	Active Directory Outbound Cloud Connect	CC	42	CSLLC
INT007	ACA Outbound		TBD	Benefits	ACA Outbound Cloud Connect	CC	20	CSLLC
INT012	Financials (AP) Check Layout		Workday	BIRT	Financials Custom Check Layout_Low	BIRT	40	CSLLC
INT013	1099 Filing Outbound		IRS	Financials	Electronic Filing 1099 Outbound Cloud Connect	CC	20	CSLLC
INT015	Purchase Order Layout		Workday	BIRT	Purchase Order Custom Layout_Low	BIRT	40	CSLLC
INT016	Customer Invoice Layout		Workday	BIRT	Customer Invoice Custom Layout_Low	BIRT	40	CSLLC
INT017	Customer Statement Layout		Workday	BIRT	Customer Statement Custom Layout_Low	BIRT	40	CSLLC
INT018	Procurement card transactions (inbound)		US Bank	Financials	Credit Cards Masked Inbound Cloud Connect	CC	50	CSLLC
INT019	Positive pay files (outbound)	Future ERP	US Bank	Financials	Positive Pay with Voids Outbound Custom	Studio	70	CSLLC
INT020	Bank statements for reconciliation (Inbound)	US Bank	Future ERP	Financials	Bank Statement Inbound Cloud Connect	CC	53	CSLLC
INT021	SSIS Vendor extract (outbound)	Future ERP	SSIS	Financials	Suppliers Outbound Custom	EIB/ DTS	63	CSLLC
INT022	SSIS Voucher Load	SSIS	Future ERP	Financials	Adhoc Bank Transaction Inbound Cloud Connect	CC	50	CSLLC
INT023	SSIS Paid Voucher/Payment Confirmation Extract	Future ERP	SSIS	Financials	Payments Outbound Custom EIB	EIB/ DTS	100	CSLLC
INT024	Work comp paid voucher extract	Future ERP	Corvel Corporation	Financials	Payments Outbound Custom EIB	EIB/ DTS	100	CSLLC
INT026	Retiree insurance data to billing tables	Future ERP (HCM)	Future ERP (FIN)	Financials	Deductions Outbound Custom	EIB/ DTS	74	CSLLC
INT027	Client ID upload	Café	Future ERP	Financials	Demographic Inbound Custom	Studio	70	CSLLC
INT028	Cert Supplier data interface	CERT collaborative system (B2GNow)	Future ERP	Financials	Suppliers Inbound Custom	Studio	120	CSLLC
INT029	AR customer information	Future ERP	iPayment CORE	Financials	Customer Outbound Custom	EIB/ DTS	84	CSLLC

INT030	AR Open Items information	Future ERP	iPayment CORE	Financials	Customer Invoices Outbound Custom	EIB/ DTS	84	CSLLC
INT031	AR Item Customer info Open & Closed	Future ERP	iPayment CORE	Financials	Customer Invoices Outbound Custom	EIB/ DTS	84	CSLLC
INT032	GL Chartfield Values	Future ERP	iPayment CORE	Financials	Other Outbound Custom	EIB/ DTS	80	CSLLC
INT033	GL Budget Strings Values	Future ERP	iPayment CORE	Financials	Other Outbound Custom	EIB/D TS	80	CSLLC
INT034	GL Department ID Edits Values	Future ERP	iPayment CORE	Financials	Other Outbound Custom	EIB/ DTS	80	CSLLC
INT035	AR Payment file	iPayment CORE	iPayment CORE	Financials	Payments Inbound Custom	Studio	100	CSLLC
INT036	GL import	iPayment CORE	iPayment CORE	Financials	Accounting Journals Inbound Custom	Studio	100	CSLLC
INT037	Requisitions	PMWeb	PMWeb	Financials	Adhoc Payments Inbound Custom	Studio	90	CSLLC
INT038	Supplier information	Future ERP	PMWeb	Financials	Suppliers Outbound Custom	EIB/ DTS	63	CSLLC
INT039	Contracts information	Future ERP	PMWeb	Financials	Suppliers Contracts Outbound Custom	EIB/ DTS	100	CSLLC
INT040	Purchase Orders	Future ERP	PMWeb	Financials	Suppliers Outbound Custom	EIB/ DTS	63	CSLLC
INT041	Voucher data	PMWeb	PMWeb	Financials	Suppliers Invoice Inbound Custom	EIB/ DTS	120	CSLLC
INT042	PMWeb payments	Future ERP	PMWeb	Financials	Adhoc Payments Custom Outbound	EIB	100	CSLLC
INT043	Budget data for parks budgets	Future ERP	PMWeb	Financials	Budgets Outbound Custom	EIB/ DTS	84	CSLLC
INT044	Journal entries	SymPro	SymPro	Financials	Accounting Journals Inbound Custom	Studio	100	CSLLC
INT045	Expenditure activity, CERT small business	Future ERP	Socrata	Financials	Budgets Outbound Custom	EIB/ DTS	84	CSLLC
INT046	Back-up Documents	Future ERP	Laserfiche	Financials	Other Outbound Custom	EIB/ DTS	80	CSLLC
INT047	AssetWorks data	Future ERP	AssetWorks	Financials	Customer Outbound Custom	EIB/ DTS	84	CSLLC
INT048	Billing and AR data (only if billing not created in future ERP system).	Sheriffs Civil Division Software	Sheriffs Civil Division Software	Financials	Accounting Journals Inbound Custom	Studio	100	CSLLC
INT049	Data for generating bills (only if billing not created in future ERP system).	Compuweigh	Compuweigh	Financials	Accounting Journals Inbound Custom	Studio	100	CSLLC

INT050	AR billing and invoices (only if billing not created in future ERP system).	PHDoc	PHDoc	Financials	Accounting Journals Inbound Custom	Studio	100	CSLLC
INT051	Budget data (for use in Project Management Software to help manage projects)	Future ERP	CAMMS	Financials	Adhoc Payments Inbound Custom	Studio	90	CSLLC
INT052	Digital health department data	MS Dynamics Business Central	Future ERP	Financials	Accounting Journals Inbound Custom	Studio	100	CSLLC
INT053	New hire data	NeoGov	NeoGov	HCM	Staffing Inbound Custom	Studio	120	CSLLC
INT054	Employee data	Future ERP	Cornerstone	HCM	Demographic Outbound Custom	EIB/ DTS	63	CSLLC
INT055	Employee data	Future ERP	Relias	HCM	Demographic Outbound Custom	EIB/ DTS	63	CSLLC
INT056	Employee data	Future ERP	Kronos ETS	HCM	Demographic Outbound Custom	EIB/ DTS	63	CSLLC
INT057	Leave balances	Future ERP	Kronos ETS	Time_Tracking	Absence Outbound Custom	EIB/ DTS	74	CSLLC
INT058	Time entry data - 24-7s	Kronos ETS	Kronos ETS	Time_Tracking	Time Tracking Inbound Custom	Studio	105	CSLLC
INT059	Time entry data - Election Judges	Modus	Modus	Time_Tracking	Time Tracking Inbound Custom	Studio	105	CSLLC
INT063	457 Savings plan updates	Future ERP	Nationwide	Benefits	Retirement Savings Inbound Cloud Connect	CC	53	CSLLC
INT064	457 Savings plan updates (Demographic and Contribution)	Nationwide	Nationwide	Payroll	Retirement Savings Financials Outbound Cloud Connect	CC	53	CSLLC
INT065	457 and HCSP savings plan data	Future ERP	MSRS	Payroll	Retirement Savings Financials Outbound Cloud Connect	CC	53	CSLLC
INT066	457 and HCSP savings plan data	MSRS	MSRS	Benefits	Retirement Savings Inbound Custom	Studio	90	CSLLC
INT067	Direct deposits	Future ERP	US Bank	Payroll	ACH NACHA Payment Outbound Cloud Connect	CC	40	CSLLC
INT068	Focus card	Future ERP	US Bank	Payroll	Payment Outbound Custom	EIB/ DTS	80	CSLLC
INT069	Payroll positive pay	Future ERP	US Bank	Payroll	Positive Pay with Voids Outbound Custom	Studio	40	CSLLC
INT070	Deductions	Future ERP	Public Employee Retirement Association	Payroll	Demographics Or Enrollment Outbound Custom	EIB/ DTS	70	CSLLC
INT071	Demographic data	Future ERP	Public Employee	HCM	Demographic Outbound Custom	EIB/ DTS	63	CSLLC

			Retirement Association					
INT072	payroll data	Future ERP	MN department of economic security	Payroll	Other Outbound Custom	EIB/ DTS	80	CSLLC
INT073	SSN verification	Future ERP	social security admin	Payroll	Employment Verification Outbound Custom	EIB/ DTS	74	CSLLC
INT074	W2/W2c data	Future ERP	IRS	Payroll	Wages Outbound Custom	EIB/ DTS	74	CSLLC
INT076	Member Medical data	Future ERP	BCBS	Benefits	Medical Or Dental Or Vision Or Rx Outbound Cloud Connect	CC	42	CSLLC
INT077	Member Dental data	Future ERP	Metlife	Benefits	Medical Or Dental Or Vision Or Rx Outbound Cloud Connect	CC	42	CSLLC
INT078	Member Vision data	Future ERP	VSP	Benefits	Medical Or Dental Or Vision Or Rx Outbound Cloud Connect	CC	42	CSLLC
INT079	Member Cafeteria Plan data	Future ERP	WEX	Benefits	Demographic Outbound Custom	EIB/ DTS	63	CSLLC
INT080	Member Life Insurance data	Future ERP	Securian	Benefits	Life Or ADandD Outbound Cloud Connect	CC	42	CSLLC
INT081	Member Disability Insurance data	Future ERP	Madison National	Benefits	Life Or ADandD Outbound Cloud Connect	CC	42	CSLLC
INT082	Member Medical data	Future ERP	UHC	Benefits	Life Or ADandD Outbound Cloud Connect	CC	42	CSLLC
INT085	Meta data load (if budget creation system not replaced)	Future ERP	Sherpa	Financials	Custom Web Service Pulls (up to 15) from Sherpa to Workday using Workday RaaS	Studio	150	CSLLC
INT086	TIN matching - create file to upload to IRS website	Future ERP	IRS	Financials	Supplier Verification Outbound Custom	EIB/ DTS	70	CSLLC
INT087	TIN matching - upload file from IRS	IRS	IRS	Financials	Supplier Verification Inbound Custom	Studio	105	CSLLC
INT089	Insurity Benefits Outbound		TBD	Benefits	Other Outbound Custom	EIB/ DTS	80	CSLLC
INT090	Dunning Letter		TBD	Birt	Dunning Letter Custom Layout_Medium	BIRT	60	CSLLC
INT091	Check Payments File to US Bank		TBD	Financials	Payments Outbound Custom EIB	EIB/ DTS	100	CSLLC
INT092	Everbridge		TBD	HCM	Demographic Outbound Custom	EIB/ DTS	63	CSLLC
INT093	COBRA Initial Rights		TBD	Benefits	COBRA Initial Rights Outbound Cloud Connect	CC	53	CSLLC

INT094	COBRA QE Events		TBD	Benefits	COBRA Events Outbound Cloud Connect	CC	53	CSLLC
INT095	NeoGov Job Profile		TBD	HCM	Demographic Outbound Custom	EIB/ DTS	63	CSLLC
INT096	NeoGov Org Data		TBD	HCM	Demographic Outbound Custom	EIB/ DTS	63	CSLLC
INT097	Procurement Contract Layout		TBD	Financials	Procurement Contact Custom Layout	BIRT	40	CSLLC
INT098	Audit Logs to Rapid7		Rapid7	Security		Security	30	CSLLC
INT0102	FIN ACH Payments Dire	Future ERP	US Bank	Financials	ACH NACHA Payment Outbound Cloud Connect	CC	40	CSLLC

Integration Tool Key:

- BIRT = Business Intelligence Reporting Tools
- CC = Cloud Connect
- EIB/DTS = Enterprise Interface Builder/Document Transformation Service
- Setup = Web Services or Integration system user setup
- Studio = Workday Studio
- Support = Hours allocated for assistance at the direction of the Client

The interfaces/integrations required for this project include:

- **Cloud Connect** – CC provides Workday customers with the same level of support as they would receive in the core Workday application. Such Workday integrations are (i) part of the Workday hosted application Service and (ii) provided with ongoing support by Workday in accordance with Workday's then-current Support and Service Availability Policy. While Workday integrations are designed and developed as part of the subscription license, CSLLC anticipates some amount of time dedicated to configure and test the integrations during the implementation.
- **Custom Integrations –** Custom integrations are developed by CSLLC or Client using Workday's tools such as Report Writer, EIB, DTS, or Studio.

Custom Reports

Financial Reporting

Report Name	Area	Description
Data Audit - Funds	Financial Accounting	Listing of the funds in the tenant and the hierarchy structure for those funds.
Data Audit - Cost Centers	Financial Accounting	Listing of the cost centers in the tenant as well as the cost center manager assignments, hierarchy structure and related worktags established for those cost centers.
Data Audit - Programs	Financial Accounting	Listing of the programs in the tenant and the hierarchy structure for those programs.
Data Audit - Locations	Financial Accounting	Listing of all locations showing usage, type, hierarchy structure and address information.
Data Audit - Grants	Financial Accounting	Listing of all grants in the tenant as well as the grant manager assignments, hierarchy structure and related worktags established for those grants.
Data Audit - Revenue Categories	Financial Accounting	Listing of all the revenue categories in the tenant as well the hierarchy structure.

Report Name	Area	Description
Data Audit - Spend Categories	Financial Accounting	Listing of all the spend categories in the tenant as well as their usages and hierarchy structure.
Find Projects	Projects	A custom copy of the Find Projects report that has additional data about the projects.
Find Journal Lines with Worktag Details	Financial Accounting	A copy of the delivered Find Journal Lines report with the worktags broken out into their own columns for easier viewing and reporting.
View Plan Lines	Budget	Report showing all budget lines entered with details about the plan, entry type, status and all worktag detail.
Balance Sheet by Fund	Financial Accounting	Custom balance sheet report displaying ledger account balances by fund.
Income Statement by Fund	Financial Accounting	Custom income statement displaying revenue and spend amounts by fund for the report period, current YTD, and prior YTD.
Financial Budget vs Actuals by Fund	Budget/Financial Accounting	This report is designed to show the overall financial budgets by fund and is intended to be used by the central Budget staff for an overall picture to determine where they need to pay attention or drill into the details using other reports.
Budget vs Actuals by Cost Center	Budget/Financial Accounting	This report is designed to show the overall budget of a fund by cost centers and is intended to be used primarily by the central Budget staff to look at the top cost center hierarchy and get an overall picture to determine where they need to pay attention or drill into the details using other reports.
Budget vs Actuals for Cost Center	Budget/Financial Accounting	This report is designed to show the detailed budget vs actuals for one cost center or a cost center hierarchy. If the user is looking for the details for just one cost center, he/she can choose to repeat the columns by either Fund or Program and can then use the other parameters to limit the view further as appropriate. If the user would like to see the data for a cost center hierarchy, he/she can

Report Name	Area	Description
		choose to repeat by Cost Center and can then use the other parameters to limit the view to particular funds, programs or other worktags as appropriate.
Budget vs Actuals for Program	Budget/Financial Accounting	This report is designed to show the detailed budget vs actuals for one program or a program hierarchy. If the user is looking at the details for one program, he/she can choose to repeat the columns by either Fund or Cost Center and can then use the other parameters to limit the view further as appropriate. If the user would like to see the data for a program hierarchy, he/she can choose to repeat by Program and can then use the other parameters to limit the view to particular funds or cost centers as appropriate.
Budget vs Actuals by Project	Projects/Budget/Financial Accounting	This report is designed to show a life to date overview of the budget and actuals for all projects within a hierarchy and is used primarily by users who are managing multiple projects within a project hierarchy or by the central Budget/Finance team to get an overview of all projects. From here, users can determine where they need to pay attention or drill into the details using other reports.
Budget vs Actuals for Project	Projects/Budget/Financial Accounting	This report is designed to show the detailed life to date budget vs actuals for one project at a time.
Budget vs Actuals by Award	Grants/Budget/Financial Accounting	This report is designed to show a life to date overview of award budgets and is used primarily by the central Budget and Finance staff to look at the top grant hierarchy and get an overall picture of the award budgets. From here, users can determine where they need to pay attention or drill into the details using other reports.

Report Name	Area	Description
Budget vs Actuals by Grant	Grants/Budget/Financial Accounting	This report is designed to show the detailed life to date budget vs actuals for one grant.
Find Assets	Assets	Custom copy of the delivered Find Assets report that adds in relevant fields and reorders columns to be more practical.
Time Off Liability with Worktags	Financial Accounting	Custom version of the Time Off Liability report that includes worktag detail for cost center, fund, etc.
Payroll Accounting Details	Financial Accounting	A report that returns payroll GL entries by worker with worktag details.
Project Remaining Budget for Rollover	Budget	Report for budget team to use when evaluating project budgets at the end of a fiscal year and determining the amount of budget to be rolled to the next fiscal year.
Trial Balance with Worktags	Financial Accounting	Custom trial balance report used for exporting trial balance data to auditors or other programs.
Cash Balance by Fund	Financial Accounting	A report detailing Client's reportable cash balance by fund.
Payroll Deductions	Financial Accounting	A report detailing the payroll liability amounts withheld from each payroll.
Depreciation Expense by Function	Assets/Financial Accounting	Depreciation expense detailed by function for annual reporting purposes.
Statement of Net Position	Financial Accounting	Government-wide statement for annual financial report.
Statement of Activities	Financial Accounting	Government-wide statement for annual financial report.
Schedule of Expenditures of Federal Awards	Grants/Financial Accounting	Designed to report award expenditures for annual financials.
Up to three (3) formatted fund financial statements for annual report	Financial Accounting	Fund financial statements for annual financial report.

Summit vs. HRIS Reporting
Replacements for the reports below will be discussed and identified during the Reporting Requirements phase. Any custom development needed for these reports in included in the SOW estimate.

Report Name	Area	Description
RC HR 010 Salary Increase Due Report	Compensation	Accurately administer salary changes based on union contracts, rules & statutes
RC HR 012 New Hires Separations Report	HCM - Staffing	To meet requirements of PELRA-Generate a monthly report that lists hires, separations, and job changes affecting bargaining unit status, and provide information such as home address (for union membership correspondence), appointment type, and salary information.
RC HR 013 HR Audit Report	HCM	Provide an audit document that reports changes made to the PeopleSoft database in a format that is most efficient for HR Transactions staff, who are responsible for this auditing function.
RC HR 014 Temp EEs by Union	HCM - Staffing	To meet requirements of PELRA
RC HR 015 Temp EEs by Dept	HCM - Staffing	Custom SQR to provide listing of active temporary employees by department
RC HR 093/RC HR 093A/RC HR 093B	Compensation	These are used to create our Compensation Manual Index/Compensation Manual/Compensation Manual by Salary Plan
RC HR 100 Probation Due Report	HCM - Staffing	The program creates a report and a comma-delimited data file detailing those who are coming up on probation
RC HR 146 Provisional Ees	HCM - Staffing	This report lists all provisional employees with start dates in order to track 6 month limit requirement as mandated in the Personnel Act.
RC HR 146A EEs Working Out of Class	HCM - Staffing	List employees working out of class with start dates in order to track prescribed limits

Report Name	Area	Description
		within Union Contract provisions and the Personnel Act
RC HR 229 Pay Equity Report	Compensation	Ramsey County uses a predicted pay interface to report pay equity/job code information to the State of Minnesota as required to comply with the Local Government Pay Equity Act. Produces both PDF and data file
RC HR 241 Ramsey County Ees on LOA	Absence	List of employees on LOA (paid and unpaid)
RC HR 277 Promotional Audit Report	HCM - Staffing	Provides an exception audit report for all promotions
RC HR 285 Union Change Report	HCM - Staffing	Provides the State of MN a list of those employee's who transfer within the County
RCPY057 | PERA Audit Report	Payroll	Report allows Central Payroll Specialists to audit an employee's PERA status.
RCPAY708 | PERA Exclusion Report	Payroll	Sent to PERA annually to verify EEs not paying into pension correctly.
RCPY708 | Compliment Control Report	Payroll	Used by department accountants and PBTAs to verify headcount

Report Name	Area	Description
RCPY080 | Year End Liability Report	Absence	Calculates leave accrual values
RCBN187 | Average Hours Worked	Payroll	Calculates average hours worked
RCBN033 | Wellness Incentive	Absence	Report shows employees who have not used sick time by quarter

Appendix C – Sample Change Order Form and Sample Plan Stage Sign Off

Project Change Order

This Change Order form is used for requesting, documenting and approving changes to the Workday deployment or other applicable service offering, including, but not limited to, changes to the project's Scope, changes for a major configuration element, Timeline/schedule changes, integration specifications changes, addition of resources or any other Deliverable change from the originally planned Workday deployment or applicable service offering.

Summary

Client:	XYZ Client
SOW/Project Name:	Project ID # / Project Name as it exists in Workday
Change Order #:	C01 (adjust as appropriate)
Project Manager (Client):	Project Manager Name, XYZ Client
Project Sponsor (Client):	Project Sponsor Name, Title
Engagement Manager (CSLLC):	Engagement Manager Name, Collaborative Solutions, LLC ("CSLLC")
Acceptance Due Date:	The date by which Client will need this approved in order to avoid negative Project Schedule impact.
Change Type:	Type of change. For example: *integration change, request for additional functionality, change in SOW estimate based on design sessions, etc. (usually more applicable to Phase One (1) or Phase Two (2) projects.)* Select one (1): Term Extension (zero (0) budget add) Term Extension (additional hours added) Change in Scope (additional hours added) Change in Scope (no additional hours added) Other (detail in request description)
Impact Assessed by:	List those assessing the impact. Normally the CSLLC EM, Functional or Integrations Consultant, and possibly someone on the Client side.
Priority:	High, medium, or low based on need for the change.
Billing:	Select one (1): Bill under current project Bill separately under current project Bill separately under new project
Contract Line Type:	Describe the billing basis. For example: *Time & Materials, Fixed Fee Installment/Milestone, Prepaid, Subscription.* For "Bill under current project," the billing basis of this Change Order MUST match the applicable SOW's billing basis.
Is new PO# required?	Select one (1): New PO# (insert PO#) PO# to be created after receiving countersigned documents No new PO# needed

Request Description

<<Describe the change and why it is needed. It is important to describe why this was not estimated correctly in the SOW or where the change occurred. For example:

Adding a new integration for Aetna, COBRA, Qualifying Event. Original integration listed on the SOW addressed only Aetna PPO/HMO, did not specify COBRA. Additional forty (40) hours added to cover COBRA QE.>>

If this CO is for an extension, please include the number of hours and budget remaining on current project.

Business Purpose / Reason for Change

<<Describe the purpose/reason for change and be sure to explain the impact to NOT doing the change. For example:

Client offers COBRA coverage for any employees eligible for a COBRA Qualifying Event; this was not included in the original SOW estimate. If Client does not approve this change Client will not be able to provide COBRA coverage.>>

Impact Assessment

Project Activities Affected:	Describe the additional work that needs to be done. For example: *Create one (1) additional integration or three (3) new performance templates need to be configured, etc.*
Deliverables Affected:	Describe Deliverables affected. For example: *One (1) additional interface file to be delivered to Aetna will be produced.*
Project Schedule Impact:	Describe schedule impact, if any. For example: *Architect stage will be extended by one (1) week to complete all integrations.* Include the original end date and new end date, if extending the term of the SOW.
Pricing Modifications	Modifications to the Pricing are as follows:

Role	Rate	Hours	Cost
Executive			
Strategy Manager			
Senior Functional Architect (Consulting Director)			
Engagement Director (Portfolio Director)			
Engagement Manager			
Functional Architect			
Senior Principal Consultant			
Principal Consultant			
Consultant			
Analyst			
Total		***<<total>>***	

Payment Terms – If Client is adding hours

- Time & Materials SOW: This Change Order will be billed monthly on a Time and Materials (“T&M”) Basis based on actual usage at the rates set forth in the SOW and as identified in the Pricing Modifications above.
- Prepay SOW: This Change Order will be invoiced upon execution by both Parties at the rates set forth in the SOW and as identified in the Pricing Modifications above.

Assumptions

- Describe any new Assumptions different from the SOW. For Example:
- *Client will provide the requirements for the new integration.*
- If not different from the SOW, add “All Assumptions from the SOW dated XX December XXXX apply to this Change Order”, otherwise, if there are new Assumptions different from the SOW, list them here.

Authorization

Client Authorization Signature	Collaborative Solutions, LLC Authorization Signature
Name	Name
Job Title	Job Title
Date	Date

Plan Stage Sign Off

This document is used to confirm that Ramsey County has completed a stage in the Workday implementation.

Client Name	
Principal Consultant	
Engagement Manager	
Current Date	
Phase Completion Date	

This form is to document acceptance and completion of deliverables in Plan Stage of Workday Implementation. These deliverables include:

#	Task Name	Date	Notes
1	Project Charter		
2	Draft Project Schedule/Plan		
3	Kickoff deck agenda and presentation draft		
4	Schedule for architect workshops		

The approval provided within this document will be used as the basis to move forward with the next stage of the implementation. Please refer to the project plan managed by the CSLLC Engagement Manager/Ramsey County Project Manager for the next stage activity. The signature below indicates each item listed above has been verified by the appropriate resource for its completeness and accuracy. Client agrees that any delays in the approval of this document based on agreed timelines by CSLLC and Client will result in the delay of actual proposed production go live date. If Client does not provide CSLLC with a written response listing which of the above items it deems incomplete within 5 days from delivery of this document, then all of the items will be deemed accepted and the stage complete.

[client] Signature   Date

CSLLC Engagement Manager Signature   Date

Appendix D – Detailed Functionality

Overall assumptions apply to all functions in Scope, unless otherwise stipulated:

- **Business Processes**: Up to two (2) rule-based business processes per process with no more than twenty (20) steps per business process. Unused steps within a process will not apply to alternate business processes. Includes up to two (2) consolidated templates for applicable processes
- **Notifications**: Up to five (5) notifications per business process. Unused notifications within a process will not apply to alternate business processes.
- **Configurable Security**: Security concepts, security group reviews, and assignments are addressed during the Architect & Configure phase. This happens prior to any access is granted to the Workday tenant(s) outside of the CSLLC team. This is to ensure a solid security foundation. Workday delivered security groups will be used. Inactivated or unused security groups and implementers will remain on domain security policy definitions to allow for ease of implementing other functionality in the future. Inactivated or unused security groups and implementers will be removed from the business process security policy definitions to match design requirements identified. Please see **Exhibit 1 – Hosting and/or Cloud Services and Security Standards ("Hosting Security Exhibit** ") to the Agreement for agreed security controls.
- **Custom Objects**: Up to two (2) custom object per functional area in Scope with no more than five (5) custom field(s) per object. If custom lists are required, up to ten (10) items per list. Unused custom object(s) may not be applied to other areas.
- **Guided Tours**: guided tours are Out-of-Scope unless OC&T is in Scope and guided tours are explicitly identified in the OC&T Scope.
- **Tenant Branding**: Workday delivered tenant branding with up to one (1) condition rule and one (1) upload of images. Any changes to images uploaded will be completed by the Client through KT.
- **Dashboards**: Workday delivered dashboards for the functional Scope below will be configured with Workday delivered reports unless custom reports are included in Scope in Appendix B. Includes configuration of up to three (3) announcements(s) per dashboard, where applicable.
- **Translations**: Translations conversion is not in Scope. Client is responsible for providing translated values.
- **Scheduled Reports & Alerts**: Scheduled reports, task alerts, and business process alerts are not in Scope. General report-based alerts are defined within the Scope in Appendix B.
- **Setup Values:** Current values, including organizations. No historical loads unless needed to support the data conversion Scope detailed in Appendix E.
- **Documents:** Documents are assumed to be attachments only. Generated documents and/or documents enabled for Adobe Esign or Docusign are in scope for Strategic Sourcing Only. Templates do not include logos or any specialized formatting unless called out as a BIRT layout in the reporting Scope.
- **Workday Docs:** Workday Docs is a document template creation application in Workday to design and create Workday Docs templates to generate documents. Common use cases for Workday Docs include: HCM, change job letters, probation letters.
- **Request Framework:** Request Framework is assumed out-of-Scope unless identified below.
- **Questionnaires:** Questionnaires are assumed out-of-Scope unless identified below. Common use cases for questionnaires include: HCM, probation review questionnaire, custom exit interview questionnaire.

Function	Functionality Scope	In Scope (Y/N)	Quantity to Configure
HCM: Core	Organization hierarchy structure per organization type (supervisory, company, cost center, region, custom, and location hierarchy) (not including organization studio)	Y	One (1)
	Physical location(s) where workers perform job functions (not including workspaces)	Y	
	Matrix organization tracking	N	
	Job catalog (not including loading qualifications)	Y	
	Staffing model used to manage headcount	Y	One (1)
	Worker profile for detailed worker information tracking (not including purging)	Y	
	Worker document(s)	Y	Up to Ten (10) (up to ten (10) document security segments)
	Regulatory reporting: and applicable Workday delivered compliance reports	N	
	Employee contract(s)	N	
	Probation period tracking	Y	Up to four (4) probation period defaulting rules per country in Scope
	Probation period reviews	Y	Up to five (5) probation period outcomes per country, and excludes probation review questionnaires
	Notice period tracking	N	
	Contingent worker tracking	Y	
	Retiree functionality	Y	
	Union(s)	Y	Up to ten (10)
	Collective bargaining agreement(s)	Y	Up to five (5) (up to five (5) factors per agreement)
	Additional (multiple) jobs	Y	

Function	Functionality Scope	In Scope (Y/N)	Quantity to Configure
	International assignment tracking	N	
	Position budgeting	N	
	Onboarding	Y	
	• Onboarding setup template(s)		Up to one (1)
	• Additional worker documents		Up to twenty (20)
	• Bulletin Worklets		Up to one (1)
	• Wage Theft Notice (Workday Doc)	Y	Up to one (1)
	Form I-9 tracking [United States of America only]	Y	
	Basic HCM asset tracking	N	
	Reference letter template(s)	Y	Up to one (1) (up to five (5) conditional text blocks each)
	Safety incident tracking	N	
	• Questionnaire(s)	N	
	• Safety incident location(s) per business site	N	
	Vaccination tracking and workplace test	Y	One vaccine type and associated vaccination statuses (up to 5) with attestation statements, vaccination date types (up to 5) and vaccine manufacturers (up to 4).
	Committees tracking	N	
	Basic skills and experience: education, certifications, external job history, languages	Y	
	Job requisitions (not including confidential or evergreen)	Y	
	Workday assistant	Y	
	Workday Today	Y	Delivered cards and default homepage content only

Function	Functionality Scope	In Scope (Y/N)	Quantity to Configure
	Custom security group(s)	Y	Up to three (3) (up to one (1) intersection security group)
	Custom questionnaire(s)	Y	Up to two (2) (up to twenty-five (25) questions per questionnaire)
	Modifiable business processes	Y	• Hire employees • Contract contingent worker • Onboarding • Onboarding setup • Change job • End contingent worker contract • Create position • Terminate employee • Report safety incident • Update safety incident • Up to three (3) additional configurable business processes
Compensation: Core	Compensation packages	Y	Up to one (1)
	Currency rate tracking	Y	In Scope currencies only
	Compensation grades tied to job profiles	Y	
	Compensation grade profiles	Y	Up to twenty-five (25) number of compensation eligibility rules
	Compensation grade steps	Y	Up to eighteen (18) (up to five (5) progression rule(s) total)
	Compensation plans (types can include: salary, hourly, period salary, non-reimbursable allowance, commission, basic stock, basic merit, and basic bonus)	Y	Up to twenty (20) number (up to one (1) profile and compensation eligibility rule per country for applicable plans)
	One-time payment plans	Y	Up to Twenty (20) (up to three (3) profiles per plan)
	Severance packages	Y	Up to one (1) (up to one (1) severance matrix and up to one (1) notice period matrix each)

Function	Functionality Scope	In Scope (Y/N)	Quantity to Configure
	Custom compensation bases	N	
	Total rewards template(s)	Y	One (1)
	Wage theft prevention template(s)	Y	Up to one (1) (up to ten (10) conditional text blocks each)
	Compensation survey management survey(s)	N	
	Workday compensation benchmarking	N	
	Custom security group(s)	N	
	Modifiable business processes	Y	• Request Compensation Change • Up to one (1) additional configurable business process
Compensation: Processing	Compensation review process workflows routing through the supervisory organization	Y	Up to ten (10) validations
	Parallel process automation (participation rules)	Y	
	Configurable grid(s)	Y	Up to one (1) (five (5) calculated fields each)
	Merit plan(s)	Y	Up to two (2)
	• Up to one (1) profile per country in Scope		
	• Up to one (1) compensation matrix with up to two (2) standard factors each		
	Bonus plan(s)	Y	Up to two (2)
	• Up to eight (8) profiles per plan		
	• Up to one (1) compensation matrix with up to two (2) standard factors each		

Function	Functionality Scope	In Scope (Y/N)	Quantity to Configure
	• Up to two (2) scorecard(s) with up to two (2) scorecard profile(s) each		
	Custom compensation statement layout(s)	Y	Up to one (1) (up to five (5) calculated fields each)
	Custom security group(s)	Y	Up to one (1)
	Modifiable business processes	Y	• Initiate compensation review process • Up to one (1) additional configurable business processes
Benefits	Benefit plans	Y	Up to sixty (60) (up to one (1) benefit rate type each)
	Benefit credit(s) and/or surcharge(s)	Y	
	Benefit group(s)	Y	Up to twenty-five (25)
	Benefit job(s)	N	
	Dependents and beneficiaries tracking	Y	
	Benefit enrollment event(s)	Y	Up to sixteen (16)
	Open enrollment enablement for 2026 benefit plan year, referencing existing or in Scope plans	Y	
	Enrollment event rule(s)	Y	Up to one (1)
	Workday delivered COBRA eligibility processing to third-party administrator	Y	
	Affordable Care Act ("ACA") Measurement period tracking	Y	
	1094/1095-C	Y	
	Medicare tracking	Y	
	Dependent verification functionality through use of custom ID(s)	N	
	Custom security group(s)	Y	Up to one (1) (up to one (1) intersection security group)

Function	Functionality Scope	In Scope (Y/N)	Quantity to Configure
	Modifiable business processes	Y	• Change benefits for life events review process • Dependent event • Change benefits • Passive even • Up to one (1) additional configurable business processes
Absence Management	Accruals	Y	Up to twelve (12)
	Time offs	Y	Up to twenty-four (24)
	Configuration: Time-off types, eligibility, plans, accruals, calculations, and balance periods	Y	
	Leave types with an entitlement	Y	Up to eight (8)
	Leave types without an entitlement	Y	Up to eight (8)
	Leave of absence validations	Y	Five (5)
	Configuration of leave of absence families which enables configuration of impact on payroll, benefits, active status while on leave and enhances user experience	Y	
	Work schedule calendars with eligibility rules	Y	Up to five (5)
	Work schedule calendars without eligibility rules	Y	Up to twenty (20)
	Holiday calendars	Y	Three (3)
	Custom security roles	Y	Up to Three (3) (up to one (1) intersection security group)
	Modifiable business processes	Y	• Request time off • Correct time off • Request leave of absence • Request return from leave of absence

Function	Functionality Scope	In Scope (Y/N)	Quantity to Configure
			• Up to four (4) total process steps • Up to four (4) notifications • Absence calendar
Time Tracking	Time entry codes	Y	Up to fifteen (15)
	Time calculations	Y	Up to Twenty-eight (28)
	Time tracking templates	Y	Up to eight (8)
	Work schedule calendar	Y	
	Period schedule(s)	Y	Up to two (2)
	Custom security roles	Y	Up to Three (3) (up to one (1) intersection security group)
	Modifiable business processes	Y	• Enter time • Up to four (4) total process steps • Up to four (4) notifications • Reported time batch event • Up to one (1) total process step • Up to two (2) notifications
Scheduling and Labor Optimization	Time Zones	Y	Up to one (1)
	Multiple positions	Y	Availability will be entered by workers after Go-Live as part of an Employee Self Service familiarization exercise. Worker Preferences and Overrides will be loaded for employees with multiple jobs/positions
	Organizations – re-organization of the Supervisory Organization structure and/or Custom Organization structure	N	
	Eligibility schedule tag types	Y	Up to two (2)
	High Level Scheduling Organizations (HLSO)	Y	Up to three (3)

Function	Functionality Scope	In Scope (Y/N)	Quantity to Configure
	Scheduling Organizations (SO)	Y	Up to fifty (50)
	Custom Reports	N	
	Labor Optimization	Y	
	Loading of labor demand (only needed for Labor Optimization)	N	
	Static Work Schedules with Patterns	N	
	Shift Profiles (Only needed for static work schedules)	N	
	Modifiable Business Processes	Y	• Change Worker Schedule Tags • Change Worker Scheduling Settings • Change Worker Availability • Open Shift • Take Back Shift • Cover Shift • Swap Shift • Accept Shift Swap • Publish Schedule • Change Published Schedule • Bulk Change Publish Schedule • Up to one (1) process step is included • Up to two (2) custom notifications added across any of the above scheduling bps are included
Payroll	Pay groups	Y	Up to two (2)
	Earning codes	Y	Up to one hundred- fifty (150)
	Deduction codes	Y	Up to one hundred- fifty (150)
	Federal Identification Numbers (FEIN)	Y	Up to two (2)
	States	Y	Up to two (2)

Function	Functionality Scope	In Scope (Y/N)	Quantity to Configure
	State and local tax authorities	Y	Up to two (2)
	Pay frequencies	Y	Up to two (2)
	Payroll period schedules	Y	Up to two (2)
	Configure payroll calculation rules	Y	
	Configure Workday on-cycle and on-demand pay check template	Y	One (1)
	Configure payment elections with payment election rules	Y	
	Bank depository and source bank accounts	Y	Up to two (2)
	Configure pay slips	Y	One (1) per country
	Establish payroll accounting to generate and review payroll accounting data	Y	One (1)
	Establish comparison rules and audit components	Y	
	Settlement rules	Y	
	Third-party payroll provider provides tax, garnishment, check, and deposit advices	Y	
	Custom payroll calculations (value compare, instance set, conditional, etc.)	Y	
	Configure retroactive payroll processing	Y	
	Configure Fair Labor Standards Act (FLSA) calculations using Workday delivered functionality	Y	
	Withholding orders	Y	
	Custom security roles	Y	Up to two (2) (up to one (1) intersection security group)
Core Financial Management, Accounting and Finance	One (1) currency (USD)	Y	
	• Companies (legal entities) • Cost centers	Y Y Y	Up to five (5) companies organized in up to three (3) company hierarchies Cost centers organized in up to

Function	Functionality Scope	In Scope (Y/N)	Quantity to Configure
	• Custom organizations	Y	two (2) independent hierarchy structures with up to four (4) hierarchy levels each Up to one (1) custom organization if needed with a hierarchy structure
	Locations of assets	Y	Up to two hundred and thirty-three (233) Business Asset and Ship-To organized in a hierarchy structure with up to four (4) levels of hierarchy
	Custom security groups	Y	Up to two (2)
Financial Accounting	Foundation Data Model (FDM) design and utilizing Workday worktags for analytics	Y	
	Account sets (parent-child relationship)	Y	One parent-child account set configuration
	Ledger account summaries	Y	One ledger account summary structure with up to five (5) levels
	Configure standard/delivered account posting rules • Including spend and revenue categories and account posting rules for operational transactions	Y	One (1) Posting Rule Set
	Categories	Y	Revenue Categories with one hierarchy structure containing up to four (4) levels Spend Categories with one hierarchy structure containing up to four (4) levels
	Custom worktags	Y	Up to three (3)
	Custom reports to support financial reporting for Generally Accepted Accounting Principles	Y	See Appendix B

Function	Functionality Scope	In Scope (Y/N)	Quantity to Configure
	(GAAP) and regulatory reporting requirements, Workday financial statements for external reporting, and internal management reports		
	Allocations	Y	Up to ten (10)
	Fiscal schedule(s) (fiscal year)	Y	
	Fiscal summary schedule(s)	Y	
	Custom validation(s)	Y	Up to one hundred (100)
Banking and Settlement	Financial institutions	Y	Up to five (5)
	Configure check printing modifications and electronic bank integrations (type of electronic payments, and wire payments unique by company)	Y	Check printing configured for one (1) Financial Institution
	Cash position	N	
	Bank reconciliation automation and integrations	Y	All operational bank accounts at one (1) financial institution
	Supplier settlement via check or electronic payments	Y	Electronic payment automation and integrations configured for one (1) Financial Institution
Procurement	Punchouts	Y	Up to number (3)
	Purchase order layout	Y	Up to one (1) Custom Purchase Order Layout
	Receiving and matching	Y	
	Supplier portal functionality	Y	
	Request for Quotation ("RFQ") processes	Y	
	Procurement Contract Layout	Y	Up to one (1) Custom Procurement Contract Layout
Supplier Accounts	Suppliers including payment terms, attributes for payments and 1099 reporting	Y	
	Supplier contracts	Y	

Function	Functionality Scope	In Scope (Y/N)	Quantity to Configure
	Supplier categories and groups	Y	
	Check or electronic payments for supplier settlement(s)	Y	
	Tax books, excluding actuals	N	
Business Assets	Depreciation Profiles	Y	
	Asset Books	Y	
Expenses	Worker expense preferences (e.g., Employee travel card – American Express)	Y	
	Expense policy security groups	Y	Up to five (5) Expense Policy Security Groups
	Expense items	Y	Configuration of up to one hundred (100) Expense Items
	Expense item groups	Y	
Strategic Sourcing	System Configuration	Y	Configure global settings
		Y	Configuration of Single Sign-On access. CSLLC will be primarily responsible for configuration of Single Sign-On access
		Y	Configuration of API Tokens for Supplier Connector. Only applies if Supplier Connector is in Scope
	Suppliers	Y	Configure custom field groups and custom fields required for the Supplier Profile
		Y	Provide Supplier import template. Supplier import is only in Scope if the Supplier Connector is out of Scope
		Y	Import up to twenty-five thousand (25,000) suppliers. Supplier import is only in Scope if the Supplier Connector is out of Scope

Function	Functionality Scope	In Scope (Y/N)	Quantity to Configure
	Sourcing	Y	Configure RFx Template(s), including the description, questionnaires & worksheets
		Y	Configure up to 2 RFx templates
	Pipeline Projects	Y	Edit default fields and configure custom fields & custom field groups
		Y	Configure up to 3 Pipeline Project Types
		Y	Customize Project layouts
		Y	Configure Financial Details settings
		Y	Provide Project import template
		Y	Data must be formatted per Workday's import template requirements & data validations
		Y	Import up to five thousand (5,000) Pipeline Projects. Workday will be primarily responsible for loading Pipeline Projects
Projects	Projects of medium complexity including: • Project phases • Project tasks • Project worker roles/talent pools • Project groups • Basic projects	 Y Y Y Y Y Y	
	Delivered Workday capital project functionality	Y	
	Delivered Workday billable project functionality	N	
	Project hierarchies	Y	One (1) primary and one (1) optional project hierarchy structure with up to four (4) levels in each.
	Project templates (project, project plan, or a combination thereof)	Y	

Function	Functionality Scope	In Scope (Y/N)	Quantity to Configure
Grants Management	Grants: hierarchies, security, business processes, and Award Cost Processing (ACP)	Y	Up to seven hundred (700) Active Grants organized into one hierarchy structure with up to four (4) levels.
	Awards	Y	
	Sponsors	Y	
	Award proposals	Y	
Budgets	Structures (Financial, Award, Project)	Y	Parent-child structure set up for the financial plan
	Position Budget Structure	N	
	Ledgers for encumbrances	Y	
	Budget checking for operational, Grants, and project budgets	Y	
	Payroll Commitment Accounting	N	
Revenue Management	Customer attributes for billing and collection through aging reports and collection disputes. Including Auto Application Rules for Customer Payments	Y	Active customers at time of go live
	Customer Invoice layout(s)	Y	Up to one (1) custom invoice layout
	Customer Statement layout(s)	Y	Up to one (1) custom statement layout
	Dunning Letter	Y	Up to one (1) custom Dunning Letter Layout
Employee Self-Service	Employee self-service for all Workday functionality specified above	Y	
Manager Self-Service	Manager self-service for all Workday functionality specified above	Y	
Mobile Solutions		Y	

Appendix E – Data Conversion

HCM Transactional History Conversion Assumptions:

- Transactional history is only available for employees. Transactional history for contingent workers is not supported. Employees who were previously contingent workers will not have their contingent worker staffing events reflected in the history.
- All employees converted with transactional history will be assigned a single position Identification (“ID”) in their primary position for the purposes of conversion. Conversion of historical position management changes is not supported. Current additional jobs will be converted as required.
- All employees converted with transactional history will be converted into current supervisory organization and other position details will be updated to reflect changes.
- All necessary configuration for job profiles, compensation grades, locations, organizations, etc., which are referenced in the load of historic transactions will be provided by the Client through the use of the Cynergy design documents.

Finance-related History Conversion Assumptions:

- Suppliers active in the two (2) years prior to Go-Live
- Customers active in the two (2) years prior to Go-Live

In Scope person population(s) which are active at time of the Go-Live conversion extract will be included in the conversion process. Clients’ workers who were terminated in the current and prior calendar year based on the final extract date will be included in the data conversion to Workday to support rehires and reporting.

Functional Area	Data Conversion Scope	Population
HCM	**Current job/position details**: job profile, time type, default and scheduled weekly hours, work shift, location, position ID, position title, business title, union membership, employee contracts, probation periods, notice periods, collective bargaining agreements, annual work periods and contingent worker supplier and rates. **Current organization assignments**: company, cost center, region, custom organizations, retiree, supervisory organization (single job management ‘terminated’ organization for all terminated workers and pay group **Service dates**: original hire date, most recent hire date, position start date for conversion, continuous service date, termination date (most recent for current terminations only) and all other Workday delivered service dates **Current biographic data**: legal and preferred name, date of birth, date of death, gender, disability status, ethnicity, marital status, citizenship status, and military status. **Current ID information**: license(s), visa(s), passport(s), national ID(s), additional government ID(s) and custom ID(s)	Active and terminated workers and retirees

Functional Area	Data Conversion Scope	Population
	Current contact information: home address, mailing address, home and work telephone, email, instant messenger, and web address.	
HCM Transactional Employee History	**Transactional staffing history**: Two (2) years of active employee job/position history to be converted into Workday's job/position transactional objects: • Original hire row, rehires, and terminations • Transfers, promotions, and demotions • Organization assignments including company, cost center, and pay group **Transactional compensation history:** Two (2) years of active employee compensation history to be converted to Workday's compensation transactional objects: • Base pay plan changes from promotions, merits, or adjustments (salary or hourly) • Bonus assignments not including bonus actual amounts • Allowance, commission, and merit plan assignments will only be converted with current information.	Active employees
HCM Worker History from a Previous System	**Job and Position History**: Client defined number of years of employee job/position history to be converted to Workday's job and position history from a previous system table **Compensation history**: Client defined number of years of employee compensation history to be converted to Workday's compensation history from a previous system table	Active and terminated employees and retirees
Compensation	**Current compensation Data:** most recent effective date of compensation change, compensation grade and grade profile, compensation step (if included in compensation Scope), base pay amount and plan (salary or hourly), bonus, merit, allowance, commission, and unit salary. **One-time and bonus payments:** up to three (3) years of historic bonus and one-time payments **Severance**: ongoing payments for workers currently on severance, loaded as payroll input for Workday payroll conversion or directly in the payroll interface system	Active employees and retirees
Benefits	**Related persons**: dependents, beneficiaries (including trusts) and emergency contacts associated with a worker **Current benefit elections:** current healthcare, insurance, spending account, health savings, retirement, wellness, Medicare, enrollment custom objects additional benefit elections and associated dependents and beneficiaries **ACA history:** current year medical election changes and ACA hours and wages to support ACA reporting **Evidence Of Insurability:** pending evidence of insurability is considered Out-of-Scope	Active employees and retirees

Functional Area	Data Conversion Scope	Population
Absence Management	**Leaves of absence**: current leave event data for employees with leave events in the previous twelve (12) months **Time-off carryover balances**: Current absence plan balances at time of cutover	Active employees
Payroll	**Payroll history**: current year-to-date wage and tax data (payroll) including taxable wages and subject wages, for federal, state/province, and local taxes reconciled to tax returns loaded as quarterly data. This will only be required for parallel testing due to January Go-Live date. **Tax elections**: current employee tax elections for federal, state/province, and local tax withholdings such as married, single, and number of exemptions **Additional payroll data**: payment elections, withholding orders, costing allocations, ongoing earnings or deductions which are not benefit-related	Active employees and employees paid within current calendar (Go-Live) year and retirees
Financial Accounting	Fiscal year balances: • Single Summarized Journal for Each company Per Period with a Maximum of one (1) Year Plus Current YTD - Prior Year Ending Balance • Company Base Currency Only • Transactional/Detailed Journals are out-of-Scope and will not be included	
Banking & Settlements	• Beginning Balance • Unreconciled Open items	
Budgets	• One (1) Prior Year and Current Year Budget Data	
Customer Accounts	• Customers with Activity Within two ((2) fiscal years Prior to Go-Live • Open Account Receivables Items	
Customer Contracts	• The Remaining Balance of two hundred fifty (250) Active customer Contracts and Open Fixed Fee Client Contract Line Types	
Procurement	• Open Approved Purchase Orders at time of Go-Live • Open Supplier contracts at time of Go-Live • Receipts for Open Approved Purchases Orders at time of Go-Live • Open Requisition conversion is out-of-Scope Open Request for Quotes (RFQs) are out-of-Scope	
Supplier Accounts	• Up to fourteen thousand (14,000) suppliers active in the past two (2) fiscal years • Supplier invoice adjustments in current calendar year for 1099 reporting Open supplier invoices are out-of-Scope	

Functional Area	Data Conversion Scope	Population
Business Assets	• Up to five thousand (5,000) Active Capitalized Assets, Reconciled to Balance Sheet • Up to two thousand (2,000) Tracked Expensed Assets (No Cost)	
Expenses	• Worker Payment Elections for Expense Payments	
Projects	• Up to One Thousand (1,000) projects active at the time of or one (1) year prior to Go-Live with attributes.	
Grants	• FIXED Up to seven hundred (700) Active Grants and associated Grant Hierarchies • Open Sponsor Invoice Balances • Sponsors associated to active awards • 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	