



Department of Enterprise Services - 5WH

Title: Workday Public Cloud Migration

Description: Workday is migrating all its customers from private cloud data centers to public cloud infrastructure, leveraging Amazon Web Services (AWS) and Google Cloud Platform (GCP). This transition is mandatory for all customers not already on the public cloud. The migration impacts integrations, tenant URLs, and requires updates to firewalls and vendor configurations.

For who: Galveston County

Location: County Wide

When needed: ASAP

Justification: Workday's decision to transition all customers to public cloud infrastructure (AWS and GCP) is driven by strategic, technical, and operational imperatives that reflect modern best practices in enterprise computing. This move is not optional because maintaining dual infrastructure models (private cloud and public cloud) would be inefficient, costly, and unsustainable long-term.

Item	Qty	Per Unit \$	Total
Workday instance			

Total spend:

Is this item budgeted: ☐ Yes ☐ No

Budgeted amount:

If not budgeted, describe

how item is to be funded?:

Is this a renewal?: ☐ Yes ☐ No

Current expiration date:

DIR Contract?: ☐ Yes ☐ No

DIR Contract #

Account:

Submitted by: Chris Martinez

Date: 7/15/25

Workday Public Cloud Migration Acknowledgement Frequently Asked Questions

When Workday was founded, we invested heavily in developing our own, purpose-built data centers. At the time, that was the best path to achieve the highest levels of performance, scalability, and security. Over time, cloud infrastructure services provided to the public market ("Public Cloud") by hyperscalers such as Google and Amazon have increased in maturity. Public Cloud resources now provide sophisticated, secure, and scalable hosting environments that enable Workday to provide best-in-class services to our customers.

These FAQs do not form part of the contract and are for informational purposes only.

Why do I need to migrate my Tenant to a Public Cloud environment?

- By shifting to a Public Cloud environment, you will benefit from innovative technologies and capabilities that will enable current and future advances in Workday's Services, such as [near-zero downtime patching](#).

Why do I need to sign a document to migrate my Tenants to a Public Cloud environment?

- The attached document serves two purposes. First, customers will be required to make some configuration changes to their tenant after the migration for it to work properly. This form helps to ensure that customers are aware of these changes and are well positioned for a smooth transition. Second, the Workday MSA was entered into when service delivery was through Workday's own data centers. The attached document will acknowledge that service delivery shall be made through a Public Cloud environment.

When will my Tenants be migrated?

- Customers may schedule their migration at a time convenient for them to minimize any potential business interruptions.

Will my Tenants hosted in a Public Cloud environment be covered by the SLA?

- Yes. Migration will not impact Workday's service level commitments to you. The same SLA will apply whether your Production Tenant is hosted in Workday's data center or in a Public Cloud environment. The SLA will cover your Production Tenant hosted in Workday's data center until it is no longer used in Production. SLA coverage will begin for the Production Tenant hosted in a Public Cloud environment when it becomes active.

Why does it say that certain product SKUs or Innovation Services might be unavailable after I migrate?

- Some of Workday's Service SKUs were designed and built with Workday data centers in mind. These Service SKUs must be optimized to run in Public Cloud environments, which is an ongoing effort. Workday will continue to add services to our Public Cloud environments over time, but if we selected you to move to a Public Cloud environment, we have already verified that all of your current Service SKUs are available in a Public Cloud environment.
- While we anticipate that we will build more Service SKUs with a cloud-first approach in the future, some Early Access ("EA") SKUs or Innovation Services may only be available in Workday data centers. In the event such SKUs or Innovation Services are not available in the Public Cloud Environment, Workday will make that requirement clear to you prior to subscription to such SKUs.

(For information purposes only, this FAQ does not form part of any contract)

Workday Public Cloud Migration Acknowledgement Frequently Asked Questions

Where can I access Subprocessor audit reports?

- Instructions for accessing Subprocessor audit reports are available at <https://community.workday.com/node/1145922>.

(For information purposes only, this FAQ does not form part of any contract)

PUBLIC CLOUD MIGRATION ACKNOWLEDGEMENT AND AGREEMENT

This Acknowledgement and Agreement (“**Acknowledgement**”) is entered into between County of Galveston (Precision Task Group, Inc.) (“**Customer**”) and Workday, Inc., (“**Workday**”) as of the later of the dates beneath the parties’ signatures below (“**Acknowledgement Effective Date**”) and relates to that certain Main or Master Subscription Agreement between Customer and Workday, dated December 30, 2022 (as amended, “**Agreement**”). Unless otherwise defined herein, capitalized terms used in this Acknowledgement shall have the same meaning as set forth in the Agreement. In the event of a conflict between the terms of this Acknowledgement and the terms of the Agreement, the terms of this Acknowledgement shall prevail.

WHEREAS, Workday will migrate Customer’s Workday Tenants from a Workday data center to a Public Cloud Platform; and

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the parties hereby acknowledge and agree as follows:

1. **Definitions.** For the purposes of this Acknowledgement, the following terms shall apply:

“**Public Cloud Platform**” means a Workday-managed secure cloud services platform, which includes services for computing, storage, monitoring, content delivery and other related services, as well as the various facilities and physical operations to support such services.

2. **Migration of Customer Tenants.** At a time mutually agreed upon by the parties, Workday will move Customer’s Tenants to a Public Cloud Platform located in data centers in U.S. Region.
3. **Service Levels.** Workday’s commitments to Customer under the SLA shall apply to the Customer’s Tenant used in Production (“**Production Tenant**”), whether hosted in Workday’s data center or hosted on a Public Cloud Platform and will continue to apply thereafter in accordance with the Agreement.
4. **Customer Configurations.** Customer’s Tenants and related systems will require configuration changes and Customer agrees to make and test such changes, as necessary, to validate that Customer’s Tenants are performing materially as they were when hosted in Workday’s data centers once Customer’s Tenants are moved to a Public Cloud Platform. Customer understands and agrees that while Workday will provide guidance as to the type of changes that may be necessary, Customer must (i) identify any Customer-specific changes that may be required, (ii) perform adequate testing of the changes, and (iii) make these changes once their Production Tenant is moved. Customer further acknowledges and agrees that these configuration changes may be required for full functionality in their Tenant, and further that the Service Availability and Service Response commitments in the SLA shall not apply until any such changes are made by Customer. An illustrative example of a configuration change that Customer will need to make are changes to the Uniform Resource Locators (URLs) that identify Customer’s Tenant and which Customer will need to update in single sign-on identity providers, integration jobs, and notifications. Workday will not be able to provide redirection from the original URLs; Customer acknowledges that calls to original Tenant URLs will fail once the Tenant is moved.
5. **Implementation Tenant.** For the purposes of enabling Customer to carry out and test the various configuration changes and validate that Customer’s Tenants are performing materially as they were when hosted in Workday’s data centers, Workday will, upon Customer’s written request, initially provide Customer with a copy of their Production Tenant in an implementation instance (“**Implementation Tenant**”) on a Public Cloud Platform in U.S. Region. The Implementation Tenant will be provided without additional

charge for a period of up to two (2) months, after which period such Tenant will be deleted unless Customer notifies Workday in writing that it would like to retain the Tenant. If Customer decides to keep the Implementation Tenant, charges for such Tenant after the two-month period referenced above will be levied at Workday's then-current rates for additional Tenants unless a different rate is mutually agreed upon by the parties and may require an Order Form between the parties.

6. **Service SKU Availability.** While certain Service SKUs and/or Innovation Services may not be available on the Public Cloud Platform as of the Acknowledgement Effective Date, Workday confirms that all SKUs and Innovation Services to which Customer is currently subscribed or opted-in are available on the Public Cloud Platform as of the Acknowledgement Effective Date.
7. **Subprocessors.** The Workday Service hosted on the Public Cloud Platform is delivered using Subprocessors identified on the Subprocessor List. "**Subprocessor List**" means the list, currently located at <https://www.workday.com/en-us/legal/subprocessors.html>, identifying the Subprocessors that are authorized to Process Personal Data under the Agreement.



Except as amended hereby, the Agreement shall remain in full force and effect. This Acknowledgement may be executed in counterparts or by electronic signatures.

IN WITNESS WHEREOF, the parties' authorized signatories have duly executed this Acknowledgement as of the Acknowledgement Effective Date:

County of Galveston (Precision Task Group, Inc.)

Workday, Inc.

Signature

Signature

Matt Edwards

Mark Henry

Name

Name

Assistant General Counsel, Global Contract
Operations

County Judge Henry

Title

Title

6/26/2025

July 21, 2025

Date Signed

Date Signed