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| Services | Description |
| Base Services | The Base Services will be fulfilled by applying the standard processes used within the KPMG Powered Evolution Service Desk. |
|  | Incident Management  The KPMG Service Desk will be the single point of contact to manage Level 3 incidents or defect tickets. |
| Workday Bi-annual Update Assessment - Functional Update Support  Provide [Client] with a report detailing the impact on your environment, opportunities for Workday major release management (Bi-annual updates): |
| Enrichment Services | Enrichment Services allow clients to fulfil a changing demand through service catalogue items or change requests. KPMG is engaged via a Service Request mechanism. |
|  | Enhancements  An enhancement is a requested addition to documented functionality or a request to change the existing functionality of the Workday solution. KPMG will package each change for release, handing it over to the Client for final integration and UAT, and then planning and migration to production. These may include configuration changes, report writing, integration services, data load services, training, documentation etc. |
| Tenant Management  Management of [Client]‘s Workday tenants is done via a service request to support on-going development, configuration changes, minor Workday updates, and regular functional updates. |
| Workday Bi-annual Update Deployment – Test and Deployment  Configure the enhancements and new features within the test and sandbox environments. Test the new functionality against the existing configuration in a sandbox environment. Deploy the new configuration into the production environment. |
| Problem Management  A problem is a recurring incident or request by which resolving a root cause will resolve a new instance of the incident or request.  As Problem investigation can be time-consuming and, in most instances, leads to a request to resolve an underlying issue, we require [Client] approval before engaging in the investigation process. |
| Governance Services | The Governance services oversee the delivery of services that meet the service level appropriate for Client needs and as detailed in the service contract. The effort is reviewed and adjusted every quarter depending on [Client] needs and other services provided. |
|  | Change Management  Management of any changes required to maintain the service alongside release planning, testing, packaging, and scheduling. Provision of input into the Client Change Management process (Client will provide a dedicated development environment for KPMG to provide their services to the Client, any development work will be packaged and handed over to the Client to deploy into production). |
|  | Strategy and Roadmap Planning  Functional update planning services provide a forward-looking plan outlining your roadmap for future adoption and maturity improvement. The plan will be the basis for establishing an updated schedule. |
|  | Reporting  Provide critical oversight and account management to help ensure that the right policies, procedures, and processes are compiled, and accurate financial and management reports are produced. KPMG CSM will conduct a monthly Service Review with the Client. The Service Review reporting pack will cover performance against agreed SLA targets with red-amber-green status and cover significant cases and Service Requests. It will also cover changes that were delivered to the Client for the period and arose from cases, regression testing and Service Requests. |