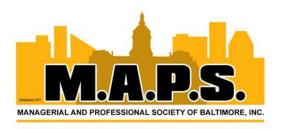# City Union Coalition

Presentation to Baltimore City Council

Identified but Unresolved
Workday Functionality issues

March 10, 2021

Workday Overview

Workday introduced and implemented as <u>transformational</u>:

    To migrate information collection and data retention.

    To move from paper to electronic media.

    To achieve greater accuracy and responsiveness.

    To achieve greater computer literacy within City workforce.

    To give City employees direct access to personnel transactions.

Workday Effects

Despite the best of intentions, Workday benchmarks not achieved:

Information from ADP to Workday not accurate or audited.

Information not updated to keep pace with life events.

Information not moved from paper to electronic media.

Essential payroll and personnel actions still entered by hand.

More personnel, rather than fewer personnel involved in tasks.

Workday Payroll/Personnel Errors

Systemic Workday platform errors remaining not recognized or cured:

Acting out-of-title rates/events.

Shift differential, overtime and hazardous assignment premiums.

Employment transactions (e.g. seniority dates at reinstatement).

Incorrect (excessive) third-party (vendor) payroll deductions.

Omission/inaccurate leave accrual/use; compensatory time.

Workday – Transitional Healthcare Problems

Systemic Workday errors remaining not recognized or cured:

  Transfer of data to and for Vendors by hand/not automatic.

  Data transferred to date not audited or updated life events.

  Employment transactions (e.g. retirements) not reported.

  Incorrect premium rates applied/deducted for retirees.

  Benefit enrollment lapses (for what should be automatic).

Workday – Poor Communication

Inadequate communication:

Failure to express/bargain over changes in work assignments.

Failure to identify/communicate expectations to new retirees.

Failure to confirm/communicate accrued leave balances.

Failure to reverse excessive payroll/premium deductions.

Failure to provide real-time report of transactions reversed.

Workday – Still needed

Workday Expectations Timeline:

When will reports be issued of transactions reversed (off-cycle).

When will platform programming lapses be corrected.

When will off-the-clock duty assignments be reversed.

When will FLSA payments be reconciled.

When/how will City address lacking smartphones or computers.