

Design and Implementation of a Workday Cloud Solution

G-Cloud 14 Service Definition Document

May 2024



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1 Deloitte Overview

As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society. We have over 25,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver and Run** the businesses of the future through the power of **Cloud**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

In the UK, we have a growing team of OCI specialists, over 100 Cloud managed service specialists plus the following certifications across AWS, Microsoft Azure and Google Cloud:



We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft¹, Google and SAP. A selection of our partners and alliances are presented below:



¹ As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services**. This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.

Gartner

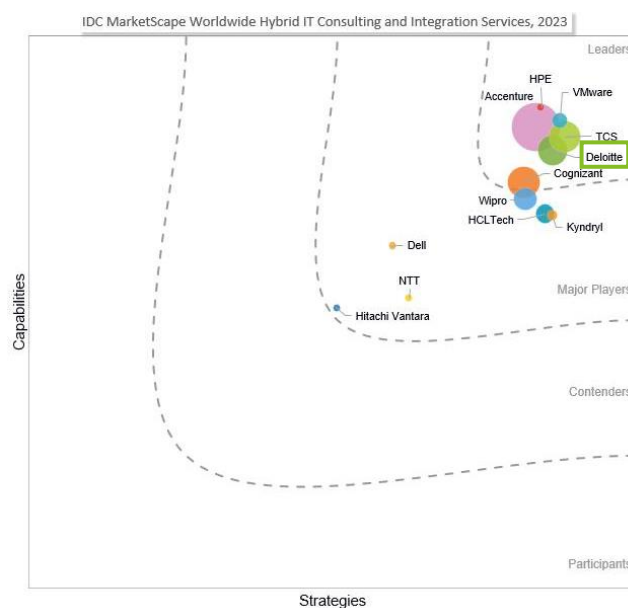
Originating in 2021, Deloitte has been recognised as a Leader in this category for three years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019.



Gartner: Magic Quadrant for Public Cloud IT Transformation Services. © Gartner inc. 2023

IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Hybrid IT Consulting and Integration Services 2023** Vendor Assessment. In 2023, we were also recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.



IDC MarketScape: Worldwide Hybrid IT Consulting and Integration Services 2023 Vendor Assessment © IDC inc. 2023

Deloitte scored highest in 4 of 5 Use Cases in **Gartner® Critical Capabilities for Public Cloud IT Transformation Services 2023** report:

“Deloitte approaches all aspects of cloud adoption, including migration, with transformation as an objective.”

Cloud Transformation

Transform Faster, Transform Smarter

Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

[Find out more here](#)



2 Service Overview

Through this service Deloitte will support you to implement an ERP and HCM solution for your organisation on Workdays ERP/HCM Cloud solution.

The Deloitte service can enable organisations to move to a Workday cloud solution quickly and cost effectively by calling upon, as required, a Deloitte designed leading practice template and toolkit for public service organisations. The template contains standard processes and a preconfigured end-to-end solution for Finance, Procurement, HR, Payroll and Reporting. It also contains web-enabled self-service applications for employees, managers, vendors and customers using the latest Workday technology to take advantage of the accelerated delivery of benefits.

The Deloitte service also provide full Application Management Service (AMS) for all the Workday cloud based solutions provided within this service. Our full range of services would be discussed and agreed as part of the service onboarding procedure.

As well as technical delivery our approach focuses on supporting organisations to be well prepared to operate under new processes to support benefits realisation and access applications through the Cloud. The approach includes robust project management, technical implementation, and change management.

The duration of the service can vary dependent on the scale of your organisation and maturity of existing processes but typically will require 8 to 12 months for full implementation.

Key features

- A unified platform for managing all HR and Finance related data
- Automation of HR and Finance processes
- Self-service portal for employees
- Robust analytics and reporting
- Predictive analytics using historical data
- Regular updates to remain up-to-date with legal, regulation and data protection changes
- A scalable platform which can flex to meet organization needs
- User customizable reports, dashboards, and analytics

Key benefits

- Improved data accuracy and consistency
- Increased efficiency by eliminating redundant manual processes
- Reduced cost and/or freeing up capacity to focus on higher-value tasks
- Empowered employees, reduced administrative workload and enhanced employee experience
- Data-driven decision-making to identify improvements and optimization
- Compliance with legal requirements and reduced risk of non-compliance penalties
- Lower TCO compared to legacy on-premise financial systems
- Flexibility to meet individual user needs and metrics
- Use of real data to forecast future trends and outcomes

3 Detailed Service Description

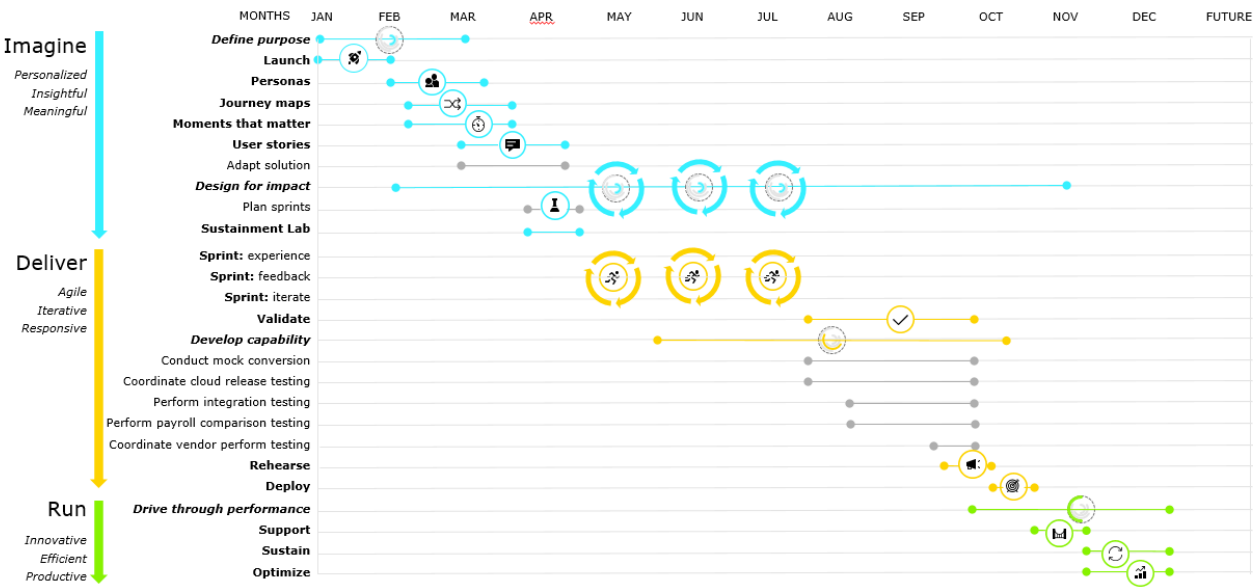
Our Approach

Our approach is underpinned by the following principles:

- Scope will be clearly defined and agreed;
- There will be a clear governance structure and reporting mechanisms;
- Project management will be robust and managed under PRINCE 2 principles;
- There will be a joint project team with members from Deloitte and your organisation; and
- Roles and responsibilities will be clearly defined and agreed.

The diagram below summarises the various stages of our approach, as part of our Momentum methodology. At the outset of the project, we will work with your organisation to define a more detailed project plan and refine our approach accordingly. The specific activities, inputs and responsibilities of each party will be described in detail in the agreed Order Form.

Timeline



The following table provides a high-level overview of typical activities that would be undertaken in each workstream of activity, with the specific activities, inputs, and responsibilities of each party to be described in detail in the agreed Order Form.

Workstream	Typical Activities
Project Management	<ul style="list-style-type: none">• Project management office set up• Project planning• Benefits Realisation Plan• Project Initiation Document• Project team meetings• Preparation for Project Board meetings• Monitoring risks and issues• Recommending corrective action for issues• Controls process regarding deliverables

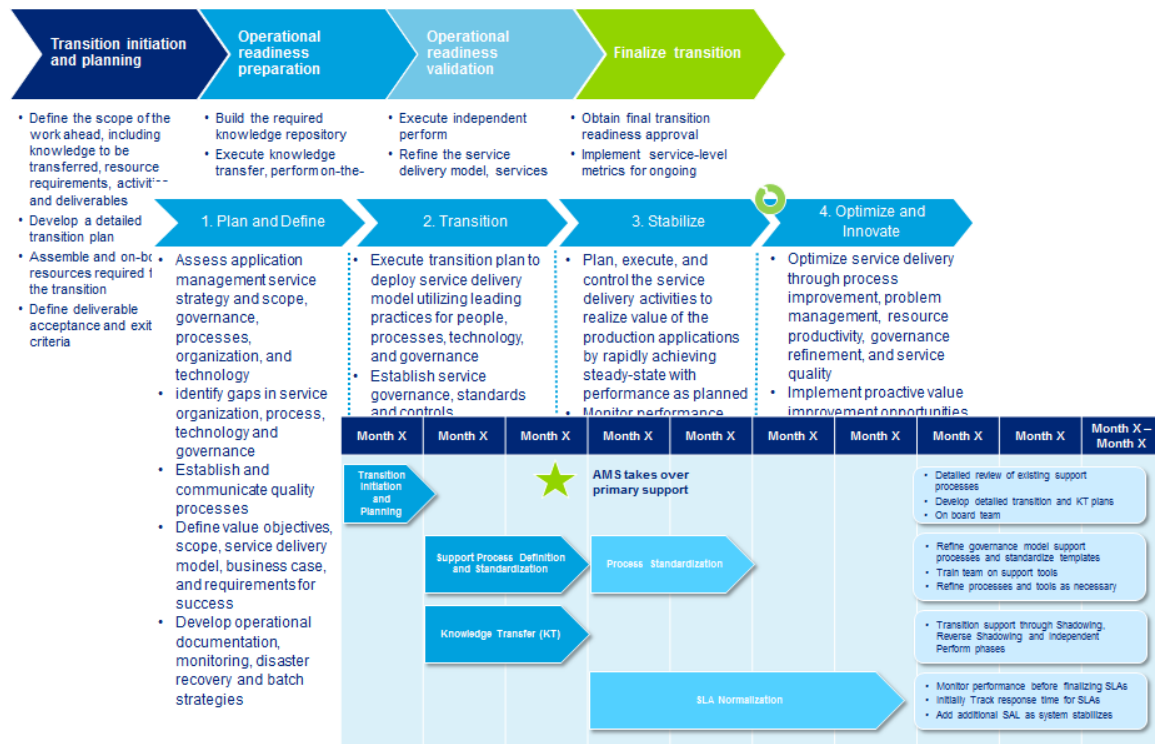
Workstream	Typical Activities
Business Readiness	<ul style="list-style-type: none"> • Change planning and delivery • Communications planning and delivery • Determine possible change implications • Business readiness assessment and support for deployment • Facilitate and deliver end user training • Transition the organisation from IT delivery to service management
Process	<ul style="list-style-type: none"> • Validate design documentation • Prepare business policies to support new processes • Refine business procedures as required to support new processes • Produce test scripts and scenarios • Update operating procedures
Technology and Applications	<ul style="list-style-type: none"> • Understand existing technology landscape • Technology Solution Design • Understand implications of moving to a cloud solution for the organisation's line of business systems • Set up infrastructure to support the core technology • Test the core technology solution • Copy the Deloitte template for core build and configuration • Undertake local build and configuration as required, including new master data structures • Build interfaces to any legacy systems outside the scope of the template • Undertake data cleanse and data migration • Undertake unit testing • Undertake Systems Integration Testing, User Acceptance Testing and Parallel runs (for payroll if required) • Performance Testing • Cutover planning and execution including load of data to production system and preparation of user IDs for end users • Provide post go-live support
Access to systems	<ul style="list-style-type: none"> • Determine system roles, access and security requirements (user authentication) • Test security

Transition to IT service management

A key stage in the delivery of the service outlined in the diagram above is the “Transition to IT service management” stage of implementation. In the following sections we elaborate further on the services we provide to the Buyer providing ongoing support of the Workday cloud solution platform. These services will be discussed and agreed with the buyer as part of any commercial arrangements made.

Deloitte's proven transition process minimises the risk of transferring the ongoing application responsibilities from the implementation team to the ongoing Deloitte support team to provide the required level of buyer support.

This IT service management transition process covers four major stages and encompasses the full spectrum of activities from initiation through to the day-to-day activities necessary to manage the new Workday cloud environment for the Buyer as outlined in the figure below.



Our Transition Approach

The transition phase is critical to the implementation of Workday Cloud applications hosted within a cloud support operating model and our methodology enables a seamless transition from implementation to application operations and service delivery excellence while minimising disruption to business operations.

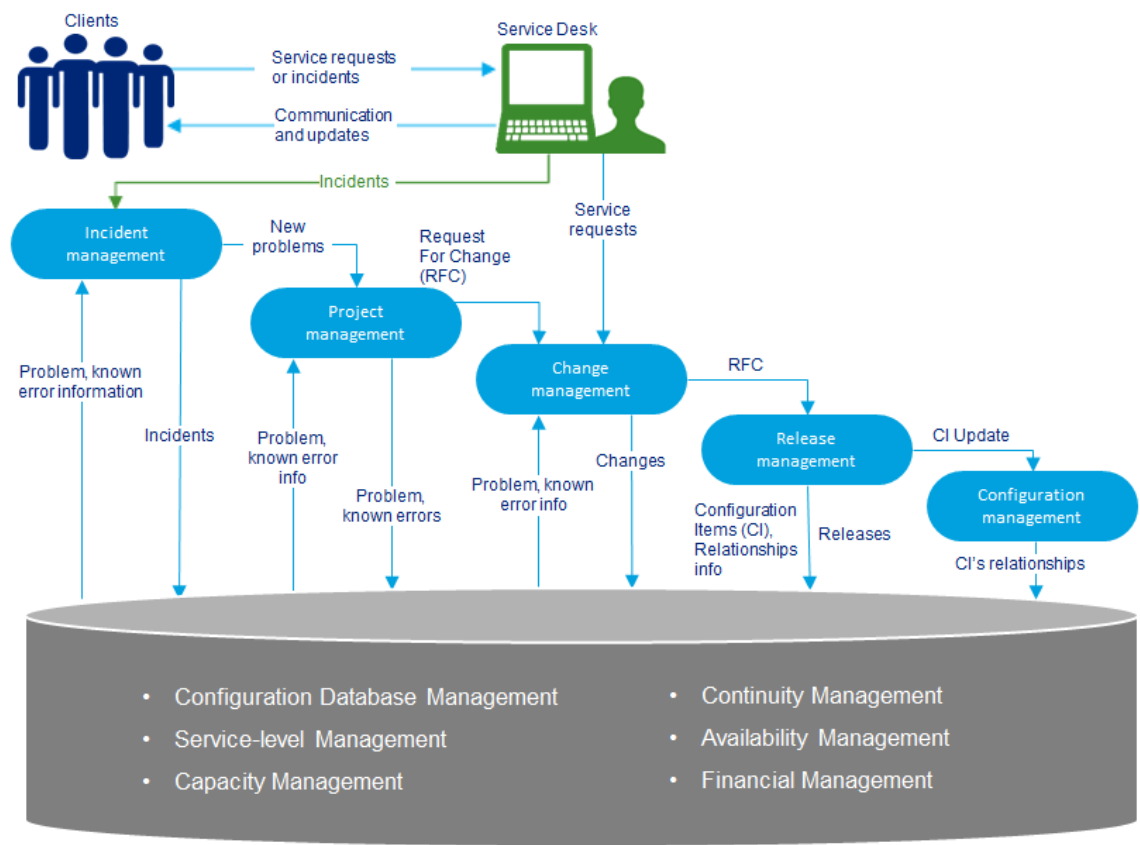
Our transition approach is based on a standard, repeatable process that promotes knowledge transfer and operation readiness. Our transition process covers the four major stages presented below.

These stages encompass the full spectrum of activities from planning through independent execution of support services. Our transition activities and tools incorporate leading ITIL service management practices and leverage prior transition experience to address the full scope of AMS processes and to provide an efficient and effective transition.

Service Desk Model

Our practice deploys a proven, process-centric approach based on industry best practices, including CMMI and ITIL-based service processes.

- Confirms that all customer requests (issues, enhancements, or questions) are managed to completion
- Facilitates adherence to service level objectives
- Focuses on end-to-end service management
- Supports quality initiatives
- Refines through delivery experience
- Facilitates cost-effective service delivery



Responsiveness Goals

The following table describes the standard priority levels assigned to reported incidents. In addition to standard support reporting based on priority levels, we will implement the following levels of escalation where service requests based on an assigned priority cannot be resolved within the target resolution time.

Priority	Target Resolution Time	Escalation Level		
		1	2	3
Priority 1 Severe	4 hours	> 4 hours	>4 hours	> 4 hours
Priority 2 Major	8 hours	> 8 hours	> 12 hours	> 16 hours
Priority 3 Moderate	24 hours	> 24 hours	> 36 hours	> 48 hours
Priority 4 Minor/Nominal	80 hours	> 80 hours	> 120 hours	> 160 hours

Escalation can be triggered, at any time, by the buyer Support Manager or Support Team where, based on the priority level, target resolution times may/will be exceeded.

Our escalation process will be utilised during critical events to keep senior management of both organizations informed and involved to resolve these incidents in a timely manner.

The details of the procedures and key contact information will be determined during the Transition Phase.

Inputs

We have assumed that you will be in a position to provide certain inputs to the service, which we have listed here. If you are not in a position to provide all of these inputs then we can discuss options, as it is likely we can reach agreement to alter our approach to accommodate your situation.

We would expect the following inputs from you as part of this service:

- Agreement from your organisation for Deloitte to access your staff and systems;
- Details of your organisation's existing HR, Payroll, Finance and Procurement processes, policies and procedures;
- Details regarding reporting for the in-scope functions and other corporate reporting;
- Details of your organisation's existing operating model for in scope processes, including IT infrastructure and licensing arrangements and any arrangements whereby a third party delivers in-scope services;
- The costs of your existing operations; and
- Details of existing interfaces with your Line of Business systems.

Your Contribution

Our services are designed to be delivered with you rather than to you. We have assumed that you will be able to make the following contribution to the work. If you are not in a position to take on these responsibilities then please get in touch to discuss options, as it is likely we can reach agreement to alter our approach to accommodate your situation.

- We would expect the following contribution from you as part of this service:
- Access to staff who manage the functions in scope and other stakeholders to attend meetings and workshops. We will endeavour to be flexible around diaries however to deliver at the pace of the agreed timescales for onboarding access to specific individuals on a timely basis will be key;
- Provision of staff members to be part of the project team. We will agree roles and responsibilities with you at the outset and document these in the Order Form however we anticipate that you will provide team members to work in all workstreams;
- Provision of staff to undertake user acceptance testing;
- Provision of senior stakeholders to sit on the Project Board as part of the governance arrangements;
- Provision of a co-located working space for members of the joint team and ideally use of a confidential meeting room;
- Provision of the cloud technology architecture and systems; and
- Provision of and payment for any software licenses.

Outputs

What will you get in terms of deliverables, outputs and outcomes from this service?

Outcomes from the project will be documented in the Order Form but are anticipated to include:

- Increased use of self-service which is accessible for employees, customers and suppliers, and is secure and easy to use;
- Improved information for employee and managers;
- Improved data accuracy and data quality;
- Platform using Momentum4Gov cloud based solution containing dedicated development and QA systems. Typically to include Finance, Procurement, HR and Payroll design aligned to Deloitte's leading practice public sector processes and aligned with Government Finance/HR processes.
- Integration with Line of Business systems achieved by implementing a standard suite of business interfaces;
- Transition of IT from delivery to service management; and
- Staff trained.

This will be supported by robust project and change management with deliverables such as:

- Project plans;
- Progress reports;
- Monthly Project Board reports;
- Communications plan;
- Training plan; and
- A project closure report.

Business Context

What situations is this service designed to be used in?

This service is designed for public sector organisations that want to:

- Reduce the cost of their technology estate by transitioning onto a hosted private cloud solution;
- Implement standardised and leading practice processes for Finance, Procurement, HR, Payroll and Reporting;
- Accelerate delivery by using pre-configured, template end-to-end solutions;
- Reduce cost and improve efficiency in back office and support processes;
- Improve and increase self-service through web enabled and mobile technologies;
- Have a timely and well managed transition process; and
- Improve the quality of data and management information.

Scale and Complexity

The effort involved in delivering our service is driven partly by what we will do and what you will do before we arrive and alongside us whilst we work (which we have described in above sections). It is also driven by the scale and complexity of your business situation.

This section describes the scale and complexity that we have designed this service to address. If your business situation is bigger or smaller than this then we can discuss options, as it is likely we can reach agreement to alter our approach to accommodate your situation.

As mentioned, the duration of the service can vary dependent on the scale of your organisation and maturity of existing processes but typically will range from 8 to 10 months of support.

Other factors that will influence the duration of the project and size of the project team will include:

- The size of your organisation;
- The degree to which you accept the design;
- The number and complexity of technology changes required; and
- Availability of appropriately skilled staff to fulfil project team roles.

Exclusions

Our service description above defines the scope of what we will deliver. For the avoidance of doubt, we have listed below any activities that (in our experience) are sometimes expected to be in our scope but which are not included within this service.

- Provision of and payment for any software licenses;
- Data / master data validation or cleansing;
- Reconciliation and sign off of historic data; and
- Purchasing any technology infrastructure and systems.
- Provision of any MPLS connectivity to the Deloitte UK/EU data centres.

Service Constraints

Where service constraints exist of a general nature, they would usually be addressed in the Service Definition document. These and any other constraints would need to be discussed with the client prior to placing the Order. This includes constraints that are specific to the client or the client's situation or that need to be addressed before delivery of the service. We will rely on the client to bring to our attention, before the order is agreed, any specific constraints that need to be addressed including those that could impact on quality, service levels, costs or duration of the engagement.

We can advise on maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features and other matters if relevant to the service.

4 Contact Details

Please send your requirement to publicsectorbidteam@deloitte.co.uk. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name
- The name of this service
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work.



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