UKG

Statement of Work for WILLIAMSON COUNTY PAYROLL/BENFIT

WFC to UKGD Migration w Analytics & TeleStaff

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Expiration Date	10/30/2023
Quote Number	███████
Revision #	1
Opportunity ID	███████
Status	Approved
Customer SID	██████

Overview

his Statement of Work ("SOW") provides an overview of the project including scope, approach, costs, and how the project will be managed. UKG will provide an executable version upon completion of discovery activities.

Project Outcomes

Adherence to policy through automated pay calculations
Automated accrual policies
Efficient and accurate leave management
Empower decision makers with real-time labor analytics

Proposed Solution

Project Type(s)

Net New

Net New assumes a full deployment cycle, relying on calibration of recommended configuration, workflow and policy of an entitlement not previously purchased or subscribed to.

Enhanced Migration

Enhanced Migration assumes a full deployment cycle, relying on calibration of recommended configuration, workflow and policy.

Entitlement	Project Type
UKG Dimensions Timekeeping Hourly	Enhanced Migration
UKG Dimensions Accruals	Enhanced Migration
UKG Dimensions Leave	Enhanced Migration
UKG TeleStaff	Enhanced Migration
UKG Dimensions Analytics	Net New

Project duration is expected to be 32 working weeks, based upon our experience with our customers and solutions. Depending upon the preparation and engagement of your organization, there may be opportunity to complete the project in a compressed duration. However, if project resources are unprepared or unavailable, the duration of the project may need to be extended, increasing the budget required to successfully complete this scope of work. Requests for additional scope or activities outside of this planned project scope may be accommodated through the change process. In this circumstance, UKG may issue a change order to ensure the appropriate budget is available. Additionally, any requests for additional work/change orders will require Commissioners Court approval.

UKG will deliver the scope of this project utilizing a remote approach.

Educational Services

Effective training is the key to high user adoption rates. Training that results in self-sufficient administrators, managers, and employees increases the efficiency of use of the Application(s) and Customer's business processes.

UKG' training model includes a role-based learning plan. Each role within Customer's organization has a specific set of courses required at specific points in the deployment methodology. Having role-based training classes ensures Customer's team members are trained on the processes they will use in their day-to-day interactions with the system. The timing of this training is key. UKG aims to provide the

training with as little time between training delivery date and system usage as possible. This provides for Customer's users to have an opportunity to reinforce the training through real-life application before they begin to lose the skills gained in training. End users (i.e. Managers and Employees) use a train the trainer model for learning. Customer is responsible for train the trainer learning for their managers and employees.

Virtual Learning Environment Training
UKG shall provide its live, hands-on classroom training, including a comprehensive agenda and facilitation by a trained and knowledgeable instructor, delivered to Customer's personnel via the Internet. Training is intended for the following audiences:

- Core Team training to help key functional and technical users make informed solution design and configuration decisions, and to provide fundamental product knowledge.
- Application & System Administrator to prepare functional and technical super users to perform their most common tasks in the solution.

Self-Paced Training
UKG shall provide self-paced product training.

Note: UKG also offers fee-based consulting services that are not included under the terms of the Training Services referenced above.

User Training Delivery
UKG will deliver user training by a UKG Certified Instructor.

- Virtual private Timekeeping course for trainers, up to 1 session(s) with 1 to 15 participants per session, total length of session up to 4.0 hour(s)
- Virtual private Attendance course for trainers, up to 1 session(s) with 1 to 15 participants per session, total length of session up to 2.0 hour(s)

Project Approach
UKG will complete a solution readiness review with the customer project team to confirm that the migration of agreed upon existing configuration can commence in non-production. UKG will assess and deploy the approved Business Structure and other configuration unique to UKG Dimensions to complete validation of the migrated solution. Upon completion of customer user acceptance testing, UKG will cut over the approved solution to production.

The UKG onboarding process is driven by value and enabling business outcomes. This approach, focused on accelerated time to value uses tools and techniques, such as industry and region-specific configuration, UKG process recommendations, dynamic documentation, and accelerated testing processes. All project information is available online to allow project team members access to project status, contact information, issues log, test case tracking, training plan, etc. at any time.

The onboarding process will be completed in three iterative phases: Initiate, Collaborate, and Adopt.

Project Leadership
UKG will provide guidance through the life cycle of the project and provide best practices to implement the solution. As the main point of contact, the UKG Project Manager will partner with the customer project leadership to develop the project plan to ensure objectives are achieved. The UKG Project Manager will also deliver a collaborative workspace, which will serve as the dashboard for all aspects of the onboarding process.

Initiate

This first phase of the project lays the foundation for the project.

During this phase, the UKG team will work together with the customer team to review goals and success criteria and share project assumptions. Teams will set and understand expectations, share project plans and agree upon the process of working together. The UKG team will stand up the tenant according to the customer's market segment. At this stage, the customer will select which aspects of existing UKG Workforce Central solution will be migrated to UKG Dimensions. The UKG Project Manager will also introduce the concepts of change management, testing, and user education.

The Strategic Technical Advisor (STA) functions as the customer's single point of contact for technology related considerations. The STA will engage with the customer's technical teams and UKG Technology Partners to assist with network infrastructure assessment, client access methods such as desktop, mobile, data collection devices and technology partner solutions. Additionally, the STA will advise, mentor and guide clients throughout solution implementation and adoption providing a technical readiness and migration plan, technical guidance and knowledge transfer, and smoke testing of the system before user acceptance testing and go-live.

Once these items are complete, the Collaborate phase will begin.

Collaborate

As the project moves into Collaborate, both teams will partner to create the best solution for the customers' organization. UKG will recommend practices and configuration based on industry and geography and fine tune those recommendations iteratively, to meet customer-specific needs and desired outcomes. This approach helps to define and refine the final solution. During this phase, the UKG team will share the solution in action, which better allows informed decisions about the processes to be instituted. In turn, there is a better understanding of the specific scenarios to include in testing and end user training. As the solution is being finalized, both teams will focus heavily on testing efforts to ensure that the solution is well-prepared for adoption.

The project transitions into acceptance testing leveraging the Accelerated Testing Process. UKG will provide baseline standard test cases while the customer-side team creates test cases specific to the relevant use cases, integrations, and processes. The customer team will execute these test cases and record the result, reporting successes and issues. To maximize visibility into acceptance testing progress, the project teams will work collaboratively in the testing workspace which will provide up to date information and metrics on the status of testing.

Adopt

The final phase is Adopt – when both teams realize the outcomes of the previous phases. It is at this stage that the solution is measured against the goals and objectives this project set out to achieve. Here the goals, success criteria, change management, and risk management efforts culminate as both teams work collaboratively to deploy the solution to end users.

UKG will oversee 1 deployment group(s). After which the UKG project manager will transition the completed scope to UKG Global Support for post-implementation support.

WFC Historical Access Setup Services

The customer's production database will become a historical reporting system. Workforce functionality will be limited to viewing and reporting.

UKG will:
• Provide hardware recommendations to support the historical system.

- Modules such as Workforce Device Manager, Workforce Integration Manager, custom features, and Single Sign On will be omitted from the scope.

Assumptions:
- Customer will provide Hardware, Operating System and Microsoft SQL Server to support Historical system per UKG compatibility matrix.
- Customer will perform User Acceptance Testing.
- UKG will deliver the scope of this service utilizing a remote approach.

Once the service is completed, UKG does not provide maintenance, full version upgrades, or service packs to the on-premise historical system unless mutually agreed at then current rates.

UKG Telestaff / Workforce Planner Historical Access Setup Services

Customer is leaving the UKG Private Cloud (KPC) or transitioning to UKG Dimensions that requires the UKG database be retained for historical reporting of employee information. A copy of the customer's production database will be moved to the customer's on-premise historical reporting system. UKG Telestaff / Workforce Planner functionality will be limited to viewing and reporting purposes. Once the service is completed, UKG does not provide maintenance, full-version upgrades, or service packs to the on-premise system unless mutually agreed at then current rates.

UKG will:
- Provide hardware recommendations to support the historical system
- Assist with restoring the UKG database received from the KPC.
- Install base UKG Telestaff / Workforce Planner applications to allow viewing employee records for report running purposes. Modules such as UKG Gateway Manager, UKG Workforce Integration Manager, custom features, and Single Sign On will be omitted from the scope.
- Applications installed will be the same UKG version and service pack versions as what was installed in KPC.
- Custom Reports will be moved to historical environment.

Licensing
As a current UKG Telestaff / Workforce Planner SaaS customer, you need to purchase the required number of Manager licenses to use the system and access the data.

Assumptions:
- Customer will provide Hardware, Operating System and Microsoft SQL Server to support Historical system per UKG Guidelines.
- Customer will request a copy of their KPC database once they have discontinued collecting additional data into that database and decommissioned from the KPC. Customer will have 15 days from termination to retrieve their data.
- UKG will perform the application build and touch test of the historical system.
- Customer will perform User Acceptance Testing.
- UKG will deliver the scope of this service utilizing a remote approach.

Project Team Responsibilities

Customer team participation is key to the success of the project. Early on, it is important to select a well-suited project team. Selecting the right project team and ensuring availability to work with various project team members and end users will ensure project success.

In the instance an organization is comprised of multiple businesses and/or locations, it will be important to select team members who are knowledgeable of the policies and practices utilized within each of those groups.

The information below will help with planning the team's responsibilities and time commitments.

Roles/Responsibility	Executive Sponsor	Project Manager	Subject Matter Experts	Technical Experts
Overall success of the implementation	•	•		
Internal communications to endorse the project and prepare resources/end users for upcoming changes	•	•		
Completion of customer tasks and deliverables		•		
Schedules resources, mitigates risks, and works within the project schedule		•		
Gathers and defines business rules and policies		•	•	
Attends standard weekly or bi-weekly status meetings		•	•	•
Identifies and supplies interface/integration information		•	•	•
Attends all defined UKG product training		•	•	
Helps create and execute test plans to ensure a successful implementation		•	•	
Provides network related information, helps configure UKG clocks and any browser settings, if applicable		•		•
Attends important meetings including milestone meetings and phase reviews	•	•	•	•
Endorses the UKG system to other managers/departments	•	•	•	•

Project Team Availability

The chart below outlines the commitment for each of the customer team resources in the project. Keep in mind that more than one Subject Matter Expert may be needed, or there may be one Expert with experience in multiple areas. Customer resource requirements may need to be scaled based on the size and complexity of the project.

There may also be occasion throughout the project to engage Subject Matter Experts from select businesses/locations as determined by the customer, as a supplement to the project team.

Initiate	Collaborate	Adopt

Smart Value Fast

Estimated Days Required Per Week

Executive Sponsor	>1 day	>.5 day	.5 day
Project Manager	3+ days	3+ days	3+ days
Subject Matter Expert1	1.5 - 2 days	3+ days	3+ days
Subject Matter Expert2	1.5 - 2 days	3+ days	3+ days
Technical Expert	> .5 day	> .5 day	1 day

Solution Assumptions

UKG Dimensions
- 2 tenants included in this deployment
- Customer is migrating from Workforce Central SQL Database
- The Authentication method will be Single Sign On
- 5 Timeclock(s) with TouchID will be migrated (Customer will move remaining clocks)
- Number of Solution Development Workshops
  - 1 Business Structure
  - 1 Timekeeping Hourly
  - 1 Accruals
  - 1 Leave

UKG Dimensions Timekeeping Hourly
- Number of Employee Groups (A group of employees who are governed by a set of similar workforce management policy rules.)
  - 4 for Timekeeping Hourly
- Timekeeping configuration will be migrated

UKG Dimensions Accruals
- Becomes the system of record for accruals
- 33 Accrual policies will be migrated

UKG Dimensions Leave
- 1 Leave Pay Group(s) included
- 1 State Leave Group(s) included

UKG Dimensions Analytics
- Deployment of industry best practice data views leveraging standard KPIs available in UKG Dimensions Analytics
- Pay code analysis and mapping to KPI requirements

Kronos Integration Services
Kronos will deliver the following integrations using the Boomi™ UKG Dimensions Integration Platform. All integrations listed in this section are assumed to be low to medium complexity. Interfaces are scheduled via UKG Dimensions and transferred to the UKG Dimensions secure FTP (SFTP) environment.
- Business Data Automation: Kronos provides the ability to keep your Workforce Management systems' business structure refreshed as your business organization changes to support new business goals, reorganizations, new locations, acquisitions, divestures, etc. Business Data

Automation includes recurring and fully automated integrations to help eliminate costly and time-consuming manual entries. Integration includes automation of:
- Labor Categories
- Labor Category Lists
- Labor Category Profiles
- Organizational Sets
- Employee Groups
- Business Structure
- Employee Data

Flat-File Integration Templates
Integrations listed in this section are delivered via encrypted flat-file via Kronos Secure FTP site and process as a scheduled event.
- 1 Employee Data Import
- 1 Payroll Export
- 1 Accrual Balance Export

UKG TeleStaff
A new Production and Development cloud environment will be provisioned to support the latest UKG TeleStaff version. Existing core configuration will be moved to customer's new cloud environment Only the historical data necessary to ensure the staffing rules are correct will be imported into the new database. It is the responsibility of the customer to archive their existing database for historical purposes.
- Installation of (1) PROD and (1) DEV environment
- (1) standardized UKG Dimensions-UKG TeleStaff integration design mapping for one institution
- Optimize UKG TeleStaff Design to leverage UKG Dimensions-UKG TeleStaff Integration best practices
- System Overview of latest major UKG TeleStaff version
- Testing Support for one Institution
- Authentication (SSO/LDAP)
- Standard integration with UKG Dimensions
- One production cutover aligned with UKG Dimensions cutover
- Post Go Live Support for 2 pay periods