



# Statement of Work-001

**Workday Implementation Services for Williamson County**

October 10, 2025

**Table of Contents**

Statement of Work ..... 1

    1.0 Responsible Parties..... 1

    2.0 Description of Services ..... 1

    3.0 Implementation Scope ..... 2

    4.0 Schedule..... 3

    5.0 Professional Fees & Expenses..... 4

    6.0 Charges for Out-of-Scope Services..... 7

    7.0 Invoicing and Payment ..... 7

    8.0 Change Control Procedure..... 8

    9.0 Definitions..... 8

    10.0 Assumptions ..... 9

Appendix A: Detailed Functional Scope ..... 13

    Detailed Project Functional Scope ..... 13

    Technical Scope ..... 42

    Integration Scope ..... 42

    Data Conversion Scope..... 44

    Workday Prism Scope ..... 51

    Reporting Scope..... 52

    Change Management Scope ..... 53

        Assumptions ..... 57

        Items Out of Scope ..... **Error! Bookmark not defined.**

    Project Management Scope ..... 58

Appendix B: Avaap Elements Implementation Methodology (based on Workday Launch) ..... 60

    Elements Methodology ..... 60

    Phase 0 – Pre-Project Planning ..... 60

    Plan Stage ..... 62

    Architect & Configure Stage ..... 64

    Test Stage ..... 68

    Deploy Stage ..... 70

    Post-Production Support ..... 72

Appendix C: Deliverable Expectation Document ..... 73

Appendix D: Detailed Project Roles ..... 115

    Avaap Team Roles ..... 115

    Client Team Roles ..... 117

**Statement of Work**

This Statement of Work (“SOW”) is subject to all terms and conditions of the Master Services Agreement (“MSA”) between Avaap U.S.A., LLC (“Avaap”) and Williamson County, Texas (“Client”) (defined in table below) (collectively the “Parties”). All terms of the MSA are incorporated herein by this reference. Terms not defined in this SOW are defined in the MSA and form an integral part of the same. In the event of a conflict between the terms of the MSA and the terms of this SOW, the terms of the MSA shall control unless specific terms of this SOW are expressly intended to modify specific inconsistent terms of the MSA, in which case, such modifications shall be valid only for this particular SOW.

Client	Williamson County, Texas
MSA Date	
SOW #	001
Project Name	Workday Implementation Services for Enterprise Resource Planning

**1.0 Responsible Parties**

For this project effort, the following individuals will be responsible for all communication and work products, and accountable to their respective organizations in meeting the terms of this SOW.

Avaap Executive Sponsor	Client Project Sponsor
Name: Austin Bradshaw	Julie Kiley
Phone: 512-750-5288	512-943-1552
E-mail: <a href="mailto:austin.bradshaw@avaap.com">austin.bradshaw@avaap.com</a>	<a href="mailto:julie.kiley@wilcotx.gov">julie.kiley@wilcotx.gov</a>

**2.0 Description of Services**

Avaap’s Workday deployment services (the “Services”) are designed to support Client’s assessment, configuration, training plan, testing, and deployment of Client-provided Workday software solution, as a replacement for the system(s) currently used by Client. Configurations are limited to the capabilities available within the standard Workday solution.

Further scoping discussions and understanding of business needs may alter the proposed approach and be reflected in a detailed project plan mutually agreed upon in writing with Client or as an amendment to this SOW. Deviations from project scope, as set forth within this SOW, must be agreed upon by both Parties in writing and follow the Change Control Procedure.

The scope of work set out below describes the organization, functionality, data conversion, integrations, reports, change management, training, and project management that will be a part of the project.

### 3.0 Implementation Scope

Workday will be configured in accordance with Workday software subscription procured by Client and the information provided below:

Client Environment	Scope
Employee Population	2,350 FTE's (For reference only)
Language	All communication, documentation, data, and deliverables will be delivered in English. Translations are not in-scope.
Currency	US currency
Countries	USA
Security	Single sign-on

The following Functional Areas are included in-scope and will be configured in accordance with Functional Scope outlined in Appendix A, Detailed Functional Scope. Items not listed below are assumed to be out of scope.

Phase 1 – Workday Modules	
Finance	Human Resources / Payroll
<ul style="list-style-type: none"> <li>• Core Financial Management                             <ul style="list-style-type: none"> <li>○ Financial Accounting</li> <li>○ Banking &amp; Settlements/Cash Management</li> <li>○ Budgets</li> <li>○ Supplier &amp; Supplier Accounts (AP)</li> <li>○ Customer Accounts (AR)</li> <li>○ Business Assets</li> </ul> </li> <li>• Workday Financial Planning</li> <li>• Workday Projects</li> <li>• Workday Procurement</li> <li>• Grants</li> <li>• Expenses</li> <li>• Contract Life Cycle Management</li> </ul>	<ul style="list-style-type: none"> <li>• Human Capital Management (HCM)                             <ul style="list-style-type: none"> <li>○ Organization Management</li> <li>○ Benefits</li> <li>○ Cloud Connect for Benefits</li> </ul> </li> <li>• Payroll</li> <li>• Advanced Compensation</li> <li>• Recruiting</li> <li>• Talent Optimization</li> <li>• Learning                             <ul style="list-style-type: none"> <li>○ Cloud Connect for Learning</li> </ul> </li> <li>• Help</li> </ul>
Cross Platform	
Prism Analytics Enterprise Custom Reports	



**5.0 Professional Fees & Expenses**

All Services provided hereunder are provided on a Fixed Fee basis. Pricing is based upon finalizing contracts on or before October 31, 2025. Avaap invoices the Client based upon the schedule below. Avaap agrees to 10% holdback per milestone. Holdback is released/paid at the completion of the project as depicted below. Payment milestone schedule finalized during the Pre-Plan and Plan phases.

PAYMENT T#	DESCRIPTION	MILESTONE / DELIVERABLE	MILESTONE INVOICE AMOUNT	INVOICE HOLDBACK AMOUNT	PAYMENT AMOUNT	Deliverable Expectation Document #
<i>Avaap - Implementation Services to deploy Workday for Williamson County, TX</i>				10%		*Related DED# occurs in multiple stages
1	Milestone to mobilize key project resources, project management support tools, and software licenses required to start the project. Deliverables/key activities include:  Williamson County Project Portal Initiated (within Smartsheet) - Applicable project schedule template - RAIDQ with initial project risks - Testing, Reporting, and other project tracking tools  Alteryx licenses, the software we use our data conversion activities)  Draft Core Project Team Workday Training Plan  Executive Project Team Kick off meeting	Project Mobilization	\$ 225,000	\$ 22,500	\$ 202,500	1
2	Our Ramp to Ready program is designed to begin immediately after contract award to help prepare you for the implementation. Key activities include: Organizational Alignment workshop, Finance & Reporting Workshop, Data and Analytics Worksho, Detailed project resourcing and Development of a Detailed Workday Training plan for your key project members.	Completion of Ramp to Ready (or Pre-Plan Stage)	\$ 375,000	\$ 37,500	\$ 337,500	2,3
3	Plan Stage confirms the project scope, initiate project activities and establish project management processes and controls. The project goals, plan, timeline, milestones, deliverables, resources, and responsibilities are drafted and reviewed in this stage. Project workstreams (functional, integrations, reporting, etc.) are initiated to align approach, resources, and schedules. The stage starts with a variety of workshops to begin the project planning activities and includes a project kick-off at the end of the stage with the opportunity extended to the Client's project stakeholders to review the overall project, including a draft of the plan, timelines, resources, etc. The following table provides an overview of tasks and activities to be completed during the Plan Stage.	Completion of Plan Stage	\$ 565,000	\$ 56,500	\$ 508,500	4,5,6,7,8,9,10,33
4	The Architect and Configure Stage of a Workday deployment allows the Avaap Workday Consultants to find a mutual understanding of the County's business needs, analyze how Workday will be deployed to meet those needs, and then configure the system to meet those needs all through configurations. This is the completion of the first half of the A&C stage	Completion of Architect & Configure - Part 1	\$ 610,000	\$ 61,000	\$ 549,000	11,12,13,17,34
5	This milestone is for the completion of the second half of the A&C stage.	Completion of Architect & Configure - Part 2	\$ 610,000	\$ 61,000	\$ 549,000	14,15,16,18,19,20, 21,22,23,35,36
6	The completion of this portion of Test Stage of a Workday deployment confirms the configured Workday system sufficiently meets the needs of the customer's business. Each test effort has a separate set of conditions and a different purpose.	Completion of End to End Test Stage	\$ 450,000	\$ 45,000	\$ 405,000	24A, 25, 26, 37
7	The completion of this portion of the Test Stage confirms the needs of the customers payroll processes have been approved.	Completion of Payroll Parallel Test Stage	\$ 300,000	\$ 30,000	\$ 270,000	24B,27
8	Once the project has mutually met all the exit criteria for the Test Stage, you are ready to move to Production, where you will go live on Workday in a production environment using all the features and integrations configured and tested during previous stages.	Move to Production	\$ 73,339	\$ 7,334	\$ 66,005	28,29,30,31
9	Final Acceptance - Complete knowledge transfer and mutually agreed punch list items. Holdback amount is Released.	Completion of Post Production Support Stage and Holdback Released	\$ -	\$ -	\$ 320,834	32
<b>Totals</b>			<b>\$ 3,208,339</b>	<b>\$ 320,834</b>	<b>\$ 3,208,339</b>	

Implementation Cost for Optional Workday SKU's

- Absence Management \$73,765
- Candidate Engagement and Messaging \$31,641
- Strategic Sourcing Expert \$33,845
- Time Tracking \$82,417

**Ongoing Support Services**

Avaap will provide one year of Workday Ongoing Support Services, starting after Avaap completes the Post-Production Support stage. Invoicing to be finalized during the project plan stage, though it is expected to be a monthly invoice, comprised of the following Fee Structure

Fee Structure – Both components are required, and each component is billed monthly for the prior month's service offering. One Year of Ongoing Support Services is estimated at \$120,300.

Component 1: Monthly Fee = \$2500 a month for 12 months = \$30,000.

- This is a flat recurring subscription fee for general account management costs associated with enrollment in support services

Component 2: Time & Material: 35 hours a month for 12 months = \$90,300

- This is the variable cost associated with actual usage.
- Hours not used are not billed.
- Rates increase by 1% on the anniversary of the date the AMS service started.

**Travel and out-of-pocket expenses**

Travel and out-of-pocket expenses are not included in the fees stated above and will be invoiced per the terms in the MSA. Travel costs will not exceed \$110,158. Project travel typically consists of four to five trips to client site. Additional on-site visits and related travel expenses may be identified and mutually agreed upon in advance during the project. Travel will typically be scheduled only if a consultant has at least 8 hours of on-site work. If additional travel budget is required, we will follow Change Control Procedures documents in this SOW.

We also recognize and shall follow the Client's published Travel Reimbursement policy.

Authorized Expenses: Client will pay such actual non-labor expenses in strict accordance with the Williamson County Vendor Reimbursement Policy (as amended), which is incorporated into and made a part of this SOW by reference. The Williamson County Vendor Reimbursement Policy can be found at: Williamson County Vendor Reimbursement Policy March 2023 (<https://www.wilcotx.gov/351/Vendor-Reimbursement>). Invoices requesting reimbursement for authorized non-labor expenses must be accompanied by copies of the Avaap's invoice and clearly set forth the actual cost of the expenses, without markup.

**6.0 Charges for Out-of-Scope Services**

All charges for services not defined above or explicitly listed as Out of Scope Components will be quoted based on the time and material rates in the following table below. Labor rates increase by 1.5% on the anniversary of the initial move to production date. Rates are not inclusive of any related travel.

<b>Role</b>	<b>Maximum Hourly Labor Rate</b>
Executive Sponsor	\$325.00
Program Director	\$300.00
Engagement Manager	\$275.00
Architect	\$275.00
Principal Consultant	\$250.00
Senior Consultant	\$225.00
Consultant	\$200.00
Senior Analyst	\$175.00
Analyst	\$150.00
Workday Product Expert	\$425.00

**7.0 Invoicing and Payment**

All Services will be invoiced per the terms of the MSA.

## 8.0 Change Control Procedure

Either Client or Avaap may request changes to the Services, Service Deliverables, and/or any other aspect of a SOW through a written change order (“Project Change Order”). Promptly thereafter Client and Avaap shall discuss what impact the Project Change Order will have on the Services and Service Deliverables and on pricing, timing, quality, and other terms of the applicable SOW. Any changes to a SOW agreed upon by the Parties because of the foregoing process shall be set forth in a change order signed by the Parties (“Change Order”). Once a Change Order is signed, it shall amend, and become part of, the applicable SOW. Neither Client nor Avaap is obligated to change the Services, Service Deliverables, or any other aspect of a SOW unless a Change Order for such change has been signed by the Parties and Avaap shall not be required to suspend its performance of the Services while the negotiation of a Change Order is ongoing.

If any of the following events occur while Avaap is engaged to provide the Services (each a “Change Order Event”), Avaap shall be entitled to a Change Order to eliminate such adverse impact (the following list is not all-inclusive):

- (i) The scope, approach, or timing of the Services change;
- (ii) Delays are encountered that are beyond the reasonable control or negligence of Avaap, including delays caused by third party software and hardware vendors or their related products and/or services;
- (iii) An assumption set forth this SOW is invalid; or
- (iv) Client fails to meet its obligations outlined in this SOW.

Avaap shall notify Client within a reasonable period after becoming aware of a Change Order Event. Notwithstanding anything to the contrary in the applicable SOW, if Client and Avaap do not sign a Change Order within sixty (60) days, or agreed upon timeframe, of Client’s receipt of such notice, Avaap may suspend or terminate the Services upon written notice to Client. Change Orders will only be binding when signed by authorized representatives of each of Client and Avaap.

## 9.0 Definitions

Capitalized terms not otherwise defined in this SOW are defined elsewhere in the Agreement and have the same meaning in this SOW as ascribed to them therein.

**Move-to-Production** refers to the deployment of Workday functionality into production for Client’s use as part of its normal operations. More than one Go-Live may be contemplated by this SOW, as specified in the “Detailed Project Scope” appendix.

**Parties** – Avaap and Client.

**Tenant** - a unique instance of the Workday service with a separate set of data held by Workday in a logically separated data storage (i.e., a data segregated through password-controlled access). While Workday may supply additional tenants, the following tenants will be used for the deployment of Workday for Client.

**Foundation Tenant** – This is your initial tenant supplied by Workday and acts as your starting point for design sessions.

**End-to-End Tenant** – used for End-to-End testing and user acceptance testing. The full dataset will be converted into the End-to-End Tenant, and only minimal data gaps/issues are expected to persist for this conversion.

**Parallel Tenant** – used for Parallel Payroll Testing. This is a copy of the End-to-End Tenant with additional payroll data transactions will be performed to bring the Parallel Tenant in line with transactions in production for the equivalent period. Only limited data issues/gaps are acceptable in this conversion.

**Gold Tenant** – used for Client's initial deployment to load Client's configuration and data. Once validated, this Tenant is moved to production. Only limited data issues/gaps are acceptable in this conversion.

**Sandbox Tenant** – used for Client's postproduction development and testing activities. The Sandbox tenant is used by the AMS team to support modifications or new configurations when the Client is in production with the affected workstreams. This is included in the Client's Workday subscription.

**Sandbox Preview** – populated by Workday ahead of scheduled releases so that Clients can evaluate and test to assure compliance with functionality of a new Workday release (twice per year). This is included in the Client's Workday subscription.

## 10.0 Assumptions

The Professional Services Fees and timeline for the project are based on the assumptions set in this SOW. If any of these assumptions are not met, Avaap will advise Client following the defined project escalation procedures.

### 10.1 General Assumptions

- a. The Client Project Sponsor and the Avaap Executive Sponsor named in this Statement of Work commit to making the necessary staff available to assist with the successful execution of this project as identified in this SOW. This level of participation is essential to assuring the timely completion of all project tasks. During the Plan stage, Avaap will identify the tasks that are expected of Client in the form of a Project Plan.
- b. The goal of the Client is to standardize and align business processes, business practices, and business policies across the enterprise. The Client is responsible for verifying that the configured content is appropriate for the Client. Business process approval routings and condition rules will be configured based on standardization and alignment to Workday delivered functionality across business processes to the greatest extent possible. During the implementation Avaap Team will provide best practice recommendations and examples of other government clients for the County's deployment.
- c. Client will advise Avaap of its schedule in sufficient detail and any periods of unavailability to allow for the effective and efficient deployment of Avaap's resources and planning for all project activities over the life of the project.
- d. Except for specific tasks identified in this SOW, the Client owns the relationship with Workday and the Workday Service.
- e. Workday Training Credits, Workday Delivery Assurance services, and the Workday Adoption Toolkit will be purchased directly from Workday and are not included in Avaap's Professional Fees.
- f. Client will ensure that its resources timely complete all Workday training for their respective roles prior to the commencement of the appropriate stage.

- g. Delays caused by incorrect or incomplete Client-provided information or Client's failure to timely meet obligations may result in scheduled delays and/or other impacts to the Project timeline and fees. Avaap and Client would mutually adjust the schedule and related milestones to align to agreed to changes.
- h. Client chooses how Workday is configured to meet its business and legal needs and Client understands that it is responsible for determining if its chosen configuration complies with Law. However, to assist the Client, during the implementation, the Avaap Team will provide best practice recommendations and examples of other government clients for the County's deployment.
- i. Notwithstanding anything to the contrary contained in the MSA, approval and acceptance of Services Deliverables by Client shall occur as follows: Client will review and provide responses or approvals for all deliverables within seven (7) business days from the receipt of the DED.

#### 10.2 Deployment and Scope Assumptions

- a. Updated Workday functionality will be assessed for inclusion in the project scope subject to Client Project Sponsor review and approval and per the Change Order process.
- b. Any changes to the in-scope items listed in Section 3.0 or to the detailed scope tables in Appendix A may result in a change order.
- c. Avaap's delivery of Services is dependent on timely completion of all tasks assigned to Client in the Project Plan.
- d. The estimated deployment timeline above assumes that all Client's organizations, including manager and employee self-service, use a standardized business process framework.
- e. Client will have knowledge of and/or provide documentation that reflects its existing business processes. Avaap will not perform fit/gap or deep-dive review or analysis of Client's business requirements.
- f. Foundation Alignment Sessions do not constitute a "design" of delivered business processes - instead they are intended to review the delivered pre-configuration and modify the existing configuration to support Customer requirements, provide knowledge transfer, and validate Customer Data or Professional Services Data to support the Launch program configurations.

#### 10.3 Testing Assumptions

- a. Client is responsible for assigning a Test Manager to drive and oversee the Testing stage.
- b. Avaap will pre-populate project SmartSheet with both Avaap and Workday delivered test scenarios.
- c. Client team will develop detailed test scenarios based on Client's user requirements and system configuration. Customer will lead testing and sign off on the final configuration prior to move to Production. Avaap will support issue resolution to Client's testing efforts.
- d. All configuration decisions will be finalized, and unit tested during the Architect & Configure stage.
- e. Configuration freeze will be implemented at the end of Unit Testing (prior to E2E tenant build). Further changes to "passed" unit testing configuration will be deferred to post go-live and addressed by Client.
- f. Avaap will provide guidance and assistance to Client's Test Manager and test team during test execution of each of the test cycles.

- g. Avaap will assist with Client prioritization of defect severity and assign items for resolution.
- h. Avaap Engagement Manager shall provide guidance, informal knowledge transfer, and advisement to the Client Test Lead during text execution, defect management, and status reporting.

#### 10.4 Data Conversion Assumptions

- a. Client is responsible for supporting Avaap data team in navigating existing legacy systems, advising data mapping activities, and being generally available to answer questions.
- b. Avaap is responsible for extracting data from Client's source systems.
- c. Avaap is responsible for populating and supplying data in the Avaap-prescribed format and is responsible for ensuring data is cleansed and duplicate values removed upon Client's approval.
- d. The client is responsible for verifying the accuracy of the data in the Tenant once loaded.
- e. Manual conversions will be done by client resources when Avaap and Client agree the volume is too low to justify the cost of developing an automated conversion program for specific data sets.
- f. Each data file is allowed a maximum of 3 data load attempts per data load cycle (tenant build). More than 3 data load attempts may be considered a Change Order Event.
- g. Failure to properly populate the Data Conversion Templates by scheduled due dates may impact the project schedule and Go-Live timing. This is a jointly owned activity by Avaap and the Client.
- h. A data freeze is required so that Client's current data as of a specific date can be loaded into the Gold Tenant. The client is responsible for entering Catch-Up Transactions (i.e., any transactions occurring between data freeze and Move to Production) into Workday.

#### 10.5 Integration Assumptions

- a. Client will lead the relationship interactions with third-party vendors and/or internal system owners required to deploy integrations. Client will coordinate timely responses from and secure data transfer and integration testing with all vendors and internal systems. Client is responsible for third-party vendor adherence to project timelines and schedules; Avaap will not be held responsible for any related delays that impact project timelines.
- b. If a change is needed to an internal platform, Client assumes responsibility for such changes.
- c. Client will provide an SFTP server for integration file exchange during the project.
- d. Client is responsible for testing all integrations, including data verification. Any unit testing performed by Avaap does not include detailed functional scenarios, which will be tested by Client during End-to-End testing.
- e. Clients may choose a prioritized list of integrations that are critical for go-live. If the go-live critical integrations are delivered on time, the integrations work stream should not be considered red.

#### 10.6 Change Management Assumptions

- a. Client will designate a resource to represent the County for the "Organizational Change Management Lead" role. This person will assist with organizational knowledge, oversee the Client OCM resources, and review and approve deliverables and approaches for adoption.

- a. Any extensions to the Project timeline or functional scope additions must be evaluated to determine impacts on the Change Management Services and may result in a Change Order Event. The Change Management activities and deliverables listed in Appendix A apply only to the timeline and functional scope outlined in this SOW.
- b. The Change Management Service is intended to accelerate end-user adoption of Workday and does not include support for concurrent initiatives or broader transformation efforts. The scope of this service is limited to the tasks in Appendix A. Any organizational design, Standard Operating Procedure (SOP) development, operating model, or job role redesign work is out of scope for this service and wholly owned by the Client.
- c. Client has an active subscription to the Workday Adoption Kit and will provide access to Avaap resources defined in this SOW.
- d. Client will provide appropriate access to non-production Workday tenants and other project-related resources that may be required to fulfill this SOW, e.g. Teams and SharePoint sites, etc.

**IN WITNESS WHEREOF**, Avaap and Client have caused this Statement of Work to be executed and delivered by their respective duly authorized representatives as of the date set forth below.

**Avaap U.S.A., LLC**

**Client:**

By: Steve Csuka  
 Name: Steve Csuka  
 Title: CEO  
 Date: 10/10/2025

By: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Date: \_\_\_\_\_

**Approved as to Legal Form**  
**JACQUELINE LENTZ**  
 General Counsel, Commissioners Court  
 Date: Oct 13 2025 Time: 12:50 pm

**Reviewed by Contract Audit**  
**Joel Brophy**  
 Internal Audit Director  
 Williamson County Auditor's Office  
 Date: Oct 13 2025 Time: 12:14 pm

## Appendix A: Detailed Functional Scope

This section provides detailed project scope and Avaap’s scope assumptions for aligning the Client’s current business processes in Finance, HR (Human Resources) and Payroll systems within Workday. The processes listed below in the “Functional Configuration and Setup” detail key Workday business processes and configuration to be delivered.

During the Architect & Configure stages of the project, Avaap and the Client conduct Alignment sessions, taking into consideration the scope assumptions detailed in this section. If these sessions identify items that are not included in the scope summary below, both Parties will work in mutual good faith to resolve the omissions as outlined in the Change Control Procedures.

The mutual goal is to finalize the configuration designs during the Architect & Configure stage.

### Detailed Project Functional Scope

The information presented below was established based on preliminary conversations with the Client and Avaap’s experience with and knowledge of Workday.

For each functional area, the tables below provide a high-level definition of the overall functionality of the related Workday module and the defined configuration parameters. These configuration parameters serve as the basis of estimate and align to Avaap’s understanding of Client’s core business requirements.

**Primary Scope Considerations** (indicated in tables below those items highlighted in **Bold** represent key drivers for the proposed level of effort. Any changes will impact the level of effort and require a Change Order. Avaap and the Client will work in good faith to identify a resolution.

**Secondary Scope Considerations** provide additional guidelines for how Avaap plans to configure the Client’s solution. For Secondary Scope items that include a metric or value listed next to them, a 10% variance on metrics or work effort is included in-scope.

At the end of each project phase, Avaap conducts a Scope Alignment Analysis effort to identify any differences in-scope. If the level of effort necessary to configure Workday is significantly increased due to Client decisions that impact the scope tables below, a Change Order may be required. This can affect the overall cost (level of effort) and timeline.

Avaap will also provide guidance and a knowledge sharing plan to empower Client functional/technical resources how to complete the activity. Avaap will also provide Workday best practice support as the Client configures the remaining items outside of the scope guidelines.

The information presented below was established based on requirements within the RFP and Avaap’s experience with and knowledge of Workday.

**Foundation Data Model Scope**

Foundational Data Model		
Functional Area	In Scope (Y/N)	Scope
Custom Organizations	Y	Up to 8
Grant worktag	N	For journal feed or manual journal load via EIB only Note: Only if Grants is deemed out of scope but journals are still needed
Gift worktag	N	For journal feed or manual journal load via EIB only Note: Only if Endowments is deemed out of scope but journals are still needed

**Finance Scope Tables**

Financial Accounting		
Functional Area	In Scope (Y/N)	Scope
Account Set (Chart of Accounts)	Y	1
Legal Entities	Y	Up to 5; US Only
Fiscal Schedule	Y	2
Statistic Definitions	Y	Up to 15
Allocation Definitions	Y	Up to 10
Recurring Journal Templates	Y	Up to 10
Book Codes & Books	Y	Includes Multi-Book Accounting enablement Excludes: Cash-based accounting setup; leases
Intercompany Setup	Y	Indirect only  Excludes: Direct Intercompany.
Consolidations and Eliminations	Y	
Balancing by Company/Legal Entity plus one Balancing worktag	Y	
Financial Commitment Accounting	Y	Enablement for Procurement and Expenses only. Includes Payroll Commitments.
Month-End and Year End Close Process	Y	
Transaction Matching	N	
Account Certification	N	
Multi-Currency	N	
Non-US Countries (For FIN transaction processing purposes)	N	
Multi-Funding Sources	Y	Up to 5 rules
Funding Sources/Appropriations	Y	

Custom Validations	Y	Up to 15
Custom Objects	N	
Modifiable Business Processes	<ul style="list-style-type: none"> <li>• Accounting Journal Event</li> <li>• Accounting Adjustment Event</li> <li>• Accounting Journal Unpost Event</li> <li>• Allocation Event</li> </ul>	
Excluded: Rule-based business processes		

Budgets		
Functional Area	In Scope (Y/N)	Scope
Plan Structures	Y	Up to 10; Financial Plan Structures only  See respective areas for grants, projects and position budget tables regarding budget scope for those functions. This section only includes Financial budget structures.
Plan Templates	Y	Up to 10
Budget Check Enablement by Plan	Y	Impacts Spend & Revenue areas. Area scope reference back to this line item regarding scope. Please add as much detail as possible regarding scope guardrails.
Budget Close and/or Roll-forward	N	
Custom Validations	N	
Custom Objects	N	
Modifiable Business Processes	<ul style="list-style-type: none"> <li>• Plan Event</li> <li>• Budget Amendment Event</li> <li>• Check Budget (Financial)</li> </ul>	
Excluded: Rule-based business processes		

Position Budgets & Payroll Commitments		
Functional Area	In Scope (Y/N)	Scope
Position Budgets	Y	Position must have job family, pay group, default compensation, assigned
Payroll Commitment Accounting	Y	<ul style="list-style-type: none"> <li>Position must have Pay group, Job Family, and default compensation assigned to generate Commitments</li> <li>1 to 1 Mapping between earning and Comp elements</li> </ul>
Budget Check (Staffing) for Position Budgets	Y	Budget check step will be added to Staffing and HCM business process

Banking & Settlement		
Functional Area	In Scope (Y/N)	Scope
Financial Institution	Y	Up to 2
Bank Accounts	Y	Up to 10
Payment Types	Y	Up to 8; Includes Check, ACH and virtual payables  Excludes: Wire, Outsourced Payments, Other Electronic Payment Types
Check Layouts	Y	Up to 4 – Williamson County AP check, Williamson County Payroll check, CSD AP, and Payroll Escrow
Bank Account Transfers for Settlement	N	
Escheatment	N	
Automatic Bank Reconciliation	Y	Up to 2 Matching Rule Sets with Up to 5 Matching Rules  Up to 2 First Notice Rule Sets with Up to 25 First Notice Rules
Ad Hoc Bank Transaction Templates	Y	Up to 40
Bank Routing Rules	Y	Up to 5
Ad Hoc Payees	Y	Up to 100
Miscellaneous Payees Categories, Miscellaneous Payment Request Categories and Miscellaneous Payees	Y	Up to 5 payee categories, 5 payment request categories and 100 payees
Cash Forecasting	N	
Cash Positioning	N	
Payment Acknowledgement	N	
Prenote	Y	
Positive Pay	Y	

PPD Integration for Expenses	Y	
Average Daily Balance	N	
Lockbox	N	
Custom Validations	Y	Up to 15
Custom Objects	N	
Modifiable Business Processes	<ul style="list-style-type: none"> <li>• Ad Hoc Payment Event</li> <li>• Ad Hoc Bank Transaction Event</li> <li>• Bank Account Event</li> <li>• Bank Statement Event</li> <li>• Bank Account Transfer Event</li> <li>• Miscellaneous Payment Request Event</li> <li>• Settlement Run Event</li> </ul> Excluded: Rule-based business processes	

Procurement & Supplier Contracts		
Functional Area	In Scope (Y/N)	Scope
Supplier Catalogs	Y	Up to 3; up to 100 items Excludes: Item Pictures
Supplier Contract Types	Y	Up to 10 contract types. Enablement the following functionality only: Retention, Catalog, Scheduled/Manual Invoices, Scheduled/Manual Purchase Orders, Renewal Terms, Obligations  Excludes: Multi-supplier, Consignment, Multi-Participant, Operating Leases, Financial Leases, Receive Contract Lines, Variable Payment
Purchase Order Layout	Y	1 custom PO BIRT layout
Supplier Links (Punchouts)	Y	Up to 3
Internal Service Providers & ISP Catalogs	Y	Up to 3; up to 100 items
Procurement Credit Cards	Y	Up to 1 program
Purchase Items	N	
Supplier Items associated with Purchase Items	N	
RFx Processing	N	
Location Customer Account Number	N	
Ship To Locations	Y	Up to 100
Ship To/Deliver to Associations	Y	Up to 150

Avaap – Williamson County, TX – SOW-001

Requisition Sourcing Rules for Buyer, Supplier and Order-From Connection	Y	Up to 3 rules
Procurement Roll Forward	Y	
Requisition Templates	Y	Up to 5
Custom Validations	Y	Up to 15
Custom Objects	N	
EDI Integrations (810,850,855,856)	N	
Budget Check	-	See Budgets section for details
Transaction Tax	-	See Transaction Tax section for details
Modifiable Business Processes	<ul style="list-style-type: none"> <li>• Requisition Event</li> <li>• Purchase Order Event</li> <li>• Change Order Event</li> <li>• Supplier Contract Event</li> <li>• Supplier Contract Amendment Event</li> <li>• Receipt Event</li> </ul>	Excluded: Rule-based business processes

Supplier & Supplier Accounts		
Functional Area	In Scope (Y/N)	Scope
Suppliers	Y	Up to 4000; USD only; Any Supplier Categories and Groups needed to support supplier conversion, reporting and workflow requirements.  Excludes: Non-US addresses; Non-US supplier settlement accounts; Company restrictions.
Supplier Connections	Y	
Supplier Classifications	Y	Up to 5 values
Reasons for Supplier Status Change	Y	Up to 10 values
Supplier Questionnaire/Questions	N	
Payment Terms	Y	Up to 10
Payment Types	Y	See Banking & Settlement section above
Payment Handling Instructions	Y	Up to 3
Supplier Payment ACH Remittance Email	Y	Email with PDF format
Aging Groups	Y	Delivered values only
Supplier Accounts Match Rule Set	Y	1 match rule set with up to 5 rules; Medium complexity
1099 Configuration	Y	Spend category to 1099 Box mapping for MISC and NEC 1099s only
1099 MISC/NEC eFiling	Y	
1042-S Configuration	Y	Spend category mapping to 1042-S Income Codes
Invoice Types by Country	N	
Invoice Adjustment Reasons	Y	Delivered values only
Invoice Eligibility Rule for Netting	N	Impacted by Intercompany Setup line Financial Accounting scope table.
Prospective Supplier Registration (External Site)	N	
Supplier Portal	Y	
OCR/AP Automation	Y	
Worktag Split Templates	N	
Custom Validations	Y	Up to 15
Custom Objects	Y	Up to 1 Custom Object with 10 field values
Budget Check	-	See Budgets section for details
Transaction Tax	-	See Transaction Tax section for details
Modifiable Business Processes		<ul style="list-style-type: none"> <li>• Supplier Event</li> <li>• Supplier Change Event</li> <li>• Supplier Request Event</li> </ul>

	<ul style="list-style-type: none"> <li>• Recurring Supplier Invoice</li> <li>• Supplier Invoice Event</li> <li>• Supplier Accounts Match Event</li> </ul> <p>Excluded: Rule-based business processes</p>
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Expenses		
Functional Area	In Scope (Y/N)	Scope
Business Purposes	Y	Up to 5
Expense Credit Cards	N	
Cash Advances	N	
Expense Item Attribute Types	Y	Delivered values only
Configurable Expense Item Attributes	Y	Up to 10
Expense Item Group	Y	Up to 5
Expense Items	Y	Up to 20
Hotel Itemization Mapping	N	
Expense Policy Group	N	
Expense Rate Tables	Y	Up to 2 rate tables for basic mileage and per diem.  Includes Distance Calculation (Google Maps) setup; requires Innovation Service Agreement for enablement.  Excluded: GSA rate setup
Travel Journals	N	Impacts Expense Rate Table and Expense Item Attribute setup complexity
Spend Data	Y	Delivered Airlines, Travel Cities, Hotels and Car Rental Agencies
Spend Instructions for Expenses	Y	Basic formatting and URLs
Expense Reimbursement based on Benefit Allowance	N	Need to sync with Benefits scope
Expense Reimbursement for Non-Worker	N	
Travel Profiles	N	
Travel Booking Records	N	Impacts Integration Scope
Mobile Enablement	Y	Receipt capture; Expense Report initiation and submission only
Custom Validations	Y	Up to 15
Custom Objects	N	
Budget Check	-	See Budgets section for details
Transaction Tax	-	See Transaction Tax section for details

Modifiable Business Processes	<ul style="list-style-type: none"> <li>• Spend Authorization Event</li> <li>• Expense Report Event</li> </ul> <p>Excluded: Rule-based business processes</p>
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Business Assets		
Functional Area	In Scope (Y/N)	Scope
Business Assets	Y	Up to 25,000 assets including capital, expense (non-capital) and zero dollar
Leased Assets	---	See Procurement: Supplier Contract Types section for details
Intangible Assets	N	
Composite Assets	N	
Asset Books	Y	Up to 1 (Primary only)  Excluded: Tax Book, Leases
Asset Book Rules	Y	Up to 1 (Primary)  Excluded: Tax Book, Leases, Multi-Currency
Multibook Accounting for Assets	Y	
Depreciation Profiles	Y	Up to 25
Bonus Depreciation	N	
Asset Pooling Rules	N	
Asset Custodianship	Y	
Issue Assets to Workers	Y	
Custom Validations	Y	Up to 15
Custom Objects	Y	Up to 1 Custom Object with 10 field values each
Modifiable Business Processes	<ul style="list-style-type: none"> <li>• Asset Registration Event</li> <li>• Asset Disposal Event</li> <li>• Asset Issue Event</li> </ul> <p>Excluded: Rule-based business processes</p>	

Projects		
Functional Area	In Scope (Y/N)	Scope
Projects	Y	Up to 300; Capital Projects and Non-Capital Projects only  Excluded: Billable Projects
Project Hierarchies	Y	Up to 15
Project Status	Y	Up to 10
Project Groups	Y	Up to 10
Importance Rating	Y	Delivered only
Risk Rating	Y	Delivered only
Project Dependencies	Y	
Project Phases	Y	
Project Tasks	Y	
Project Plan Templates	Y	Up to 2
Project Templates	Y	Up to 4
Project Capitalization to Business Assets from WIP	Y	See Business Assets section scope specifics
WIP Exclusion Rules	N	
Project Budgets	Y	1 Virtual Project Plan Structure and 1 Virtual Child Project Plan Structure
Ideas	N	
Initiatives	N	
Opportunity Projects	N	
Project Portfolios	N	
Project Scenarios	N	
Project Roles & Resource Plans	N	
Project Resource Forecasting	N	
Resource Plan Template		
Resource Forecasts with Worksheets	N	
Standard Cost Rate Rules	N	
Project Advanced Labor Costing	N	
Transfer Pricing	N	
Workers/Dynamic Resource Pooling	N	
Custom Validations	Y	Up to 15
Custom Objects	N	
Modifiable Business Processes		<ul style="list-style-type: none"> <li>• Create Project</li> <li>• Edit Project</li> <li>• Verify Capital Project Expense</li> </ul> Excluded: Rule-based business processes

Transaction Tax (Sales)		
Functional Area	In Scope (Y/N)	Scope
Transaction Tax Enablement	N	

Customer Accounts & Contracts		
Functional Area	In Scope (Y/N)	Scope
Customers	Y	Up to 150; US only Excludes: Non-US addresses; Non-US customer settlement accounts; Company restrictions
Customer Connections	N	
Customer Contracts	Y	Up to 50 contracts Excludes Project or Usage Based Contract types Confirm that the customer has purchased this SKU
Customer Invoice Type	Y	Up to 10
Invoice Adjustment Types	Y	Delivered values only
Emailing Customer/Sponsor related Layouts	Y	1 Notification for Customer Invoice 1 Notification for Customer Statement
Customer Refunds & Write Off Activities & Related Attributes	Y	Delivered values only
Customer Payment Application Rules	Y	WD Delivered Rules only
Customer Invoice Layouts	Y	WD Delivered format only
Dunning Letter Layout	Y	WD Delivered format only
Customer Statement Layouts	Y	WD Delivered format only
Sale Items	Y	Up to 50
Credit Card Processing (Cybersource Connector)	N	
Finance Charge Layout	Y	WD Delivered format only
Customer Portal	N	
Customer Invoice Proposals	N	
Consolidated Customer Invoice	N	
Create Payment from Bank Statement Line	N	
Transaction Tax	-	See Transaction Tax section for details
Budget Check		See Budgets section for details
Collections and Dispute Activities	Y	
Interest and Late Fee Rules	Y	Up to 1 Rule

Custom Validations	Y	Up to 15
Custom Objects	N	
Billing Schedule Templates	Y	Up to 3
Modifiable Business Processes		<ul style="list-style-type: none"> <li>• Customer Event</li> <li>• Customer Invoice Event</li> <li>• Customer Refund Document Event</li> <li>• Bad Debt Write-off Event</li> <li>• Customer Contract Event</li> <li>• Customer Contract Amendment Event</li> <li>• Billing Schedule Event</li> <li>• Revenue Recognition Installment Event</li> <li>• Revenue Recognition Schedule Event</li> <li>• Customer Deposit Event</li> <li>• Customer Payment Application Event</li> <li>• Cash Sale Event</li> <li>• Customer Payment Change Event</li> <li>• Customer Overpayment Event</li> <li>• Customer Contract Asset and Liability Reclassification Journal Event</li> </ul> <p>Excluded: Rule-based business processes</p>

Grants		
Functional Area	In Scope (Y/N)	Scope
Sponsors (Grantors)	Y	Up to 25
Award Proposals	N	
Award Contracts, Award Schedules & Required Attributes	Y	Up to 50
Award Budgets & Attributes	Y	Up to 1 Plan Structure each for Award. Includes up to 3 Budget Check Option Sets
Budget Check	---	See Budgets section for details
Grant Worktag and Grant Hierarchies	Y	
F&A Rate Agreements	Y	Up to 5
F&A Exceptions & Waivers	Y	Up to 10 each
F&A Revenue Allocations	Y	Up to 5
Object Class Set and Mapping	Y	Up to 1 Object Class Set
Sponsor Invoice Layout	Y	Up to 2 custom invoice layouts
Sponsor Statement Layout	Y	Up to 1 custom statement layout

Sponsor Payment Processing	Y	See Customer Accounts scope tables.
Letter of Credit Processing	Y	
Award Spending Restrictions	Y	Up to 10
Special Condition Types	Y	Up to 10
Effort Certification	N	
Salary Over the Caps	Y	
NSF Codes	Y	
Assistance Listing Numbers (ALN) - previously Catalog of Federal Domestic Assistance	Y	
Award Tasks, Types, Groups and Templates	Y	Up to 10 Tasks and 2 Templates
F&A Cost Basis Types	Y	Up to 5
Worker Costing Allocation for Grants	Y	
Time Tracking for Grants	N	
Custom Validations	Y	Up to 15
Custom Objects	N	
Modifiable Business Processes	<ul style="list-style-type: none"> <li>• Award Event</li> <li>• Award Billing Schedule Event</li> <li>• Award Budget Hub Event</li> <li>• Award Amendment Event</li> <li>• Award Tasks Event</li> <li>• Award Correction Event</li> <li>• Reprocess Award Costs</li> <li>• Letter of Credit Draw Down Event</li> <li>• Effort Certification Event</li> </ul> <p>Excluded: Rule-based business processes</p>	

**Adaptive Planning Scope**

Adaptive Financial Planning			
Functional Area	Scope Element	In Scope (Y/N)	Scope Detail
Adaptive Planning: Foundation	Annual Plan Creation	Y	
Adaptive Planning: Foundation	Reforecast Monthly	Y	
Adaptive Planning: Foundation	Chart of Accounts Structure Across Organization	Y	Up to 1
Adaptive Planning: Foundation	Fiscal Calendar	Y	Up to 1
Adaptive Planning: Foundation	Currency for Planning	Y	Up to 1; USD only
Adaptive Planning: Foundation	Documentation	Y	Architect and Configuration Guide outlining implementation setup and upkeep

Adaptive Planning: Foundation	Knowledge Transfer	Y	Up to 8 hours of recorded Knowledge Transfer at end of implementation
Adaptive Planning: Foundation	Modifiable Business Processes	N	• Basic Workflow and Processes
Adaptive Planning: Foundation	Eliminations / Consolidations	N	
Adaptive Planning: Foundation	3rd Party Integrations	N	Integrations with non-Workday software
Adaptive Planning: Foundation	Multi-Instance	N	Using multiple Adaptive Instances with a Security Parent Instance
Adaptive Planning: Foundation	Balance Sheet	N	Planning Balance Sheet accounts
Adaptive Planning: Foundation	Cash Flow	N	Planning for Cash Flow
Adaptive Planning: Modules	Revenue Planning	Y	<ul style="list-style-type: none"> <li>• Up to 3 revenue models to support multiple revenue streams</li> <li>• Up to 5 assumption sheets</li> <li>• Up to 20 Total Calculations</li> </ul>
Adaptive Planning: Modules	Cost of Labor	Y	<ul style="list-style-type: none"> <li>• Up to 5 Employee Types</li> <li>• Fringe Benefits and Tax Rates</li> <li>• Up to 40 Total Calculations</li> <li>• Includes position-based allocations model</li> </ul>
Adaptive Planning: Modules	Expense Planning	Y	<ul style="list-style-type: none"> <li>• Up to 5 expense models to capture non-personnel related expenses</li> <li>• Up to 5 Assumption sheets</li> <li>• Up to 40 Total Calculations</li> </ul>
Adaptive Planning: Modules	Capital Planning	Y	<ul style="list-style-type: none"> <li>• Straight line depreciation planning based on service date and useful life</li> <li>• Forecast depreciation</li> <li>• Ingest current Workday depreciation schedules</li> </ul>
Adaptive Planning: Modules	Fixed Assets	Y	
Adaptive Planning: Modules	Allocations	Y	Up to 3 planning single-step assumption based allocations.
Adaptive Planning: Modules	Drill Through	Y	Drill through from Adaptive data back into Workday Financials
Adaptive Planning: Modules	Publish Financial Plans	Y	Publish Plan from Adaptive into Workday Financials
Adaptive Planning: Reporting	Custom Reports	Y	Up to 5 web reports or OfficeConnect

Contract Life Cycle Management	
Product	Scope Included
WD Contract Lifecycle Management Adoption Service Package	Included
Workflows	Up to 2 standard workflows
Electronic Signature Connector	Adobe Sign or DocuSign only.
Document Count	Up to 1000
Custom AI Models	Up to 5; Excluded: Salesforce Connector
Document and Metadata Migration	<p>After customer establishes connection between the CI-compatible source and each of the Production instance and the Sandbox instance:</p> <ul style="list-style-type: none"> <li>• Migrate documents in scope form CI-compatible source to the Production instance</li> <li>• Bulk upload metadata from same CI-compatible source to Production instance</li> <li>• Apply metadata to corresponding document</li> </ul>
Document De-Duplication	<ul style="list-style-type: none"> <li>• Deliver a report to customer identifying duplicate Documents</li> <li>• Remove duplicate migrated Documents per customer instructions"</li> </ul>
Deploy Ready-to-Use AI Models & Customer AI into Production instance	<ul style="list-style-type: none"> <li>• Deploy Ready-to-Use AI models into Production instance</li> <li>• Define and build up to 5 custom AI models based on customer's completed custom AI playbook. • Validate custom AI models against Document set • Fine-tune prompts and finalize custom AI models for publication by customer</li> </ul>
CI Configuration and Enablement	<ul style="list-style-type: none"> <li>• Configure security and access permissions per Workday-provided configuration workbook.</li> <li>• Configure up to 3 reports and up to 2 dashboards. • Provision end users identified by customer.</li> <li>• Provide guidance for connecting single sign-on (SSO) and IdP</li> <li>• Support two configuration promotions from Sandbox to Production instance</li> </ul>
Workflow Configuration	<ul style="list-style-type: none"> <li>• Create process flow diagrams for customer approval.</li> <li>• Enable connection to customer's Adobe Sign or DocuSign instance, if in scope</li> <li>• Each Workflow can have up to 3 associated Contract Templates</li> <li>• Setup Intake Form for Contract Templates to be requested from Workflows and/or the Salesforce instance, if in scope.</li> </ul>
Contract Generation and Processing Check	<ul style="list-style-type: none"> <li>• Create Intake Form</li> <li>• Generate contract using Intake Form</li> <li>• Facilitate contract review and negotiation using Workflow.</li> <li>• Route contract for approval per Approval Matrix. • Route contract for e-signature (if in scope) per Signature Matrix.</li> </ul>

	<ul style="list-style-type: none"><li>• Store executed contract to Production instance for post-execution CI processing.</li></ul>
User Authentication and Management	<ul style="list-style-type: none"><li>• Provide guidance on how to configure user security/access permissions.</li><li>• Provide guidance on how to provision end users.</li><li>• Provide technical guidance for deploying SAML 2.0+ SSO and lhp connections with Microsoft Entra ID, Okta or OneLogin</li></ul>

Core HCM		
<b>Core HR</b> includes functionality to support the following: worker information, country specific information and reporting, staffing, jobs and positions, job requisitions, employment information, hire, terminate & job changes, contingent worker staffing, multiple jobs, international/domestic assignments, organization management and retiree management.		
Functional Area	In Scope (Y/N)	Scope
Multi-Country	N/A	US Only
<b>Organization Structure per Organization Type (supervisory, cost center, company, region, location hierarchy)</b>	Y	<b>1 Supervisory Org [*] Up to 2 for all other organization types</b>
Pay Groups	Y	
Cost Center Organizations	Y	
Legal Entities	Y	Up to 3
<b>Staffing Models (Position and Job Management Staffing Models) [*]</b>	Y	<b>Hybrid</b>
Management Hierarchy	Y	Up to 1
Job/Positions	Y	Up to 400 Job Profiles
		Up to 100 Job Families
		Up to 25 Job Family Groups
		Up to 6 Employee Types
		Up to 9 Management Levels
Service Dates	Y	Workday delivered service dates
Tenant Branding	Y	1 Tenant Standard
Multi-factor Authentication	Y	
International Assignment Type	N	
I-9 Functionality	Y	
<b>Unions [*]</b>	N	
<b>Retiree Organization [*]</b>	Y	<b>Up to 1</b>
Multiple Jobs	Y	
Matrix Organizations	N	

Core HCM		
<p><b>Core HR</b> includes functionality to support the following: worker information, country specific information and reporting, staffing, jobs and positions, job requisitions, employment information, hire, terminate &amp; job changes, contingent worker staffing, multiple jobs, international/domestic assignments, organization management and retiree management.</p>		
Functional Area	In Scope (Y/N)	Scope
Custom Objects	Y	Up to 3
Custom Organization Type & Hierarchy	Y	Up to 1 type
Change Job Templates	Y	Up to 3 delivered templates
Onboarding Documents	Y	Up to 20
Custom Onboarding Templates	Y	Up to 2
Custom Onboarding Bulletin Worklets	Y	Up to 2 customized including up to 4 content items in each
Onboarding Dashboard Announcements	Y	Up to 2
<b>Custom Security [*]</b>	Y	<b>Up to 2 Regulatory Required. View only – not used in BP's</b>
Exit Survey	Y	Up to 1 questionnaire with up to 15 questions, routed to existing security group-excluding custom reporting of responses
HCM Modifiable BP's	<ul style="list-style-type: none"> <li>• Hire Employee</li> <li>• Create Position</li> <li>• Onboarding</li> <li>• Terminate Employee</li> <li>• Change Job</li> <li>• Onboarding Setup</li> <li>• Additional Data (to support any effective-dated custom objects)</li> </ul>	

Core Compensation		
Functional Area	In Scope (Y/N)	Scope
Salary Plan	Y	Up to 1
Hourly Plan	Y	Up to 1
Allowance Plans	Y	Up to 5
One-Time Payments	Y	Up to 10
<b>Compensation Packages [*]</b>	Y	<b>Up to 1</b>
Severance Package	N	
<b>Compensation Grades [*]</b>	Y	Up to 60 grades
<b>Compensation Grade Profiles [*]</b>	N	
<b>Compensation Steps [*]</b>	Y	Up to 15 steps per grade with period progression
Compensation Basis	Y	Delivered
Total Rewards Statement	Y	Delivered
Compensation Modifiable BPs	<ul style="list-style-type: none"> <li>• Request Compensation Change</li> <li>• Request One Time Payment</li> </ul>	

Advanced Compensation		
Functional Area	In Scope (Y/N)	Scope
Merit Plans	Y	Up to 4 Merit Plans
One-Time Payment Plan	Y	Up to 1 Lump Sum One-Time Payment Plan
Compensation Matrices	Y	
Compensation Scorecard	Y	
Compensation Review Process Templates	Y	Up to 3
Consolidated Grids	Y	Up to 4 modifiable preconfigured grids
Custom Security Group	Y	Up to 1 security group (Compensation Planner)
Advanced Compensation Modifiable BPs	<ul style="list-style-type: none"> <li>• Initiate Compensation Review Process</li> </ul>	

Benefits		
Functional Area	In Scope (Y/N)	Scope
<b>Benefit Groups [*]</b>	Y	Up to 2
Plan Year Definitions (current year, ongoing etc)	Y	Up to 3
Benefit Plans (including eligibility rules, coverage tiers, and rates)	Y	Up to 50
Enrollment Event Types & Cross Plan Enrollment Rules (including Eligibility Changes, Life Events, and Reinstatement Events)	Y	
Individual Rates	Y	
Benefit Annual Rates	Y	
Dependent Verification	N	
<b>Retiree Benefits [*]</b>	Y	<b>Up to 3 Retiree Benefit Group utilizing a shared plan</b>
<b>Medicare or Surviving Spouse Plans</b>	N	
Enrollment Event Rules	Y	Up to 1
<b>ACA</b>	Y	Core ACA Functionality: ACA Measurement Periods and Eligibility, ACA Dashboard, Setup for 1094-C and 1095-C Reports
<b>COBRA</b>	Y	COBRA Eligibility Designations for Participants who lose Coverage
Passive Event Rule	Y	Up to 1
Open Enrollment	N	
Manage Evidence of Insurability	Y	
Eligibility driven off Custom ID's, Custom fields or Actual Hours Worked	N	
Benefits Modifiable BP's		<ul style="list-style-type: none"> <li>• Change Benefits for Life Events</li> <li>• Change Benefits</li> <li>• Dependent Event</li> <li>• Passive Event</li> <li>• Change Beneficiary</li> <li>• Change Retirement Savings</li> </ul>

Recruiting		
Functional Area	In Scope (Y/N)	Scope
<b>Job Application Workflows [*]</b>	Y	Up to 1
Job Application Questionnaires (each questionnaire with up to 10 questions)	Y	Up to 2 Internal Up to 2 External
<b>Job Application Templates [*]</b>	Y	<b>Up to 3</b>
Job Posting Locations	Y	Up to 25 locations
<b>Job Posting Templates [*]</b>	Y	<b>Up to 3</b>
Evergreen Requisition Management	Y	
<b>Workday Docs Templates [*]</b> <b>Up to 10 conditional paragraphs (may include introduction, offer details (full-time, part-time, location, manager, job details), basic compensation language (hourly, salary, bonus, allowances, one-time payments), conclusion)</b>	Y	Up to 2 document templates
Simple Reference Check	Y	Not a modifiable BP
<b>External Career Site [*]</b>	Y	<b>Up to 1</b>
<b>Internal Career Site [*]</b>	Y	
Internal Career Site for Nonworkers	N	
Internal Application	Y	
Candidate Grid	Y	Workday Delivered
Simple Referral	Y	No payout processes
Duplicate Management	Y	Unified Duplicate Management Framework
Automatic Stage Routing	N	
Candidate Home	Y	
Guidance of Apply with LinkedIn	Y	
Guidance for Workday Outlook or Google Calendar Interview Scheduling Integration for Internal Interviewers Only	Y	
Candidate Pools	Y	
Delivered Primary Recruiter Security	Y	In addition to supervisory org recruiter support
Recruiting Agencies	N	

Recruiting		
Functional Area	In Scope (Y/N)	Scope
<b>Notification Designer [*]</b>	Y	Up to 1 simple custom notification template
<b>Custom Notifications [*]</b>	Y	<b>Up to 15</b>
Recruiting Modifiable BP's	<ul style="list-style-type: none"> <li>• Job Application (1 Dynamic Workflow)</li> <li>• Offer</li> <li>• Job Requisition</li> </ul>	

Talent/Performance		
Functional Area	In Scope (Y/N)	Scope
<b>Performance Review Templates [*]</b>	Y	<b>Up to 2</b>
<b>Goal Setting Template</b>	Y	<b>Up to 1</b>
<b>Performance Improvement Plans [*]</b>	Y	<b>Up to 1</b>
Disciplinary Action Templates	Y	Up to 1
Disciplinary Action Reasons & Categories	Y	Up to 10 reasons & categories for 1 country
Development Plan Templates	N	
Development Items	N	
Talent Review Templates	N	
Talent Pools	Y	
Feedback	Y	Up to 2 templates
Check-Ins	Y	
Ad Hoc Goals	Y	
Organization Goals	Y	
Calibration	N	
<b>Succession Pools [*]</b>	Y	
Positions for Succession (includes readiness setup)	Y	Up to 50
Assess My Teams Potential	Y	
Assess Potential	Y	

Talent/Performance		
Functional Area	In Scope (Y/N)	Scope
Mentors & Connections, including Add a Mentor during Hire	N	
Competencies (includes behavior setup and associations to Job Profiles)	Y	Up to 30
<b>Succession Planning [*]</b>	Y	
Skills and Experience Setup	Y	
Skills Cloud	<u>Y</u>	<u>With ISA Opt In</u>
Worker Career Profile Setup	<u>Y</u>	Job History, Education, Languages, Certifications, Internal Projects, Work Experience, Interests (Career Interests, Job Interests, Travel & Relocation Preferences), Achievements (Awards & Activities), Professional Affiliations, Training
Talent Modifiable BP's	<ul style="list-style-type: none"> <li>• Start Performance Review</li> <li>• Set Review Content for Performance Review</li> <li>• Complete Self Evaluation for Performance Review</li> <li>• Complete Manager Evaluation for Performance Review</li> <li>• Start Performance Improvement Plan</li> <li>• Set Plan Content for Performance Improvement Plan</li> <li>• Complete Employee Plan for Performance Improvement Plan</li> <li>• Complete Manager Plan for Performance Improvement Plan</li> <li>• Start Disciplinary Action</li> <li>• Complete Self Evaluation for Disciplinary Action</li> <li>• Complete Manager Evaluation for Disciplinary Action</li> <li>• Get Feedback on Worker</li> </ul>	

Talent/Performance		
Functional Area	In Scope (Y/N)	Scope
		<ul style="list-style-type: none"> <li>• Get Feedback on Self</li> <li>• Give Requested Feedback</li> <li>• Give Feedback</li> <li>• Manage Succession Plan</li> <li>• Assess Potential</li> <li>• Assess My Team’s Potential</li> <li>• Manage Competencies</li> </ul>

Learning		
Functional Area	In Scope (Y/N)	Scope
Standalone Lessons	Y	Up to 25
Digital Courses	Y	Up to 75
Media Files Imported	Y	Up to 250
Blended Courses (ILT)	Y	Up to 5
Course Offerings	Y	Up to 5
Campaigns	Y	Up to 4
Campaign Audiences	Y	Up to 4
Topics	Y	Up to 10
Topic/Segment Based Security Groups	Y	Up to 2
Learning Instructors	Y	Up to 50
Learning Assessors	Y	Up to 50
Learning Transformation Survey	N	
<b>Course Cost [*]</b>	N	
Reason Codes for Drop Learning Enrollments, Cancel Learning Enrollments, Waive Learning Assignments, Cancel Course Offering	Y	Up to 5 per each
Programs (curriculum)	Y	Up to 4
Pre-Requisite Courses	Y	Up to 5
Delivered Custom Reports from Workday	Y	Up to 10 Workday delivered custom reports

Learning		
Functional Area	In Scope (Y/N)	Scope
		migrated from Customer Central
<b>Unit Types [*]</b>	N	
Course Equivalencies	Y	Up to 5
Learning Certifications	N	
Surveys	Y	Up to 2
Validation Rules (Enroll in Content/Drop Learning)	Y	Up to 5
WD Outlook (or Google) Integration for Instructor Led Content	N	
WD Teams Integration for Instructor Led Webinars	N	
Learning Modifiable BP's	<ul style="list-style-type: none"> <li>• Manage Lesson</li> <li>• Manage Course</li> <li>• Manage Course Offering</li> <li>• Enroll in Content</li> <li>• Drop Learning Enrollment</li> <li>• Cancel Learning Enrollment</li> <li>• Manage Program</li> <li>• Manage Equivalency Rule</li> <li>• Waive Learning Assignment</li> <li>• Campaign Event</li> </ul>	

Help		
Functional Area	In Scope (Y/N)	Scope
Help Case Types	Y	Up to 8 Case Types
Service Teams with Case Team and Confidential Case Solver Assignments	Y	Up to 8
Questionnaires	Y	Up to 2 with a Max of 3 questions per and no branching questions
Service Teams and SLA's	Y	Up to 8 Service Teams with SLA's defined for each
Knowledge Management Categories	Y	Up to 10
Article Audience Rules	Y	Up to 5
Knowledge Management Audience	Y	Up to 5
Feedback Questionnaire	Y	1 for all in scope populations on the Resolve Case BP. No extra to-do's, steps or notifications
Help Custom Reports	N	
Help Custom Security Groups	Y	Up to 8
Help Article Categories	Y	Up to 5
Help Article Audiences	Y	Up to 5 Article Author Segment Security
Help Knowledge Base Administrator and Article author Segment Security	Y	Up to 5
KT on how to create Help Knowledge Base Articles	Y	

Payroll		
Functional Area	In Scope (Y/N)	Scope
<b>Multiple Jobs [*]</b>	Y	
<b>Pay Groups [*]</b>	Y	<b>Up to 3</b>
Bank Accounts and Routing Rules	Y	Up to 2 each
Worker Costing Allocations	Y	Up to <b>130</b>
Run Categories	Y	<b>Up to 1</b>
<b>Period Schedules [*]</b>	Y	<b>Up to 3</b>
Legal Entities (FEIN)	Y	Up to 3
<b>State Tax Authorities [*]</b>	Y	<b>Up to 5</b>
Local Tax Authorities	Y	Up to 30
W2 Configuration	Y	
<b>Earning Codes [*]</b> Up to 5 Complex calculations, e.g. Shift pay by type, etc.	Y	<b>Up to 75</b>
<b>Deduction Codes [*]</b> Up to 5 Complex calculations, Retirement, Union dues, etc.	Y	<b>Up to 75</b>
<b>On-going Multiple Work Jurisdictions [*]</b>	N	
<b>Payroll Tax Mapping by Locations [*]</b>	N	
<b>Common Pay Agent [*]</b>	N	
Payroll Modifiable BP's		<ul style="list-style-type: none"> <li>• Settlement Run Event</li> <li>• Assign Pay Group</li> <li>• Payment Release Event</li> </ul>

**Optional Workday SKU's:**

The Pricing and Payment Schedule provided in this SOW does not include the cost estimate for implementing the following SKU's.

Strategic Sourcing - Expert	
Product	Scope Included
Suppliers	Custom field groups and up to 10 custom fields required for the Supplier Profile
Sourcing	<ul style="list-style-type: none"> <li>Configured RFx Template(s), including the description, questionnaires &amp; worksheets</li> <li>3 RFx templates for Expert</li> </ul>
Intake	<ul style="list-style-type: none"> <li>Intake Routing Rules (Projects and/or Contracts)</li> <li>Configured fields included on Intake per Project and/or Contract type</li> <li>Configured up to 20 Intake Routing Rules</li> </ul>
Pipeline Projects	<ul style="list-style-type: none"> <li>Edit default fields and configure custom field groups &amp; up to 10 custom fields</li> <li>Configured up to 3 Pipeline Project Types</li> <li>Configured Financial Details settings</li> </ul>
Supplier Management (SRM)	<ul style="list-style-type: none"> <li>Configure Standard Onboarding form. In Scope for Unified Supplier Onboarding (Supplier Connector) only.</li> <li>Up to 2 custom form templates</li> <li>Form Approval Groups</li> <li>Form-to-profile data mapping</li> <li>Customized Supplier Onboarding Project layout, incl. up to 10 custom fields</li> <li>Performance Review master template &amp; up to 2 SPM event templates</li> <li>Customized Performance Review Project layout, incl. up to 10 custom fields</li> </ul>
Sourcing Contracts	<ul style="list-style-type: none"> <li>Up to 4 Contract Types</li> <li>Custom field groups; up to 10 custom fields</li> <li>Up to 10 Approval Groups &amp; up to 20 Approval Rules</li> <li>Up to 10 Contract Document templates</li> </ul>
Customer Data Conversion	<ul style="list-style-type: none"> <li>Client is responsible for data conversion for projects or contracts using the WSS Data Importer and self-service instructions on Workday Community. Assistance on the process can be</li> </ul>

	provided by the Functional Consultant if added as Additional Scope to the SOW. The same is true for Supplier conversion when the Supplier Connector is not in scope (Supplier Connector syncs suppliers from WD supplier master into WSS)
Strategic Sourcing Supplier Synchronization	The Supplier Connector synchronizes suppliers between Strategic Sourcing and Workday Supplier Accounts.
Contracts Connector	The Contracts Connector synchronizes Contracts between Strategic Sourcing and Workday Contracts.
Award to Requisition Connector	The Award to Requisition synchronizes Awards between Strategic Sourcing and Workday Requisitions

**Technical Scope**

The information presented below was established based on preliminary conversations with the Client and Avaap’s experience with and knowledge of Workday.

**Integration Scope**

Integration discovery will occur in Phase 0 and will continue through the Plan stage. During the Plan Stage, each existing system will be further analyzed against the functionality included in Workday to determine whether the system will be retired, interfaced, or remain as a standalone system. This review may determine that some integrations will not be necessary moving forward (a result of standardization, data warehouse etc. for example)

The table below lists the anticipated integrations and complexity considered as in scope for this project. Changes to this list could impact the overall effort and cost of the project.

	<b>Integration</b>	<b>Direction</b>	<b>Template</b>	<b>Complexity</b>	<b>Scope</b>
1	Azure Active Directory	Inbound	Web Service	Medium	Avaap
2	Azure Entra SSO	SSO	SSO	Low	Avaap
3	ServiceNow Employee Demographics Outbound	Outbound	Connector	Medium	Avaap
4	ServiceNow Contingent Workers Inbound	Inbound	Studio	Medium	Avaap
5	UKGPro-WFM Employees Outbound	Outbound	EIB	Medium	Avaap
6	UKGPro-WFM Time Entry Inbound	Inbound	Studio	Medium	Avaap
7	BonFire (Bid Solicitation System) Outbound	Outbound	EIB	Medium	Avaap
8	BonFire (Bid Solicitation System) Inbound	Inbound	Studio	Medium	Avaap
9	Wells Fargo Payroll ACH Outbound	Outbound	Connector	Very Low	Avaap
10	Wells Fargo AP ACH Outbound	Outbound	Connector	Very Low	Avaap
11	Wells Fargo Positive Pay Outbound	Outbound	EIB	Medium	Avaap
12	Wells Fargo BAI2 Inbound	Inbound	Connector	Very Low	Avaap
13	Wells Fargo Wire Outbound	Outbound	Connector	Low	Avaap
14	Wells Fargo Virtual Card Payments-single use cards - APC File	Outbound	Connector	Medium	Avaap
15	Wells Fargo Payroll Prenote	Outbound	Connector	Very Low	Avaap
16	JP Morgan P Cards Inbound	Inbound	Connector	Low	Avaap
17	Faster Fleet Management Inbound	Inbound	Web Service	High	Avaap
18	ActiveNet JE Inbound	Inbound	Connector	High	Avaap
19	IHS Invoice Inbound	Inbound	Studio	Medium	Avaap
20	BizLibrary Employee Outbound	Outbound	EIB	High	Avaap
21	BizLibrary LMS Inbound	Inbound	Studio	Medium	Avaap
22	SQLServer Outbound	Outbound	EIB	High	Avaap
23	UHC Medical Dental Vision Outbound	Outbound	Connector	Medium	Avaap
24	UHC FSA Outbound	Outbound	Connector	Low	Avaap

25	UHC Rx Outbound	Outbound	Connector	Low	Avaap
26	Optum HSA Enrollment	Outbound	Connector	Low	Avaap
27	Optum HSA Contributions	Outbound	Connector	Low	Avaap
28	Optum Behavioral Health EAP	Outbound	Connector	Low	Avaap
29	UnitedHealthcare COBRA (Initial Rights)	Outbound	Connector	Low	Avaap
30	UnitedHealthcare COBRA (Qualifying Events)	Outbound	Connector	Low	Avaap
31	Symetra ADD Critical Illness	Outbound	Connector	Medium	Avaap
32	MetLife Legal Plan (MetLife: Insurance, Voluntary Products)	Outbound	Connector	Low	Avaap
33	ACA 1095	Outbound	Connector	Very Low	Avaap
34	AllState Identity Theft	Outbound	Connector	Low	Avaap
35	Nationwide Pet Insurance	Outbound	Connector	Low	Avaap
36	SSA W2 Outbound (3 EINs, 3 files)	Outbound	EIB	High	Avaap
37	Hexagon/RMS GL Inbound	Inbound	Connector	Medium	Avaap
38	Odyssey (Court template) GL Inbound	Inbound	Connector	Medium	Avaap
39	1 Custom PO BIRT Layout	BIRT	BIRT Report	Very Low	Avaap
40	Amazon Punchout	Bi-Directional	Connector	Very Low	Avaap
41	Amazon PO Invoice	Inbound	Connector	Very Low	Avaap
42	Punchout 2 - Client Owned	Bi-Directional	Connector	Very Low	Client
43	PO and Invoice Connector 2 - Client Owned	Inbound	Connector	Very Low	Client
44	Punchout 3 - Client Owned	Bi-Directional	Connector	Very Low	Client
45	PO and Invoice Connector 3 - Client Owned	Inbound	Connector	Very Low	Client
46	TCDRS Retirement Outbound	Outbound	Connector	Medium	Avaap
47	TCDRS Retirement Inbound	Inbound	Studio	Medium	Avaap
48	Nationwide 457b Outbound	Outbound	Connector	Medium	Avaap
49	Nationwide 457b Inbound	Inbound	Studio	Medium	Avaap
50	E-Verify Outbound	Outbound	Connector	Low	Avaap

Integrations that cannot be implemented using the Workday Integration Technology as described in this table will result in a Project Change Order for the additional services required.

**Data Conversion Scope**

The following tables depict the tenant builds for the phases of the project:

Deployment Phase 1 – Platform
Foundation Tenant
End to End Tenant
Gold/Pre-Production Tenant

Project will use the Alteryx tool to support data conversion, and Avaap will provide experienced resources familiar with the libraries, templates, and development of the Alteryx migration tools. Avaap has included 3 Alteryx licenses for a duration of 1 year. These resources are focused on moving the data from the extract files to the intermediate tables prior to the migration via Alteryx.

*Avaap Data Conversion Responsibilities*

1. Provide guidance on data gathering, population of the Avaap provided data conversion templates/file specs, and performing required data clean-up efforts;
2. Utilize the Client-established secure FTP site (“sFTP”) for data conversions. This site can also be used to collaborate on sensitive test data with vendors during the implementation;
3. Load data gathered into the Workday Tenants, and
4. Provide guidance on data validation practices including knowledge transfer on how to use the Workday data audit reports.
5. Provide the client with technical support to extract necessary data from its legacy systems if direct access to legacy systems can be provided either via database connection or API connection. If direct access to the legacy system cannot be provided, Avaap will work closely with the customer to identify alternative methods to connect to and extract the legacy data, which may include more customer involvement and manual processes depending on the options available.
6. Provide the client with technical support to populate and supply data in the Avaap-prescribed format ensuring data is cleansed and duplicate values removed. Failure to properly populate the data templates by scheduled due dates may impact the project schedule and Go-Live timing.
7. Provide the client with technical support to provide mapped data that is complete, accurate and de-duplicated;
8. Provide the client with technical support to ensure clean and correct validated data, in accordance with the project schedule;
9. Provide the client with technical support for data gathering responsibilities in a timely manner as determined in Plan Stage;

*Client Data Conversion Responsibilities*

1. Provide a secure sFTP site, before the build of the Foundation Tenant, for data conversions or sharing sensitive data;
2. Provide subject matter experts for legacy system data;
3. Develop data mapping and crosswalks between conversion and legacy system data elements, and Workday system objects;
4. Responsible to provide the necessary access to raw data from legacy systems, either directly to the legacy system tables or raw data file extracts in the format specified by Avaap. The optimal data connection methods (ODBC database connection, API, other) for extracting legacy data from each required legacy system for conversion will be assessed and confirmed during initial discovery

sessions with the customer. Avaap's preferred and most optimal methods for connecting to legacy data are via ODBC database connection or API connectivity if possible. If those methods are not possible, Avaap will work closely with the customer to identify alternative methods to connect to and extract the legacy data, which may include more customer involvement and manual processes depending on the options available.

5. Provide raw legacy data access to the Avaap team adhering to deadlines jointly established in the project plan and tenant build schedules, allowing sufficient time for Avaap data specialists to carry out transformation and population of the Avaap data templates.
6. Manually convert certain data (including non-electronic data and certain failed conversion records);
7. Verifying the accuracy of the data extracted and, in the Tenant, once loaded. After the data is loaded, validate the quality and integrity of the converted data, and provide corrected data when needed;
8. Perform its data gathering responsibilities in a timely manner as determined in Plan Stage;
9. A data freeze is required so that Client's current data as of a specific date can be loaded into the Gold Tenant.
10. Enter any "catch-up" transactions in the Parallel Tenant (copy of E2E) and Gold Tenant, that have occurred since the legacy system snapshot/freeze for each respective build.
11. Manual conversions done by client resources will be utilized when Avaap and Client agree the volume is too low to justify the cost of developing an automated conversion program for specific data sets.
12. Each data file is allowed a maximum of 3 data load attempts per data load cycle (tenant build). More than 3 data load attempts may be considered a Change Order Event.

#### ***Avaap's Enhanced Data Conversion/Extraction Support Services***

For this project, Avaap has included hours to provide enhanced Client-side data conversion services. This service is designed to provide additional support for the Client as they work to execute the Client responsibilities during the project.

Avaap will provide data conversion support services where we will support the process of client-side data extraction and transformation tasks required for the Workday conversion. The customer is responsible for:

- Providing field mappings to your legacy system from the target Workday workbooks (provided by Avaap) to accurately locate the required legacy data,
- Providing access to the required raw tables or raw data file extracts from your legacy system,
- Validating the extracted data, and
- Providing knowledge support as needed regarding the legacy system being converted.

Avaap will assist the Client to implement workflows that take the data from the required raw data tables or files, transform the data into the required Workday format, and implement automated standard data quality audits to assist with validations. These data workflows will be developed using tools and processes that can be automated and are repeatable to ensure consistency and reduce errors for future conversion cycles.

There are two key phases for migrating legacy data to Workday:

Data Extraction, Cleansing and Standardization

- 1.) Scope – Avaap will use the field mappings provided by the customer to build repeatable workflows that connect to the raw data and implement required data profiling, cleansing and standardization

routines to get the required legacy data into clean, consolidated simplified intermediate tables/files, prior to implementing transformations specific to getting the data into the required, target Workday format. This will allow the customer to conduct validations of the data in this simplified format to validate the quality of data being fed into the final, Workday specific transformation procedures in phase. Standard, automated data quality audits will be incorporated into these workflows to assist the customer with data validation. During this phase Avaap will work with the customer subject matter experts of the legacy system to ensure our understanding of the required legacy data structures and mappings while implementing these workflows.

2.) Output – Consolidated, standardized and simplified intermediate tables/files

**Workday Target Workbook Data Transformation**

1.) Scope – Avaap will build repeatable processes that connect to the intermediate tables from phase 1 and implement Workday specific data transformations and output into the format required to be loaded into the Workday tenant. Avaap will then work with the customer to conduct validations of the final outputs prior to loading into Workday. Standard, automated data quality audits will be incorporated into these workflows to assist the customer with data validation.

2.) Output – Final populated Workday template for conversion

**Financials Data Conversion Scope:**

<b>Functional Area</b>	<b>Conversion Item</b>	<b>Scope</b>
<b>Financial Accounting</b>	Beginning Balances	Beginning balances.
	GL Detailed Journals	1-year detailed journals.
<b>Banking &amp; Settlements</b>	Outstanding Checks	Unreconciled checks at point of cutover date.
	Opening Bank Balances	Load prior cutover month bank statement.
<b>Budgets</b>	Budget	Beginning operating budget for current FY, including any amendment necessary to reflect the current balance.
<b>Procurement &amp; Supplier Contracts</b>	Purchase Orders	As needed at point of cutover; un-invoiced/un-receipted purchase order lines only.
	Supplier Contracts	All outstanding contract balances.  Excludes: Lease contracts
<b>Suppliers &amp; Supplier Accounts</b>	Suppliers	Active suppliers with payments within the last two fiscal years;

Functional Area	Conversion Item	Scope
		<p>includes associated remit-to and order-from connections; USD currency only.</p> <p>Excludes: Non-US addresses; non-US supplier settlement accounts. Non-US suppliers will be handled manually, as needed, at point of cutover.</p>
	Approved/Unpaid Supplier Invoices	<p>As needed at point of cutover; Accounting Date will be set to first day of first period opened in WD for transacting.</p> <p>Excludes: Future dated invoices</p>
	Active Recurring Supplier Invoices	Manually entered by Client at point of cutover as needed.
	Outstanding Supplier Invoice Adjustments (Credit Memos)	Manually entered by Client at point of cutover as needed.
	1099 Adjustment	All 1099 payments from January 2026 – December 2026 related to converted suppliers.
	Supplier Invoice History	Up to two years of invoice history related to active converted suppliers; for duplicate supplier invoice purposes only – not at transactional/accounting level.
<b>Expenses</b>	Worker Payment Elections (Expenses)	Expense payment elections for active worker; Payroll balance election will be used to load expense payment election for all workers, when possible, per statutory requirements
<b>Business Assets</b>	Business Assets	<p>All active assets capital and non-capital only.</p> <p>Excludes: Intangible assets</p>

Functional Area		Conversion Item	Scope
<b>Projects</b>		Projects	All active projects at point of cutover including capital projects.  Excludes: Billable Projects (separate Workday SKU not purchased or needed by Client).  Note: Project WIP balances will be converted via the GL balance conversion without the Project worktag – balances will be manually allocated via journal entry to Projects converted into the tenant.
		Project Budgets	Beginning project budgets at the point of cutover.
<b>Customer Accounts &amp; Contracts</b>		Customers	Active customers with receivables/payments within the past year.
		Customer Contracts	Active contracts at the point of cutover.
		Unpaid Customer Invoices	Open invoices at the point of cutover.
		Customer On-Account Balances	On-account balances at the point of cutover.
<b>Grants</b>	Sponsors	Up to 50 Sponsors or Grantors	
	Awards	Up to 50 active awards along with their grants, award schedules, and award budgets at the point of cutover.	
	Inception to Date Grants GL Conversion	Inception to date balance conversion for all converted awards	
	Grants AR Conversion	All Open AR Balances and On-Account Balances for converted awards	

**HCM & Payroll Data Conversion Scope:**

Functional Area	Scope	Population
<b>HCM</b>	<p><b>Current Job/Position details:</b> Job profile, time type, default and scheduled hours, work shift, location, position ID, position title, business title, employee contracts and contingent worker supplier, rates</p> <p><b>Current Organization assignments:</b> Company, cost center, region, custom organizations, retiree, supervisory organization (single 'terminated' org for all terminated workers) and pay group.</p> <p><b>Service dates:</b> 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.</p> <p><b>Current biographic data:</b> Legal and preferred name, date of birth, date of death, gender, disability status, ethnicity, marital status, citizenship status, military status,</p> <p><b>Current ID information:</b> License, visa, passport, national ID, additional government IDs and custom IDs</p> <p><b>Current contact information:</b> Home address and home and work telephone, email, and web address</p>	Active Employees Contingent Workers, Retirees and Employees paid within current calendar (go-live) year.
<b>Transactional HCM</b>	Transactional history conversion is excluded.	
<b>History from a Previous System</b>	<p><b>Job History:</b> 1 Year of employee job/position history to be converted to Workday's job and position history from a previous system area. If the Client would like to load additional years training will be provided to Client to load additional years.</p> <p><b>Compensation History:</b> 1 year of employee compensation history to be converted to Workday's compensation history from a previous system area. If the Client would like to load additional years training will be provided to Client to load additional years.</p>	Active Employees, Retirees and Employees paid within current calendar (go-live) year.
<b>Compensation</b>	<b>Current Compensation data:</b> 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), merit plan and allowance. <b>One-Time Payments:</b> History excluded	Active Employees
<b>Benefits</b>	<p><b>Related Persons:</b> Dependents and beneficiaries (including trusts) associated with a worker.</p> <p><b>Current Benefit Elections:</b> Current healthcare, insurance, spending account, health savings, retirement and additional benefit elections and associated dependents and beneficiaries.</p> <p><b>Affordable Care Act (ACA) History:</b> Current year medical election changes and ACA hours &amp; wages to support ACA reporting.</p>	Active Employees

Functional Area	Scope	Population
	Excludes: Emergency Contacts	
<b>Absence Management</b>	<p><b>Leaves:</b> Current leave event data for employees on leave and leave activity for previous 12 months</p> <p><b>Carryover Balances:</b> Current absence plan balances at time of cutover</p>	Active Employees
<b>Payroll</b>	<p><b>Payroll History:</b> Current YTD for each earning, deduction and tax jurisdiction including gross wages, taxable wages, and subject wages, for federal, state, and all local taxes for both employee and employer reconciled to tax returns loaded as quarterly data.</p> <p><b>Tax Elections:</b> Current employee tax elections for federal, state, and local tax withholdings such as married, single, allowances, and number of exemptions and tax treaties.</p> <p><b>Additional Payroll Data:</b> Payment elections and costing allocations.</p> <p>Excludes: Withholding Orders and Deduction Recipients</p>	Active Employees, Retirees and Employees paid within current calendar (go-live) year.
<b>Recruiting</b>	<p><b>Active Job Requisitions:</b> Current active job requisitions</p> <p><b>Candidates and Prospects:</b> Excluded</p>	Active Job Requisitions

**Workday Historical Data Scope**

Historical data from the Client’s legacy ERP system will be converted and stored in a data repository that can be accessed and reported. Avaap will work with the Client during the Phase 0 – Early Planning stage to analyze and recommend an appropriate data archival solution.

Description	In Scope (Y/N)	Scope
<p>Worker Historical Staffing Data Storage and Reporting</p>	<p>Y</p>	<p>During Plan and Architect &amp; Configure (A&amp;C) stages Avaap will present our proprietary Historic Staffing data template for population by the customer from legacy system(s). This use case is intended to support Client’s data retention requirements.</p> <p>At the beginning of the Phase 1’s Architect &amp; Configure stage, Avaap will lead 1-day working development session to support Client report teams with initial Prism report development activity.</p> <p>Avaap will lead a design session explaining the data to be collected for import into Prism. Avaap will then create Prism datasets to merge historical data with ongoing Workday transactions.</p> <p>Avaap will provide a pre-developed custom report that can be used to merge historical data and ongoing Workday transactions. This report can be later modified to include prompts, filters, etc. and/or incorporated onto Worker profile page.</p> <p>Avaap will conduct knowledge transfer through the deployment of this use case for Customer to be able to leverage Prism in Post Production.</p> <p><b><u>Prism Assumptions:</u></b></p> <ol style="list-style-type: none"> <li>1. Prism Analytics is not designed for use with PCI or PHI data and any such data will be out of scope. Avaap’s delivered use case will not request this information/data but identified future use cases should not include these data elements.</li> <li>2. Client must provide data necessary for use case in requested format. Avaap does not provide any data.</li> <li>3. Client is responsible for data cleanup prior to data being loaded into Prism. Client will make available resources familiar with external data.</li> </ol> <p>Prism use case tracker will be established for capturing and estimating future use cases. Additional use Cases will be identified, documented, prioritized, and estimated by</p>

		the Avaap Prism Lead and can be added to scope via a Change Order.
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**Reporting Scope**

At the point of executing this SOW, Workday delivers over 5,500 standard reports within the solution. That list of delivered reports will grow and evolve during the life of the project. Our assumption is that the Client will adopt as many reports “as delivered” as possible.

During the project the Avaap team will enable delivered security for all Workday standard reports related to the configuration scope above. This should resolve many of the traditional reporting needs.

We also recognize the importance of reporting within the Client’s operation. As such, we have allocated **400 hours** to support to assist Client in building custom reports. The hours allocated by Avaap to support the Client should provide sufficient effort to assist Client with creating the custom reports defined below. If additional reports are needed, a Change Order will be executed to increase scope.

Requirements for custom reports must be complete before the end of A&C, changes to report repository require formal change control after that milestone.

**Change Management Scope**

Avaap’s organizational change management (OCM) **OCM Core Advisory & Training** service is outlined below and describes the OCM activities and deliverables as well as delineating responsibilities between the Avaap OCM project team and the Client OCM team. **We have allocated 1,280 hours toward this effort.** This service level assumes that the client will resource an OCM team to execute the change strategy.

This list represents the high-level scope of Avaap’s OCM effort for this project. The hours estimated for the Avaap OCM resources cover the activities and work outlined in the chart below for the implementation. Detailed activities and assignments will be finalized as part of the OCM Project Planning Activity listed in the Plan phase below.

The table also includes RACI information for these high-level activities and deliverables:

- R = Responsible
- A = Accountable
- C = Consulted
- I = Informed

	Activity	Avaap Responsibilities	Avaap	Client Responsibilities	Client
<b>Pre-Plan Stage</b>	<b>OCM Discovery and Operating Routines</b>	Assess client background materials (organization charts, current state documentation, etc.), conduct OCM intake interviews, establish OCM team roles and responsibilities, and schedule recurring workstream meetings	RA	Provide background materials and coordinate/participate in discovery sessions	R
	<b>OCM Timeline and Activities</b>	With input from client, draft the OCM timeline and major milestone activities and incorporate into the overall project plan as appropriate	RA	Contribute to, review, and approve the OCM timeline and associated activities	C
	<b>Leading Change Workshop</b>	Partner with the client to determine the need to (and) deliver a customized change management workshop to organizational leaders on change principles and concepts, leading others through change, connecting with stakeholders, and an overview of Avaap's change management approach for the Workday implementation.	RA	Partner with Avaap to assess the need for a Change Leadership workshop, provide organizational insights, and facilitation/logistical support to the development and delivery of the workshop.	R
<b>Plan Stage</b>	<b>Organizational Assessment</b>	Lead and partner with client’s OCM Lead to assess organizational culture, value systems, history of managing change, stakeholder readiness and capacity to undergo a transformational change	RA	Partner with Avaap OCM Lead to assess organizational culture, value systems, history of managing change, stakeholder readiness and capacity to undergo a transformational change	R

	<b>Workday Readiness Workshops</b>	In collaboration with Avaap EM and Client OCM Lead, develop and conduct onboarding workshops for project team functional leads and SMEs to prepare the team for life on a Workday implementation.	RA	Partner with Avaap OCM Lead to review, edit, and deliver content to the project team.	R
	<b>Sponsor Assessment</b>	Identify and assess the traits of the primary change sponsor(s) accountable for the change.	RA	Partner with the Avaap OCM Lead to identify and assess the primary sponsor(s) accountable for the change.	R
	<b>Stakeholder Interviews</b>	Advise on approach and provide execution of stakeholder interviews; Conduct up to 25 stakeholder interviews and summarize results (themes, risks, and opportunities)	RA	Contribute to stakeholder interview approach, schedule and conduct any additional stakeholder interviews as necessary, and analyze/summarize results (themes, risks, and opportunities)	R
	<b>Communications Channel Analysis</b>	Advise and partner with client's OCM Lead to assess communication needs, channels, and ability to deliver key messages to determine the communication effort required to support the transition to future state.	RA	Partner with the Avaap OCM Lead to inventory and evaluate organizational and departmental communication needs, channels, and information flow.	R
	<b>Change Impact Assessment</b>	Advise the client's OCM lead on the documentation and analysis of change impacts and use of a change impact analysis tool	RA	Partner with Avaap OCM lead to document and analyze change impacts	R
	<b>Risk &amp; Resistance Assessment</b>	Advise and partner with the client's OCM Lead to determine and anticipate identifiable risks to the proposed change	RA	Partner with Avaap OCM Lead to determine and anticipate identifiable risks to the proposed change	R
	<b>Architect &amp; Configure Stage</b>	<b>OCM Strategy</b>	Develop the OCM strategy for the project, review with client and secure alignment and approval	RA	Partner with Avaap OCM Lead as resource in the development of the OCM strategy for the project, obtain approval, and readout to project team
<b>OCM Plan (V1)</b>		Develop the initial version of the OCM Plan and integrate the plan into the overall project plan.  NOTE: the OCM Plan should be viewed as a living document that will be reviewed and modified as needed in	RA	Partner with the Avaap OCM lead on the development of the initial OCM Plan. Review and approve the plan.	R

	response to the project and end-user needs.			
<b>Stakeholder Engagement Plan</b>	With input from client, develop the initial engagement approach and plan	RA	Partner with Avaap OCM Lead to develop engagement approach	R
<b>Communications Plan</b>	With input from client communication lead, develop the initial communications approach and timing	RA	Partner with Avaap OCM communications lead to develop communications approach and timing	R
<b>Communications Content</b>	Advise on the development of communication content, provide guidance on key messaging and survey content to assess engagement effectiveness	C	Develop and deliver communication content; review, edit and deliver surveys, provide results for analysis to Avaap OCM lead (depending on survey tool used)	RA
<b>Change Agent Network Plan</b>	Advise and partner with client's OCM lead on the structure and deployment of a change agent network	R	Partner with Avaap OCM lead to develop change agent network approach, recruiting plan, and project plan	RA
<b>Change Agent Network Content</b>	Advise the client's OCM lead on content and topics for recurring change agent network meetings	C	Develop and deliver content for change network meetings, Schedule and lead/host change agent network meetings	RA
<b>Change Impact Analysis</b>	Partner with client's OCM lead on the review and analysis of project configuration changes and advise on changes to communication plan, engagement plan, change network plan, and training plan.	R	Participate in Foundation Alignment Sessions and Customer Confirmation Sessions to listen and capture end user change impacts. Review RAIDQ as needed and necessary. Maintain change impact log. Update communication, engagement, change network, and training plan as needed.	RA
<b>Training Needs Analysis</b>	Conduct learning needs analysis for Workday users. Key outcomes include program definition, training requirements, best delivery channels for stakeholders, need for role-based training, understanding of current state of technology and processes and current internal training development capabilities, and type of content necessary and mechanism for development.	RA	Partner with Avaap OCM lead to conduct training needs analysis	R
<b>Learning Intake Sessions</b>	Advise and partner with the client's OCM Lead on development and facilitation of	R	Partner with Avaap OCM Lead to develop and lead learning intake sessions with each	RA

		learning intake sessions to validate change impacts		workstream to capture and validate change impacts	
	<b>User Adoption Metrics</b>	In partnership with client, define user adoption metrics	R	Partner with Avaap OCM lead to determine user adoption metrics, baselines, responsibilities, and routines	RA
	<b>Training Approach (End User Training Strategy)</b>	Lead, in partnership with client's training lead, the development of a training approach for employees and managers	RA	Partner with Avaap OCM lead to develop training approach, obtain approval, and readout to project team	R
	<b>Curriculum Plan</b>	Partner with client to lead the development of a curriculum plan for employees and managers	RA	Partner with Avaap OCM lead to develop training curriculum plan, obtain approval, and readout to project team	R
<b>Test Stage</b>	<b>Training Plan</b>	Develop initial Training Plan recommendation, partner with client on the final roll out plan for end user training	R	Partner with Avaap and finalize a training roll out plan for end users	RA
	<b>Training Material Development</b>	Lead the development of training material for employees and managers as outlined in the training curriculum plan, and the finalizing of material post WES as appropriate	RA	Partner with Avaap on the input, creation, review and approval of material for employees and managers, finalize material post WES and post material to training site (TBD).	R
	<b>Workday Experience Sessions (aka Training Pilot)</b>	Advise on the execution of WD experience sessions and advise on incorporating feedback into all OCM and training plans and materials as appropriate	C	Manage logistics in partnership with PMO, facilitate/lead the execution of the WD experience sessions, gather feedback, update training materials as needed and necessary.	RA
	<b>Future State Sustainment</b>	Partner with client's OCM lead to plan sustainment considerations, including but not limited to new hires and release management	R	Partner with Avaap OCM lead to develop sustainment plan in partnership with client's internal functional resources	RA
	<b>Adoption Activities</b>	Partner with the client on planning and development of adoption activities	R	Partner with Avaap OCM lead to develop and deliver/lead adoption activities	RA
<b>Deploy Stage</b>	<b>Transition Plan</b>	Develop approach to transition OCM plan to client post go live	RA	Partner with Avaap OCM lead to develop approach to transition OCM plan to client post go live	R
	<b>Training Delivery</b>	Advise on training delivery for employees and managers; provide guidance on trainer selection and train-the-trainer	C	Coordinate and deliver all training (train-the-trainer)	RA
	<b>Organizational Readiness</b>	Partner with client OCM Lead to develop approach for	R	Develop, edit, review and execute organizational	RA

		assessing organizational readiness; recommend updates to organizational plans and activities based on results		assessment and analyze data, adjust launch plan as appropriate for effectiveness	
<b>Post-Production Stage</b>	<b>Celebrate Success</b>	Advise client OCM Lead to plan go live celebration and recognition of team accomplishments.	C	Partner with Avaap OCM Lead to plan and execute go live celebration and recognize individual and team accomplishments.	RA
	<b>User Satisfaction Surveys</b>	Partner with client to design questions and approach for end user satisfaction surveys	R	Contribute to end user satisfaction survey approach and question development and execute end user satisfaction surveys	RA
	<b>Conduct Lessons Learned</b>	Develop approach and execute the evaluation of the success or adoption outcomes of the OCM program, record learnings and share improvements for future endeavors	R	Partner with Avaap OCM Lead to review, edit, deliver lessons learned, and report back to the change sponsor	RA
	<b>Change Agent Network Closeout</b>	Advise on final meeting of change network, appreciation measures, feedback	C	Partner with Avaap OCM Lead to develop and host final meeting with change agent network, facilitate recognition and experience feedback	RA
	<b>Operationalize Future State Sustainment Plan</b>	Transition ownership of OCM to client according to sustainment plan approach	R	Client takes ownership of OCM activities	RA

Items Out of Scope

The following items shall be considered outside the scope of this SOW. Avaap can provide these services, pending execution of an amendment.

- Training content for non-Employee Self Service (ESS) and Manager Self Service (MSS) functions.
- Complex, interactive e-learning content; e-learning content in-scope will be limited to editing of video content from the Workday Adoption Kit or minor editing of recorded virtual training sessions.
- Training logistics, including identification and scheduling of physical training space, procurement of laptops or other technology required for training, scheduling of participants for specific sessions, completion tracking, import of any self-paced training materials into a learning management system (LMS).
- End User Training Delivery

Assumptions

- Any extensions to the project timeline or functional scope additions must be evaluated to determine impacts to the Change Management Services and may result in an impact to the project scope should additional support be required. The Change Management tasks and activities listed in this table (above) applies only to the timeline and functional scope outlined in this SOW.

- The Change Management service is intended to accelerate end-user adoption of Workday and does not include support for concurrent initiatives or broader transformation efforts. The scope of this service is limited to the tasks in the above table. Any organizational design, Standard Operating Procedure (SOP) development, operating model or job role redesign work is out of scope for this service and wholly owned by the Customer.
- Client has an active subscription to the Workday Adoption Kit and will provide access to Avaap resources defined in this SOW.
- Client will provide appropriate access to non-production Workday tenants and other project-related resources that may be required to fulfill this SOW
- Client will ensure the timely availability of its resources who may be required to provide input, review, and approve the deliverables specified in this SOW.

### **Project Management Scope**

Avaap will provide project management services throughout the duration of the project to meet expectations defined in the Project Charter which will be mutually developed and approved by the Client during the Plan stage of the project. The Project Charter provides authorization for the Project and identifies project goals, objectives, scope, governance structure, acceptance criteria, roles, and responsibilities. The Project Charter typically includes the following:

- Project Scope (SOW serves as key input to the scope)
  - Business Need
  - Project Objectives and Justification
  - Scope Description
  - Project Schedule (Mid-Level)
  - Project Constraints
  - Project Exclusions
  - Project Assumptions
  - (Known) Projects Risks and Mitigation
- Governance
  - Guiding principles
  - Governance model
    - Executive Sponsors
    - Steering Committee Structure
    - Issue and Decision Escalation & Timing
    - Acceptance Criteria
  - Change Control processes and procedures.
- Project Management
  - Expectations for project management include meeting cadence, meeting protocols, project tools, status reports, risk management, quality assurance and delivery assurance.
  - Methodology
  - Time entry, invoicing, and payments
- Roles and Responsibilities
  - Project team Organizational Chart
  - Project Team Roster & Responsibilities
- Project Communication Plan
  - Reports and meeting overview
  - Weekly cadence of meetings and reporting activities
  - Monthly Steering Committee cadence

- Project Charter Approval
  - Version Control

The Avaap Engagement Manager (EM) will establish a framework for project planning, communications, reporting, procedural and contractual activity, and other activities associated with the Services, and will:

1. Review the SOW and the contractual responsibilities of both Parties with the Client Project Manager;
2. Maintain project communications through the Client Project Manager;
3. Coordinate the establishment of the project environment;
4. Establish documentation and procedural standards for deliverables;
5. Prepare and maintain the Avaap project plan which may include, an accounting of tasks, schedules, and resources.
6. Coordinate and discuss the activities of Avaap project personnel;
7. Schedule and conduct regularly scheduled project status meetings;
8. Review current Project Plan status, prior deliverables completed during the last reporting period, Project Plan for the next 90 days, schedules for the next 30 days, resources, and expected travel and incidentals within the next 21 days, and make changes or additions, as appropriate for Client's approval;
9. Measure and evaluate progress against the Avaap project plan with the Client Project Manager;
10. Communicate new or unresolved Project Change Orders per the process defined in the Project Control Change Procedure;
11. Work with the Client Project Manager to address and resolve deviations from the Avaap project plan following the Escalation Procedure;
12. Review the Avaap standard invoice format and billing procedure to be used on the project with the Client Project Manager;
13. Coordinate with Workday, on behalf of Client, to mitigate identified risks and confirm the project adheres to the Workday methodology;
14. Administer the Project Change Control Procedure with the Client Project Manager;
15. Perform Avaap roles and responsibilities as indicated in Appendix D, "Detailed Project Roles".

## **Appendix B: Avaap Elements Implementation Methodology (based on Workday Launch Plus)**

The overall guiding philosophy of the project assumes that the Client will standardize business processes to the greatest extent possible delivered by Workday to streamline operations and provide efficiencies across the organization. As part of the implementation Avaap will identify and recommend industry best practices for the Client's Workday solution.

### **Elements Methodology**

The Avaap Elements Deployment Methodology, (based on Workday Launch) consists of the following four stages Plan, Architect & Configure, Test, and Deploy. It also includes Postproduction Support (each, a "Stage"). At the conclusion of each Stage, Avaap will work with the Client to obtain sign off before proceeding to the next Stage.

The Services and work products within each Stage of the methodology are explained below. Work products and the respective responsible parties are listed for each Stage.

Prior to the beginning of the first project Stage, Plan, Avaap works with the Client to execute Phase 0 activities.

### **Phase 0 – Pre-Project Planning**

The Phase 0 activities are labelled as "Pre-Project Planning" because they include workshops and exercises that are typically completed before the formal kick-off of the Workday methodology. During Phase 0, Avaap and Client will focus on elements such as leadership workshops, strategic alignment, project planning, and resource planning to help Client prepare for the Workday project. The goal for this phase is to set the proper expectations for the project, to align leadership to the vision for Workday, and to establish the proper priorities to account for other on-going Client initiatives that may create contention for resources. This phase also provides an initial checkpoint for Client project readiness and minimizes inefficiencies once the implementation team is fully engaged.

#### *Prerequisites*

- Acquisition of appropriate software solution from Workday.
- Execution of the Statement of Work by both Avaap and Client

#### Phase 0 - Outcomes:

- Client's Resource Workday Training Plan
- Project Vision
- Guiding Principles
- Project Success Indicators
- Compensation Grade Discovery
- Data Strategy Roadmap
- SharePoint Procurement Requisition Discovery & Analysis

## Workday Phase 0 Workshops Overview

### Program Director Pre-Planning Guidance Sessions

- The Avaap Program Director and Engagement Manager will meet with the Client to provide guidance on topics such as project expectations, establishing and enforcing project governance, project documents, Client project team and resource planning, and project/PMO setup.
- The Avaap Program Director and Engagement Manager and technical team will meet with the Client to conduct Integrations and Reporting alignment reviews.

### Organizational Change Management Workshop

- The OCM Architect reviews organizational change management principles, seeks to understand from the client the potential barriers to change and people readiness for change, and discusses how change management processes apply to a Workday implementation and align to the project stages.

### Data Strategy Roadmap

- **The data strategy initiative will help the Client best develop an effective approach to effectively assess, plan and coordinate an execution effort to move approximately 300GB of Oracle EBS data to a future-state location.**
- **This workshop will enable Avaap to begin detailed discussions with the Client regarding their current and future uses of the Oracle EBS data.**
  - **Avaap will schedule and facilitate a 2-hour Executive Workshop with key Client stakeholders**
  - **Avaap will be able to also inventory additional data sources that the Client may envision for data retention and future use needs.**
  - **Avaap can help support education and awareness building to help Williamson County understand approaches to unify their enterprise data sets with Workday data sets for future-state opportunities**
- **Avaap will develop a Phase 0 readout deliverable that aims to depict our workshop session summary, observations and potential future-state data opportunities.**
- **Mid-Workday Program Data Checkpoint - Avaap envisions working with Client via a data strategy checkpoint workshop within 8-12 months after the original Phase 0 workshop. We foresee high-value in this checkpoint workshop as we expect the Client will have greater insights into the core needs and data capabilities required for the Client to continue driving its transformation goals. Our intention here is to continue to refine and develop a data strategy for the Client that provides even more granular insights how the Client can execute a data retention effort for its Oracle EBS environment:**
  - **Avaap will schedule and facilitate a 4 – hour workshop with the Client data leaders to capture net new and more granular requirements specific to the Oracle EBS data retention initiative and other systems data sets that may need retained as well.**
  - **Avaap envisions working with the Client's data and IT teams to develop more detailed future-state architecture and platform designs that help conceptualize representative of the Client's future state needs.**

- **Avaap will develop a more granular set of deliverables that aims to provide more project specific activities to the data retention initiative.**
  - **Avaap will provide more relevant information regarding technology decisions, resourcing needs and cost profiles related to this data retention initiative.**
  - **Avaap will provide more relevant information regarding technology decisions, resourcing needs and cost profiles related to this data retention initiative as a part of this deliverable packet.**

**SharePoint Procurement Requisition Discovery and Analysis**

- **SharePoint functionality** outlined below **will** be reviewed and analyzed during the Pre-Planning stage to determine if Workday functionality can provide a viable solution to replace SharePoint or work in conjunction with SharePoint. Note: we may also determine that Workday is not an appropriate solution to replace SharePoint, at this time.
- **Our understanding of the SharePoint functionality includes:**
  - **Purchasing ticket/request system**
  - **Approval workflows**
  - **Dashboard (tracking request status by buyer)**
  - **Reports and Dashboards that track order status and completion percentage**
- **Key request types:**
  - **Requisitions**
  - **Contracts**
  - **Sole Source**
  - **Solicitations**
- **Other workflows currently managed within SharePoint:**
  - **Asset assignments (keys, badges, P-cards via ServiceNow)**
  - **Internal purchasing requests**
  - **Travel and training**
  - **Vehicle specification requests**
  - **Copier requests**

**Plan Stage**

- This Stage of the project formally documents the project goals, scope, timeline, and milestones that will be executed as part of the complete project plan.
- The Plan Stage defines the project team members, and the roles and responsibilities that shall be performed in accordance with the Avaap project plan, communication strategy, and deployment methodology.
- Final resource assignments will be confirmed in the Plan Stage.
- The Stage starts with a project orientation meeting to begin the project planning activities and concludes with a formal project kickoff at the end of the stage for the larger project team.

The following table provides an overview of tasks and activities to be completed during the Plan Stage.

Stage	Avaap Responsibilities	Client Responsibilities
Plan	<ul style="list-style-type: none"> <li>• Assemble the Avaap project team and introduce to Client counterpart(s).</li> <li>• Review Elements Approach, Scope, and integration discovery document with Client.</li> <li>• Schedule recurring project meetings and status reporting</li> <li>• Jointly schedule planning sessions</li> <li>• Conduct project planning sessions.</li> <li>• Create the Project Plan</li> <li>• Establish a regular cadence of meetings including attending the steering committee meetings.</li> <li>• Create the integration tracker and associated dashboard.</li> <li>• Send FDM preparation email to Client FDM lead(s)</li> <li>• Conduct Foundation Data Model sessions.</li> <li>• Provide FDM data gathering and configuration workbooks, and assist with questions regarding mapping of data to Workday data model.</li> <li>• Conduct FDM data extraction and populate data gathering workbook(s)</li> <li>• Present standard Workday high-level data conversion strategy and plan</li> <li>• Jointly schedule Foundation Alignment Sessions (SMEs planning for design)</li> <li>• Jointly create the executive presentation for project kickoff meeting</li> <li>• Send Discovery Log to Client SMEs for population.</li> <li>• Schedule Functional Discovery Sessions</li> <li>• Review Discovery Log once populated by Client and execute Discovery Sessions</li> <li>• Receive provisioned tenant from Workday.</li> </ul>	<ul style="list-style-type: none"> <li>• Identify and provide project team and project SMEs.</li> <li>• Identify stakeholders, sponsors, and system administrators.</li> <li>• Establish and attend monthly Steering Committee meetings including Avaap Engagement Manager (Avaap EM)</li> <li>• Participate in planning sessions.</li> <li>• Provide input into the Project Plan</li> <li>• Provide integration requirements and existing sample files.</li> <li>• Notify third-party vendors for integrations and obtain agreement to project timelines.</li> <li>• Provide third-party vendor contact information.</li> <li>• Work with Avaap to set up the SFTP site for sharing confidential/private employee data</li> <li>• Provide FDM pre-work per preparation email instructions.</li> <li>• Complete FDM configuration workbooks and submit to Secure File Transfer Protocol (SFTP) site.</li> <li>• Populate Discovery Log and attend Discovery Sessions</li> <li>• Identify initial risks and recommendations to reduce risk.</li> <li>• Initiate process of receiving requirements to third-party vendors</li> <li>• Receive integration requirements from third-party vendors.</li> <li>• Confirm Client Named Support Contact (NSC)</li> <li>• Develop training plan for project resources.</li> <li>• Identify key resources to complete Workday training.</li> <li>• Identify client stakeholders and SMEs who will be involved in the project and adjust their workloads as necessary for their participation in the project.</li> </ul>

Stage	Avaap Responsibilities	Client Responsibilities
	<ul style="list-style-type: none"> <li>• Participate and support the project kickoff meeting.</li> <li>• Work with Client to set up SFTP site for sharing confidential/private employee data.</li> <li>• Load applicable Client Worker data for Foundation Tenant per Data Conversion Strategy and Plan</li> <li>• Schedule and conduct Project Initiation Checkpoint Workday Delivery Assurance review</li> <li>• Provide stage sign-off document.</li> <li>• Prepare for Foundation Alignment Sessions</li> <li>• Provide an overview of reporting in Workday</li> </ul>	<ul style="list-style-type: none"> <li>• Complete Workday training including integration functional training.</li> <li>• Jointly create the executive presentation for project kickoff meeting</li> <li>• Lead the project kick off meeting.</li> <li>• Provide plan and policy documents.</li> <li>• Jointly schedule Foundation alignment Sessions (SMEs planning for design)</li> <li>• Provide first draft of the report repository, inclusive of all reports desired in Workday.</li> <li>• Sign off on stage</li> </ul>

*Plan Stage Assumptions:*

- Each party shall assign a Project Manager/Engagement manager to manage such party’s roles and activities for this Project.
- Avaap Engagement Manager and Consultants shall provide an overview of preparation activities to the Client leads.
- Client shall assign a Test Lead as the overall owner of the testing processes across the Stages.
- Each party shall assign an applicable Executive Sponsor(s) to participate in Steering Committee meetings and be available to assist in resolving issues.
- Client agrees to use Avaap’s standard collaboration tools, Smartsheet and SharePoint, to maintain Project documentation and support Project administration.

**Architect & Configure Stage**

During the Architect & Configure Stage of a Workday deployment, Avaap Consultants demonstrate Workday best practices and configuration. On-going meetings are scheduled to align the client's business practices with Workday delivered functionality.

Unit testing may identify small configuration changes and data clean-up activities prior to End-to-End testing and will be captured and used to build the End-to-End tenant.

Unit testing will include knowledge transfer on how to execute the test scenarios targeted for the functional configuration, reports, and integrations. Client conducts formal Customer Confirmation Sessions (CCS) after Unit Testing.

The following table provides an overview of tasks and activities to be completed during the Architect & Configure Stage.

Stage	Avaap Responsibilities	Client Responsibilities
<p>Architect &amp; Configuration (Alignment)</p>	<ul style="list-style-type: none"> <li>• Manage the project plan.</li> <li>• Lead steering committee meetings.</li> <li>• Participate in weekly project meetings.</li> <li>• Provide status reports and attend monthly Steering Committee status meetings.</li> <li>• Conduct weekly workstream meetings.</li> <li>• Gather integration requirements and build integrations.</li> <li>• Conduct Foundation Alignment Sessions.</li> <li>• Deliver the Avaap assigned integration design documents.</li> <li>• Provide validation reports for the Foundation/Configuration tenant.</li> <li>• Provide Avaap Workday test scenarios template.</li> <li>• Finalize Tenant Management Plan.</li> <li>• Schedule and conduct Workday Delivery Assurance reviews.</li> <li>• Provide stage sign-off document.</li> <li>• Conduct scope alignment analysis.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide input to the project plan.</li> <li>• Participate in steering committee meetings</li> <li>• Participate in weekly project and workstream meetings.</li> <li>• Assist in clarifying configuration requirements.</li> <li>• Participate in alignment workshops and any project-related meetings.</li> <li>• Conduct integrations architect workshop (design sessions) for Client assigned integrations.</li> <li>• Review and sign off integration design documents (after detailed design review sessions).</li> <li>• Validation of Foundation/Configuration tenant build.</li> <li>• Reviewing existing reports and confirming which Workday report will meet these needs and identifying any necessary custom reports as part of the alignment stage.</li> <li>• Define and document test plan and test scenarios (unit, End-to-End, user acceptance criteria).</li> <li>• Sign off on stage.</li> </ul>
	<ul style="list-style-type: none"> <li>• Begin functional knowledge transfer process during configuration unit testing.</li> <li>• Support the preparation and execution of Customer Confirmation Sessions (CCS).</li> <li>• Conduct unit testing of integrations developed by Avaap.</li> <li>• Create Integrations operations instructions guide for Avaap assigned integrations.</li> </ul>	<ul style="list-style-type: none"> <li>• Lead unit testing kickoff session.</li> <li>• Execute Unit Test scripts.</li> <li>• Conduct Customer Confirmation Sessions (CCS) with Avaap support.</li> <li>• Assist with questions regarding mapping of data to Workday foundation data model (FDM).</li> <li>• Update and sign off on configuration changes identified during CCSP.</li> <li>• Help review and resolve issues identified in data conversion process in preparation for End-to-End build.</li> </ul>

Stage	Avaap Responsibilities	Client Responsibilities
	<ul style="list-style-type: none"> <li>• Provide required data for End-to-End tenant and submit to SFTP site.</li> <li>• Help review and resolve issues identified in data conversion process in preparation for End-to-End build.</li> <li>• Build of End-to-End tenant.</li> <li>• Provide exception reports/issues log from End-to-End tenant build.</li> <li>• Provide validation reports and support validation efforts of End-to-End tenant.</li> <li>• Advise on test scenarios.</li> <li>• Refine report repository.</li> <li>• Design and develop all custom reports in-scope., focusing on highest priority reports</li> <li>• Conduct smoke test for functional configuration of End-to-End tenant.</li> <li>• Support unit testing and resolve defects reported.</li> <li>• Conduct legacy conversion design sessions and provide Workday file format for upload (EIB).</li> </ul>	<ul style="list-style-type: none"> <li>• Refine report repository.</li> <li>• Sign off on stage.</li> </ul>

\*For sample list of Work Products, see **Appendix C: Deliverable Expectation Document**

*Architect & Configure Stage Assumptions*

- The Client will standardize and align business processes, business practices, and business policies across the organization.
- Avaap will provide guidance and a knowledge sharing plan to empower Client functional/technical resources to complete activities. Avaap will perform knowledge transfer of baseline/best practice use case for WD transactions so client understands transaction use and client-based use cases can be written and executed.
- Client shall have knowledge of and/or provide documentation that reflects its existing business processes.
- All Client Subject Matter Experts must attend Workday Fundamentals training for their area of responsibility prior to the start of the Architect & Configure Stage.
- Avaap consultants will review all relevant functional, technical, and project management related documentation provided by Client prior to the start of alignment sessions.

- Avaap and Client resources will review and align business processes and configurations during the alignment sessions.
- Client is responsible for the timely coordination of internal resources necessary to conduct all required workshops/alignment sessions.
- Avaap will extract data from Client's current systems, ensure data quality, and provide data in the format required by Workday via Avaap provided data gathering workbooks.
- Client Test Lead will populate the Avaap provided test strategy template, support the testing cycles, including roles and responsibilities, testing schedule and process for managing test execution and issue resolution.
- Client Test Lead will work with Avaap Engagement Manager to set up Avaap provided tools used to track execution of test scenarios, resolution of defects, and report test status metrics.
- Client is responsible for completing agreed upon testing activities.
- Client is responsible for the test strategy, approach, and test scenarios for each of the test cycles.
- Client shall perform unit testing to ensure the requirements are met, and defects found before entering End-to-End testing.
- Client shall develop the test resource plan and assign each scenario to Client testers to ensure all scenarios are executed.
- Avaap Engagement Manager and Functional leads shall support Client during the unit testing to ensure critical defects are resolved and closed.
- Avaap Engagement Manager and Functional leads shall review the test strategy and test scenarios created by the Client to verify they reflect the design decisions made in the deployment.
- Client Test Lead shall plan for the development of the deployment's test strategy and for training Client resources on test scenario creation. The Avaap Engagement Manager shall support the Client Test Lead in these activities by helping them prepare for during the Architect & Configure Stage: test strategy and test scenario creation. The client is responsible for the confirmation of test scenarios.
- Client functional and technical analysts shall develop the user test scenarios and scripts. Avaap shall provide standard test scenarios to be used as a foundation; however, Client team shall develop detailed test scenarios based on Client's user requirements and system configuration.
- A select group of Client end users shall conduct unit testing with defined scenarios to confirm that configuration adheres to requirements determined during Alignment sessions. Formal sign-off by Client is required. Avaap shall provide reasonable guidance to support testing.
- Client shall provide the necessary training for testing participants in advance of the testing start dates, as well as general knowledge of test management procedures.

**Test Stage**

The Test Stage consists of separate testing efforts, each with a different set of conditions and a different purpose:

- End-to-End testing: holistic, business function testing that crosses functional areas and is performed by Client to verify the system functions as expected. This test effort includes all relevant business processes, integrations, security, and reports.
- Regression testing (when applicable): Re-test to validate no impact on business functions due to recently released functionality. Isolated testing for the moves to Production. Preparation for milestone functionality uptakes.
- Parallel Testing): payroll results from Workday Payroll are compared to the legacy system results for the same period and material differences are either reconciled or corrected. A separate Parallel Payroll Tenant is copied from the existing End to End tenant to support this test effort. Client will perform any required catch-up transactions to bring the Tenant in line with transactions for the identified test periods for the equivalent time. Detailed YTD totals for all earnings, deductions, taxes, and taxable and subject wages are required to be loaded at the employee level to produce accurate results. This test effort includes a maximum of three (3) iterative cycles of testing for each unique payroll cycle. Each cycle must meet an established level of accuracy before proceeding to the next cycle or to the conclusion of the Test Stage. These parallel cycles will be simulated rather than in real time. Transaction entry and reconciliation will be completed by Client.

The following table provides an overview of tasks and activities to be completed during the Test Stage.

Stage	Avaap Responsibilities	Client Responsibilities
Test	<ul style="list-style-type: none"> <li>• Manage the project plan and lead weekly project meetings.</li> <li>• Create integrations schedule recurrence tracker.</li> <li>• Participate in test kickoff session.</li> <li>• Participate in end to end or parallel test status meetings, limited to one (1) Avaap functional workstream consultant and one (1) Avaap integration consultant, if applicable for workstreams where there is an open issue.</li> <li>• Support integration defect resolution for Avaap assigned integrations.</li> <li>• Develop lower priority reports and those identified during end-to-end testing and approved through the change control process.</li> <li>• Provide knowledge transfer, operations guides, and validated &amp; tested integration systems for Client testing of Avaap built integrations.</li> <li>• Provide testing oversight/support and resolve reported defects.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide input to the project plan and participate in weekly project meetings.</li> <li>• Lead end to end test kickoff session.</li> <li>• Validation of End-to-End tenant build.</li> <li>• Validate data loaded via practice conversion runs.</li> <li>• Execution of all test scenarios (End-to-End, parallel, user acceptance and regression), including reports</li> <li>• Manage and sign off on all test results (End-to-End, parallel, user acceptance and regression).</li> <li>• Prepare for user acceptance testing.</li> <li>• Create/maintain parallel testing defect tracking log.</li> <li>• Review and resolve issues from exception reports.</li> <li>• Complete catch-up data transaction entry for each parallel cycle as defined by Parallel Testing Strategy</li> <li>• Execution of parallel per Client defined Parallel Testing Strategy and success criteria.</li> </ul>

Stage	Avaap Responsibilities	Client Responsibilities
	<ul style="list-style-type: none"> <li>• Copy End-to-End test tenant for parallel payroll testing.</li> <li>• Provide master and transactional conversion test files in WD file format for practice conversion runs.</li> <li>• Provide person data for parallel tenant and submit to SFTP site.</li> <li>• Provide parallel variance reports and support variance analysis by Client.</li> <li>• Provide sample deployment cutover plan.</li> <li>• Schedule and conduct Workday Delivery Assurance reviews.</li> <li>• Provide Workday Go-Live checklist.</li> <li>• Conduct administrative task knowledge transfer to client WD Admin team members.</li> <li>• Provide stage sign-off document</li> </ul>	<ul style="list-style-type: none"> <li>• Review parallel variance reports and conduct root cause analysis.</li> <li>• Provide cut over schedule for legacy systems.</li> <li>• Develop deployment cutover plan.</li> <li>• Train end users</li> <li>• Complete and sign the Workday go-live checklist.</li> <li>• Sign off on stage.</li> </ul>

A sample list of work products can be found in **Appendix C: Deliverable Expectation Document**.

*Test Stage Assumptions*

- Client has completed configuration unit testing in Architect & Configure stage and is ready to perform End-to-End testing and the remaining test cycles.
- Client testers have been trained to execute the test scenarios for each of the test cycles.
- Client has completed the test resource planning and assigned all the test scenarios to each of the testers.
- The Client Test Lead will drive the test execution process, set up daily check in meetings, assign and follow up on defects for closure.
- Client Test Lead will develop daily status reports to provide progress, defect volume, and metrics.
- The Avaap Engagement Manager and Functional Leads shall support the Client Test Lead and test team during test execution of each of the test cycles.
- The Avaap Engagement Manager shall provide guidance, informal knowledge transfer, and advisement to the Client Test Lead during test execution defect management, and status reporting.
- The Avaap Engagement Manager shall help the Client Test Lead to prioritize the severity of the defects and ensure timely assignment and follow-up for resolution.

**Deploy Stage**

Upon completion of Test Stage, the Project is ready to begin deployment. In this Stage, Client's end users complete training, transaction entry into the legacy system(s) is stopped (freeze period), the final data load(s) into the Workday Service are executed, a Move to Production is executed, and the Go-Live Checklist is completed. The following table provides an overview of tasks and activities to be completed during the Deploy Stage.

Stage	Avaap Responsibilities	Client Responsibilities
Deploy	<ul style="list-style-type: none"> <li>• Co-manage the project plan, participate in weekly project meetings and steering committee meetings.</li> <li>• Provide the Workday Go-Live authorization.</li> <li>• Schedule the transition to production support meeting with Client (held after move-to-production)</li> <li>• Co-schedule daily build meetings during active tenant build timeframes</li> <li>• Jointly complete the Workday Go-Live announcement</li> <li>• Provide stage signoff document.</li> <li>• Assist with the setup of a change control process.</li> <li>• Participate in weekly project meetings.</li> <li>• Update integrations schedule recurrence tracker as needed.</li> <li>• Verify migration of Avaap assigned integrations.</li> <li>• Schedule integrations according to the integration schedule recurrence tracker</li> <li>• Migrate all custom reports.</li> <li>• Where applicable, enable reports for alerts and dashboards.</li> <li>• Utilize Build Issues Checklist to record any issues during any build activities.</li> <li>• Provide completed data gathering workbooks for GOLD tenant build.</li> <li>• Build <b>GOLD</b> tenant.</li> <li>• Load GOLD conversion files in SBX for confirmation prior to GOLD/PROD load; assist with error resolution.</li> <li>• Load GOLD conversion files in GOLD/PROD</li> <li>• Produce and deliver tenant validation reports.</li> <li>• Execute move to production</li> </ul>	<ul style="list-style-type: none"> <li>• Co-manage the project plan, participate in weekly project meetings and steering committee meetings.</li> <li>• Co-schedule daily build meetings during active tenant build timeframes</li> <li>• Participate in weekly project and workstream meetings.</li> <li>• Participate in daily build calls.</li> <li>• Manage and execute on deploy cutover plan.</li> <li>• Jointly complete the Workday Go-Live announcement</li> <li>• Approve and sign off on the Workday Go-Live announcement.</li> <li>• Implement change control process.</li> <li>• Sign off on project stage.</li> <li>• Produce final Post Production Support strategy.</li> <li>• Setup and document change control process</li> <li>• Utilize Build Issues Checklist to record any issues during any build activities.</li> <li>• Review and resolve issues during any build activities.</li> <li>• Participate in weekly project meetings.</li> <li>• Complete catch-up transaction entry</li> <li>• Validation of the GOLD tenant build</li> <li>• Validation of GOLD conversion files in SBX and approve load to GOLD/PROD</li> <li>• Validation of GOLD conversion files in GOLD/PROD</li> </ul>

*Deploy Stage Assumptions*

- Client will validate that all configuration and worker data conversion has been completed in the Pre-Production (Gold) tenant.
- Client will assume responsibility for the functional and technical configurations of the Workday Service as part of post-production with full responsibility at time of Project closure.

**Post-Production Support**

Client will receive the following Post-Production Support:

1. HCM – Support will be provided for 6 weeks following the Go-Live.
2. PATT – Support will be provided for the first two payroll cycles.
3. FINS – Support will be provided from the first day of FIN transactional use through the first month end close.
4. Integrations – Integrations will be supported for 6 weeks following Go-Live.
5. Financial Planning (Adaptive) – Support for 2 weeks.

Description	Avaap Responsibilities	Client Responsibilities
Post Go Live Support	<ul style="list-style-type: none"> <li>• Provide break/fix support after go-live</li> <li>• Conduct knowledge transfer sessions for Avaap developed integrations</li> <li>• Provide stage sign off document</li> </ul>	<ul style="list-style-type: none"> <li>• Staff and manage help desk</li> <li>• Make any updates to production</li> <li>• Sign off on stage</li> </ul>

After the initial support period, Avaap’s optional Application Management Service (AMS) can be used to address issues/requests beyond the period outlined in the SOW.

*Post-Production Support Stage Assumptions*

1. Avaap support is limited to defects related to go-live and any pre-move to production items identified jointly agreed to by Client and Avaap as “break/fix” items.
2. Avaap will complete all knowledge transfer prior to the end of the Avaap support period and is limited to the knowledge transfer outlined and agreed to during the project. If Client resources are unavailable for knowledge transfer during this time, additional support can be requested through the Change Order process.
3. New functionality and additional training are not included in the post-production support period.

**Appendix C: Deliverable Expectation Document**

Please see Appendix C – Deliverable Expectation Document for the planned list of project specific key project activities and payment milestones.

<b>Pre-Plan - Deliverable # 001 - Project Mobilization</b>
<b>Phase:</b> Pre Plan (Ramp-to-Ready)
<b>Purpose:</b> Assemble Avaap project team and prepare them for the project.
<p><b>Scope:</b> Milestone to mobilize key project resources, project management support tools, and software licenses required to start the project. Deliverables/key activities include:</p> <ul style="list-style-type: none"> <li>• Williamson County Project Portal Initiated (within Smartsheet) <ul style="list-style-type: none"> <li>- Applicable project schedule template</li> <li>- RAIDQ with initial project risks</li> <li>- Testing, Reporting, and other project tracking tools</li> </ul> </li> <li>• Alteryx licenses, the software we use our data conversion activities</li> <li>• Draft Core Project Team Workday Training Plan</li> <li>• Executive Project Team Kick off meeting</li> </ul>
<b>Format:</b> Event and documents (ex. Signed contracts)
<p><b>Notes / Expectations:</b></p> <ul style="list-style-type: none"> <li>- Avaap establishes project portal via Smartsheet.</li> </ul>
<b>Client Role:</b> Contributor
<b>Respondent Role:</b> Owner – Avaap
<p><b>Acceptance Criteria:</b></p> <ul style="list-style-type: none"> <li>• Contracts signed by Avaap and Client</li> <li>• Receipt of a letter/email from Client communicating authorization to start the project or work commences.</li> <li>• Receipt of a letter/email from Client communicating project mobilization activities are completed.</li> </ul>

**Pre-Plan - Deliverable # 002 – Leadership Workshops - Initial Resourcing/Data/Reporting Strategies**

**Phase:** Pre Plan (Ramp-to-Ready)

**Purpose:** Our Ramp to Ready program is designed to begin immediately after contract award to help prepare the Client for its implementation. We believe that one of the key indicators of project success is thoughtful and intentional planning. To ensure the Client is set up for a smooth and successful implementation, Avaap is proposing the following proprietary workshops.

**Scope:** Includes three workshops, as indicated below:

- Organizational Alignment Workshop
  - o Key output – Client resourcing plan (based upon Avaap’s proprietary CRAFT tool)

Weekly client hours by team member by stage							
	Start date	12/1/2024	1/6/2025	3/5/2025	8/14/2025	11/20/2025	1/2/2026
	End date	1/3/2025	3/4/2025	8/13/2025	11/19/2025	1/1/2026	2/5/2026
		5 weeks	8 weeks	23 weeks	14 weeks	6 weeks	5 weeks
		Pre-Plan	Plan	Architect and Configure	Test	Deploy	Production Support
▣ TBD		39	162	272	261	241	52
Executive Sponsorship		4	1	1	1	4	4
Project Management		15	27	27	27	27	10
Testing		1	4	21	21	4	1
Absence		1	4	10	10	10	1
Core HCM		1	10	15	15	15	4
Data Conversion		1	21	21	15	15	1
Integrations		1	15	21	10	10	1
Payroll		1	10	15	21	15	4
Time Tracking		1	4	10	10	10	1
Adaptive Planning		1	4	10	10	10	1
Steering Committee		1	4	4	4	4	4
Banking and Settlement		1	4	10	10	10	1
Customer Accounts		1	4	10	10	10	1
Expenses		1	4	10	10	10	1
FDM/Financial Accounting		4	10	15	15	15	4
Grants		1	4	10	10	10	4
Inventory		1	4	10	10	10	1
Procurement and Supplier Contracts		1	10	15	15	15	4
Projects		1	4	10	10	10	1
Strategic Sourcing		1	4	10	10	10	1
Suppliers and Supplier Accounts		1	4	10	10	10	1

- o Workday Project Training Plan



<b>Pre-plan - Deliverable # 003 – Pre-Plan Sign off</b>	
<b>Phase:</b> Pre Plan (Ramp-to-Ready)	
<b>Purpose:</b> Approve completion of Pre-plan activities.	
<b>Scope:</b> Pre-plan activities identified in Deliverables #001 and #002 completed by Avaap and Client. .	
<b>Format:</b> Event/Document (MS-Word)	
<b>Notes / Expectations:</b>	
<ul style="list-style-type: none"> <li>- Avaap/Client may proceed with Plan Stage activities before Pre-Plan is officially sign-off if Client approves and notifies Avaap they can begin Plan stage tasks.</li> </ul>	
<b>Client Role:</b> Shared ownership w/Avaap	
<b>Respondent Role:</b> Shared ownership w/Client	
<b>Acceptance Criteria:</b>	
<ul style="list-style-type: none"> <li>• Receipt of a letter/email from Client communicating phase acceptance.</li> </ul>	

<b>Plan - Deliverable # 004 - Project Charter; Project Portal; Project Mgmt/QA Tools</b>	
<b>Phase:</b> Plan	
<p><b>Purpose:</b> Project charter provides governance guidelines on how Avaap and the Client work together to achieve the common project objectives. The Project Charter address two primary areas 1) Project Definition: project goals and objectives; project scope; implementation phases; project organization and governance structure and roles and responsibilities; 2) Project management procedures and related project reporting process; issues/risk management process. Also establish project portal, which we expect to be accessed via Smartsheets.</p>	
<p><b>Scope:</b> The Project Charter typically includes the following:</p> <ul style="list-style-type: none"> <li>• Project Scope (SOW serves as key input to the scope) <ul style="list-style-type: none"> <li>• Business Need</li> <li>• Project Objectives and Justification</li> <li>• Scope Description</li> <li>• Project Schedule (Mid-Level)</li> <li>• Project Constraints</li> <li>• Project Exclusions</li> <li>• Project Assumptions</li> <li>• (Known) Projects Risks and Mitigation</li> </ul> </li> <li>• Governance <ul style="list-style-type: none"> <li>• Guiding principles</li> <li>• Governance model <ul style="list-style-type: none"> <li>• Executive Sponsors</li> <li>• Steering Committee Structure</li> <li>• Issue and Decision Escalation &amp; Timing</li> <li>• Acceptance Criteria</li> <li>• Change Control processes and procedures.</li> </ul> </li> </ul> </li> <li>• Project Management <ul style="list-style-type: none"> <li>• Expectations for project management include meeting cadence, meeting protocols, project tools, status reports, risk management, quality assurance and delivery assurance.</li> <li>• Methodology</li> <li>• Time entry, invoicing, and payments</li> </ul> </li> <li>• Roles and Responsibilities <ul style="list-style-type: none"> <li>• Project team Organizational Chart</li> <li>• Project Team Roster &amp; Responsibilities</li> </ul> </li> <li>• Project Communication Plan <ul style="list-style-type: none"> <li>• Reports and meeting overview</li> <li>• Weekly cadence of meetings and reporting activities</li> <li>• Monthly Steering Committee cadence</li> </ul> </li> <li>• Project Charter Approval <ul style="list-style-type: none"> <li>• Version Control</li> </ul> </li> </ul>	
<p><b>Format:</b></p> <ul style="list-style-type: none"> <li>- Document <ul style="list-style-type: none"> <li>o Project Charter (MS – Word)</li> </ul> </li> </ul>	

Below is a sample table of contents for a project charter.

Sample Deliverable – Project Charter (sample)		Del 4
<p><b>Project Charter and Scope</b></p> <p>Contents</p> <p>Introduction – Possible Project Charter ..... 1</p> <p>Business need ..... 2</p> <p>Objectives ..... 2</p> <p>Scope ..... 4</p> <p>Exclusions ..... 5</p> <p>Schedule ..... 5</p> <p>Methodology ..... 6</p> <p>Roles and responsibilities ..... 7</p> <p>Avaap roles ..... 7</p> <p>Client roles ..... 9</p> <p>Team structure ..... 11</p> <p>Governance ..... 11</p> <p>Values and guiding principles ..... 11</p> <p>Project vision ..... 11</p> <p>Guiding principles ..... 12</p> <p>Deliverables acceptance ..... 12</p> <p>Change control ..... 13</p> <p>Project Charter approval ..... 14</p>		
<p><b>Business need</b></p> <p>Request for Proposal identifies the business need as follows.</p> <p>The overall goal of this project is to take advantage of the newest technology and harness efficiencies by reviewing business processes and implementing technology to enhance existing business processes performed by the County departments. The County is planning to replace its current software systems environment with a new system or combination of software systems, and to adopt systems functionality to support core processes. In doing so, the County seeks to address several challenges in the current environment, and gain future efficiencies, including, but not limited to:</p> <ul style="list-style-type: none"> <li>• <b>Key Objectives and Outcomes</b> <ul style="list-style-type: none"> <li>◦ Enhance operational effectiveness by making more timely, accurate, and complete information available to citizens, the County personnel, and approved</li> <li>◦ Utilize information technology to consolidate costs, and ongoing training and maintenance.</li> <li>◦ Improve internal and external communications using information technology.</li> <li>◦ Enhance features and functionality to support increased automation and operational efficiencies by streamlining use of systems and processes.</li> <li>◦ Enhance features that identify complex data patterns, provide advanced forecasting models, improve citizen and employee service, support mobile functionality, and enhance process automation.</li> <li>◦ Increase productivity by eliminating redundancy and unnecessary tasks.</li> </ul> </li> <li>• <b>Primary Challenges in Current Environment</b> <ul style="list-style-type: none"> <li>◦ The lack of a consistent integrated document management solution has led to tracking information in multiple locations.</li> <li>◦ Several business processes rely on disparate systems and manual processes including those for applicant tracking, budgeting, and many others.</li> <li>◦ The County departments currently track grants manually. An automated grant module with better reporting capabilities would provide a more efficient way to track grants.</li> <li>◦ The current system has limitations to the reporting capabilities, making it challenging to monitor metrics, the County currently relies on other tracking methods, including custom in-house report writing or data manipulation in MS Excel spreadsheets.</li> <li>◦ The County would like to see a robust training plan that highlights the desire to improve workflow and provide a better understanding of the functionality available within each solution. This includes post go-live training opportunities.</li> <li>◦ The County would like the solution to provide information on the accessibility of the system, including support for assistive technologies, such as screen readers, as well as any other features or functionality that support user accessibility.</li> </ul> </li> </ul> <p><b>Objectives</b></p> <ul style="list-style-type: none"> <li>• Adoption/Self-Service <ul style="list-style-type: none"> <li>◦ 90% improvement in HR processes (manual to SS in Workday)</li> <li>◦ 80% of EEs are submitting their time and manager is approving by EOB Monthly</li> <li>◦ End users are functional and self-sufficient</li> <li>◦ Reduce expense report completion, approval process, and <del>accrual</del></li> <li>◦ Tracking employee development and training</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Reporting/Decision Support <ul style="list-style-type: none"> <li>◦ New reports that weren't possible before</li> <li>◦ Data-driven decisions</li> </ul> </li> <li>• Support <ul style="list-style-type: none"> <li>◦ Reduce support tickets.</li> <li>◦ Payroll spends less time answering questions (HR Point/ Payroll Point)</li> <li>◦ 50% reduction in worker questions re payroll</li> <li>◦ Fewer questions on EE Tax docs and deductions</li> <li>◦ Knowledge to respond confidently to requests.</li> </ul> </li> <li>• Work-Life Balance <ul style="list-style-type: none"> <li>◦ No longer after work hours (work-life balance)</li> <li>◦ Free up staff; increase capacity.</li> </ul> </li> <li>• Streamlined Processes <ul style="list-style-type: none"> <li>◦ Eliminate paper process for benefits, time reports.</li> <li>◦ Reducing steps to a workflow completion (Audit procedures, Approvals)</li> </ul> </li> <li>• PMO/IT <ul style="list-style-type: none"> <li>◦ Finish Workday project on time and on budget; scope can move if required.</li> <li>◦ Reduce sources of data/document retention</li> <li>◦ Reduce number and maintenance of integrations.</li> <li>◦ Reduce number of servers</li> <li>◦ More real-time integration/single platform</li> </ul> </li> <li>• Finance/Accounting <ul style="list-style-type: none"> <li>◦ Shorten time to close HHS books (Currently 4 months)</li> <li>◦ Connect programmatic data with financial data.</li> <li>◦ Improve the time of back paying of EE performance annual increase.</li> </ul> </li> <li>• Payroll <ul style="list-style-type: none"> <li>◦ Reduce time to audit payroll by 50%</li> <li>◦ Developing payroll coding scenarios</li> <li>◦ Produce 2019s much faster (currently ~2 weeks)</li> <li>◦ Increase number of workers who can produce reports.</li> <li>◦ Employee transparency in deductions/benefits (single system)</li> </ul> </li> <li>• Performance/Ment/Compensation <ul style="list-style-type: none"> <li>◦ Streamline performance and merit process.</li> <li>◦ Improve the time of back paying of EE performance annual increase.</li> <li>◦ Reduce time spent auditing/investigating compensation; internal equity (currently about 300 hours)</li> <li>◦ OE using system; no more paper; single system.</li> <li>◦ Reduce months to generate functional wage projection (currently about 4 dup)</li> <li>◦ Reduce manual entry of compensation changes by 70% (documented from 2/5 meeting)</li> </ul> </li> <li>• Benefits <ul style="list-style-type: none"> <li>◦ System integration with major benefit providers – single site</li> <li>◦ Onboarding</li> <li>◦ Streamline onboarding by 50%</li> <li>◦ On-boarding and performance evals in system</li> </ul> </li> </ul>	

**Notes / Expectations:**

- Provides authorization for the project and identifies project goals, objectives, scope, governance structure roles and responsibilities.
- Smartsheets to be used for the Project Portal. Avaap to provide access to Client project team members.

**Client Role:** Shared ownership w/Avaap

**Respondent Role:** Shared ownership w/Client

**Acceptance Criteria:**

- Project Charter that aligns with purpose, scope, and expectations of this Deliverable and is accepted in writing by Client in accordance with Deliverable Acceptance Procedures.

**Plan - Deliverable # 005 - Project Management Plan/Schedule (Version 1)**

**Phase:** Plan

**Purpose:** Initial draft of the project schedule for the project management activities and related monitoring of the project activities (v1 is created/reviewed). This living document will be updated and revised jointly by Avaap/Client management throughout the program.

**Scope:** The baseline project schedule for the project developed by Avaap with the Client's input to produce the baseline set of the project activities, tasks and milestones required to deploy the project. Schedule identifies resource assignments and expected completion dates.

**Format:** Document

- Project Plan (SmartSheets).
- Below is a sample of the detail contained in the project plan.

Task Name	Duration	Start	Finish	Assigned To
Utah County High Level Project Plan	3106	12/01/24	02/05/26	
FINANCIALS	3106	12/01/24	02/05/26	
Phase 0 (Bump to Ready)	266	12/01/24	01/03/25	
Project Start Up Tasks	4w	12/01/24	12/08/24	AVAAP
Alignment Sessions	3w	12/09/24	12/27/24	Both
Customer Workshop Training	4w	12/09/24	01/03/25	Utah County
PLAN	423	01/06/25	03/04/25	
Internal Team Kick-off Meeting	1d	01/06/25	01/06/25	Both
Internal Deployment Conversion Meeting (FIN) - All 1 d	1d	01/07/25	01/07/25	Both
Discovery	10d	01/08/25	01/21/25	Both
Draft Data Conversion Activity Tracker in Smartstate	1d	01/08/25	01/08/25	AVAAP
Foundation Data Modeling	15d	01/22/25	02/11/25	Both
Tenant Build, Review & Transition	15d	02/12/25	03/04/25	AVAAP
Run Stage Sign Off	0	03/04/25	03/04/25	Utah County
ARCHITECT & CONFIGURE	116d	03/05/25	06/13/25	
PM Project Kick Off	1d	03/05/25	03/05/25	Both
Foundation Alignment Sessions (FAS)	30d	03/05/25	04/16/25	Both
Tenant Configuration	20d	04/03/25	04/20/25	AVAAP
Prep for CCS	5d	04/17/25	04/22/25	Both
Conduct Customer Confirmation Sessions (CCS)	5d	05/01/25	05/07/25	Both
Remediation after CCS	10d	05/08/25	05/21/25	AVAAP
UAT Testing	30d	05/22/25	07/02/25	Both
E2E Testing Preparation	30d	06/19/25	07/30/25	Both
Customer Provide E2E Data Workbooks	10d	07/03/25	07/16/25	Both
End to End Tenant Build	15d	07/17/25	08/06/25	AVAAP
Validate and Smoke Test E2E Tenant	15d	07/24/25	08/13/25	Both
Architect & Configure Stage Sign Off	5	08/13/25	08/13/25	Utah County
TEST	78d	08/14/25	11/01/25	
End to End Testing	12w	08/14/25	11/05/25	Both
End to End Sign Off	0	11/05/25	11/05/25	Utah County
User Acceptance Testing	2w	11/05/25	11/10/25	Utah County
UAT Sign Off	0	11/10/25	11/10/25	Utah County
Test Stage Sign Off	0	11/10/25	11/10/25	Utah County
DEPLOY	31d	11/20/25	01/01/26	
Final Snapshot of Legacy System	3d	11/20/25	11/24/25	AVAAP
Final Data Conversion Checklist	2d	11/25/25	11/26/25	AVAAP
Go-Live	0	01/01/26	01/01/26	Both
Post Production	25d	01/02/26	02/05/26	Both
Additional KT and Hygiene	4w	01/02/26	01/26/26	Both
First Financials Close Run	1w	01/26/26	02/05/26	Both
First Production Run of Integrations	1w	01/26/26	02/05/26	Both
Project Close Out	0	02/05/26	02/05/26	Both

**Notes / Expectations:**

- Avaap takes the lead to produce the initial draft then turns it over to the Client for review and addition of client specific activities and/or dependencies. It is jointly revised and managed between Avaap/Client throughout the project.
- The baseline schedule does not typically include the day-to-day tracking and monitoring of team members activities (for example, tasks with durations under a day's duration, individual meetings, etc. are not applicable to the project schedule unless one of those events are a milestone. Avaap may (and typically does) prepare separate planning and scheduling documents for separate events such as workshops, testing, which are too granular of a level to track on a project schedule.

**Client Role:** Shared ownership w/Avaap

**Respondent Role:** Shared ownership w/Client

**Acceptance Criteria:**

- Project Management Plan (v1) that aligns with purpose, scope, and expectations of this Deliverable and is accepted in writing by Client in accordance with Deliverable Acceptance Procedures.

<b>Plan – Deliverable # 006 - Workday Functional Alignment Sessions are Scheduled</b>	
<b>Phase:</b> Plan	
<b>Purpose:</b> To schedule Workday functionality alignment sessions with key Client team members. Meetings schedule in accordance with the Workday product functionality that is in scope. These meetings are the foundational activities within the Architect and Configure Phase.	
<b>Scope:</b>	
<ul style="list-style-type: none"> <li>- Alignment sessions are scheduled/tracked via the project schedule.</li> <li>- Avaap/Client resources confirmed for each session.</li> </ul>	
<b>Format:</b>	
<ul style="list-style-type: none"> <li>- MS Excel/Schedule – maintained via the project Smartsheet portal.</li> </ul>	
<b>Notes / Expectations:</b>	
<ul style="list-style-type: none"> <li>- Avaap consultants prepare for and lead the session(s).</li> <li>- Client functional/technical team members attend.</li> </ul>	
<b>Client Role:</b> Contributor	
<b>Respondent Role:</b> Owner - Avaap	
<b>Acceptance Criteria:</b>	
<ul style="list-style-type: none"> <li>• Sessions are identified and scheduled between Avaap consultants and Client functional/technical leads at mutually acceptable times.</li> </ul>	

**Plan - Deliverable # 007 - Initial Data Gathering Workbook and Data Conversion Approach**

**Phase:** Plan

**Purpose:** To schedule sessions with key Client team members to review initial workbook(s) used to gather Client data for the Foundation tenant. Meetings schedule in accordance with the Workday product functionality that is in scope.

**Scope:**

- Review data workbooks, data conversion approach and align on roles/responsibilities.

**Format:**

- MS Excel.
- Below is a snapshot of a sample Workday Data Workbook for Expenses.

**Sample Data Configuration Workbook - Expenses**

Tab	Area	Description	Instructions	Status
A - Tenant Setup - Financials	TBD	Enable Tenant specific options & sequence generators		Complete
A - Company Expense Options	TBD	Enable company specific options		Complete
A - Business Purposes	TBD	Header level prompt that indicates the reason for the expense		Not Started
A - Expense Item Group	TBD	Expense item groups help workers search for and select expense items. Can be useful for reporting.		Not Started
A - Expense Item Attribute Types	TBD	You can configure attributes that prompt workers for additional information in expense reports or spend authorizations. This tab contains the list of Expense Item Attribute Types		Not Started
A - Configurable Expense Item Attributes	TBD	You can configure up to 5 each of these expense item attribute types using the Enable Configurable Expense Item Attributes task: Boolean; Date; Decimal; Numeric; Text.		Not Started
A - Expense Items	TBD	Required field for expense report submission. Expense items define the transaction types workers use in their expense reports. Can be used to derive the Expense Account booked for expense transactions.		Not Started

Expense Items							
Back to Table of Contents							
A - Spend Data	Sample or Factory Default	Reference ID	Expense Item	Item Description	Keywords	Spend Category for Item	Expense Item Group
A - Business Processes	Required	Required	Optional		Optional	Required	Optional
A - Custom Validations	Example	EX001	Airfare		flight, air	Travel & Entertainment	Business Travel
	Example	EX004	Car Rental			Travel & Entertainment	Business Travel
	Example	EX011	Entertainment			Travel & Entertainment	Business Travel
	Example	EX005	Fuel			Travel & Entertainment	Business Travel
	Example	EX002	Hotel			Travel & Entertainment	Business Travel
	Example	EX012	Internet (Business Use Only)			Travel & Entertainment	Business Travel
	Example	EX010	Meals (During Travel)			Travel & Entertainment	Business Travel
	Example	EX003	Mileage			Travel & Entertainment	Business Travel
	Example	EX017	Mobile Phone			Telecommunications	Other Expenses
	Example	EX006	Parking			Travel & Entertainment	Business Travel
	Example	EX009	Per Diem			Travel & Entertainment	Business Travel
	Example	EX013	Professional Memberships			Employee Relations	Other Expenses
	Example	EX016	Relocation			Recruiting	Other Expenses
	Example	EX014	Subscriptions			Employee Relations	Other Expenses
	Example	EX008	Taxi and Ground Travel			Travel & Entertainment	Business Travel
	Example	EX007	Tolls			Travel & Entertainment	Business Travel
	Example	EX015	Tuition			Employee Relations	Other Expenses

City of LS info below this line.

> | Table of Contents | A - Tenant Setup - Financials | A - Company Expense Options | A - Expense Item Group | A - Expense Items | A - Exp Item Attribute | +

**Notes / Expectations:**

- Avaap leads the session(s)
- Client functional/technical team members attend.

**Client Role:** Contributor

**Respondent Role:** Owner - Avaap

**Acceptance Criteria:**

- Workbook sessions are completed between Avaap consultants and Client functional/technical leads that align with purpose, scope, and expectations of this Deliverable.

<b>Plan - Deliverable # 008 - Delivery of Foundation Tenant</b>	
<b>Phase:</b> Plan	
<b>Purpose:</b> To build the Workday Foundation Tenant, which is used in functional/technical alignment sessions (during the A&C phase).	
<b>Scope:</b> <ul style="list-style-type: none"> <li>- Build the Foundation Tenant which will be used during the Architect and Configure stage.</li> </ul>	
<b>Format:</b> <ul style="list-style-type: none"> <li>- Workday Foundation Tenant</li> </ul>	
<b>Notes / Expectations:</b> <ul style="list-style-type: none"> <li>- Avaap builds the Foundation tenant.</li> <li>- Client functional/technical team extract data from legacy system(s).</li> </ul>	
<b>Client Role:</b> Contributor	
<b>Respondent Role:</b> Owner - Avaap	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• Foundation Tenant delivered to the project team for use in the A&amp;C phase.</li> </ul>	

<b>Plan - Deliverable # 009 – Project Kick Off</b>	
<b>Phase:</b> Plan	
<b>Purpose:</b> Introduce broader group of Avaap/Client project team members and executive sponsors to each other, as well as share project goals, objectives, scope, schedule, budget, team structure, and governance plan.	
<b>Scope:</b> <ul style="list-style-type: none"> <li>- Meeting (combination of onsite/remote team members).</li> </ul>	
<b>Format:</b> <ul style="list-style-type: none"> <li>- Event and Document(s) –MS PowerPoint Deck</li> </ul>	
<b>Notes / Expectations:</b> <ul style="list-style-type: none"> <li>- If agreed upon by Avaap/Client, Kick-off mtg may occur on the first day of A&amp;C phase.</li> </ul>	
<b>Client Role:</b> Shared ownership w/Avaap.	
<b>Respondent Role:</b> Shared ownership w/Client	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• Project Kick-off meeting is completed that aligns with purpose, scope, and expectations of this Deliverable.</li> <li>• Meeting presentation PPT is delivered to the Client.</li> </ul>	

<b>Plan - Deliverable # 010 – Plan Sign off</b>	
<b>Phase:</b> Plan	
<b>Purpose:</b> Approve completion of Plan stage activities.	
<b>Scope:</b> Plan activities identified in Deliverables #004 through #009 completed by Avaap and Client.	
<b>Format:</b> Event/Document – MS Word	
<b>Notes / Expectations:</b>	
<ul style="list-style-type: none"> <li>- Avaap/Client may proceed with A&amp;C Phase activities before the Plan Phase is officially signed-off if the Client approves and notifies Avaap they can begin A&amp;C tasks.</li> </ul>	
<b>Client Role:</b> Shared ownership w/Avaap	
<b>Respondent Role:</b> Shared ownership w/Client	
<b>Acceptance Criteria:</b>	
<ul style="list-style-type: none"> <li>• Accepted in writing by Client in accordance with Deliverable Acceptance procedure finalized as part of the Project Charter.</li> </ul>	

**A&C - Deliverable # 011 - Tenant Management Plan**

**Phase:** Architect & Configure

**Purpose:** Define the plan and related activities to manage each Workday tenant used for the deployment.

**Scope:**

- Identify in scope tenants, and document who/when the tenants will be used/maintained to support the deployment.
- Below is a snapshot of a client Tenant Management Plan.

Tenant Name	Tenant Status	URL	Plan Stage (5/15/23 - 6/30/23)		Architect & Configure Stage (7/3/23 - 12/1/23)		Test Stage (12/4/23 - 6/7/24)		Deploy (6/7/24)
			Tenant Usage	Tenant Type Release	Tenant Usage	Tenant Type Release	Tenant Usage	Tenant Type Release	Tenant Usage
C-TRAN GOV <i>(Configured features with fictitious data. No customer data should be loaded in this tenant)</i>	Active	C-TRAN GOV URL	GOV - Demonstration Tenant User - jones PW - JupQhK543wMIWA1E	Preview WD2023R1	GOV - Demonstration Tenant	Preview WD2023R1/ WD2023R2	GOV - Demonstration Tenant	Preview WD2024R1	GOV - Demonstration Te
C-TRAN1 <i>(Build 1 - Foundation Tenant)</i>	Active - Foundation Current SSO tenant	IMPL1 Tenant URL	Foundation Tenant (Architect & Config Tenant) - Produced by Avaap and transitioned to C-TRAN on 9/18 - Contains Worker Data as of 6/19 - To be used for Integration build	Impl WD2023R1	Foundation Tenant (Architect & Config tenant ) - Built from Customer Central recipes - Supplemental WBs loaded eff date 9/12 - To be used for: - Foundation Alignment Sessions - Customer Confirmation Sessions - Unit Testing (Functional and Integration) - Maintain Configuration Changes during Unit Testing	Impl WD2023R1/ WD2023R2	Training Tenant?	Impl WD2024R1	Gold Smoke Test (C-TRAN) - will be copied from GOV PST on Wed 7/17 and used C-TRAN for validation
C-TRAN2 <i>(GOLD tenant)</i>	copied from C-TRAN3 as source for GOLD build	C-TRAN Gold URL	Empty Tenant	N/A	Customer Tenant - Sandbox for Client - Copy of Foundation Tenant - Weekly Saturday 10am PST	Impl WD2023R1/ WD2023R2	Customer Tenant (retired), Control Tenant (control tenant during EZE and Parallel) - Copy of End to End Tenant PRIOR to End to End Testing 11/29/23 End to End Tenant	Impl WD2024R1	Copied from C-TRAN3 Source of GOLD BUILD

**Format:**

- Document (s) – MS Word; MS Excel; Smartsheet

**Notes / Expectations:**

- Related tasks to manage the tenant can be added to the project plan and maintained within the project portal.

**Client Role:** Contributor

**Respondent Role:** Owner - Avaap

**Acceptance Criteria:**

- Tenant Management Plan is delivered to Client that aligns with purpose, scope, and expectations of this Deliverable.

<b>A&amp;C - Deliverable # 012 – Testing Plan (v1)</b>	
<b>Phase:</b> Architect & Configure	
<b>Purpose:</b> Initial Testing plan document (V1) will define testing strategy for each type of testing planned, purposes, responsibilities, guidelines, high level schedule, and other information specific to each round of testing to occur in the Test Stage.	
<b>Scope:</b>	
<ul style="list-style-type: none"> <li>- The initial testing plan for the project developed by Avaap with the Client’s input to produce the baseline set of the project testing activities, associated tasks and milestones required to deploy the project.</li> </ul>	
<b>Format:</b>	
<ul style="list-style-type: none"> <li>- Document – MS Word</li> </ul>	
<b>Notes / Expectations:</b>	
<ul style="list-style-type: none"> <li>- Initial Testing Plan document created and jointly reviewed by Avaap EM and Client PM.</li> <li>- Baseline unit test scripts are provided at the beginning of unit testing. Baseline end to end test scripts are provided at the beginning of the end to end preparation which happens after unit testing and before the official test stage.</li> </ul>	
<b>Client Role:</b> Contributor	
<b>Respondent Role:</b> Owner - Avaap	
<b>Acceptance Criteria:</b>	
<ul style="list-style-type: none"> <li>• Testing Plan that aligns with purpose, scope, and expectations of this Deliverable and is accepted in writing by Client in accordance with Deliverable Acceptance procedure finalized as part of the Project Charter.</li> </ul>	

<b>A&amp;C - Deliverable # 013 - Integration Tracker</b>	
<b>Phase:</b> Architect & Configure	
<b>Purpose:</b> Integration Tracker will define integration status and means of development for each integration.	
<b>Scope:</b> <ul style="list-style-type: none"> <li>- Confirm scope integrations required for in scope functionality.</li> </ul>	
<b>Format:</b> <ul style="list-style-type: none"> <li>- Smartsheet</li> </ul>	
<b>Notes / Expectations:</b> <ul style="list-style-type: none"> <li>- Initial Implementation Plan document created and jointly reviewed by Avaap EM and Client PM.</li> <li>- Client owns primary relationship with each organization/product requiring an integration to Workday.</li> </ul>	
<b>Client Role:</b> Contributor	
<b>Respondent Role:</b> Owner - Avaap	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• Integration tracker created that aligns with purpose, scope, and expectations of this Deliverable.</li> <li>• Integration tracker includes integrations identified and/or updated in the Statement of Work.</li> </ul>	

<b>A&amp;C - Deliverable # 014 - Complete Functional/Technical Alignment Sessions</b>	
<b>Phase:</b> Architect & Configure	
<b>Purpose:</b> Complete functional/technical alignment sections for in scope functionality	
<b>Scope:</b> - Conduct alignment sessions for each in scope area of functionality.	
<b>Format:</b> - Document (s) may be a combination of: MS Word; MS Excel; MS Powerpoint.	
<b>Notes / Expectations:</b> <ul style="list-style-type: none"> <li>- RFP requirements matrix used as input into the planning for the sessions.</li> <li>- Sessions leverage Workday and Avaap’s best practices as the baseline functionality to meet the Client’s requirements.</li> <li>- Below is a DRAFT agenda structure for each session, recognizing the agenda will be revised for each in scope area. The agenda below is an example for the Payroll area.</li> </ul> <p><b>OVERVIEW</b></p> <p>This document provides an Agenda for the Foundation Alignment Session to review the Payroll Workbook information, and the Foundation Tenant built for the deployment with customer data.</p> <p><b>OBJECTIVE</b></p> <p>The objective of the Foundation Alignment Session is to:</p> <ul style="list-style-type: none"> <li>· Demonstrate basic transactions</li> <li>· Dive deeper into functionality</li> <li>· Review Workbooks gathered during the Foundation Tenant build</li> <li>· Review how Workbooks are reflected in the Foundation Tenant</li> <li>· Gather additional requirements and review setup/configuration data around: <ul style="list-style-type: none"> <li>o Earnings &amp; Deductions</li> <li>o Withholding Orders/Garnishments</li> <li>o Account Posting Rules</li> </ul> </li> <li>· Introduce Payroll History (if applicable)</li> <li>· Review delivered security and gather requirements.</li> </ul> <p>-</p>	
<b>Client Role:</b> Contributor	
<b>Respondent Role:</b> Owner - Avaap	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• Sessions completed between Avaap consultants and Client functional/technical lead that aligns with purpose, scope, and expectations of this Deliverable.</li> <li>• Accepted in writing by Client in accordance with Deliverable Acceptance procedure finalized as part of the Project Charter.</li> </ul>	

**A&C - Deliverable # 015 - Deliver Configuration and Data Gathering Workbooks**

**Phase:** Architect & Configure

**Purpose:** Deliver required configuration and data gathering workbooks to be used to gather Client data for inclusion in the E2E tenant.

**Scope:**

- Share and review configuration workbooks with Client.
- Below is a snapshot of Configuration Workbook.
- Configuration workbooks for all in-scope functional areas will be provided.

**Sample - Configuration Workbook**

**Procurement  
Configuration Workbook - Business Processes Tab:**

Business Processes			
Review factory default BPs and add any proposed changes to the defaults in this column for all BPs. If no changes are required, please enter "No Changes Required" in this column <small>Back to Table of Contents</small>			
Business Process	Factory Defaults	Eligible Initiating Roles	Notes (changes from default definition)
Purchase Order Event	a) Initiation - Buyer or Services Coordinator or Supplier Contract Specialist b) PO Contract Compliance - Supplier Contract Specialist c) Approval - Manager d) Approval - Cost Center Manager e) Approval - Project Manager f) Approval - Finance Executive	Roles - Company Unconstrained Groups	

**Format:**

- MS Excel

**Notes / Expectations:**

- N/A

**Client Role:** Contributor

**Respondent Role:** Owner - Avaap

**Acceptance Criteria:**

- Required Configuration and Data Gathering Workbooks are delivered to Client that aligns with purpose, scope, and expectations of this Deliverable.

**A&C - Deliverable # 016 - Receive completed in scope Data Workbooks from Client for End to End (E2E) Tenant Build**

**Phase:** Architect & Configure

**Purpose:** Populate required data gathering workbooks used to gather Client data for inclusion in the E2E tenant.

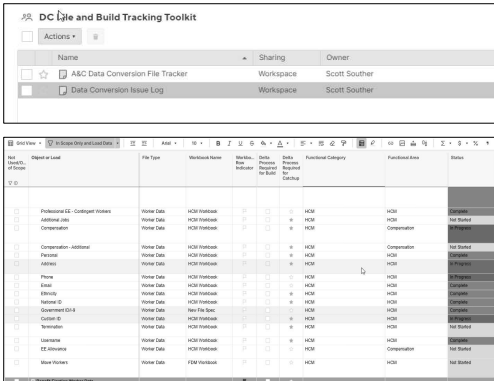
**Scope:** Client (or Avaap if Enhanced Data Conversion in-scope) to populate in scope data gathering workbooks, as identified by in the data conversion scope in the Statement of Work, and submit to Avaap to review/prepare to load into Workday.

Below is a snapshot of how Avaap track's data workbook progress throughout the tenant, which support proactive and clear communication between the two teams.

**DC File Tracker**

DC 2

- ✓ Track ownership for each step of conversion process
  - ✓ Extraction
  - ✓ Pre-Load Validation
  - ✓ Load
  - ✓ Post-Load Validation
- ✓ Issue log dedicated to conversion defects and topics requiring impact from cross functional areas (functional, reporting, integrations, etc.)
- ✓ Easily accessible and reduced version control issues through use of Smartsheet
- ✓ Allows for custom reporting and summaries through delivered Smartsheet functionality
- ✓ Track data issues identified during build(s) in the Avaap DC Issue Log for reference in preparation for future builds



The screenshot shows a 'DC File Tracker and Build Tracking Toolkit' interface. It features a table with columns for Name, Sharing, and Owner. Below this is a detailed spreadsheet with columns: Object or Load, File Type, Workbook Name, Workbook, Data, Data, Functional Category, Functional Area, and Status. The spreadsheet lists various data gathering workbooks such as 'Professional ID - Contingent Workers', 'Additional Job', 'Compensation', 'Phone', 'Email', 'Government ID', 'Termination', 'Address', and 'New Hires', each with corresponding status indicators.

**Format:**

- MS Excel and SmartSheets

**Notes / Expectations:**

- Data gathering workbooks are populated in the required format for inclusion in the E2E tenant.
- Client documents any required data mapping, extraction scripts, etc. and maintains them throughout the project.

**Client Role:** Owner

**Respondent Role:** Contributor

**Acceptance Criteria:**

- All Data Gathering Workbooks have been successfully loaded into the E2E tenant and align with purpose, scope, and expectations of this Deliverable.

<b>A&amp;C - Deliverable # 017 - A&amp;C – Part 1 Sign off</b>	
<b>Phase:</b> Architect & Configure	
<b>Purpose:</b> Recognize completion of the first half of A&C phase, and related milestones.	
<b>Scope:</b> A&C – Part 1 activities completed by Avaap and Client. Key activities include: <ul style="list-style-type: none"> <li>• A&amp;C Project Kick Off</li> <li>• Foundation Alignment Sessions (FAS) – session for each in scope Workday product.</li> <li>• Tenant Configuration</li> </ul>	
<b>Format:</b> Event/Document – MS Word	
<b>Notes / Expectations:</b> <ul style="list-style-type: none"> <li>- Avaap/Client proceeds with the remaining A&amp;C Phase activities while the Client approves completion of the first half of the A&amp;C phase.</li> </ul>	
<b>Client Role:</b> Shared ownership w/Avaap	
<b>Respondent Role:</b> Shared ownership w/Client	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• Accepted in writing by Client in accordance with Deliverable Acceptance procedure finalized as part of the Project Charter.</li> </ul>	

<b>A&amp;C - Deliverable # 018 - Complete Unit Testing</b>	
<b>Phase:</b> Architect & Configure	
<b>Purpose:</b> Plan and execute unit testing as per the Test plan.	
<b>Scope:</b> Client shall execute Unit Testing as per the plan using test scripts.	
<b>Format:</b> Event, tracked in the Project Smartsheet portal	
<b>Notes / Expectations:</b>	
- Client responsible for executing and documenting the results of unit test.	
<b>Client Role:</b> Owner	
<b>Respondent Role:</b> Contributor	
<b>Acceptance Criteria:</b>	
<ul style="list-style-type: none"> <li>Unit Testing completed in manner that aligns with purpose, scope, and expectations of this Deliverable and is accepted in writing by Client in accordance with Deliverable Acceptance procedure finalized as part of the Project Charter.</li> </ul>	

<b>A&amp;C - Deliverable # 019 - Final Configuration Workbooks Completed</b>	
<b>Phase:</b> Architect & Configure	
<b>Purpose:</b> Deliver updated Configuration Workbooks used to document the final design elements required for in scope functionality.	
<b>Scope:</b> Update required workbooks with approved changes from unit testing and delivered to client for final sign-off.	
<b>Format:</b> - MS Excel.	
<b>Notes / Expectations:</b> - Final Configuration Workbooks become baseline for the design of the expected functionality at the time of Client go live.	
<b>Client Role:</b> Contributor	
<b>Respondent Role:</b> Owner - Avaap	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>Required Configuration Workbooks align with purpose, scope, and expectations of this Deliverable and are reviewed and accepted in writing by Client in accordance with Deliverable Acceptance procedure finalized as part of the Project Charter.</li> </ul>	

<b>A&amp;C - Deliverable # 020 - Complete Customer Confirmation Session</b>	
<b>Phase:</b> Architect & Configure	
<b>Purpose:</b> Share design progress with key resources to confirm in scope functional design.	
<p><b>Scope:</b></p> <ul style="list-style-type: none"> <li>- Conducted for each in scope functional area.</li> <li>- Below is a snapshot of the components of a customer confirmation session.</li> </ul> <div data-bbox="245 674 1328 1278" data-label="Image"> </div>	
<p><b>Format:</b></p> <ul style="list-style-type: none"> <li>- May be multiple document type - MS Powerpoint; MS Word; Plus demonstrations via the Foundation Tenant</li> </ul>	
<p><b>Notes / Expectations:</b></p> <ul style="list-style-type: none"> <li>- N/A</li> </ul>	
<b>Client Role:</b> Owner	
<b>Respondent Role:</b> Contributor	
<p><b>Acceptance Criteria:</b></p> <ul style="list-style-type: none"> <li>• In scope confirmation sessions completed and align with purpose, scope, and expectations of this Deliverable.</li> <li>• Client has confirmed functional design meets Client’s functional requirements in Section 1.6.4 Functional Scope of the SOW.</li> </ul>	

<b>A&amp;C - Deliverable # 021 - Build End to End (E2E) Tenant</b>	
<b>Phase:</b> Architect & Configure	
<b>Purpose:</b> To build the Workday End to End Tenant, which is used in Test Phase.	
<b>Scope:</b> <ul style="list-style-type: none"> <li>- Build the E2E Tenant which will be used during the Test stage.</li> </ul>	
<b>Format:</b> <ul style="list-style-type: none"> <li>- Workday Test Tenant</li> </ul>	
<b>Notes / Expectations:</b> <ul style="list-style-type: none"> <li>- Avaap builds the E2E tenant.</li> <li>- Client functional/technical team extract data from legacy system(s).</li> </ul>	
<b>Client Role:</b> Contributor	
<b>Respondent Role:</b> Owner - Avaap	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• E2E Tenant delivered to the project team for use in the Test phase in a manner that aligns with purpose, scope, and expectations of this Deliverable.</li> </ul>	

**A&C - Deliverable # 022 - Deliver Test Scenarios**

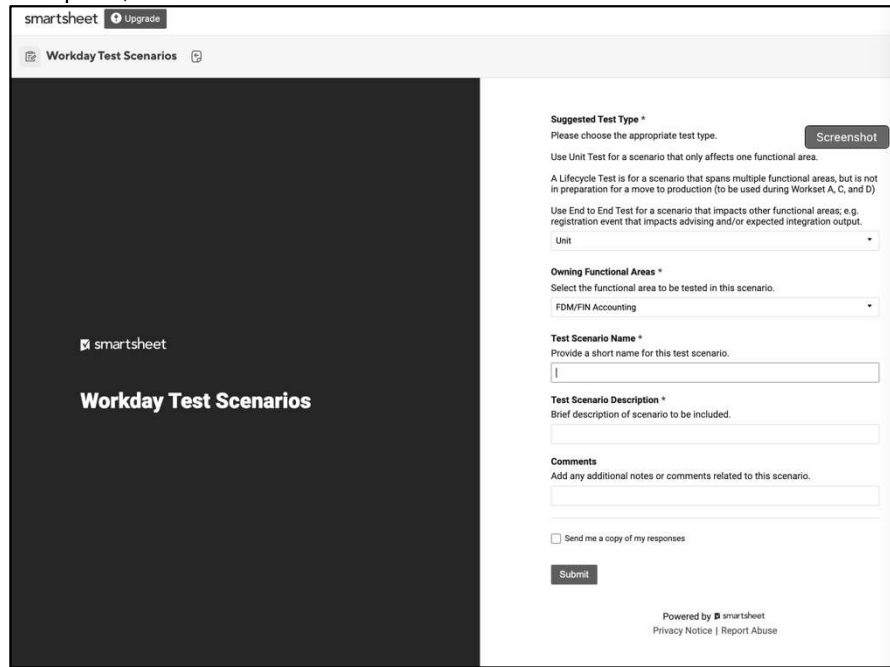
**Phase:** Architect & Configure

**Purpose:** Deliver the initial test scenarios to be used by the Client to test the expected configurations for in scope functionality works according to the configuration workbooks.

**Scope:** Populate the testing Smartsheet with full Workday/Avaap test scenario library.

**Format:**

- MS Excel and Smartsheets Project Portal. Below is a snapshot of the Smartsheet portal Test Scenario template, which Client will use to create scenarios.



Below is a snapshot of pre-populated Test scenarios.

Test Status	Owning Functional Areas	Test Type	Test Scenario ID	Test Scenario	Test Scenario Description	Task/Step	Sub Task	
1	Out of Scope	FDMFIN Accounting	Report	DELRPT-0578	Account Certification Definitions for Balance Sheet Accounts	List all balance sheet ledger accounts and their associated account certification definitions.	Financial Accounting	Report Writer
2	On Hold	FDMFIN Accounting	Report	DELRPT-0579	Allocation Detail by Cost Center and Ledger Account	This advanced report enables accountants to view detailed information by ledger account and cost center of all amounts charged to a cost center during allocation processing. It displays each journal line, in addition to worktags, and the associated allocation definition. The report balances to zero as it includes all posted allocation journal lines, both debits and credits. It uses the Journal Lines data source. Required prompts: Company, Year, Translation Currency, Account Translation Rule Set. Optional prompt: Period.	Financial Accounting	Report Writer
3	On Hold	FDMFIN Accounting	Report	DELRPT-0580	Allocation Summary by Cost Center and Ledger Account	This advanced report enables accountants to view a summary of all amounts charged to a cost center during allocation processing, by ledger account and cost center. The report balances to zero as it includes all posted allocation journal lines, both debits and credits. It uses the Journal Lines data source. Required: Company, Year, Translation Currency, Account Translation Rule Set. Optional: Period.	Financial Accounting	Report Writer
4	On Hold	FDMFIN Accounting	Report	DELRPT-0581	Allocation Work Area	This work area enables you to manage allocations in process for a period. You can see, by company, which allocations you expect to run, are running, and any exceptions. You can track progress to completion for all companies to which you have access in total, or by group set. You can easily identify allocations that are available to be finalized.  Required prompt: none Optional prompt: none	Financial Accounting	XpressO
5	On Hold	FDMFIN Accounting	Report	DELRPT-0582	Award Spend Restriction Audit Report	This advanced report enables managers to check spend transactions for grants when there are spend restrictions on awards. It includes direct spend such as expense reports, payroll, or supplier invoices. The report uses the Journal Lines for Financial Reporting report data source. Required prompts: Company, Ledger, Amount Type, Time Period, Period.	Financial Accounting	Report Writer
6	On Hold	FDMFIN Accounting	Report	DELRPT-0583	Balance Sheet - Consolidated	This composite report allows you to view a balance sheet consolidated across companies in a hierarchy with eliminations shown separately. A company hierarchy enabled for consolidation is required. If the reporting currency is different from any of the company currencies translation occurs and an account translation rule set is required.	Financial Accounting	Report Writer
7	On Hold	FDMFIN Accounting	Report	DELRPT-0584	Balance Sheet - Non Consolidated	This composite report allows you to view a balance sheet for a single company with the current year to date actuals, prior year	Financial Accounting	Report Writer

**Notes / Expectations:**

- Avaap populates the initial set of test scenarios based upon Workday/Avaap’s standard test scenario template for in scope functionality.
- Client updates the baseline test scenarios to include scenarios required to test in-scope design requirements and aligns each scenario to the appropriate User Story #.

**Client Role:** Owns revising list to align to in scope functionality.

**Respondent Role:** Owns delivering baseline Test scripts.

**Acceptance Criteria:**

- Full repository of Avaap test scripts loaded into project SmartSheet workspace.
- Client requirements that do not align with Avaap-provided test script are identified.

<b>A&amp;C - Deliverable # 023 - A&amp;C Phase Sign off</b>	
<b>Phase:</b> Architect & Configure	
<b>Purpose:</b> Recognize completion of the A&C phase, and related milestones.	
<b>Scope:</b> A&C – activities completed by Avaap and Client. Key activities include: -Unit Testing -Prep for CCS -Conduct Customer Confirmation Sessions (CCS) -Remediation after CCS -E2E and Parallel Testing Preparation -E2E Data Workbooks -End to End Tenant Build -Validate and Smoke Test E2E Tenant	
<b>Format:</b> Event/Document – MS Word	
<b>Notes / Expectations:</b> - Avaap/Client may jointly agree to move forward with Test Phase activities while the Client approves completion of the A&C phase.	
<b>Client Role:</b> Shared ownership w/Avaap	
<b>Respondent Role:</b> Shared ownership w/Client	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>Accepted in writing by Client in accordance with Deliverable Acceptance procedure finalized as part of the Project Charter.</li> </ul>	

<b>Test - Deliverable # 024-a - Completion of End-to-End Testing</b>	
<b>Phase: Test</b>	
<b>Purpose:</b> Execute test scenarios required to test the in-scope design configurations.	
<b>Scope:</b> Client leads the End-to-End testing effort to validate the flow of end-to-end processes between multiple functions and third-party integrations. Support from Avaap includes answering questions on transaction process as well as trouble shooting and supporting the Client in correct issues to align to the approved in scope designs.	
<b>Format:</b> Project Portal (Smartsheets Testing Tracker)	
<b>Notes / Expectations:</b>	
- N/a	
<b>Client Role:</b> Owner	
<b>Respondent Role:</b> Contributor	
<b>Acceptance Criteria:</b>	
<ul style="list-style-type: none"> <li>• End-to-End testing completed in a manner that aligns with purpose, scope, and expectations of this Deliverable and is accepted in writing by Client in accordance with Deliverable Acceptance procedure finalized as part of the Project Charter.</li> </ul>	

<b>Test- Deliverable # 024-b - Completion of Payroll parallel Testing</b>	
<b>Phase: Test</b>	
<b>Purpose:</b> Execute test scenarios required to complete payroll parallel testing.	
<b>Scope:</b> Client leads the Payroll Parallel testing effort to validate the comparison of legacy system pay runs to corresponding pay run in Workday. Support from Avaap includes answering questions on transaction processing as well as trouble shooting and supporting the Client in correct issues identified in the comparison report(s). Inbound & outbound integrations related to the payroll cycle and payroll related reports will also be tested during this time. .	
<b>Format:</b> Project Portal (Smartsheets Testing Tracker), Avaap proprietary parallel comparison tool	
<b>Notes / Expectations:</b> - N/a	
<b>Client Role:</b> Owner	
<b>Respondent Role:</b> Contributor	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• Testing completed in a manner that aligns with purpose, scope, and expectations of this Deliverable and is accepted in writing by Client in accordance with Deliverable Acceptance procedure finalized as part of the Project Charter.</li> <li>• Parallel payroll testing acceptable variances meet a minimum of 98% overall</li> <li>• Any drivers of discrepancy between legacy payroll and Workday payroll calculations have been identified, documented, and understood by Client</li> </ul>	

**Test - Deliverable # 025 - Completed Production Dress Rehearsal Testing**

**Phase:** Test

**Purpose:** Complete test cycle to validate acceptance of system.

**Scope:** Production Dress Rehearsal tests completed based on end-to-end testing representing Client departments and results documented in project portal. Avaap support includes answering questions on transactional processing. Client responsible for correction issues found. Below is a snapshot of the Workday tool used by client teams to track testing.

Deployment Readiness Review - Test					
Review Items		Status	Partner PM and Customer PM Comments Pre-Final Review	Customer Assessment	DAM/DRA Response
Reporting Compliance Review been completed?					
Integrations	Have all of the integrations been added to the deployment scorecard? Please note that all integrations must be added as integration systems, not integration sets. Once all integration systems have been entered, you may "bundle" integration systems into integration sets on the scorecard.	Completed	All integrations were added to the deployment scorecard.	Green	
Data Flow Validation	Are up/down stream systems properly feeding/consuming WD data?	Completed	Integrations and up/down streams have been tested. Noted on Integrations Tracker.	Green	
Integration Troubleshooting	Can the customer integrations team troubleshoot issues within their area of expertise?	Not Yet Completed	Tammy, Brenda and Spenser are able to identify issues but may need additional support to resolve issues. C-TRAN will purchase AMS support.	Green	
Vendor Testing	Have integration vendors tested and accepted sample files and signed off on the files from the Workday system? Were full files tested?	Not Yet Completed	Vendors have tested and accepted sample files. Full files have been tested. Trapeze EAM is still refining some of the fields. C-TRAN will purchase AMS support.	Green	
Data Quality Validation	Has data quality been measured and marked acceptable?	Not Yet Completed	No data quality concerns have been	Green	

**Format:** Project Portal (Smartsheets Testing Tracker)

**Notes / Expectations:**

**Client Role:** Owner

**Respondent Role:** Contributor

**Acceptance Criteria:**

- Testing completed in a manner that aligns with purpose, scope, and expectations of this Deliverable and is accepted in writing by Client in accordance with Deliverable Acceptance procedure finalized as part of the Project Charter.

<b>Test - Deliverable # 026 - INITIAL CUTOVER PLAN – V1</b>	
<b>Phase:</b> Test	
<b>Purpose:</b> Develop a plan that describes/identifies tasks required to cutover to Workday.	
<b>Scope:</b> A plan that identifies the tasks, dates and responsible parties required to cutover to Workday. .	
<b>Format:</b> Document – MS Excel; Project Portal (Cutover Plan)	
<b>Notes / Expectations:</b> <ul style="list-style-type: none"> <li>- This is a living document that is updated revised by Avaap/Client management throughout the phase.</li> </ul>	
<b>Client Role:</b> Jointly created with Avaap.	
<b>Respondent Role:</b> Jointly created with Client.	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• Initial cutover plan (v1) delivered to Client that aligns with purpose, scope, and expectations of this Deliverable.</li> </ul>	

<b>Test - Deliverable # 027 - Test Phase Sign off</b>	
<b>Phase:</b> Test	
<b>Purpose:</b> Recognize completion of the Test phase, and related milestones.	
<b>Scope:</b> Test –activities completed by Avaap and Client as defined in the SOW. .	
<b>Format:</b> Event/Document – MS Word	
<b>Notes / Expectations:</b> <ul style="list-style-type: none"><li>- Avaap/Client may jointly agree to move forward with Deploy Phase activities while the Client approves completion of the A&amp;C phase.</li></ul>	
<b>Client Role:</b> Shared ownership w/Avaap	
<b>Respondent Role:</b> Shared ownership w/Client	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"><li>• Accepted in writing by Client in accordance with Deliverable Acceptance procedure finalized as part of the Project Charter.</li></ul>	

<b>Deploy - Deliverable # 028 - Build Pre-Production Tenant</b>	
<b>Phase:</b> Deploy	
<b>Purpose:</b> To build the Workday Pre-Production Tenant.	
<b>Scope:</b>	
<ul style="list-style-type: none"> <li>- Build the Pre-Production Tenant which will be used during the Deploy stage.</li> <li>- Avaap confirms tenant functions as anticipated with Client’s configurations.</li> </ul>	
<b>Format:</b>	
<ul style="list-style-type: none"> <li>- Workday Pre-Production Tenant</li> </ul>	
<b>Notes / Expectations:</b>	
<ul style="list-style-type: none"> <li>- Avaap builds the Pre-Production tenant.</li> <li>- Client functional/technical team extract the data.</li> </ul>	
<b>Client Role:</b> Contributor	
<b>Respondent Role:</b> Owner – Avaap	
<b>Acceptance Criteria:</b>	
<ul style="list-style-type: none"> <li>• Pre-Production Tenant delivered to the project team for use in the Deploy phase that meets the purpose and scope identified for this deliverable.</li> </ul>	

**Deploy - Deliverable # 029 - Final Go-Live Workday Checklist**

**Phase:** Deploy

**Purpose:** Ensure the completion of Workday’s required Go Live Checklist.

**Scope:** Completion of Workday’s Go Live Checklist, including required information to Workday’s project Readiness – Deploy Delivery Assurance Review.

**Format:** Document – MS Excel; Project Portal (Checklist). A sample checklist is provided below.

DEPLOY		Status	DART Issues Identified	Partner PM and Customer PM Comments Pre-Final Review	Customer Assessment	DAM/DRA Response
<b>Governance and Methodology</b>						
Training	Have all members of the customer team completed training?					
Go Live Checklist and Authorization	Was the Go Live Checklist and Authorization submitted? Were there any incomplete items? If so, what are those items?					
DA/DRA Reviews	Has the Project Team supplied the final version of the DA/DRA templates for all DA/DRA reviews?					
Weekly Service Updates	Does the customer have a process in place for reviewing weekly service updates and determining what is relevant to their configuration?					
Update Manager	Does the customer have an update manager and SMEs allocated for update testing for the seven weeks preceding the first update? (2 weeks for planning and 5 weeks for testing)					
<b>Performance Methodology</b>						
Performance-Related Recommendations	If any performance-related recommendations were identified by the Services Performance Analyst, Workday Scalability Engineering Team or Workday Product Management, were these recommendations implemented in the tenant?					

**Notes / Expectations:**

- A copy of the Go-Live Checklist must be reviewed, signed, and attached to the Move to Production Workday case at least 2 weeks prior to the Move to Production date.

**Client Role:** Jointly created with Avaap.

**Respondent Role:** Jointly created with Client.

**Acceptance Criteria:**

- Workday Go Live Checklist fully populated and attached to the Move to Production case.

**Deploy - Deliverable # 030 - Completion of Knowledge Transfer**

**Phase:** Deploy

**Purpose:** Ensure the completion of successful Knowledge Transfer for in scope functionality approved as part of the A&C.

**Scope:** Completion of Knowledge Transfer sessions between Avaap consultants and Client project Team members for each in scope functional/technical area.

**Format:** Document – MS Excel; Project Portal (KT Plans). A snapshot of KT tracking spreadsheet is provided below.

Knowledge Transfer Meeting Schedule					
Workstream	Impl Lead	AMS Consultant	Meeting Date	Date/Time (EST)	Completed Y/N
Benefits	Ili Khoo	Ternecia Niblack	8/2	3:15 PM	Yes
Recruiting	Brittany Chapman	Chandra Dorsey	8/5	3:00 PM	Yes
Payroll	Pramod Matli	Patricia Gonzalez	8/6	11:30 AM	Yes
Talent and Learning	Brittany Hammerschmidt	Mysha Azzad	8/6	1:00 PM	Yes
Reporting	Nick Mahan	Brian Smith, Vince Montagud	8/7	12:00 PM	Yes
HCM	Gabe Ramirez, Julia Peterson, Brittany Chapman	Masroor Hasan, Mysha Azzad, Chandra Dorsey	8/7	3:00 PM	Yes
Grants	Debbie Webb (Deloitte)	Brenda Tomasello	8/7	4:00 PM	Yes
Absence	Laura Sierra	Ram Narayanasamy	8/8	10:00 AM	Yes
Expenses, Procurement, Projects, Supp Accts, Business Asss	Mike Pacini and Venu Pasumarthi	Brenda Tomasello	8/8	1:00 PM	Yes
Integrations	Kris Keithly, Shiv Shirali, Robert Sorrell	Kerry Wygal, Brian Palmer	8/8	3:00 PM	Yes
Time Tracking	Megan Welch (Deloitte)	Ram Narayanasamy	8/12	11:00 AM	Yes
Budgets, Bank&Settle, Acctg, Cust Accts	Sarah Royer	Brenda Tomasello	8/15	1:00 PM	Yes
Commitment Accounting	Sarah Royer and Justin Rose	no session required	n/a	n/a	n/a

avaap Transition to AMS Customer Accounts - Contracts

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**Client**

Lead / Support Consultants: Sarah Royer

Client SME(s): Paula Green, Vickie Rude, Judy Vest, David Ellis - this is decentralized with no clear owner

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**Security**

Main business process (bp) processors: Standard

Any unconstrained roles associated with constrained security groups? If so, for what purpose? No

Any special requirements or outliers to call out? Due to the decentralized nature, there are many people assigned to the various security groups. The idea is that each group would be able to take their own 'revenue stream' and maintain the customers, invoices, and payments for them.  
  
Customer segmented security so all users can only see the 3 generic customers and then central AR users can see the full population.

Any inactive or future security needs? No

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**Specific Configuration**

Payment Application: Automatic rules are not being used

Customer Invoice / Statement Forms: Several custom invoice layouts for the various groups - Housing, Conference & Events, Standard

Customer Invoice EIB info:

What bps are being used? Standard

What custom utilizations are being used?

> Miami U KT Mtg Schedule Client Information HCM Benefits Reporting Payroll Absence Time Tracking Talent Learning Cu

**Notes / Expectations:**

- Client may agree to extend Knowledge Transfer sessions into the Post-Production Phase.

**Client Role:** Jointly created with Avaap.

**Respondent Role:** Jointly created with Client.

**Acceptance Criteria:**

- Knowledge transfer completed in a manner that aligns with purpose, scope, and expectations of this Deliverable and is accepted in writing by Client in accordance with Deliverable Acceptance procedure finalized as part of the Project Charter.

<b>Deploy - Deliverable # 031 - Deploy Phase Sign off</b>	
<b>Phase:</b> Deploy	
<b>Purpose:</b> Recognize completion of the Deploy phase, and related milestones.	
<b>Scope:</b> Deploy –activities completed by Avaap and Client as identified in the SOW .	
<b>Format:</b> Event/Document – MS Word	
<b>Notes / Expectations:</b> - Mutually agreed to move to production.	
<b>Client Role:</b> Shared ownership w/Avaap	
<b>Respondent Role:</b> Shared ownership w/Client	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• Accepted in writing by Client in accordance with Deliverable Acceptance procedure finalized as part of the Project Charter.</li> </ul>	

<b>Post Production Support - Deliverable # 032 - Post-Production Support Complete</b>	
<b>Phase:</b> Post-Production Support	
<b>Purpose:</b> Complete 6 weeks of post-production support, including post production support for Workday Financial Planning	
<b>Scope:</b>	
<ul style="list-style-type: none"> <li>- 6 weeks of post-production support period completed when all true defects, either related to go-live activities or previously identified and agreed upon by both Avaap and Client as “punch List” items have been resolved. Timely testing of these defects and/or punch list items is the responsibility of the Client.</li> <li>- 2 weeks of post-production support of Workday Financial Planning.</li> <li>- Avaap will provide support / guidance on Client-led production updates.</li> </ul>	
<b>Format:</b>	
<ul style="list-style-type: none"> <li>- Document – MS Excel; Tracked via Project Smartsheet portal.</li> </ul>	
<b>Notes / Expectations:</b>	
<ul style="list-style-type: none"> <li>- Any open Knowledge Transfer sessions must be completed before the end of the consulting team support period and is limited to the Workday standard knowledge transfer sessions required to maintain a Workday service in Production.</li> </ul>	
<b>Client Role:</b> Contributor	
<b>Respondent Role:</b> Owner – Avaap	
<b>Acceptance Criteria:</b>	
<ul style="list-style-type: none"> <li>• All punch list items have been resolved and post-production support completed in a manner consistent with the Statement of Work and is accepted in writing by Client in accordance with Deliverable Acceptance procedure finalized as part of the Project Charter.</li> </ul>	

<b>Plan - Deliverable # 033 – Change Strategy</b>	
<b>Phase:</b> Plan	
<b>Purpose:</b> Avaap OCM Lead will develop and deliver a customized change strategy for the client's Workday implementation. This Change Management deliverable is intended to accelerate end-user adoption of Workday by providing guidance for the communication plan, stakeholder engagement plan, resistance management plan, and training plan.	
<b>Scope:</b> An Avaap Workday-certified change lead will conduct Assess & Align activities (organizational assessment, stakeholder analysis, communication analysis, risk assessment, change impact assessment, sponsorship/leadership assessment) and deliver a Change Strategy based on findings, industry best practice, Client's change impacts associated with their Workday configuration, the Client's history of managing change, and Avaap best practice managing change on Workday implementations. This includes an evaluation of the initial deployment.	
<b>Format:</b> <ul style="list-style-type: none"> <li>- Documents – MS Word, MS PowerPoint</li> </ul>	
<b>Notes / Expectations:</b> <ul style="list-style-type: none"> <li>- The Change Management service is intended to accelerate end-user adoption of Workday and does not include support for concurrent initiatives or broader transformation efforts.</li> <li>- Client will ensure the timely availability of its resources who may be required to provide input, review, and approve the deliverables specified in this SOW.</li> <li>- Client designation/appointment of an OCM lead</li> </ul>	
<b>Client Role:</b> Contributor	
<b>Respondent Role:</b> Owner - Avaap	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• Change Strategy document delivered to Client that aligns with purpose, scope, and expectations of this Deliverable.</li> <li>• Change Strategy presentation with the Client OCM Lead and Leadership.</li> </ul>	

<b>A&amp;C - Deliverable # 034 – OCM Project Plan v1</b>	
<b>Phase:</b> Architect & Configure	
<b>Purpose:</b> The Avaap OCM Lead and the Client OCM Lead will partner to translate the Change Strategy into the OCM Project Plan that will guide the creation of the tactical work plans to support and prepare stakeholders.	
<b>Scope:</b> The Avaap OCM Lead and the Client OCM Lead will partner to determine which tactical plans will be included as part of the OCM Plan and implemented as part of the Client’s Workday Deployment. This decision will be based on the organizational culture and the internal capacity of the Client.	
<b>Format:</b> - Documents – MS Excel (or SmartSheet), MS PowerPoint	
<b>Notes / Expectations:</b> Based on our experience supporting other government entities with their Workday implementation, we will recommend the inclusion of all tactical plans as part of the OCM Project Plan. However, the final decision will rest with the Client. Additionally, it is common and should be expected that the OCM Project Plan will be revised throughout the deployment as additional information is gathered.	
<b>Client Role:</b> Owner	
<b>Respondent Role:</b> Contributor	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• OCM Project Plan delivered to Client that aligns with purpose, scope, and expectations of this Deliverable.</li> <li>• Feedback is obtained from the client before the plan is finalized.</li> <li>• OCM Project Plan presentation with the Client Leadership.</li> <li>• The tactical work plans will be developed based upon the guiding project plan and continue to be refined throughout the duration of the implementation.</li> </ul>	

<b>A&amp;C - Deliverable # 035 – Reports Repository</b>	
<b>Phase:</b> Architect & Configure	
<b>Purpose:</b> Custom Reports Repository will define report status and means of development for each report identified in the SOW.	
<b>Scope:</b> <ul style="list-style-type: none"> <li>- Confirm custom report requirements required for completion of reports to include specifications with final estimate to complete each report.</li> </ul>	
<b>Format:</b> <ul style="list-style-type: none"> <li>- Smartsheet</li> </ul>	
<b>Notes / Expectations:</b> <ul style="list-style-type: none"> <li>- Initial Reports Repository document created and jointly reviewed by Avaap EM and Client PM.</li> </ul>	
<b>Client Role:</b> Contributor	
<b>Respondent Role:</b> Owner	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• Completion of Reports Repository in a manner that aligns with purpose, scope, and expectations of this Deliverable.</li> </ul>	

<b>Test - Deliverable # 036 – Completion of Reports Testing from Reports Repository</b>	
<b>Phase:</b> Testing	
<b>Purpose:</b> Completion and sign-off of Testing of Reports from Custom Reports Repository.	
<b>Scope:</b>	
<ul style="list-style-type: none"> <li>- Confirm custom report requirements required for completion of reports to include specifications with final estimate to complete each report.</li> </ul>	
<b>Format:</b>	
<ul style="list-style-type: none"> <li>- Smartsheet</li> </ul>	
<b>Notes / Expectations:</b>	
<ul style="list-style-type: none"> <li>- Initial Reports Repository document created during Architect &amp; Configure Stage and jointly reviewed by Avaap EM and Client PM.</li> </ul>	
<b>Client Role:</b> Owner	
<b>Respondent Role:</b> Contributor.	
<b>Acceptance Criteria:</b>	
<ul style="list-style-type: none"> <li>• Sign-off of Testing for Reports in Reports Repository that aligns with purpose, scope, and expectations of this Deliverable.</li> </ul>	

<b>Deploy - Deliverable # 037 – End User Training Materials</b>	
<b>Phase:</b> Deploy	
<b>Purpose:</b> An Avaap Consultant will lead the creation of end user training materials to support and prepare stakeholders.	
<b>Scope:</b> The Avaap OCM Lead and the Client OCM Lead will partner on a Training Curriculum Plan that will guide the creation of end user training materials to support and prepare stakeholders (employees and managers). The Avaap OCM Consultant will support the build out of end user training content as outlined in the training approach and curriculum plan for self-service end user training. Leveraging the client's Workday Adoption Kit, the consultant develops engaging, scalable, and accessible materials—such as job aids, quick reference guides, explainer videos, instructor-led decks, and webinar guides/scripts. E-learning content is limited to editing of video content from the Workday Adoption Kit or minor editing of recorded virtual training sessions. Training logistics are excluded from scope.	
<b>Format:</b>	
<ul style="list-style-type: none"> <li>• Documents – MS Excel (or SmartSheet), MS PowerPoint, MS Word, ScreenPal</li> </ul>	
<b>Notes / Expectations:</b>	
The client has a subscription to the Workday Adoption Kit as a starting point.	
<b>Client Role:</b> Contributor	
Client will ensure timely availability of its resources who may be required to provide input, review, and/or approve the deliverables specified in the SOW.	
<b>Respondent Role:</b> Owner	
<b>Acceptance Criteria:</b>	
<ul style="list-style-type: none"> <li>• Training Strategy and Curriculum Plan delivered to Client that aligns with purpose, scope, and expectations of this Deliverable.</li> <li>• Quality check/review and approval of end user training materials.</li> </ul>	

**Appendix D: Detailed Project Roles**

**Avaap Team Roles**

Avaap Role	Description of Role
<p><b>Executive Sponsor/Program Director</b></p>	<p>Each project is assigned an Avaap Executive Sponsor and/or Program Director. This individual will serve in an advisory role and will provide oversight for the entire project. This individual provides an escalation point for any issues related to the delivery of services or issues that have the potential of adversely affecting the timeline or budget of the project. This individual maintains executive level relationships with the Client and participates in Steering Committee meetings to facilitate effective project governance. The Executive Sponsor will handle any negotiation related to scope or resource changes as required to successfully execute the project and any associated Change Orders.</p>
<p><b>Engagement Manager</b></p>	<p>Avaap will designate an Engagement Manager to be responsible for working with the Client Project Manager to ensure the overall and timely success of the initial deployment of each work stream. The Engagement Manager will help guide the deployment by providing Avaap best practices as they relate to project management techniques, the use of Avaap tools and templates, and leveraging Avaap’s implementation methodology. The Engagement Manager will staff the project with Avaap or partner resources and guide their activities based on a mutually agreed upon project plan. The Engagement Manager will provide overall project status to key members of Client and Avaap’s management team and participate in internal review meetings to help ensure the project is meeting deadlines and mitigate any risk.</p>
<p><b>Solution Architects/Leads</b></p>	<p>Responsible for providing cross-functional oversight to the Functional Consultants to help manage configuration and design challenges. The Solution Architect will drive consistency, efficiency and focus on the Client’s objectives. Each Solution Architect maintains an overarching view of the functional aspects of the Client’s Workday deployment and provides senior guidance in the details of Workday. As well, each Solution Architect leverages lessons learned from other projects to facilitate the most effective and efficient approaches and techniques related to design, configuration, integration development, testing, data conversion, reporting, and complete alignment with Workday.</p>
<p><b>Functional Consultant(s)</b></p>	<p>Responsible for working with Client to design business processes, gather functional and reporting requirements. The Consultant configures Workday according to Client requirements and documents any areas where requirements are not met. They provide best practices to ensure the Client is taking full advantage of the features/functions of the Workday solution. They support testing, data conversion, knowledge transfer, change</p>

Avaap Role	Description of Role
	management and integration development efforts. They escalate issues that may impact the go-live date to the Avaap Engagement Manager.
<b>Integration Consultant(s)</b>	Responsible for working with the Avaap Business Consultant and Client Business Analysts to gather and document integration requirements. The Integration Consultant supports the configuration and testing of Avaap packaged integrations and the development of Client integrations as defined by the Statement of Work along with knowledge transfer.
<b>Data Conversion Consultant(s)</b>	Avaap will provide comprehensive, end-to-end data conversion support services where we will conduct all data transformation tasks required for the Workday conversion. The CClient will only be responsible for providing field mappings to the legacy system from Workday targets (provided by Avaap), providing access to the required raw data from your legacy system, data validations, and knowledge support as needed regarding the legacy system being converted. Avaap will implement data transformation workflows that take the data from the required raw data, transform the data into the required Workday target workbooks, and conduct standard data quality audits to assist with validations. These workflows will be developed using tools and processes that can be automated and are repeatable to ensure consistency and reduce errors for future conversion cycles.
<b>Organizational Change Management Consultant</b>	Responsible for executing the overall approach to change and the various elements of the change management plan in conjunction with the Client OCM resources, The consultant works closely with the client OCM lead and resources, the Engagement Manager, and the Functional Leads. The OCM consultant collaborates with the client OCM team and the client project team to assess the areas impacted by the project, define the strategies that will be employed to mitigate the risks associated with the change, and develop a plan to address each area.
<b>Subject Matter Experts</b>	Identified as needed during this implementation. Example roles could be Financial Planning SME, Security SME, or future Workday product experts.

**Client Team Roles**

Client personnel are experts on Client business and technologies. As such, they will have responsibility for providing project management, non-Workday functional, technical, and culture expertise to the project. The following chart depicts the delineation in the roles as it relates to Client project team.

These roles may be further refined during the project Plan Stage based on Client availability and organizational structure.

Client Role	Description of Role
<b>Executive Sponsor / Steering Committee</b>	Provides funding and support for the Project including ensuring all appropriate resources are available for the Project; resolving issues that are blocking the critical path of the Project, providing overall direction to Client’s Project Manager and may sign, or delegate signing of, key work products/Project milestones.
<b>Project Champions</b> (one or more Client executives depending on the project scope and executive expertise)	Acts as a vocal and visible champion, legitimizes the project’s goals and objectives, keeps abreast of major project activities and is a decision-maker for the project. The Project Champion provides strategic support for the Project Manager; assists with major issues, problems, and policy conflicts; removes obstacles; is active in planning the scope; approves scope changes; signs off on major work products; and signs off on approvals to proceed to each succeeding project stage. The Project Champion is the project advocate, ensuring the overall success and direction of the project. Ideally this person has both technical acumen, process and project management acumen and is respected as a leader among the end user community. This person builds relationships across functions and acts as a change management champion and catalyst for transformation through all stages of deployment and once in production. The Project Champion sets the organizational message and expectations for all Workday users.
<b>Client Project Manager</b>	Provides day–to-day direction for Client roles by owning the project plan, establishing, and managing project details, work products, schedules, tasks, and assignments. Additionally, this role will coordinate activities with other teams, including 3rd party providers and identifying potential issues and proactively resolving the issues to minimize the impact to the project budget, scope, and schedule. This role may also have responsibility for signing and approving completion of key work products/milestones.
<b>Business Analysts (Subject Matter Experts)</b>	The individual or individuals who are familiar with Client business processes and systems and can provide information to the Business Consultants to configure the Workday Solution. Responsibilities include: Communicating functional requirements that need to be

Client Role	Description of Role
	<p>configured in Workday; describing current business processes and working with the team to simplify and improve; working with Business Consultant to help map and load data into Workday; actively participating in all testing activities; cleansing data prior to providing it to Avaap Business Consultant; standardizing job, compensation, and organization set-up data; validating data converted into the Workday solution; developing custom reports; and conducting end-user training.</p>
<p><b>Technical Analysts (Subject Matter Experts)</b></p>	<p>Technical resources that will perform the following: provide expertise on the third-party interface requirements; design, develop, and test all custom integrations identified in Project scope; assist Avaap in the configuration and testing of all Workday integrations identified in the Project scope; supporting the extraction of data from legacy systems and support the conversion and loading of data into Workday.</p>
<p><b>Testing Lead</b></p>	<p>The individual is familiar with Client business processes and systems and will assist with coordinating the resources in the various test cycles. As part of this role, the individual is expected to help collect and assemble test scripts, organize into the Avaap provided Testing Management Tool, ensure that tests are executed and the subsequent results are collected from functional Testers and maintained in the Testing Management Tool, ensure that any issues/defects are document by the functional Testers using the identified defect management process.</p>
<p><b>Workday Administrator</b></p>	<p>This resource will be a key contact to Workday’s Client Success during deployment. He/she may be responsible for logging Client care cases, training, or other Client Success activities. This resource will be the person responsible for the Workday solution following the Move to Production. Typically provides “Tier 1” support to the Client’s organization and serves as point of contact for the Workday Production Support team and to Avaap. Looks for ways to optimize and improve the use of the Workday application. Coordinates and ensures updates are planned for and executed properly.</p>
<p><b>OCM Lead</b></p>	<p>Responsible for the overall OCM partnership with Avaap and the internal leadership of OCM resources and the client facing change leadership. Responsible for the execution of OCM-related activities and deliverables.</p>

**Client will:**

- Designate and involve a senior executive to be actively involved in project oversight and to serve as a project champion who can be available to resolve escalations impacting the fundamental success of the project;

- Ensure that Client staff is available to provide such assistance as Avaap reasonably requires and that Avaap is given reasonable access to Client senior management, as well as any members of its staff to enable Avaap to provide the Services. Client will ensure that its staff has the appropriate skills and experience. If any Client staff fails to perform as required, Client will make suitable additional or alternative staff available;
- Provide all information and materials reasonably required to enable Avaap to provide the Services. Avaap will not be responsible for any loss, damage, delay, or deficiencies in the Services arising from inaccurate, incomplete, or otherwise deficient information or materials supplied by or on behalf of Client;
- Obtain and manage (with appropriate agreements in place) any third parties and those third-party products (including any hardware, software, communications equipment, and the like) and services upon which Avaap is relying on to provide the Services described herein (e.g., Workday and third-party services integrated with Workday);
- **Note:** Client acknowledges and agrees that Avaap is not responsible for any project delays resulting solely from defects or functionality gaps in the Workday software.
- **Note:** Client acknowledges and agrees that all work products and services provided as part of such Workday services are the responsibility of Workday.
- Provide Avaap with access to all preparatory analyses, including readiness assessments, total cost of ownership estimates, requirements analyses, and Workday fit/gap assessments;
- Verify Client has appropriate agreements in place with third parties whose work may affect Avaap's ability to provide the Services. Unless specifically agreed to otherwise in writing, Client is responsible for the management and performance of third parties, and for any third-party hardware, software or communications equipment used in connection with the Services;
- If making available to Avaap any facilities, software, hardware, or other resources in connection with Avaap's performance of Services, obtain at no cost to Avaap, any licenses or approvals related to these resources that may be necessary for Avaap to perform the Services. Avaap will be relieved of its obligations that are adversely affected by Client's failure to promptly obtain such licenses or approvals. Client agrees to reimburse Avaap for any reasonable expenses that Avaap may incur from Client's failure to obtain these licenses or approvals;
- After Workday is live in Production, customer will be solely responsible for testing and any activities in the Workday Production tenant which shall include configuration, business processes, data, reports, and integrations. Client will provide written acceptance of test results to Avaap at the end of the Test Stage. If Avaap agrees in writing to access Client's production tenant for any activity client shall verify production results and is solely responsible for production accuracy. Client shall provide written acceptance to Avaap after activity is executed in a Production tenant.
- Perform Client roles and responsibilities as indicated in the "Roles and Responsibilities" Appendix C and the *Workday Roles*