

# ***Workday: Project Elevate***

***September 24, 2025***

***Finance Committee Update***

# AGENDA

- Elevate Central
- Key Activities & Milestones to Date
- Project Roadmap & Next Steps
- Project Status
- Key Risks & considerations
- Q&A & Discussion

The logo for Elevate Mission, featuring a stylized 'w' icon in orange and blue, followed by the text 'Elevate Mission' in a bold, blue, sans-serif font.

## **Elevate Mission**

***Empowering the City to deliver exceptional service by leveraging modern technology and optimizing core processes***



# ELEVATE CENTRAL



**Opened August 4, 2025**

- Centralized area to increase collaboration and information exchange
- Staff and consultants are working hard on software configuration and system testing
- Go-Live Home for Elevate Central Customer Service Team

# KEY ACTIVITIES & MILESTONES TO DATE



## **July - December 2024**

Project and Budget Approved by Council; Consultants onboarded; Strategy phase completed

Change Order: Pay cycle change from semi-monthly to bi-weekly



## **January – June 2025**

Completed foundational Workday training, Planning, Design and configuration



## **July – October 2025**

Unit testing completed; End to End testing in progress

Phase 2 Core Financial work initiated

Change Order: Phase 1 Go-live moved to March 1, 2026 to allow time for quality end-to-end testing

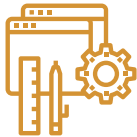
# PROJECT ROADMAP & NEXT STEPS



## **October 2025 – February 2026**

Phase 1: Complete End-to-End Testing; begin and complete Parallel Payroll Testing; execute training and change management strategy

Phase 2: Foundational Finance Workday training; Planning, Design and configuration



## **March – June 2026**

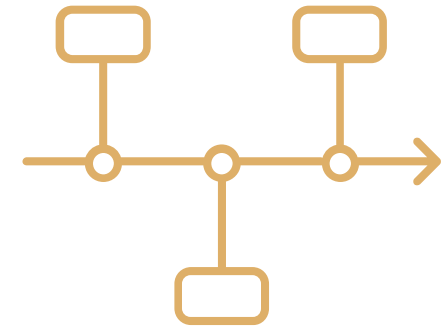
Phase 1: Go Live and post go live training and support

Phase 2: End-to-End testing; training



## **July 1 2026**

Phase 2 – Financials Go Live



# PROJECT STATUS & RISKS

## Project is Currently On-Schedule and On-Budget

### Change Management & Adoption

- Transition to bi-weekly pay requires focused change management
- Workday represents a new way of doing work – Implementing Best Practices requires user training and adaption
- **Mitigation:**
  - Change Management Team is actively communicating changes and addressing concerns
  - Comprehensive training plan is being developed to ensure smooth transition

### Testing

- Additional time may be needed to complete quality End-to-End testing
- Large number of errors/variances during Payroll Testing could put project timeline at risk
- **Mitigation:**
  - Identify and add resources, including contractors and additional vendors

## Questions & Discussion