



Legislation Details (With Text)

File #: 21-0018R **Version:** 0 **Name:** Investigative Hearing - Workday Enterprise Resource Planning Implementation

Type: City Council Resolution **Status:** Adopted

File created: 2/8/2021 **In control:** Public Safety and Government Operations

On agenda: **Final action:** 3/22/2021

Enactment date: **Enactment #:**

Title: Investigative Hearing - Workday Enterprise Resource Planning Implementation
 For the purpose of inviting the Director of the Department of Human Resources, the Director of the Department of Finance, the Director of the Baltimore City Office of Information & Technology, and other interested parties to appear before the Baltimore City Council to discuss: the development and implementation process of the Workday Enterprise System; what focus groups or other workgroups were created to identify potential problems during the development process; what offline performance tests were conducted to identify potential gaps in service delivery capabilities; and what corrective processes have been put in place to remedy the countless problems that the city has faced during this implementation process.

Sponsors: Danielle McCray, Phylicia Porter, Odette Ramos, Sharon Green Middleton, Robert Stokes, Sr., James Torrence, John Bullock, Zeke Cohen

Indexes: Workday, Enterprise, Investigative Hearing, Resource

Code sections:

Attachments: 1. Hearing Agenda - 21-0018R, 2. Law 21-0018R, 3. 21-0018R~1st Reader, 4. 21-0018R - Taylor Hall, 5. 21-0018R - James Fallon, 6. 21-0018R - IAFF Local 964, 7. Baltimore City Council's Feb. 10 Workday hearing (Responses), 8. Hearing Minutes - 21-0018R, 9. Hearing Packet - Bill 21-0018R, 10. Baltimore City Council's Feb. 10 Workday hearing (Responses), 11. 21-0018R - IAFF Local 964, 12. 21-0018R - Taylor Hall, 13. 21-0018R - James Fallon, 14. PSGO - Hearing Notes - 21-0018R, 15. 21-0018R - Testimony Sign-Up, 16. Workday and Baltimore City Council 02-10-2021- final, 17. Hearing Agenda - 21-0018R (2), 18. Coalition of Baltimore City Employee Unions Letter Retirement Issues 20210224, 19. Coalition Presentation to City Council (03.10.2021), 20. PSGO - Hearing Notes - 21-0018R (2), 21. Hearing Minutes - 21-0018R (2), 22. 21-0018R~2nd Reader

| Date | Ver. | Action By | Action | Result |
|-----------|------|---|---|--------|
| 3/22/2021 | 0 | Baltimore City Council | Adopted | |
| 3/22/2021 | 0 | Public Safety and Government Operations | Recommended Favorably | |
| 3/10/2021 | 0 | Public Safety and Government Operations | Recommended Favorably | Pass |
| 3/4/2021 | 0 | Public Safety and Government Operations | Worksession | |
| 2/11/2021 | 0 | Baltimore City Council | Refer to Dept. of Human Resources | |
| 2/11/2021 | 0 | Baltimore City Council | Refer to Mayor's Office of Information Technology | |
| 2/11/2021 | 0 | Baltimore City Council | Refer to Dept. of Finance | |
| 2/11/2021 | 0 | Baltimore City Council | Refer to Baltimore City Administrator | |
| 2/11/2021 | 0 | Baltimore City Council | Refer to City Solicitor | |
| 2/8/2021 | 0 | Public Safety and Government Operations | Scheduled for a Public Hearing | |

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|----------|---|------------------------|------------|
| 2/8/2021 | 0 | Baltimore City Council | Assigned |
| 2/8/2021 | 0 | Baltimore City Council | Introduced |

* **Warning:** This is an unofficial, introductory copy of the bill.
The official copy considered by the City Council is the first reader copy.

Introductory*

**City of Baltimore
Council Bill R
(Resolution)**

Introduced by: Councilmember McCray
A Resolution Entitled

A Council Resolution concerning
Investigative Hearing - Workday Enterprise Resource Planning Implementation

For the purpose of inviting the Director of the Department of Human Resources, the Director of the Department of Finance, the Director of the Baltimore City Office of Information & Technology, and other interested parties to appear before the Baltimore City Council to discuss: the development and implementation process of the Workday Enterprise System; what focus groups or other workgroups were created to identify potential problems during the development process; what offline performance tests were conducted to identify potential gaps in service delivery capabilities; and what corrective processes have been put in place to remedy the countless problems that the city has faced during this implementation process.

Recitals

Whereas, Baltimore’s vision for Workday was to implement the modern Workday Enterprise Resource Planning (ERP) tool that would manage, automate, and connect key processes within the City’s complex network of agencies, services, and people, by saving valuable time and money;

Whereas, the former employee timekeeping practice that included punching time clocks or submitting paper time sheets was deemed less efficient. To be sure, several similarly-sized jurisdictions to Baltimore have already made the transition to cloud-based software applications, such as Workday;

Whereas, despite soaring expectations, the rollout of Workday was flawed from the outset, with hundreds of City employees being negatively impacted - many of whom are essential workers who continue to be our lifeline throughout the COVID-19 pandemic;

Whereas, many employees have been underpaid or not paid entirely since the Workday rollout. In some cases, employees have not been paid for 6 weeks. This has caused an enormous financial strain among our city employees. As a result, many in our workforce have now fallen behind on monthly bills such as car payments, mortgage payments, and credit card bills;

Whereas, throughout implementation of the Workday system, there have been concerns around inadequate training and resources provided to employees, managers, and supervisors regarding navigating the system and entering hours worked; and

Whereas, City employees deserve transparency on this matter, and the City needs to provide information about what additional training and resources will be provided to correct the negative consequences that have occurred to our employees as a result of these system failures.

Now, therefore, be it resolved by the City Council of Baltimore, That the Council invites the Director of the Department of Human Resources, the Director of the Department of Finance, the Director of the Baltimore City Office of Information & Technology, and other interested parties to appear before the Baltimore City

Council to discuss: the development and implementation process of the Workday Enterprise System; what focus groups or other workgroups were created to identify potential problems during the development process; what offline performance tests were conducted to identify potential gaps in service delivery capabilities; and what corrective processes have been put in place to remedy the countless problems that the city has faced during this implementation process.

And be it further resolved, That a copy of this Resolution be sent to the Mayor, the Director of the Department of Human Resources, the Director of the Department of Finance, the Director of the Baltimore City Office of Information & Technology, and the Mayor's Legislative Liaison to the Baltimore City Council.