

## Kelsey Gallahar

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**From:** Kelsey Gallahar  
**Sent:** Wednesday, July 19, 2023 2:20 PM  
**To:** Kelsey Gallahar  
**Cc:** Anusha Paila; Alisha Rowland; Glenn Hodge; Eddie Kerr; Sharee L. Broussard  
**Subject:** Important: Workday  
**Attachments:** PDFLetter.pdf; IT Admins\_7\_19\_23.pdf; DUO Info Sheet.pdf



Good Afternoon:

We are pleased to announce a significant development at the Mobile County Commission: the implementation of Workday. We are writing to personally inform you about this transition and provide you with essential information to ensure a smooth and successful implementation.

In preparation for the transition, we have conducted comprehensive training sessions, road shows, and Zoom calls to familiarize managers and ALL end users with the Workday system. These sessions have been recorded and stored on our [website](#), offering a wealth of helpful guides to assist you through the transition process. We encourage you to explore the website and avail yourself of these valuable tools. **All end users will be receiving separate communication with their username and temporary password in the coming days.** We ask that you install the DUO app or obtain a DUO Key Fob. This measure is critical to enhancing the security of our systems and safeguarding our valuable data. See *DUO Info Sheet*.

To ensure a smooth and efficient handling of any issues that may arise during the transition period, we have established a dedicated [ticketing system](#). Should you encounter any difficulties or require assistance, we urge you to log your requests through the [ticketing system](#). Our committed IT Admins from various agencies have been assigned as your primary point of contact for any queries or concerns. For details regarding the IT Admins, see attached document.

To foster collaboration and guarantee a successful first payroll run in Workday, we are setting up a dedicated "War Room" on the 7th-floor Training Room. We invite all payroll partners to join us on July 31<sup>st</sup> to work together and address any challenges that may arise.

**We kindly request your assistance in disseminating this information to all members of your department or agency to ensure widespread awareness of the transition process.**

Should you have any inquiries or concerns, please do not hesitate to “**Reply All**” to this email or use the [ticketing system](#) for Workday Issues.

**Important Links:**

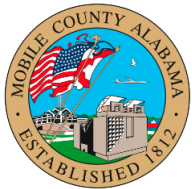
- Find more information about Mobile County’s transition to Workday at [Workday: Home](#).
- Submit a support request or inquiry: <https://mobilecounty.on.spiceworks.com/portal>.

Thank you for your cooperation and commitment to ensure a successful transition to Workday.

**Attached:**

PDF of Letter  
IT Administrators  
DUO Info Sheet

*Sent on behalf of the County Administrator and the Workday team by*



**Kelsey Gallahar, MPA**

*Deputy Director of Public Affairs and Community Services*

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