

**ADDENDUM AGREEMENT BETWEEN  
LEXINGTON FAYETTE URBAN CO GOV  
AND  
KRONOS INCORPORATED  
TO PURCHASE GOODS AND SERVICES IN ACCORDANCE  
WITH THE COBB COUNTY, GA CONTRACT No. 18220  
Lexington Fayette Urban Co Gov Addendum to Contract#18220**

This Addendum Agreement (hereafter the "Agreement") effective as of the date last signed below to purchase pursuant to the terms and conditions of the U.S. Communities Contract No. 18220 dated March 18th, 2019, as amended (the "U.S. Communities Contract"), and is entered into by and between Kronos Incorporated (hereinafter referred to as "Kronos") and Lexington Fayette Urban Co Gov (the "County"), and is executed pursuant to the terms and conditions set forth herein. In consideration of those mutual undertakings and covenants, the parties agree that this Agreement is an addendum to the U.S. Communities Contract and agree as follows:

**SECTION I - INTERPRETATION AND INTENT**

1.01 The Agreement as referred to herein, means this Agreement executed by the County and Kronos, and shall include the terms and conditions set forth herein, and the applicable sections of the terms and conditions of the above referenced U.S. Communities Contract as amended.

1.02 The County, as an eligible Participating Public Agency, shall assume the rights and obligations of the Customer as defined in the U.S. Communities Contract when making purchases of goods or services under the U.S. Communities Contract, and terms and conditions of the U.S. Communities Contract shall apply to the County as they apply to the Customer, except as otherwise set forth herein.

1.03 The Contract consists of this Agreement and the U.S. Communities Contract No. 18220 dated March 18th, 2019, as amended (the "U.S. Communities Contract"). The parties agree to be bound by all the terms and conditions set forth in the aforementioned documents.

1.04 In the event of a conflict between the provisions contained in the U.S. Communities Contract and those contained in an Order or SOW, the following order of precedence shall apply: (1) the Order; (2) the US Communities Contract; and (3) SOW.

1.05 To the extent that a conflict exists between this Agreement and the US Communities Contract, the terms, conditions, covenants, and/or provisions of the Agreement shall prevail. Wherever possible, the provisions of such documents shall be construed in such a manner as to avoid conflicts between provisions of the various documents.

**SECTION II – TERM**

3.01 The term of this Agreement shall begin upon the date all parties have executed the Agreement and shall terminate upon the termination of the Services pursuant to the Quote#: [Q- 172103] entered into between the County and Kronos (the "Order").

IN WITNESS WHEREOF, the Parties through their duly authorized representatives have read the foregoing

and all documents incorporated herein and agree and accept such terms effective as of the date of the last signature below.

Kronos Incorporated	Lexington Lafayette Urban Co Gov
Dated:	Dated:
By:	By:
Name:	Name:
Title:	Title:



**ORDER FORM**

Quote#: Q-172103  
Expires: 29 Sep, 2023  
Sales Executive: Scott Gleske  
Effective Date: Effective as of the date of last signature of this Order

Order Type: Quote  
Date: 05 Sep, 2023

Customer Legal Name:  
LEXINGTON FAYETTE URBAN CO GOV

Ship To: LEXINGTON FAYETTE URBAN CO GOV  
200 EAST MAIN ST  
LEXINGTON, KY 40507-1310 USA

Customer Legal Address:  
200 EAST MAIN ST, LEXINGTON, KY 40507-1310 USA

Bill To: LEXINGTON FAYETTE URBAN CO GOV  
200 EAST MAIN ST  
LEXINGTON, KY 40507-1310 USA

Bill To Contact:

Ship To Contact: Mike Nugent

Ship to Phone: 859.258.3730  
Ship to Mobile:  
Contact: Mike Nugent  
Email: mnugent@lexingtonky.gov

Currency: USD  
Customer PO Number:  
Solution ID: 6003583  
Initial Term: 36 months  
Uplift Percent: 4 %

Shipping Terms: Shipping Point  
Ship Method: FedEx Ground  
Freight Term: Prepay & Add  
Renewal Term: 12 months  
Payment Terms: Net 30 Days

Billing Start Date: 90 Days from the Effective Date  
Data Center Location: USA

**Subscription Services**

Billing Frequency: Quarterly in Advance

Subscription Services	Quantity	PEPM	Monthly Price
UKG DIMENSIONS TIMEKEEPING HOURLY	1,125	USD 4.30	USD 4,837.50
UKG DIMENSIONS ADVANCED SCHEDULING	370	USD 1.08	USD 399.60
<b>Total Price</b>			<b>USD 5,237.10</b>



### Equipment Rental

Billing Frequency: Quarterly in Advance

Item	Quantity	Unit Price	Monthly Price
TOUCH ID PLUS OPTION FOR INTOUCH DX/DX G2 RENTAL	14	USD 25.00	USD 350.00
UKG INTOUCH DX G2,B/C RENTAL	14	USD 87.58	USD 1,226.12
<b>Monthly Total</b>			<b>USD 1,576.12</b>

### Accessories

Billing Frequency: Invoiced Upon the Signature of the order form

Item	Quantity	Unit Price	Total Price
NORTH AMERICA POWER ADAPTER FOR EXTERNAL OUTLET, INTOUCH DX/DX G2	14	USD 0.00	USD 0.00
<b>Total Price</b>			<b>USD 0.00</b>

### Professional Services - Fixed Fee

Billing Frequency: Billed 100% upon signature of the order form

Professional Services - Fixed Fee	Billing Role	Quantity	Unit Price	Total Price
UKG DIMENSIONS USER ADOPTION ASSESSMENT	Education Consultant	1	USD 2,400.00	USD 2,400.00
UKG DIMENSIONS TRAIN THE TRAINER PACKAGE	Education Consultant	1	USD 2,400.00	USD 2,400.00
UKG DIMENSIONS FF ONBOARDING SERVICES	Grouped	1	USD 50,000.00	USD 50,000.00
UKG DIMENSIONS FF ONBOARDING SERVICES	Grouped	1	USD 15,000.00	USD 15,000.00
<b>Total Price</b>				<b>USD 69,800.00</b>

### Quote Summary

Item	Total Price
Total Monthly SaaS and Equipment Rental Fees	USD 6,813.22

Item	Total Price
Total Equipment Purchase and Accessories Fee	USD 0.00

Item	Total Price
Total Fixed Fees	USD 69,800.00

### Order Notes:

This order entered into between the Customer and Kronos Incorporated, a UKG company is subject to the terms and conditions of the Master Agreement Reference #18220 dated March 18th, 2019, between the Lead Agency (acting as "Owner") and Kronos Incorporated (as the "Contractor"), as amended (collectively referred to as the "US Communities Agreement #18220). All items as listed on this Order are subject to only the Sections A and K of Contract #18220.



The parties agree that Customer is migrating from their existing Workforce Central perpetual software licenses (the "Existing Applications") to the UKG Dimensions software as a service offering ("WFD SaaS"). Customer's Software Support for the Existing Applications shall continue, for up to two payroll cycles within 60 days after migration to WFD SaaS, but in no event beyond December 31, 2025 in accordance with standard UKG Support policies or March 31, 2027 in accordance with UKG Workforce Central End-of-Engineering Support policy, and shall terminate thereafter.

UKG Workforce Central End-of-Engineering (EoE) Support policy:

The End of Engineering date signifies the end of all engineering activity for the product. Starting on January 1, 2026, UKG Global Support will continue to respond to support calls for customers with current maintenance up to the End of Life date of March 31, 2027. You may call UKG Global Support to receive answers to questions or problems you have encountered with your use of the product such as with configuration, setup tasks, and other questions of product usage. The support you receive from UKG Global Support does not change after the EoE date for questions relating to product usage, deployment, and other related activity in which you may need support.

For the period between January 1, 2026 and March 31, 2027 (End of Engineering period) full engineering activity will have ceased and UKG will no longer be providing service release updates containing feature enhancements nor releasing patches for customer reported defects and version updates to embedded components. This means that functional issues with the software reported to UKG Global Support will not be resolved by the engineering team and a patch for defect resolution will not be provided. Examples of problems that may occur that will not be addressed are:

- Customer updated its browser and is now receiving unexpected UI behavior
- Customer created a new pay rule and does not get expected results
- Customer configured a new feature for the first time and determined it doesn't work as expected

Furthermore, version updates to embedded components will not be provided during this End of Engineering period. However, for customers with on premise implementations of Workforce Central with current maintenance, UKG will make available certain patches for security related items related to embedded components in the rare case a patch is necessary to resolve a security vulnerability. These patches will be available for Critical Security vulnerabilities classified by UKG using the CVSS v3.1 scale at 9.0+, when the product is used in accordance with the published documentation. UKG reserves the right to consider providing patches for other lower CVSS scores and will assess the criticality specific to Workforce Central as needed. Any patches available for download will be available for the most recent service release of WFC v8.1 only. Exclusions to this policy include Workforce HR, Workforce Payroll, Workforce Analytics (all specialized versions), and Workforce Enterprise Archive. No security patches will be made available for products on the exclusions list. Firmware updates for Intouch clocks follow a separate maintenance program and support for firmware is documented separately. This definition replaces all prior representations and warranties on the in scope Workforce Central modules during the End of Engineering period.

UKG Dimensions Monthly Service Fees shall be invoiced at the Billing Frequency indicated on this Order Form, commencing on the Billing Start Date. As of the Billing Start Date, UKG will credit Customer for any pre-paid but unused fees for Software Support for the Existing Applications. Customer may apply credits against any amounts owed to UKG by Customer until such credit is expended. Customer shall continue to pay the Software Support services fees on the Existing Applications until the Billing Start Date.

Milestone payment terms for the Fixed-Fee implementation services outlined below shall be as follows:

- User Adoption, Train the Trainer USD \$4,800.00, and Initial Onboarding USD \$50,000 shall be due Upon Order Execution
- Final Onboarding USD \$15,000.00 shall be due 6 months after Order Execution All other payment requirements shall be as outlined on this Sales Order.

Customer acknowledges that should the project implementation be delayed by Customer, payment of any remaining milestone payments (or balance) outlined on this Order shall be due and payable net 30 days after notice by UKG of Customer's delays. If Customer terminates the Professional Services for convenience as provided for in this Agreement, Customer will be responsible to pay for all milestones completed as well as a pro-rata portion of any milestones in progress calculated by multiplying UKG's then-current hourly rate by the number of actual service hours performed by UKG toward completion of the in-progress milestone, not to exceed the amount of the milestone.

The fees for the Subscription Services are invoiced 60 days prior to the Billing Start Date.

Before including any health related questions in UKG Dimensions Timekeeping please consult with your legal counsel to ensure you are compliant with applicable privacy laws and regulations.

IN WITNESS WHEREOF, the parties have caused this Order to be executed by their authorized representatives and shall be effective as of the date of the last signature below.

<b>LEXINGTON FAYETTE URBAN CO GOV</b>	<b>Kronos Incorporated</b>
Signature: _____	Signature: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____
<p>The monthly price on this Order has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. Due to the rounding calculations, the actual price may not display as expected when displayed on your Order. Nonetheless, the actual price on your invoice is the true and binding total for this Order for purposes of amounts owed for the term.</p>	



# Statement of work for LEXINGTON FAYETTE URBAN CO GOV

## Migration to UKG Workforce Dimensions

Sales Executive	Scott Gleske
Author	Glenn Newcomb
Expiration Date	11/31/2023
Quote Number	2023-79550
Revision #	2
Opportunity ID	Opp-482743
Status	Approved
Customer SID	6003583



# 1. Overview

This Statement of Work provides an overview of the project including scope, approach, costs, and how the project will be managed. This Statement of work is for a fixed fee engagement. Travel expenses are not included and will be invoiced separately if incurred.

# 2. Objective

The primary objective of this project is to provide LEXINGTON FAYETTE URBAN CO GOV support and services as they migrate from the Workforce Central workforce management platform to UKG Dimensions.

# 3. Solution Scope

Each of the following solutions are included within the scope of this engagement and will be deployed according to the associated project type described below:

Solution	Project Type	Deployment
UKG Dimensions Timekeeping Hourly	Migration	Phase 1
UKG Dimensions Advanced Scheduling	Migration	Phase 1

## Project Types

### Migration

A migration assumes that all existing configuration will be moved to the new platform where possible and does not include additional services to introduce or retool workflows and policy. Services to deploy new add-on solutions, if purchased, will be delivered in a subsequent phase following the Phase 1 migration project.

### Net New

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

# 4. Deployment Strategy

The deployment of the Application(s) is a collaborative endeavor. UKG will work with Customer to determine the most logical and efficient deployment plan of the Application(s) based upon, Application(s) purchased, and Launch duration outlined in this document. This best practice approach will be tailored to Customer’s business objectives.

## Launch Methodology

The Launch methodology provides a framework that generally describes how the project will progress from the start to finish. UKG’s deployment methodology includes the following phases:

Launch Phase	Description
Welcome	Preliminary preparation involves four basic elements: UKG's internal readiness and team assignments, Customer preparation, a project team initial kick off meeting and Application(s) access.
Confirmation / Requirements	UKG will confirm configuration items included in the migration with the Customer. For any new add-on applications, UKG will perform a discovery process to determine the best fit between the Customer’s business requirements and the UKG Application(s).
Migrate / Build	This phase is designed to migrate / configure Customer’s Application(s). This phase will also provide unit testing to ensure that each iteration delivers a fully configured component of the system.

Launch Phase	Description
Test	Testing includes functional/user acceptance testing for the applicable Application(s).
Go-Live	This phase consists of UKG assisting the Customer with the first live processing, the rollout of the Application(s) and transition to support.

## 5. Roles and Responsibilities

A successful Launch assumes Customer participation throughout the project as referenced in the Roles and Responsibilities table below.

Activities	UKG	Customer
<b>Project Management</b>		
Review the scope of services with Customer including contract documents and resource assignments	√	
Validate scope of services by reviewing contract documents and resource planning		√
Manage UKG team's project resources, budget, and scope/deliverables to ensure they are being met per the project timeline	√	
Manage Customer team's project resources, budget, and scope/deliverables to ensure they are being met per the project timeline		√
Create status reports and facilitate status calls with project team	√	
Partner with Customer to identify, manage, and resolve project issues	√	
Partner with UKG to identify, manage, and resolve project issues		√
Provide Customer communications and general project-related management activities	√	
Create change management and training for managers and employees		√
<b>Welcome Phase</b>		
Share project goals and success criteria with UKG project team		√
Facilitate and attend the kick-off meeting	√	
Attend and participate in the kick-off meeting		√
Assist in defining necessary Customer resources and a training plan as part of the project plan	√	
Key project resources attend recommended training course(s) throughout implementation		√
Provide Customer access to the Application(s) as contracted in the Order	√	
<b>Confirmation / Requirements Phase</b>		
Gather all available policy, procedure documentation, and business use cases to complete the data collection process for any new add-on Application(s)		√
Describe the expected solution, business processes, and business rules for all employee groups in scope		√
Facilitate rapid review, feedback, and signoff on all project documentation as required to meet project deadlines		√
Participate in documentation of the project assumptions, risks, and system configuration needs based on completed requirements and UKG recommended configurations for any new add-on Application(s)	√	√
Create Project Scope Document detailing the results of the requirements phase	√	
Provide Customer with a detailed project plan	√	
Create Customer defined test scripts		√
<b>Build Phase</b>		
Complete mutually agreed upon UKG migration / configuration tasks and complete unit testing to validate configuration	√	

Activities	UKG	Customer
Complete mutually agreed upon Customer migration / configuration tasks and complete unit testing to validate configuration		√
Supply technical support required for system integration		√
Supply technical support for UKG network infrastructure	√	
Supply technical support required for Customer hardware and system networking		√
Customer reviews configuration and mutually agrees to proceed to Test Phase.		√
<b>Test Phase</b>		
Perform interface testing		√
Assist Customer with interface testing	√	
Perform functional/user acceptance and system testing		√
Assist Customer with functional/user acceptance and system testing	√	
<b>Go-Live Phase</b>		
Execute manager and end-user training		√
Customer validates Application(s) and mutually agrees to proceed with Go Live		√
Provide production support and post-live support for transition to UKG's Customer Support team	√	

## 6. Deliverables

Below are the key project deliverables and related acceptance criteria that UKG will deliver in each phase of the implementation.

Phase	Deliverable	Activity	Acceptance Criteria
Requirements	Interface inventory	Customer reviews and confirms all interfaces to be delivered by UKG listed in the Assumptions section of this document	Services as listed in the activity column are completed and Customer accepts the interface inventory
Requirements	Test strategy and test methods	Customer confirms with UKG assistance the test strategy and test methods that will be used to validate and approve interfaces testing, functional testing, user acceptance testing, operational process testing, etc.	Services as listed in the activity column are completed and Customer accepts the testing strategy and plan document
Requirements	Detailed project plan	UKG will refine and update the detailed project plan	Customer receives and accepts the detailed project plan
Requirements	Project scope document	UKG will provide Project Scope Document	Customer receives and accepts the project scope document
Migration / Build	Application(s) configuration	UKG reviews migration / configuration with Customer	Services as listed in the activity column are completed
Test	Complete integration testing for mutually agreed upon go-live integrations	Customer will participate in integration testing	Services as listed in the activity column are completed and Customer accepts the interface inventory
Test	Operational readiness assessment	Customer with UKG assistance will create a production cut-over plan. Customer will provide for UKG review their contingency plan.	Acceptance criteria as outlined in UKG's authorization to proceed to go live form and/or as otherwise mutually agreed to by the Parties

Phase	Deliverable	Activity	Acceptance Criteria
Go-Live	Live processing of Application(s)	Customer will have a “go”/”no go” decision for go live. UKG will review with the Customer the transition to Customer Support Team.	Once decision to “go” live has been made and first live date has been achieved, this is considered acceptance

## 7. Training

UKG’s training model includes a role-based learning plan. Each role within Customer’s organization has a specific set of courses required at specific points in Launch. Having role-based training classes ensures Customer’s team members are trained on the processes they will use in their day-to-day interactions with the Application(s). The timing of this training is key. UKG aims to provide the training with as little time between training delivery date and system usage as possible. This provides for Customer’s users to have an opportunity to reinforce the training through real-life application before they begin to lose the skills gained in training. End users (e.g., Managers and Employees) use a train the trainer model for learning. Customer is responsible for train the trainer learning for their managers and employees unless otherwise defined in the Assumptions section of this document.

## 8. Project Team Composition

The team roles and key responsibilities are listed below. UKG will provide experienced industry experts specializing in specific areas of Launch. Customer will provide resources as described below in the Customer Team Resources section or as otherwise mutually agreed to in the project plan.

UKG Team Resources	Key Responsibilities
Service Manager	<ul style="list-style-type: none"> <li>UKG project sponsor</li> <li>Gains commitment for all project resources</li> </ul>
Project Manager	<ul style="list-style-type: none"> <li>Primary point of contact</li> <li>Responsible for achieving project objectives by coordinating with all project resources on the timely completion of project tasks</li> <li>Develops and manages project schedule</li> <li>Identify and develop project risk mitigation plan</li> <li>Communicates overall project status and provides project reporting</li> <li>Serves as initial point of escalation for all project related issues and coordinates activities needed for resolution</li> </ul>
Workforce Management Consultant	<ul style="list-style-type: none"> <li>Primary point of contact for workforce management application-related service requests</li> <li>Completes time Application(s) configuration life cycle per Launch methodology</li> </ul>
Workforce Management Scheduling Consultant	<ul style="list-style-type: none"> <li>Primary point of contact for workforce management scheduling application-related service requests</li> <li>Completes scheduling Application(s) configuration life cycle per Launch methodology</li> </ul>
Integration Consultant	<ul style="list-style-type: none"> <li>Responsible for integration creation and delivery</li> </ul>
User Adoption Consultant	<ul style="list-style-type: none"> <li>Primary point of contact to advise designated Customer resources to support the delivery of change management and user training for managers and employees</li> </ul>

Customer Team Resources	Key Responsibilities
Executive Sponsor	<ul style="list-style-type: none"> <li>• Customer project sponsor</li> <li>• Gains commitment for all project resources</li> <li>• Provides executive-level support to the project team</li> <li>• Ensures that the needs of the project team are well represented and met by the steering committee</li> </ul>
Project Manager/Lead	<ul style="list-style-type: none"> <li>• Primary point of contact</li> <li>• Responsible for achieving project objectives by coordinating with Customer project resources on the timely completion of project tasks</li> <li>• Communicates overall project status and provides project reporting to Customer steering committee if applicable</li> <li>• Serves as Customer’s initial point of escalation for all project related issues and coordinates activities needed for resolution</li> <li>• Identify and manage project risks</li> <li>• Channels the team’s activities toward Application(s) configuration and executing the project</li> </ul>
Workforce Management Subject Matter Expert	<ul style="list-style-type: none"> <li>• Customer’s primary workforce management representative and designated decision maker in the area of time tracking</li> </ul>
Scheduling Subject Matter Expert	<ul style="list-style-type: none"> <li>• Customer’s primary scheduling representative and designated decision maker in the area of scheduling</li> </ul>
Education and Change Management Resource	<ul style="list-style-type: none"> <li>• Customer’s primary resource and designated decision maker in the area of end user training and change management</li> </ul>
System Administrator	<ul style="list-style-type: none"> <li>• Customer’s primary resource for Application(s) configuration and system knowledge</li> </ul>
Technical Resource	<ul style="list-style-type: none"> <li>• Customer’s primary resource for technical issues related to integrations, network, and Application(s) security</li> </ul>
Other Subject Matter Experts	<ul style="list-style-type: none"> <li>• Customer’s primary resource and designated decision maker in their specific specialty area</li> </ul>

## 9. Launch Guidelines and Assumptions

The following guidelines and assumptions were used in preparing this Statement of Work.

Service	Deployment and General Project Assumptions
Deployment Phase(s)	<ul style="list-style-type: none"> <li>• The Phase 1 project is for an “as-is” migration of existing licensed and configured applications in which Customer has established, standardized policies/practices for the employees in scope.</li> <li>• The Phase 1 project duration is expected to be 16 to 24 working weeks and assumes a single go-live event for the following applications and integrations: <ul style="list-style-type: none"> <li>○ Application(s): <ul style="list-style-type: none"> <li>▪ UKG Dimensions Timekeeping</li> <li>▪ UKG Dimensions Advanced Scheduling</li> </ul> </li> <li>○ Standard Integrations: <b>(See “Appendix A”)</b> <ul style="list-style-type: none"> <li>▪ One (1) Employee Data Import</li> <li>▪ Eight (8) Payroll Exports</li> <li>▪ One (1) Accrual Balance Export</li> </ul> </li> </ul> </li> </ul>

Service	Deployment and General Project Assumptions
	<ul style="list-style-type: none"> <li>The <b>Phase 2 project</b> is to deploy the following add-on applications and/or services and will take place subsequent to the Phase 1 migration: <ul style="list-style-type: none"> <li>Add-on Services: <ul style="list-style-type: none"> <li>Work with the Corrections Department to gather and calculate time to report on anticipated overtime, while continuing to pass only uncalculated time worked to Peoplesoft. Verify that other departments are working in this fashion.</li> <li>80 Hours of Solution Consultant and 20 hours of Project Management are quoted for this purpose.</li> <li>If more hours are required, a change order will be needed.</li> </ul> </li> </ul> </li> </ul>
Technical Services	<p>UKG will provide the following as part of the Phase 1 migration project:</p> <ul style="list-style-type: none"> <li>Strategic Technical Advisor to guide Customer in SSO and clock migration</li> <li>ATK Custom Workflow Review (if applicable)</li> <li>Existing Custom Report Assessment (if applicable)</li> <li><b>Workforce Central Customer Historical Access including:</b> <ul style="list-style-type: none"> <li>Historical access setup services with upgrade for read-only reporting to Customer's existing instance of Workforce Central</li> <li>Hardware recommendations and assistance with restoring the UKG database on-premise</li> <li>Installation/upgrade of base Workforce Central applications (if applicable)</li> <li>Moving reports (including custom if applicable) to the historical environment</li> <li><b>Excluded from scope:</b> Modules such as Workforce Device Manager, Workforce Integration Manager, custom features, and Single Sign On</li> <li><b>Important:</b> If Customer is coming from the UKG (Kronos) Private Cloud, the Customer will have 15 days from termination to retrieve their data</li> </ul> </li> </ul>
User Adoption and Train the Trainer Services	<p>Phase 1 of the migration project includes:</p> <ul style="list-style-type: none"> <li>1 User Adoption Assessment Workshop(s)</li> <li>1 Train the Trainer Consulting Workshop(s)</li> </ul> <p>As part of the User Adoption Workshop, UKG will:</p> <ul style="list-style-type: none"> <li>Work with designated Customer resources and provide the following::</li> <li>Evaluate user adoption needs</li> <li>Review user adoption resources for up to 15 participants per workshop</li> <li>Provide access to user adoption action plan, change management and user training templates</li> </ul> <p>As part of the Train the Trainer Consulting Workshop, UKG will:</p> <ul style="list-style-type: none"> <li>Work with Customer training resources designated to support user training</li> <li>Deliver a workshop focused on user training delivery for manager and employee roles for up to 15 participants per workshop</li> <li>Provide access to editable PowerPoint slides and participant guide from the Manager Tasks and Outcomes course</li> <li>Provide standard hands-on exercises with the most common tasks for managers</li> </ul>
User Acceptance Testing (UAT) Support	<p>UKG will:</p> <ul style="list-style-type: none"> <li>Provide an overview of the UAT process, including testing tools and the approach to be used for issue management</li> <li>Supply stock baseline test cases to validate system functionality and provide general guidance to aid the Customer in writing and executing test cases specific to their business</li> <li>Offer consultation and provide issue support during the testing phase for up to 3 parallel cycles</li> </ul>

Service	Deployment and General Project Assumptions
	<ul style="list-style-type: none"> <li>Secure final confirmation from the Customer to validate system readiness prior to Go Live</li> </ul>
General Project Assumptions	<ul style="list-style-type: none"> <li>Customer will complete tasks as indicated in the roles and responsibilities of this document and as assigned in the final project plan by mutually agreed upon due dates.</li> <li>UKG will communicate with Customer's project manager, the appointed point of contact for Customer on this project. The Customer's project manager will be responsible for all communications and project management among all Customer parties (staff, vendors, consultants) and for the escalation and resolution of any issues for the Customer.</li> <li>UKG will not be responsible for troubleshooting Application(s) or hardware not provided by UKG.</li> <li>Scope changes are subject to review and may impact the project timeline or cost. If additional work beyond the initial scope of this Statement of Work is required, Customer may be charged.</li> <li>UKG will support up to two (2) pay periods in production. After which, the UKG project manager will transition the completed scope to UKG Customer Support Team for post-implementation support.</li> <li>All project tasks are completed through UKG's virtual (offsite) deployment model unless otherwise agreed to in an authorized service request or work order. Travel expenses are not included and will be invoiced separately as incurred.</li> </ul>
Service Requests	<ul style="list-style-type: none"> <li>Requests for change to this Statement of Work or the project(s) it covers must be submitted to Customer's project manager in writing or in the form of an electronic service request</li> <li>Any of the following items will be considered out of scope and require a service request: <ul style="list-style-type: none"> <li>Material changes in the scope or effort</li> <li>Material changes in the number or type of deliverables to meet the defined scope of effort</li> <li>Changes to the solutions/interfaces specified for each phase</li> <li>Changes to the project resource requirements</li> <li>Changes to the Launch duration</li> </ul> </li> <li>UKG will estimate the time and cost needed to implement the change and the impact it may have on the delivery of the project. UKG will perform the requested work once the service request has been completed and signed by the Customer.</li> </ul>

Service	Add-on Application Assumptions
Add-on UKG Dimensions Timekeeping Services	<p>UKG will configure:</p> <ul style="list-style-type: none"> <li>Up to 4 new employee pay groups (e.g., grouping of overtime, shift premiums, holiday zones, etc.)</li> <li>Up to 5 data collection devices (if applicable)</li> <li>2 Standard yes/no attestation workflows</li> </ul>
Add-on UKG Dimensions Advanced Scheduling	<p>UKG will configure:</p> <ul style="list-style-type: none"> <li>Migration of existing scheduling groups (schedule for a defined set of employees based on common tasks, skills, census/shift based, or other qualifiers – e.g., departments)</li> </ul> <p>UKG will configure the following integration as applicable:</p> <ul style="list-style-type: none"> <li>Census/Workload Import</li> </ul>

## Appendix A

### Disposition of current Workforce Central Interfaces

#	Name	Description	Notes	SOW Name
1	CORR_Payroll_ps-current	Kronos to PeopleSoft Payroll Interface - current pay period Last Update: 09-09-2019	Payroll export with 4 links; one which writes directly to a PeopleSoft database. Customer will need to shift to using flat file transfer from Dimensions to PeopleSoft (they also have a flat file output today in addition to the DB write). There are also some calculations being done via SQL to identify certain exception scenarios - will need the SC to assist with creating Dataviews to identify these in Dimensions	Payroll Export
2	CORR_Payroll_ps-previous	Kronos to PeopleSoft Payroll Interface - previous pay period Last updated: 09/09/2019	Copy of above for different time period	Payroll Export
3	Labor Level 2 and 3 Import	PeopleSoft to Kronos Labor Level Entry Import Interface -Import Labor Levels 2 and 3 wfc v8.0 (03/07/2017) sb wfc v6.1 (SQL Server 2008) Last Update: 10-04-2010 2:57 p sb	Imports labor level entries from a direct DB query; will need to move to flat file transfer; including BDA to accommodate this integration	Business Data Automation
4	SRF_Payroll_ps-current	Kronos to PeopleSoft Payroll Interface - current pay period Last Update: 09-09-2019	Copy of other payroll export for different population	Payroll Export
5	SRF_Payroll_ps-previous	Kronos to PeopleSoft Payroll Interface - previous pay period Last Update: 09-09-2019	Copy of other payroll export for different population	Payroll Export
6	WASTE_Payroll_ps-current	Kronos to PeopleSoft Payroll Interface - current pay period Last Update: 09-09-2019	Copy of other payroll export for different population	Payroll Export
7	WASTE_Payroll_ps-previous	Kronos to PeopleSoft Payroll Interface - previous pay period - added text file export of payroll Last Update: 09-09-2019	Copy of other payroll export for different population	Payroll Export
8	WATER_Payroll_ps-current	Kronos to PeopleSoft Payroll Interface - current pay period Last Update: 09-09-2019	Copy of other payroll export for different population	Payroll Export
9	WATER_Payroll_ps-previous	Kronos to PeopleSoft Payroll Interface - previous pay period Last Update: 09-09-2019	Copy of other payroll export for different population	Payroll Export
10	Labor Level 7 Import	PeopleSoft to Kronos Labor Level Entry Import Interface -Import Labor Level 7 wfc v8.0 (03/07/2017) sb wfc	Imports labor level entries from a direct DB query; will need to move to flat file	Business Data Automation



#	Name	Description	Notes	SOW Name
		v6.1 (SQL Server 2008) Last Update: 10-04-2010 3:52 p sb	transfer; including BDA to accommodate this integration	
11	Labor Level 1 Import	PeopleSoft to Kronos Labor Level Entry Import Interface -Import Labor Level 1 wfc v6.1 (SQL Server 2008) Last Update: 10-04-2010 3:53 p sb	Imports labor level entries from a direct DB query; will need to move to flat file transfer; including BDA to accommodate this integration	Business Data Automation
12	ps_to_Kronos_EmployeeImport	PeopleSoft to Kronos Employee Import Last Update: 08/13/2020 - looks at rehired employees so LL 4 and 5 are not carried over from prior job	Imports employee data using a direct DB query source from the PeopleSoft database. Will need to use flat file transfers for this process in Dimensions.	Employee Data Import
13	ps_to_Kronos_AccrualsImport	PeopleSoft to Kronos Accrual Balance Interface -Used to RESET Accrual Balances on a Pay Period basis. Last Update:10-01-2019 Edited SQL Query in KronosID_from_Custom.cs file to exclude terminated employees.	Resets accrual balances using data from a direct DB query to PeopleSoft database. Will need to use flat file transfers for this process in Dimensions.	Accrual Balance Reset Import