DXC Technology Workday HCM Cloud Implementation, AMS and Change Management Services

G-Cloud 14

Service Definition Document

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1 Company Overview

DXC Technology helps global companies run their mission critical systems and operations while modernising IT, optimising data architectures, and ensuring security and scalability across public, private and hybrid clouds.

The world's largest companies as well as mid-sized clients and public sector organisations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. We have a long heritage in data center services and management, operating over 320 global data centers and supporting 1,300+ customers. DXC provides innovative solutions to customers by leveraging strong domain capabilities and by applying leading technologies as represented in the DXC Technology stack below.
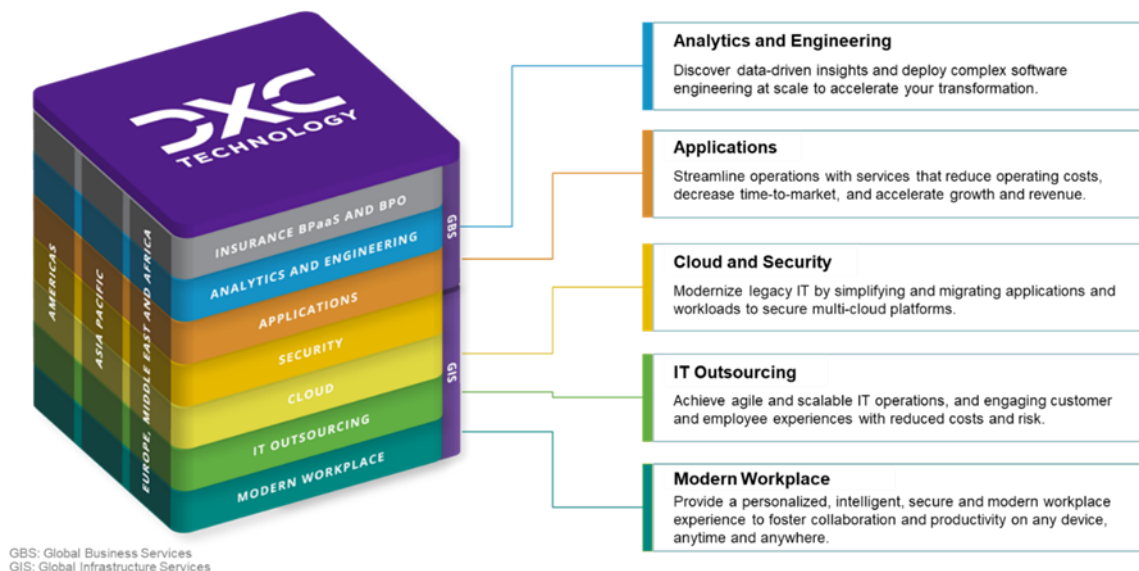
Figure 1. DXC Technology stack

DXC is one of the few IT services providers that can orchestrate mainframes, servers, private and public clouds as an effective whole. We manage the complexities of your cloud migration strategy and apply modern operating models, practices and capabilities to build and optimise cloud for the unique needs of your enterprise. We leverage deep cloud expertise and intelligent automation to run and maintain your infrastructure, and enable business agility, resilience, and continuous improvement

1.1 Why DXC?

DXC Workday Practice at a glance

ONE OF THE LARGEST
MERGER & DIVESTITURE TRANSFORMATION

106+
COUNTRIES DEPLOYED ON WORKDAY

8 years
WORKDAY CERTIFIED PARTNER

200+
WORKDAY EXPERTS

3m+
WORKDAY USERS SUPPORTED

4+ years
AVERAGE WORKDAY TRAINED EXPERIENCE

1,000+
WORKDAY INTEGRATIONS IMPLEMENTED

CLIENT CENTRIC
70% ATTACHMENT RATE WITH FOLLOW ON SERVICES AFTER GO LIVE
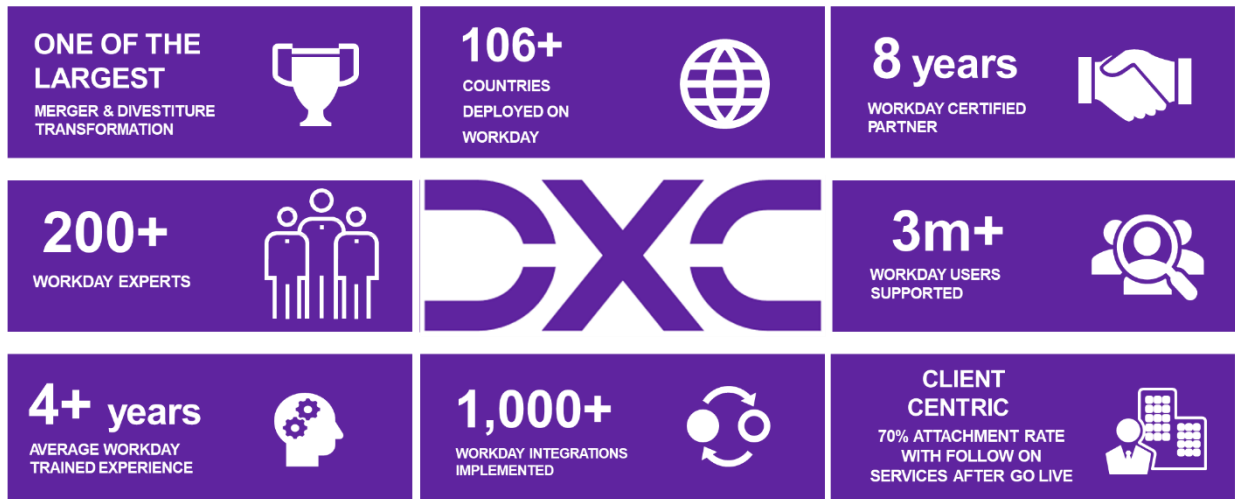
DXC is able to offer all the services related to the full lifecycle of digital HR transformation.

Advisory Services	**Implementation – Phase 1 (Your Way or Accelerated) Phase X**	**Mergers, Acquisitions & Divestitures**	**Change Management**	**Application Management Services**	**Healthcheck**
Drive significant outcomes by aligning your strategy and technology to organisational goals. Draw from our global consulting team's expertise to support implementation planning, cloud migration and pre-deployment needs.	Tailor your deployment to your unique organisational needs. Deploy Workday "Your Way" or leverage DXC's proprietary Accelerated Deployment methodology, a faster time to value and more predictable pricing.	Guided by DXC's extensive experience and best practices, successfully navigate a smooth merger, acquisition or divestiture of Workday.	Maximise your Workday deployment with a systematic approach to managing the challenge of change by taking into account the perspective of individuals, projects and the broader organisation throughout their Workday journey.	Maintain and expand functionality in the Workday production environment. Enhance performance with planning and analytics tools. Stay current with Workday's release cycles to maximise user productivity, value realisation and improve satisfaction.	Optimise the performance of Workday with a comprehensive review of your Workday tenant to ensure it meets your organisation's evolving needs with recommendations to continue seeing ongoing ROI.

Grow the Business – Accelerate Transformation

Run the Business – Optimize & Increase ROI

2 Service Overview

2.1 Service Description – Workday HCM Cloud Implementation Services

DXC is a system integrator (or also referred to as "implementation partner") of Workday, providing the comprehensive end-to-end Workday deployment services of the Human Capital Management (or also referred to as "HCM") product.

According to the above, DXC provides the following implementation services and activities for Buyer (also referred to as "Client"), broken out by each implementation stage.

The below is a standard overview of DXC activities and services and will be subject to detailed review and clarification to suit Buyer's scope of work.

2.1.1 A1 Plan Stage

The Plan stage begins upon the agreed upon time once the Client signs the Statement of Work with DXC to deploy Workday. During the first two weeks of the Plan Stage, the DXC EM will review the SOW, Resource Staffing Plan and create an initial Project Plan to be presented during the Project Planning meeting.

A1.a Objectives

During this stage, DXC and the Client work together in order to:

- Confirm the scope of the project.
- Review and agree to the baseline project timeline.
- Initiate the project activities.
- Establish the necessary project management governance and control procedures.

A1.b Key Activities

DXC Team

- Complete the Plan stage activities including developing the deliverables to review and agree with the Client team. (See list below)
- Initiate the project workstreams by completing scope discovery sessions with Client subject matter experts (each functional area, data, integrations, reports, testing).
- Provide the Client with the data templates required for the Foundation Tenant build. (*)
- Build the Foundation Tenant. (*)
- Complete Workday Delivery Assurance checkpoints, as required.

Client Team

- Carry out the in-scope testing activities as per the deployment plan.
- Complete the activities required to secure the Payroll Parallel Tenant, if in scope.
- Ensure appropriate resources are attending the Knowledge Transfer sessions.

- Prepare the necessary training materials as outlined in the training plan.
- Attend Workday Delivery Assurance meeting(s) as required.

Joint activities –by DXC team and Client

- Schedule the Architect design workshop sessions as per project scope.
- Complete the FDM and any discovery sessions, as needed.
- Prepare and complete the Project Kick-Off meeting.

A1.c   List of deliverables

Issuer	Document	Description	Owner
DXC Team	1.1 Project Plan	Document that contains the details of the project activities, milestones, owners and completion dates, reflecting the agreed baseline project timeline. Any changes to the plan will trigger themutually agreed upon Change Control process.	DXC Engagement Manager
	1.2 Project Charter	Outlines the project deliverables, deployment approach, roles and responsibilities, key risks, dependencies, governance tools, other necessary guidelines or processes as mutually agreed by parties, and the change control process. This document serves as a guide toset expectations for both parties.	DXC Engagement Manager with input from Client Team
	1.3 Scope Overview	This document outlines the project scope in line with what iscontained in the SOW.	DXC Engagement Manager
	1.4 Tenant Plan	Document outlining the number and types of Workday tenants (environments) and their usage throughout the deployment lifecycle.	DXC Engagement Manager
	1.5 Project Kick Off Document	This document serves as a guide to introduce Workday to the ClientProject Team and bring together the Client and DXC Teams to establish common understanding of the project objectives, timeframes and key success factors. The Project Kick Off represents the formal start of the projectdelivered at the end of the Plan stage.	Joint between DXC Engagement Manager and Client Project Manager
	1.6 Project Financial Report	Document outlining the DXC project team members forecast and actual hours utilised. This document will include project financials – such as Estimate to Complete, Estimate at Completion for Time & Material engagements. Additionally, it will summarise the list of any change requests and their status. For Fixed Fee projects, this reportwill show the monthly charges, including any incurred travel expenses and change orders.	DXC Engagement Manager

Issuer	Document	Description	Owner
	1.7 Workday Tenant (*)	Provide Client with the Data template to collect data needed for theFoundation Tenant build.	DXC Project Team
		Build the Foundation Tenant for the Client to leverage during theArchitect workshops.	
Client Team	1.8 Test Strategy	Document outlining the testing cycles that the Client will want to execute during the deployment lifecycle. The Test Strategy should bein line with the testing cycles documented in the agreed Project Plan.	Client Project Manager
	1.9 Change Management Strategy	Document describing the impact Client will experience upon implementing Workday and the approach each Client wishes to take to ensure that the Workday deployment will be successful and high level of user adoption is achieved. This document should also includethe following elements: - Stakeholder Analysis and Plan - Communication Plan - Training Plan	Client Change Lead

Notes:

(*) Foundation Tenant is subject to discussion and agreement with Client

2.1.2 A2. Architect & Configure Stage

The Architect & Configure stage gives an opportunity for both Client and DXC Teams to find a common understandingof the Client's business requirements, analysing and agree how Workday will be configured to meet thoserequirements.

Considering the design decisions made by the Client, the necessary deliverables produced in the Plan stageare to be updated accordingly. Any deviations from the Plan stage baseline will trigger the Change Control process.

If the Foundation Tenant is in scope for the Client's build, it will be used during the Architect designsessions to review and validate the Client's data and requirements.

Using an iterative approach, the DXC team will configure the Client's Workday solution by using several prototypes to advance it further to best meet the Client's business requirements as gathered during theArchitect stage. It is expected that by the end of this stage, all application configurations are completed aspart of building the Test tenant to complete the formal testing activities.

A2.a   Objectives

During this stage, DXC and the Client work together in order to:

- Complete the Architect design workshops and document how Workday will be configured to meetthe Client's business requirements.

- Track and action any design related follow-up items.

- Review and agree to the project scope and update all project documentation to align and re-baseline.

- Validate the suitability of the solution and update the configuration elements as needed.

- Complete the Test tenant build.

A2.b   Key Activities

DXC Team

- Prepare and lead the Architect workshop sessions – for each functional area, integrations, and reports that are in scope.

- Document design decisions made by the Client in the Design Workbooks.

- Log any open or follow-up items and share with the Client Project Team.

- Provide the Client with the data templates required for the Configuration Tenant build.

- Build the Configuration Tenant.

- Update and finalise project scope as needed and identify any impact to the project timeline, scope, resources & budget.

- Update and finalise all Plan stage deliverables as determined by design decisions made, as needed (i.e. Project Plan, Project Charter, Scope Overview, Tenant Plan).

- Complete Workday Delivery Assurance checkpoints as required.

- Prepare and complete the Client Confirmation Sessions for each functional area in scope and execute any configuration updates as needed.

- Build the agreed upon reports with the Client that are in scope.

- Build the integrations in scope as agreed with the Client and complete unit testing.

- Provide support to the Client in reviewing and fixing any issues with integrations built by the Client.

- Provide testing support to the Client by fixing the necessary defects raised by the Client as part of the Configuration Tenant unit testing. Document and raise any Change Requests, as needed.

- Provide the Client with the data templates required for the Test Tenant build.

- Build the Test Tenant.

- Complete Workday Delivery Assurance checkpoints as required.

Client Team

- Attend the Architect workshop sessions and provide timely design decisions.

- Action any pending/open design items.

- Review and sign-off the design workbooks.

- Complete the data templates and provide to DXC as needed for the Configuration Tenant build.

- Update and finalise deliverables produced during the Plan stage as needed i.e. Test strategy, Change strategy, Communication Plan, Training Plan.

- Produce test cases and test scenarios to use for validating the Configuration Tenant.

- Carry out Workday introduction training for those not yet exposed to Workday but involved in theConfiguration Tenant review.

- Attend Workday Delivery Assurance meeting(s) as required.

- Provide sign-off for the completion of this deployment stage.

- Attend the Client Confirmation Sessions and provide timely input and feedback to advance the Workday solution.

- Build the reports in scope as agreed, if any.

- Build the integrations in scope as agreed, if any, and complete unit testing.

- Develop the training plan to outline who will need to be trained in preparation for and beyond theWorkday Go Live specifying how and when this training will occur.

- Finalise the Test Strategy to include the following elements:

  - Testing cycles/activities, required entry and exit criteria, planned schedule and target audience to execute the testing activities

  - Produce testing scenarios for each testing activity in scope

  - Produce the test schedule for each testing cycle outlining who, what and how they will be tested

- Attend Workday Delivery Assurance meeting(s) as required.

- Provide sign-off for the completion of this deployment stage.

Joint Activity

- Complete the Architect design workshops.

- Work together through the Client Confirmation Sessions to be delivered by the DXC Team utilising the Configuration Tenant.

- Complete the Client Confirmation Sessions to review, confirm and refine the Workday design gathered in the Architect stage, utilising the Configuration Tenant.

A2.c List of deliverables

Issuer	Document	Description	Owner
DXC Team	2.1 Project Plan	Update and finalise the document reflecting the impact of the design decisions made by the Client. The revised Project Plan will become the new baseline for the project.	DXC Engagement Manager
	2.2 Project Charter	Update and finalise the document reflecting the design decisionsmade by the Client and its impact on project details.	DXC Engagement Manager
	2.3 Scope Overvie w	Update and finalise the document reflecting the design decisionsmade by the Client and its impact. This revised version will become the new baseline for the project.	DXC Engagement Manager
	2.4 Tenant Plan	Update the document reflecting the impact of the design decisionsmade by the Client.	DXC Engagement Manager
	2.5 Project Financials Report	Update the document reflecting the impact of the design decisionsmade by the Client.	DXC Engagement Manager

Issuer	Document	Description	Owner
	2.6 Design Workbooks	Document outlining the design decisions and configuration requirements captured during the Architect design workshops.	DXC Functional / Technical Consultants
		Each functional area in scope will produce their own designworkbooks for the Client to review and sign-off.	
		The technical workstream will produce dedicated designdocuments for each integration in scope.	
	2.7 Workday Tenant	Provide the Client with the Data template to collect data neededfor the Configuration Tenant build.	DXC Project Team
		Build the Configuration Tenant for the Client, reflecting design decisions made during the Architect workshops.	
	2.8 Client Confirmation Sessions	Provide an overview of the Workday solution reflecting the Client's design decisions. These sessions aim at refining and confirming the Client's design to ensure they meet business requirements.	DXC Functional / Technical Consultants
	2.9 Design Workbooks	Update design workbooks reflecting the feedback gathered during the Client Confirmation Sessions.	DXC Functional / Technical Consultants
	2.10 Workday Tenant	Provide the Client with the Data template to collect data needed for the Test Tenant build. Build the Test Tenant reflecting the Client's Workday solution (functional and technical) including the configuration updates and fixes applied during the Client Confirmation Sessions and the Configuration Unit testing.	DXC Project Team
Client Team	**2.11 Test Strategy**	Update and finalise the Test Strategy document.	Client Project Manager
	2.12 Change Management Strategy	Update the document reflecting the impact of the design decisions made by the Client. Updates will also apply to the following elements:	Client Change Lead
		- Stakeholder Analysis and Plan	
		- Communication Plan	
		- Training Plan	
	2.13 Test Strategy	Finalise the Test Strategy document to include: - Test Schedule for each testing cycle/activity. Test scripts for each testing cycle/activity.	Client Project Manager
	2.14 Training Plan	Finalise the Training plan to define who will need to be trained in preparation and beyond the Workday Go Live. This will also include when and how the training will occur.	Client Change Lead

2.1.3 A4. Test Stage

The Test stage of the Workday deployment serves as the opportunity for Clients to verify that the configured Workday solution appropriately meets their business needs. The length of this deployment stage typically reflects the Client's requirement as to the type and duration (length) of testing activities they wish to execute. Each test cycle may have different sets of conditions and purpose with the overallgoal to allow Clients to sufficiently test their Workday solution.

It is vital to emphasise that the Client is required to provide sign-off at the end of each testing cycle toensure that the predefined exit criteria has been met.

In addition, at the end of the Test stage, the Client is requested to provide sign-off reflecting the full and formal execution of their testing efforts. With this sign-off, the Client acknowledges and confirms that theywish to proceed to the Deploy stage for DXC to start building the Pre-Production/Gold tenant.

A3.a   Objectives

During this stage, DXC and Clients work together in order to:

- Finalise the suitability of the Workday solution and apply any necessary updates to the configuration, as needed, during the testing cycles as defined in the deployment plan.

- Go-Live preparation activities will kick off during the cutover planning, including end user trainingmaterial and production knowledge transfers for Client's key SMEs and users.

A3.b   Key Activities

DXC Team
- Provide testing support to the Client by fixing the necessary defects raised by the Client as part ofthe testing activities. Document and raise any Change Requests, as needed.

- Provide the necessary support to the Client in relation to the Payroll Parallel Tenant and/or Performance Testing.

- Plan and carry out the necessary Knowledge Transfers for Client's SMEs/key users.

- Provide Clients with the data templates required for the Pre-Production/Gold Tenant build.

- Complete Workday Delivery Assurance checkpoints as required.

Client Team

- Carry out the in-scope testing activities as per the deployment plan.

- Complete the activities required to secure the Payroll Parallel Tenant.

- Ensure appropriate resources are attending the Knowledge Transfer sessions.

- Prepare the necessary training materials as outlined in the training plan.

- Attend Workday Delivery Assurance meeting(s) as required.

- Provide sign-off for each testing activity as well as the overall completion of the Test stage havingmet all the pre-defined exit criteria.

Joint Activity

- Complete the Cutover Planning activities to outline all tasks and actions needed to allow Client smoothly moving from legacy applications to the Workday solution upon Client's Go Live date.

A3.c   List of deliverables

Issuer	Document	Description	Owner
DXC Team	4.1 Workday Tenant	Secure the Payroll Parallel Tenant, as per scope for the Client's deployment. DXC's recommendation is to leverage the Test tenant via the appropriate tenant management plan activities to minimise efforts and avoid full tenant build.	DXC Project Team with input from Client Project Team
	4.2 Workday Tenant	Provide the Client with the Data template to collect data needed for the Pre-Production/Gold Tenant build.	DXC Project Team
	4.3 Cutover Plan	Document describing the high-level Go-Live plan for the Client and a detailed cutover checklist outlining all activities needed to successfully move the Client from their legacy applications over to the Workday solution.	DXC Engagement Manager with input from Client Project Manager
	4.4 Test Stage Exit Report	Document outlining the following information: - Total number of test scenarios executed and their results (open, closed, passed, failed) - Total number of open test defects, severity and the agreed upon plan for the Client to resolve - Client's sign-off reflecting completion of the Test stage and approval to proceed to Deploy stage	DXC Engagement Manager with input from Client Test Lead and Client Project Manager
Client Team	**4.5 Testing Activities**	Client needs to execute the appropriate testing activities as required for their Workday deployment. See below the comprehensive list of Workday testing activities.	Client Project Manager Client Test Lead
	4.6 Training materials	Produce the necessary training materials as outlined in the Client's Training Plan.	Client Change Management Team

2.1.4 A5. Deploy Stage

After the Test stage sign-off, the Client is ready to move to the Deploy stage. In this stage, the Client's Workday solution is moved into the production environment with all the functionalities, features tested in the previous stages along with the Client's full worker data conversion.

A4.a   Objectives

During this stage, DXC and the Client work together in order to:

- Ensure a successful move to production and cutover from the Client's legacy application(s) over to the Workday Production tenant.

A4.b Key Activities

DXC Team –

- Build and deliver the Client's Pre-Production/Gold tenant with all functionalities and features in scope as tested during the Testing stage along with the Client's full and final data conversion.

- Complete the necessary Workday go-live procedures as per Workday's specific requirements.

- Complete Workday delivery assurance checkpoints as required.

Client Team –

- Completes the Pre-Production/Gold tenant validation prior to attending the Go/No Go meeting and confirming final approval to proceed into moving to production.

- Provides the DXC EM with the necessary signatures for the Workday go-live documentation.

- Complete the end-user training activities, as defined in Client's Training Plan.

- Complete all Production Readiness related tasks – including but not limited to the preparation forthe Client's Workday Production support structure (i.e. key personnel identified, processes, tools,communication etc.) as defined in the Cutover Plan.

- Attend Workday Delivery Assurance meeting(s) as required.

- Provide sign-off for the completion of this deployment stage.

Joint Activity –

- Attend the Go/No Go meeting to discuss Client's Move to Production.

A4.c List of deliverables

Issuer	Document	Description	Owner
DXC Team	5.1 Workday Tenant	Build the Client's Pre-Production/Gold tenant utilising: - the configuration elements and features from Client'sTest tenant; and - Client's final, full data conversion files.	DXC Project Team with input from Client Project Team
	5.2 Delivery Assurance	Complete the final Delivery Assurance checkpoint activities asneeded.	DXC Project Team
Client Team	5.3 Workday Tenant	Provide DXC with the final, full data conversion files required forthe Client's Pre-Production/Gold tenant build.	Client Data Conversion Lead

2.1.5 A6. Post Go Live / Hyper-Care Stage (Warranty Period)

This period describes the time from when the Client's Workday solution is moved into Production until the formal closure of the deployment with DXC.

A5.a Objectives

During this stage, DXC and the Client work together to:

- Facilitate successful business go-live(s) and user adoption as pre-defined in the Cutover and Change Management Plans.

- Stabilise the Client's operational and support process established for the Workday solution by ensuring the Client's Workday Production Support coverage is in place for all major functional activities including successful operation of all integrations.

- Execute project closure activities.

A5.b Key Activities

DXC Team

- Provide support to the Client, as needed, while carrying out any post go-live data conversion (data catch-up) activities, as agreed and defined in the Cutover Plan.

- Provide Production support by resolving issues, if any, that were either agreed with Client prior tocompleting move to production or were raised by Client after moving to production and were agreed for DXC to resolve.

- Continue and complete any pending knowledge transfers to Client's Workday operational supportpersonnel.

- Provide the necessary guidance to Client's Workday support personnel to maximise Client's ownership and self-sufficiency in maintaining Workday.

Client Team

- Complete the necessary post go-live data conversion (data catch-up) in the Client's Production Workday tenant.

- Complete the end-user training and user adoption activities, as defined in Client's Training and Change Management Plan.

- Resolve any issues in the Workday Production tenant as required.

- Provide sign-off for the completion of this deployment stage reflecting the formal closure of this deployment.

2.2 Service Description – Change Management Services

Part of DXC's Change management services, we help each individual go on their own journey of ADKAR (awareness, desire, knowledge, ability and reinforcement), leveraging activities and skills to drive individual transitions.

We have aligned Workday methodology and our change management activities using our *three-phase process*:

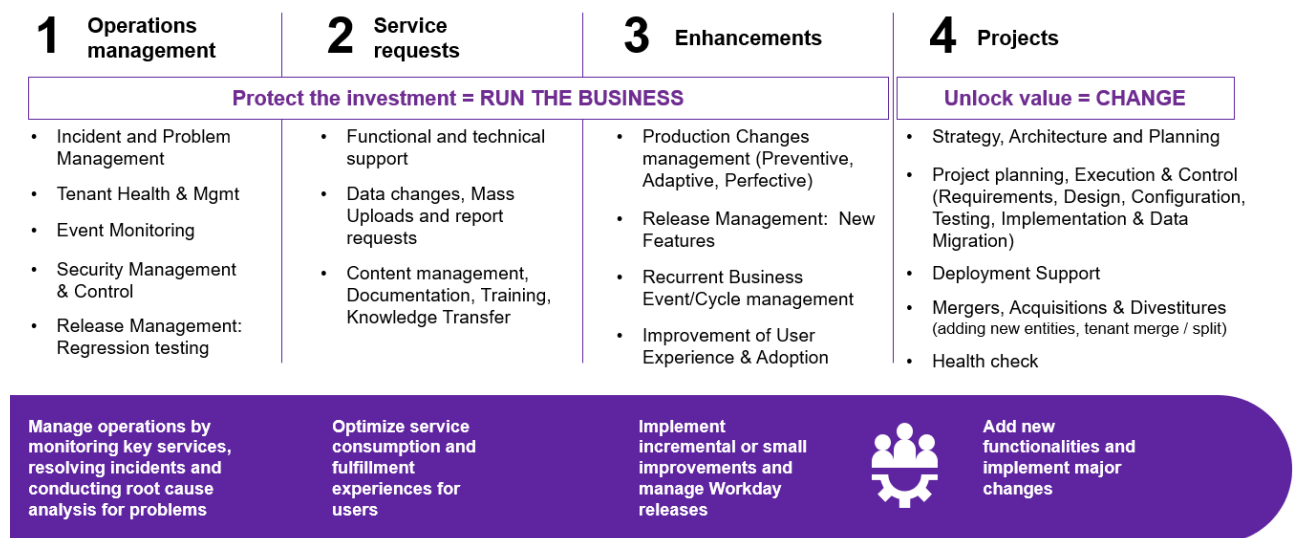1. Preparing
2. Managing
3. Reinforcing

While change happens one person at a time, there are processes and tools — communication, coaching and training — that can help facilitate this change across groups and organisations.

2.3 Service Description – Application Management Support (AMS)Services

DXC provides industry-leading Application Management Services to help customers manage their Workday solution.

Our qualified, certified, and experienced Workday resources manage operations, process enhancements, service requests and projects. We also help clients optimise integration performance, streamline the release management process, and provide other additional services. Our Application Management Services are displayed below:

1 Operations management	**2** Service requests	**3** Enhancements	**4** Projects
Protect the investment = RUN THE BUSINESS			**Unlock value = CHANGE**
• Incident and Problem Management • Tenant Health & Mgmt • Event Monitoring • Security Management & Control • Release Management: Regression testing	• Functional and technical support • Data changes, Mass Uploads and report requests • Content management, Documentation, Training, Knowledge Transfer	• Production Changes management (Preventive, Adaptive, Perfective) • Release Management: New Features • Recurrent Business Event/Cycle management • Improvement of User Experience & Adoption	• Strategy, Architecture and Planning • Project planning, Execution & Control (Requirements, Design, Configuration, Testing, Implementation & Data Migration) • Deployment Support • Mergers, Acquisitions & Divestitures (adding new entities, tenant merge / split) • Health check
Manage operations by monitoring key services, resolving incidents and conducting root cause analysis for problems	**Optimize service consumption and fulfillment experiences for users**	**Implement incremental or small improvements and manage Workday releases**	**Add new functionalities and implement major changes**

Figure 2. DXC's Application Management Services

We would first work with you to define which of our AMS services you would require from DXC to deliver to you and how best to plug those services into your existing End User Support Model.

2.4 Implementation Services – Implementation Plan

In addition to the description of activities of each implementation stage (see Section 2.1 above), below is a visual overview of a high-level, 11 month *sample* implementation plan that will be updated to Client's requirements. A similar high-level plan will be outlined as part of the proposal and upon contracting to support Client, such plan will be revised and further elaborated in the Plan stage of the deployment.
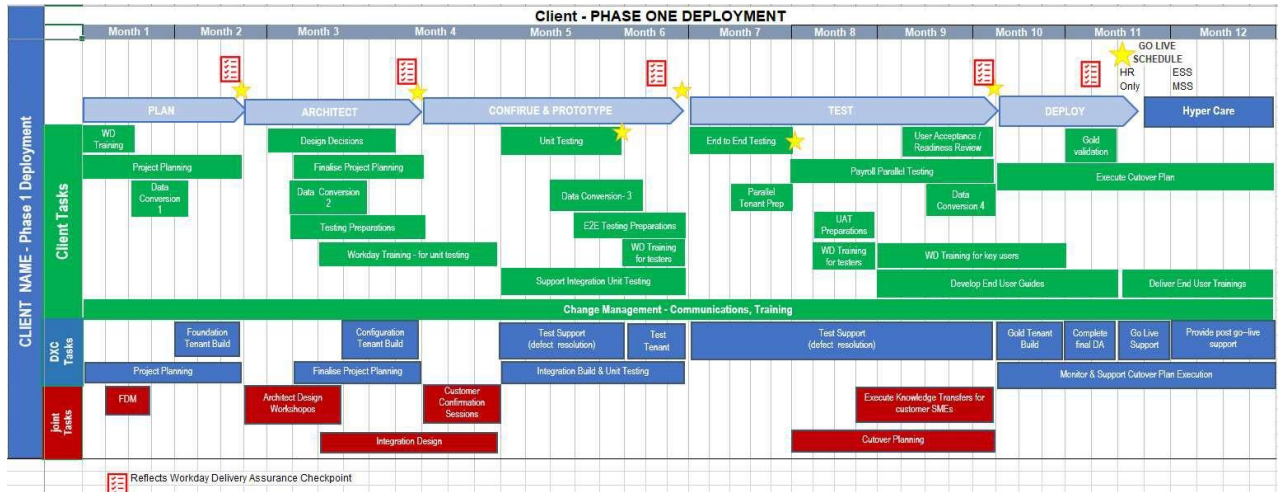
Figure 3. High level plan

2.5 Implementation Services – Change Management Services

DXC's Change Management Services are aligned to the Workday implementation methodology and key stages, as outlined below.

Figure 4. DXC's Change Management Services are aligned to the Workday implementation methodology

Phase 1: Preparing for change: DXC works collaboratively with the Client to assess and manage the risk in their Workday journey. Measuring the impact of change on each pertinent group, we assess the unique culture and values that determine each group's readiness for change. Deliverables for this stage can include training strategy, change impact log, change risk assessment, stakeholders map or change governance.

Phase 2: Managing change: DXC develops and implements change management plans while taking into consideration all the key factors collected in Phase 1. Change management plans help to deploy change and relevant communications using in-country knowledge, e.g., of culture and practices. This ensures that the right information is communicated at the right time, to the right people and in the right way.

DXC conducts training during and after a change implementation to assess how the organisation's members adapt and adjust. Deliverables for this stage may include plans for resistance management including communications, training and coaching, feedback process, sponsor roadmap, quick reference guides, video- or web-based training or face-to-face training.

Phase 3: Reinforcing change: DXC collects and analyses feedback to proactively implement corrective actions, in order to maintain the change journey's direction even after go-live. DXC diagnoses gaps, manages stakeholder resistance, develops an adoption metrics dashboard and celebrates successes. Deliverables may include the collection of and analysis of feedback, adoption metrics, a change dashboard and corrective actions logs.

2.6 Service Levels – Implementation Services

There are no service levels in place for the Workday implementation and Change Management services. Buyer will be required to contract directly with Workday to provide the Workday platform related service levels (accessibility, downtime, performance etc.)

2.7 Service Levels – Application Management Support Services

The following Service Levels apply for DXC's Application Management Services:

Severity	Target Response Time	Communication plan
Severity 1	1 hours	Updates on incident communicated every 2 local business hours until resolved. Should a Severity 1 issue be logged outside of business hours, such issue will be handled within the first one (1) hour of the following businessday.
Severity 2	2 hours	Updates on incident communicated every 4 local business hours until resolved.
Severity 3	4 hours	Updates on incident communicated every other local business day until resolved.
Severity 4	24 hours	Updates on incident communicated every five (5) local business days until resolved.

2.7.1 Incident Classification and Performance Indicator Definitions:

Severity	Severity Definition
Severity 1 Critical	A complete failure of the Workday Production instance has occurred. There is no work-around for the problem. The majority of client end users of the Production Instance are affected, or an entire client division is affected, or the outage has occurred during a critical business process or period, such as end of the month or, end of the year processing impacting critical client business operations. Severity 1 Incident will take precedence over all other requests. Client shall remain accessible by phone for troubleshooting from the time a Severity 1 issue is logged until such time as it is resolved.

Severity	Severity Definition
Severity 2 High	Major problems exist within the Workday Production instance. The problem affects large portions of the client users. This includes high visibility problems or time sensitive issues. There is a workaround that allows those affected to achieve partial functionality during the event which may cause significant inconvenience to end users.
Severity 3 Medium	Problems exist within the Workday Production instance that affect a few users on a regular basis, thereby preventing some work from being accomplished. Examples of this type of priority include the inability to access implemented functionality or implemented functionality not operating as it should. There may be an automated or manual workaround that allows those affected to achieve a level approaching normal service delivery during the event.
Severity 4 Low	An informational inquiry or non-reoccurring incident exists with the Production instance that affects a few noncritical users or operational processes. Workarounds are readily available. An automated or manual contingency plan may be available.

Target incident response is defined as clear acknowledgement from the DXC consultant upon receiving notification of the incident assigned.

Severity 1 and Severity 2 are only applicable to the Production service unless an exception has previously been agreed by DXC and Buyer, for example, to support the testing of business-critical upgrades.

2.7.2 Escalation process for each individual incident classification

Severity	Escalation Process
Severity 1 Critical	If the incident has not been resolved within two (2) business hours and it prevents Customer from processing its business critical operations or processes, DXC will escalate internally, as appropriate. Subject to DXC's investigation, incident may also be reported to Workday directly *(1)*. Client will be notified by email or telephone of status changes.
Severity 2 High	If the problem has not been resolved or a workaround provided within eight (8) businesshours, DXC will escalate internally, as appropriate. Subject to DXC's investigation, incident may also be reported to Workday directly *(1)*. Client will be notified by email or telephone of status changes.
Severity 3 Medium	If the problem has not been resolved or a workaround provided within one (1) week, DXC will escalate internally, as appropriate. Client will be notified by email or telephone of status changes.
Severity 4 Low	If the problem has not been resolved or a workaround provided within ten (10) businessdays, DXC will escalate internally, as appropriate. Client will be notified by email or telephone of status changes.

*(*1) Should be required, DXC may request client to raise a Customer Care incident to Workday to escalate the issue. Client will be required to ensure DXC staff visibility to such case to allow them to communicate directly with Workday Support staff as needed.

2.8 Ordering & invoicing process

DXC will require written confirmation of the services requested. Buyer will be invoiced on a monthly basis based on actual utilisation and effort executed by DXC staff.

DXC and Buyer to agree to appoint a project representative to serve as the principal point of contact in managing the delivery of Professional Services and in dealing with any issues and change requests that may arise. All changes to the Agreement including changes to the scope of Professional Services, Charges or the deliverables will require a written change order signed by both parties setting out the details of the agreed change.

2.9 After Sales Support

Upon Buyer entering into agreement with DXC for the above described services, DXC will appoint a Service Delivery Manager with the responsibility to ensure successful delivery of commissioned professional services.

The individual in this role will attend the regular Steering Committee Meetings and serve as Escalation Point in relation to the specific project delivery team.

This individual will report and work closely with the Account General Manager in charge of all public sector Buyers to ensure full visibility of Client's progress with the selected implementation services.

2.10 Contract Termination

In the event the Client terminates the agreement entered with DXC, other than for cause, then the following will apply:

a) The Client may terminate its Order for the Services for convenience by giving a fifteen (15) day prior written notice to DXC.

b) Client will be required to pay DXC all actual and incurred billable resource costs at the agreed upon hourly rates, up to and including the date DXC receives the Client's notice to terminate.

2.11 Data back-up, Restore & Disaster Recovery

We do not store data from our customers when we implement or support Workday.
The data are hosted in Workday data centers. So backup and restore and disaster recovery are managed by Workday directly and included in the subscription fees that customers pay directly to Workday.

DXC will not collect data. While the Customer data will only reside within the Workday tenant, hosted by Workday, or SFTP, there may be situations where DXC consultant will require to download a file onto local folder of DXC's owned PC, for example during data conversion and review and transformation of data files. These files will then only temporally be saved on DXC's PC during processing and will be deleted from local folder after usage, at least once a day, in line with Workday requirements.

2.12   Service constraints

Services outlined in this document are related purely to Workday solution implementation related consulting and advisory services executed either in a mix of onsite/offsite or in full virtual deployment capability.

DXC's capability in implementing the Workday solution for Buyer is constrained by the Workday product offering and capability. DXC to report any solution or product gaps identified by Buyer to Workday directly.

2.13   Technical requirements

Buyer is requested to provide the following tools for the successful implementation services:

- **sFTP:** Secure File Transfer Protocol site for Buyer and DXC to share Buyer's sensitive and confidential data in scope to be loaded into Workday.

- **Incident/Defect Tracking tool:** to leverage during the testing cycles of the deployment, allowing a comprehensive, clear and timely overview of the number and type of defects raised by Client. This tool plays a vital role in ensuring governance during testing cycle and also allow both parties to identify any requests of changes from the pre-defined scope – also referred to as Change Requests.

- **Project portal:** a tool or platform to share non-sensitive project documentation and information between Client's and DXC's project team.

Should Buyer be unable to make arrangements for the above tools, DXC will be in the position to offer solutions to Buyer, in exchange of a one-off fee covering DXC's administrative and technical arrangements.